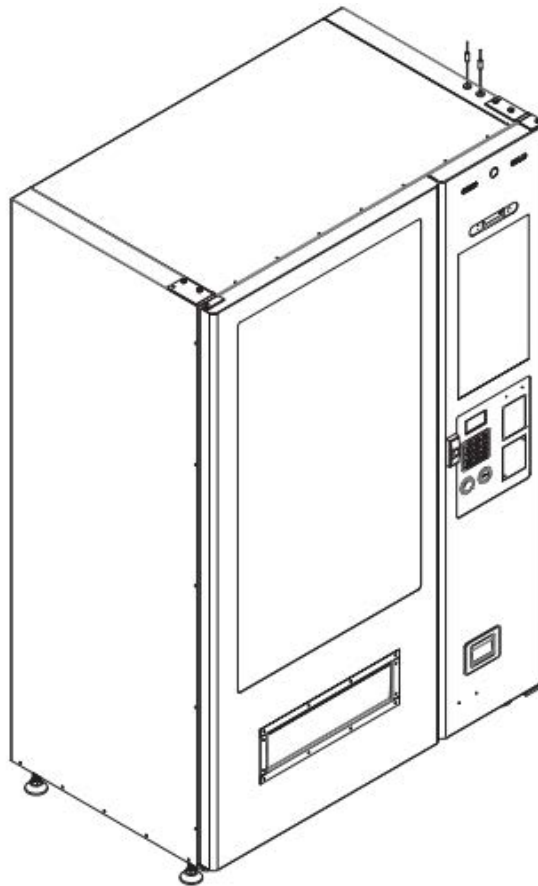


# VENDING MACHINE

**Models:** TCN-CSC-10C(V22)



***Before using, please read the operating instructions carefully to ensure proper application and achieve satisfactory results.***

For any service-related issues, please contact us:



718-576-6342



support@koolmore.com

# ***Stay informed with the latest information for your KoolMore Appliance.***

## **FCC Regulatory Compliance**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: changes or modifications not expressly approved by the party responsible for compliance could void the user ' s authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End user must follow the specific operating instructions for satisfying RF exposure compliance. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

**If you need any assistance or have questions, our customer support team is here to help.**

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# Parts list



Partial functions may vary depending on the model and configuration. In case of any inconsistency between the machine and the provided picture, the machine's specifications shall take precedence.  
Changes in appearance do not affect functionality. Additionally, the functions and operating instructions of the machine may be updated or upgraded without prior notice.  
Please keep the User Manual properly for future reference after reading

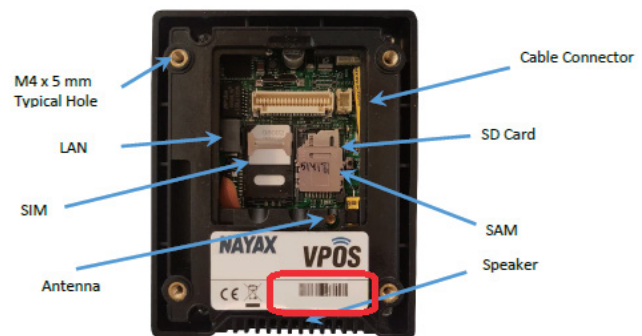
# NAYAX CREDIT CARD READER ONBOARDING



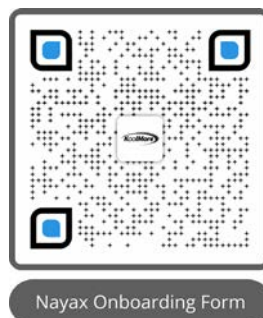
Your Koolmore vending machine comes equipped with a Nayax Credit Card Reader, providing a convenient way to accept card payments.

To begin the registration and onboarding process with Nayax, follow these simple steps:

1. Locate Your Serial Number (ID #): You can find the serial number on the Nayax device screen. Alternatively, the serial number is also located on the back of the device.



