



# Helpful Hints clear & easy

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Page: 1 of 1

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**SUBJECT:** GIII Vend Motor Troubleshooting Procedure

**MODELS:** All GIII models

**TOOLS REQUIRED:** Voltmeter

**ESTIMATED TIME:** Variable

Number of  
People  
Required



The following areas of this vender contain voltage which can cause serious injury or even death: the main power cord, supplying 115-230 VAC to the evaporator, EMI filter, refrigeration system, monitor, and computer; the power line from the EMI filter to the ballast and transformer; and the ballast, which can produce upwards of 600 volts. Remove all power from the vender before working in any of these areas.

**INFORMATION:** This document describes the procedure for troubleshooting problems related to the vend motor on GIII venders.

### TROUBLESHOOTING PROCEDURE:

1. Check the chain assembly and home sensor for proper installation and function. (Refer to Helpful Hint 72 for GIII vend chain troubleshooting. Refer to Helpful Hint 73 for GIII home sensor troubleshooting.)
2. Remove power to the controller by pulling the fuse. Then, restore power. The chain should cycle to its home position.
3. While performing a vend test through the vender's service menu, watch the action of the chain. (Refer to "tEst" in the GIII Service Manual for instructions on how to perform a vend test.) Refer to the appropriate section below for specific vending issues.

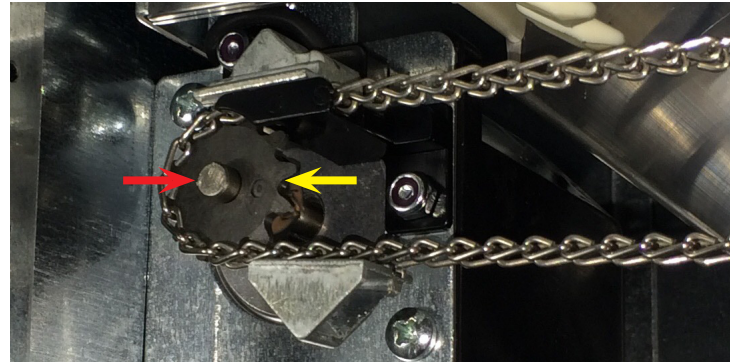
#### Double vending

Check the selection depth ("SdEP") in the service menu to ensure it is set correctly by selection number. If it is, refer to the service manual for further troubleshooting steps.

#### Motor operating, sprocket shaft turning, but chain not turning

Check the sprocket on the vend motor assembly to ensure it is secured to the sprocket shaft. If it is loose, replace the vend motor assembly. (See Figure 1.)

**Figure 1.** The sprocket (yellow arrow) should not be loose on the sprocket shaft (red arrow).



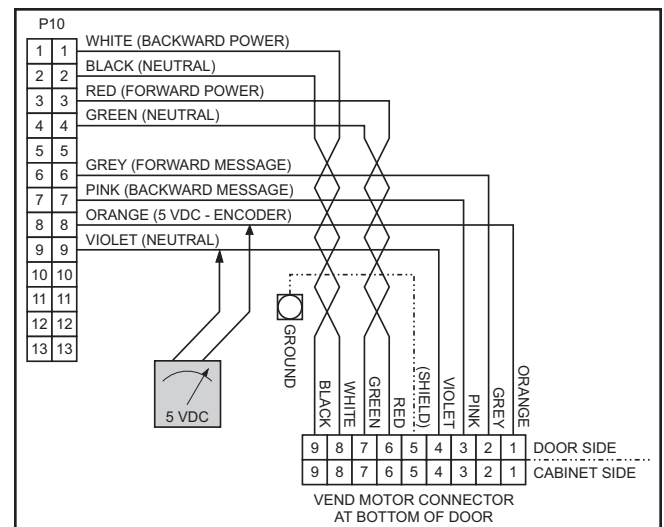
#### Motor making noise but not turning

1. Check for voltage at the control board. On pins 8 and 9 at pinout P10, approximately 5 VDC should be registered. If it is not, replace the control board. (See Figure 2.)
2. Check continuity in each wire of the vend motor harness from the control board to the bottom of the door at the inline vend motor harness connection. If continuity is not present in all wires, replace the vend motor harness.
3. If continuity is present in all wires in the vend motor harness, replace the vend motor assembly.

**Figure 2.** Approximately 5 VDC should be registered at pins 8 and 9 on pinout P10.

#### Vending from incorrect columns

1. Check space-to-sales ("StoS") in the service menu to ensure it is set correctly. If it is not, correct the space-to-sales settings.
2. Check for voltage at the control board. On pins 8 and 9 at pinout P10, approximately 5 VDC should be registered. If it is not, replace the control board. (See Figure 2.)
3. If space-to-sales is set correctly, check continuity in each wire of the vend motor harness from the control board to the bottom of the door at the inline vend motor harness connection. If continuity is not present in all wires, replace the vend motor harness.
4. If continuity is present in all wires in the vend motor harness, replace the vend motor assembly.



**ANY QUESTIONS? CONTACT ROYAL VENDORS' CUSTOMER SERVICE DEPARTMENT  
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