2. Access the Onboarding Form: Scan the QR code below with your smartphone's camera or QR code reader app. This will take you directly to the "NAYAX ONBOARDING FORM" within the KoolMore website.



3. Complete and Submit the Form: Fill in the required fields, including your company name, phone number, email address, and the serial number of the Nayax Credit Card Reader, then submit the form. The Nayax onboarding team will receive your information.

4. Wait for Contact: A representative from Nayax will contact you to guide you through the setup process.

5. Start Accepting Card Payments: With the credit card reader set up, you can begin accepting credit card payments through your KoolMore vending machine.

For assistance or further questions, please don't hesitate to reach out to our customer service team. We're here to ensure your vending machine experience is as seamless as possible.

# Safety

The machine operates on a power supply of 110 VAC, 50/60Hz, with a current rating of 15A.

Please note that operating the machine without required voltage may result in startup issues, compressor burnout, or abnormal noise.

Ensure the use of a three-pronged plug and ensure proper grounding.

Do not remove the third prong intended for grounding, as this poses a risk of electric shock.  
Prevent wire damage.

- a) Avoid pulling the plug by the wire; firmly grasp the plug when removing it.
- b) Ensure wires are not trapped under the machine or intentionally stepped on.
- c) Exercise caution when moving the machine away from the wall to prevent wire rolling or stepping.
- d) Cease use of worn or damaged wires and send them to the designated repair site for servicing.

Please unplug the machine under the following conditions to prevent electric shock during cleaning, repairing, or replacing spare parts.

Repairing works shall be conducted by professional technician.  
Use one hand to pull the door handle and the other hand to retrieve items from inside.

Be mindful of the door to avoid injury. Children should use the machine under the supervision of adults.

If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.

Children should be supervised to ensure that they do not play with the appliance.

This appliance can be used by children aged 8 and above, and people with reduced physical, sensory or mental capabilities or lack of experience and knowledge but have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be conducted by children without supervision.

This appliance is intended to be used in similar applications such as airport, train station, hospital, shopping mall, factory, residential area, etc.

The appliance shall not be installed at outdoor place. It shall be installed in a horizontal position.

The appliance is not allowed to immerse in water for cleaning, nor be cleaned by a water jet.

If the insulation foam layer of refrigeration system is flammable, the dumped machine should be recycled by qualified company or individual.

# Setup

## Preparation before Setup

Upon receiving the machine, please inspect the packaging carefully. If it is damaged, kindly contact our customer service for assistance right away.

Before proceeding, remove all packaging materials, including wooden cases, cartons, adhesive tape, foam, and protective film.

Ensure that the ground where the machine operates is firm and smooth.

Keep the machine away from heat sources and direct sunlight to maintain optimal performance.

Position the machine in an area with good ventilation, ensuring there is at least 8 inches of space around the machine.

Avoid placing the machine in damp or splash-prone areas. Clean any water stains and dirt with a soft cloth to prevent rust or deterioration of electrical insulation performance.

Avoid placing the machine in excessively cold environments, and refrain from using it outdoors or in rainy conditions.

## Machine Stabilization Period:

After installation, wait for at least 30 minutes before connecting the power supply to ensure proper operation. If refrigeration is required, allow the machine to stand still for 4-5 hours beforehand to prevent compressor damage.

## Caution

Power supply of the machine must be dedicated socket, if not, the machine can't work. Otherwise exist serious security risks.

## General Setup Process

### Step 1: Plan for the usage

Plan the products to be loaded in advance and draft the slot type, height, or combination if necessary.

### Step 2: Connect to Power

The power plug must be connected to a reliable, solid, and grounded power supply.

### Step 3: Load Products

Load the products following the loading instructions.

### Step 4: Program the Machine

Configure the products' info, prices, inventories, temperature, and other settings in the management system.

### Step 5: Load Change Money

Add change coin and banknotes (if applicable).



## 1. Connect to power

At the left side of the machine's back, find bundled power cord and keys. Plug the power cord in an electrically grounded power outlet.

## 2. Unlock the door

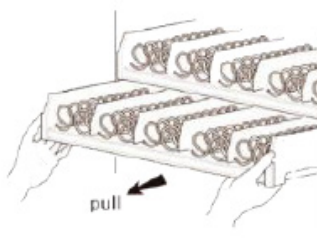
Insert the key into the keyhole, turn the key to the right side (clockwise direction), the lock handle will automatically pop-up. Pulling out the lock handle and turn it to the left side (anticlockwise direction) about ten circles, open the door as pictures show.



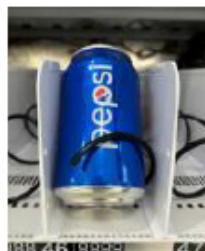
## Load products

### 3.1 Spiral Slots

For spiral slots, pull out the tray and put the products from front to back.



- The tray can be hanged downward for about 30° for the convenience to load and organize the products at the back-side.
- Please choose the suitable spiral for various sizes of products.
- For the goods are not mentioned here, please test before you sell to get the best placement.
- The products should lean backward.
- The single slot, left rotate spiral end should point at 3 o'clock, and right rotate spiral end at 3 o'clock position.



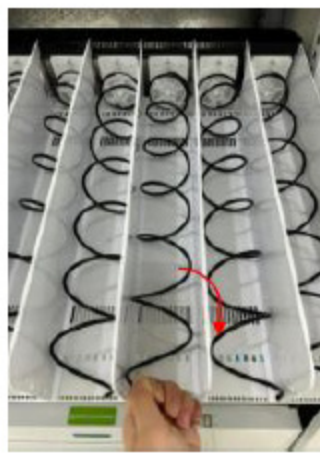
- For merged slots, the spirals should be facing down at 6 o'clock.

Guide: How to rotate the spiral to change the position.

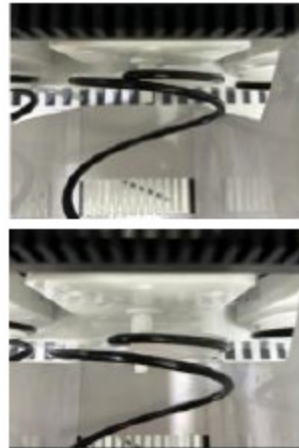
Hold the end of the spiral and pull out the spiral vertically. (Can feel the elasticity at the backside.)



Rotate the spiral to the desired position. Release the spiral.



Comparison of spiral in default position and pull-out position.



Practices that should be avoided when loading spiral slot:

- The top of the goods should not touch the upper tray.
- The good's width should not exceed the width of the spiral/slot.
- The goods should not be too small to be held by the spiral.
- The product is too thick for the spiral spacing.
- The product should not reach out of the tray. It will effect elevator movement.
- After push back the tray, the spiral may rebound upward, causing the bottle to slip out.

Push the tray drawer back to the bottom until you hear a thump. Before closing the door, please lightly pull out the tray to ensure it is securely fixed in place.

### Belt Slots

Place the product directly on the tray. Not recommend to pull out the tray to load products because uneven tray may result in product squeeze issue.

The single belt slot is available for 7 goods due to belt limited bearing capacity (1.6kg for single 2.5kg for dual belt slot). And product thickness should be greater than 3 inches to stand stable on the belt. Wrong practices should be avoided when loading beltslot:

The product is too small compared with the belt width.

The product isn't placed at the center of the belt.

The unusual light product may be rotated on beltslot and activate the light sensor by mistake.

Thin product may fall backward on the beltslot.

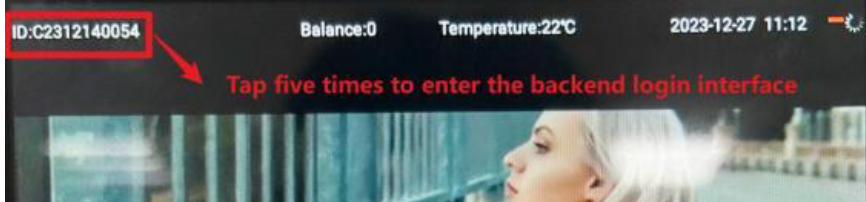
If a product leans against it's front one. They may drop together.

The longitudinal length of the food should < 6 inches. Otherwise may activate the light sensor before the good is fully moved out.

# Programing

## Login Backend System

"Tap the machine ID in the top left corner five times to display the login interface.

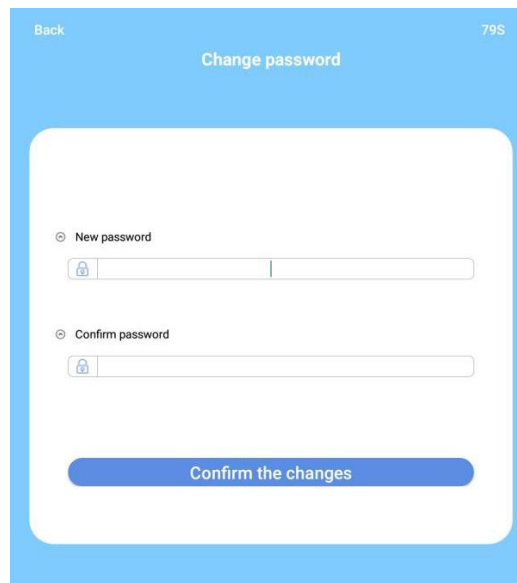
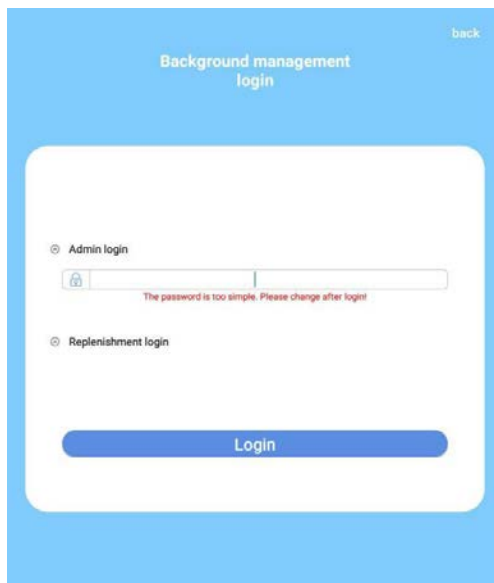


If you see a red prompt saying, 'The password is too simple. Please change after login!', enter the password '000000'. The system will then direct you to the change password interface. Once you change the password, the red prompt will no longer appear.

Alternatively, you can enter the default password '888888' for urgent access.

Using the default password '888888' will allow you to enter the management system without prompting a password change.

Note: The software will be locked after three consecutive invalid password attempts. To unlock it, reboot the machine."



## Backend System Homepage

- Click the search box to access and search for various functions.
- Functions are grouped into themed tags for easy navigation.
- To return to the shopping interface after system configuration, use the “Back to Shopping Page” button located in the top-left corner.
- The most commonly used functions are prioritized and appear first in the menu.

Note: To apply changes to the slot configuration or when adding a bill validator or coin changer, restart the machine.

## Slot Products Management

After logging into the backend system, the first function tab, “Load Products,” is displayed by default in the KM-VMRTW-60EBR.

In this section, you can manage the following functions by clicking the respective buttons at the top:

“Set Stock” “Set Price” “Set Slot” “Test Slot” “Set Purchasing”

## Load Products to Slots

In the “Set Stock” page, you can modify the stock levels for the slots.

Loading options:

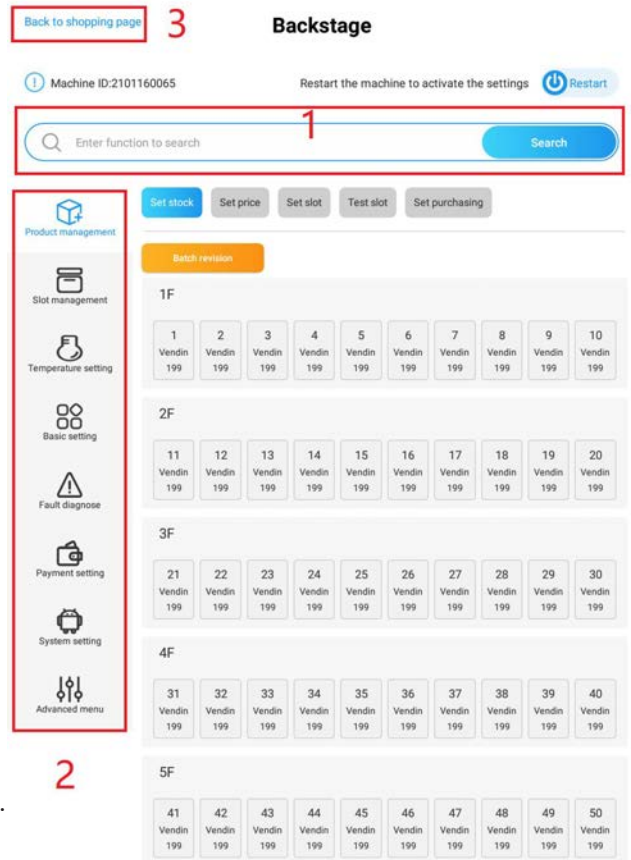
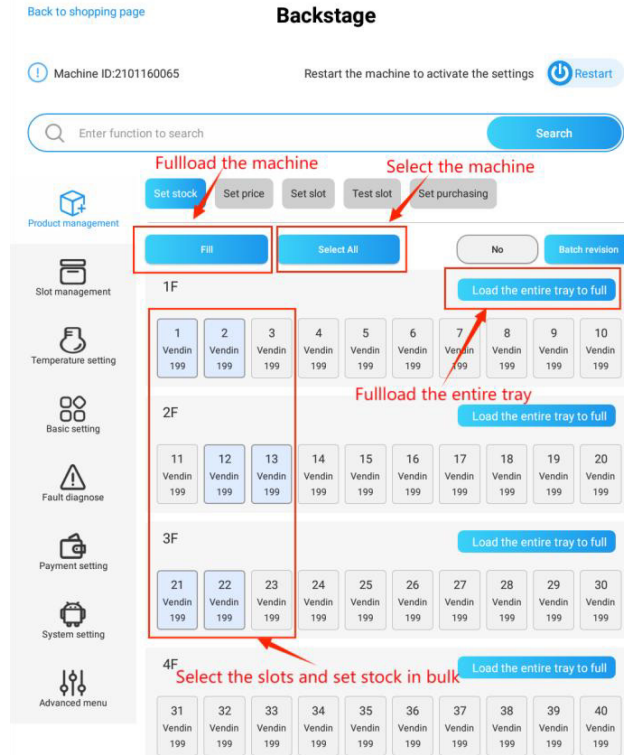
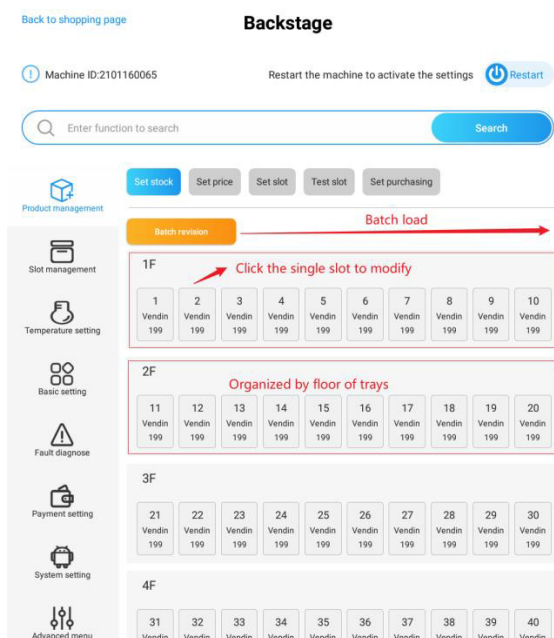
Load Single Slot: Press the slot number to revise its stock in the pop-up panel.

Load Batch Slots: Press the “Batch Revision” button to switch to the batch revision page.

Load Multiple Slots: Select multiple slots to modify, then press the “Batch Revision” button. (Slots from different trays can be selected.)

Load the Entire Tray: Press the “Load the Entire Tray to Full” button.

Load the Entire Machine: Press the “Full Load the Machine” button.





## Set Slot Product Price

In the “Set Price” page, you can manage the prices of products. The operations are similar to those for loading products.

### Price Setting Options:

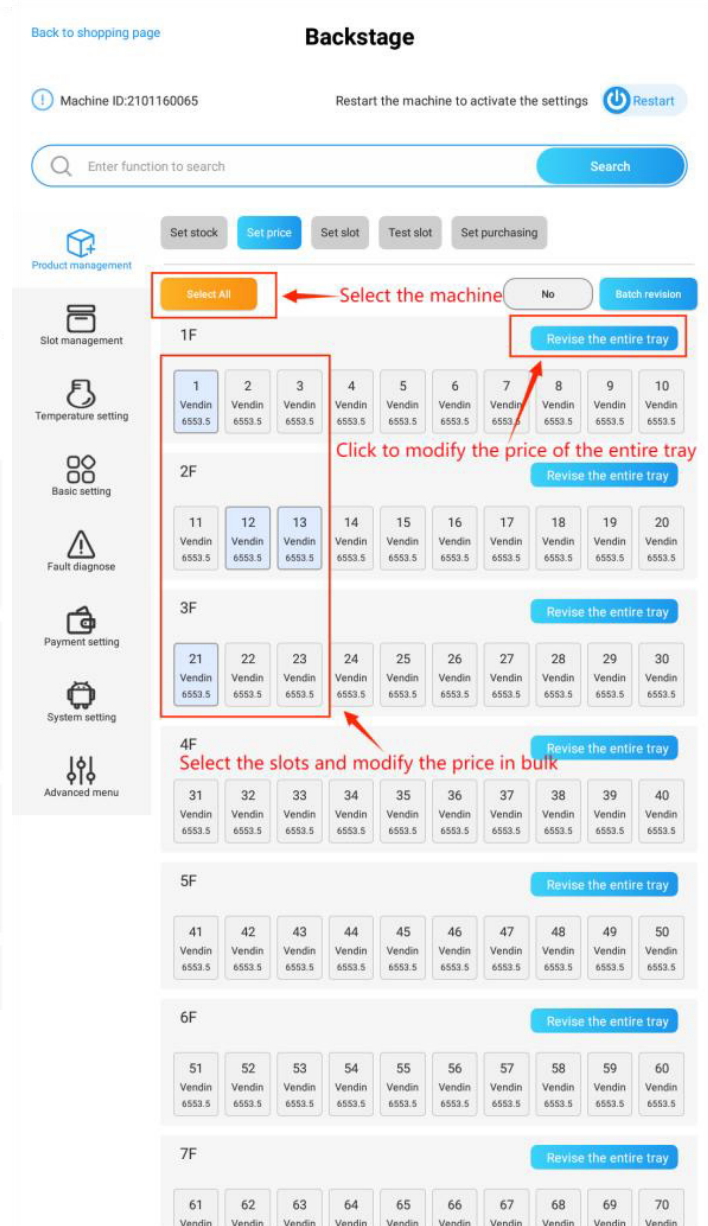
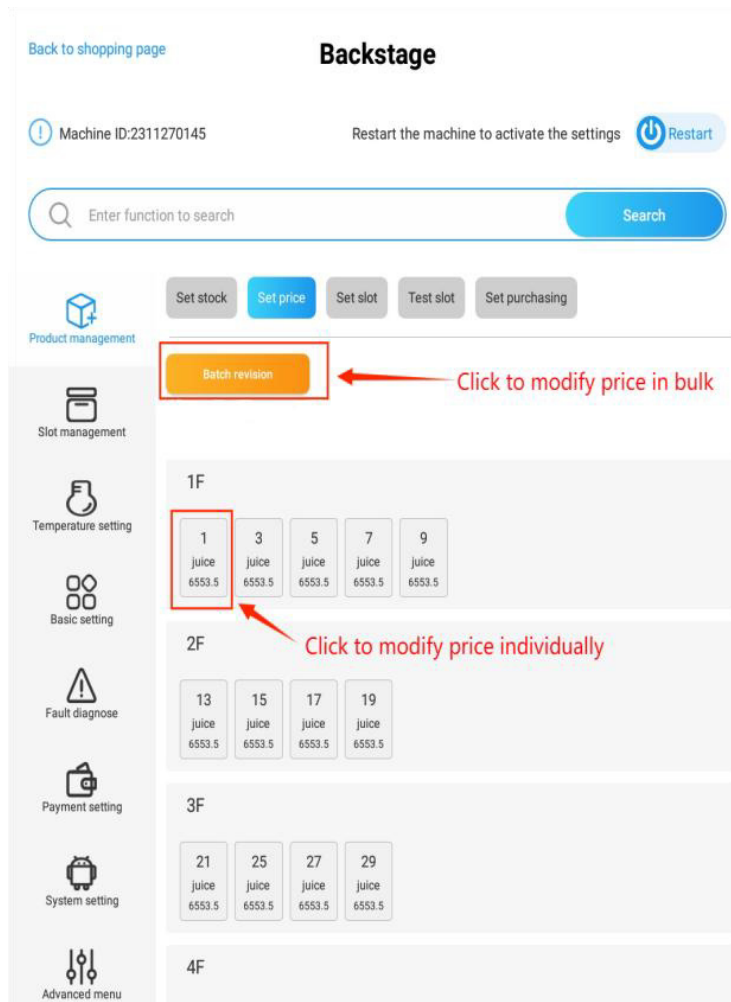
Set Single Slot Price: Press the slot number to revise its price in the pop-up panel.

Set Batch Slots Price: Press the “Batch Revision” button to switch to the batch revision page.

Set Multiple Slots Prices: Select multiple slots to modify, then press the “Batch Revision” button. (Slots from different trays can be selected.)

Set Price for an Entire Tray: Press the “Revise the Entire Tray” button.

Note: After completing price revisions, click the “Back” button to confirm changes.



## Maintain Slot Product Info

In the "Set Slot" page, you can manage the product information for each slot. The view is organized by slot number.

Configuring Product Info:

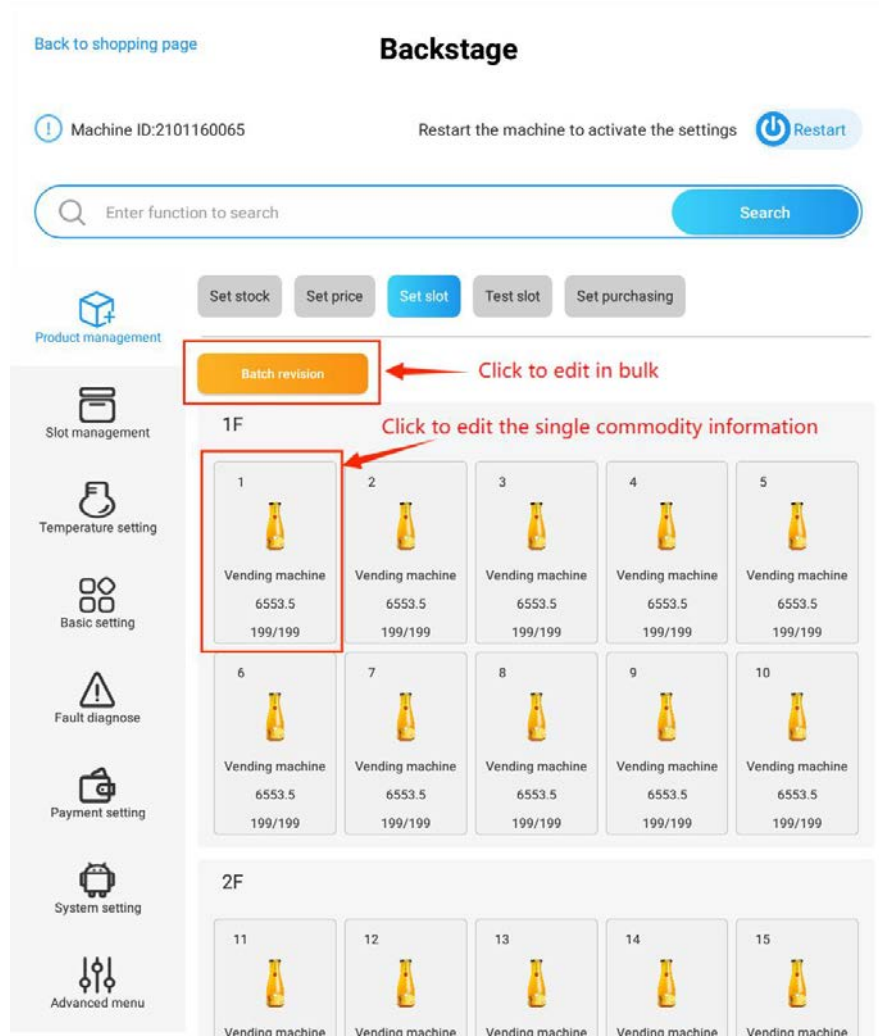
Configure Single Slot Product Info: Click on a single slot frame to configure the product information for that specific slot.

Configure Batch Slot Product Info:

Click the "Batch Revision" button to enable the batch revision feature.

Select slots individually, use the "Revise the Entire Tray" option, or press the "Select All" button to choose the desired slots.

Click "Revise in Batch" to update the information collectively for the selected slots.



## Key fields inputs:

| No. | Basic Settings                       | Description                                   | Instruction  |
|-----|--------------------------------------|---|--|
| 1   | Commodity Name                       | Name of the product                           |  |
| 2   | Unit price                           | Price of the product                          | You can also set it at the "Set price" page  |
| 3   | Commodity Code                       | Customized product code                       | When multiple slots are the same product, you can set selling mode as per this code. See more details in Set purchasing feature in section 2.3.5 |
| 4   | Slot capacity                        | Qty of product that can be placed in the slot | Default and max value is 199   |
| 5   | Product description                  | Descriptions of the product                   | This description can be displayed in KM-VMRWT-66EBR, currently not available in KM-VMRTW-60EBR.  |
|     | <b>Additional Slot configuration</b> |   |  |
| 6   | Expiry date                          | Expiry date of the product shelf life         | The slot will be locked and won't display in shopping menu when expired.   |
| 7   | Slot status                          | Hide/Available/Have no goods                  |  |
| 8   | Product details image                | Picture of the product*                       | Please refer to the introduction below   |

Selected slots

Back

[1]



change goods

Commodity name

Vending machine

Unit price

6553.5

Commodity code

1

Slot capacity

199

Product description

Enter product description

Open additional slot  
configuration



Open additional slot  
configuration



Expiry date

Please enter the expiration date

heated or not ?



Slot status

Available

Age verification before  
payment



Product details image



Replace product images

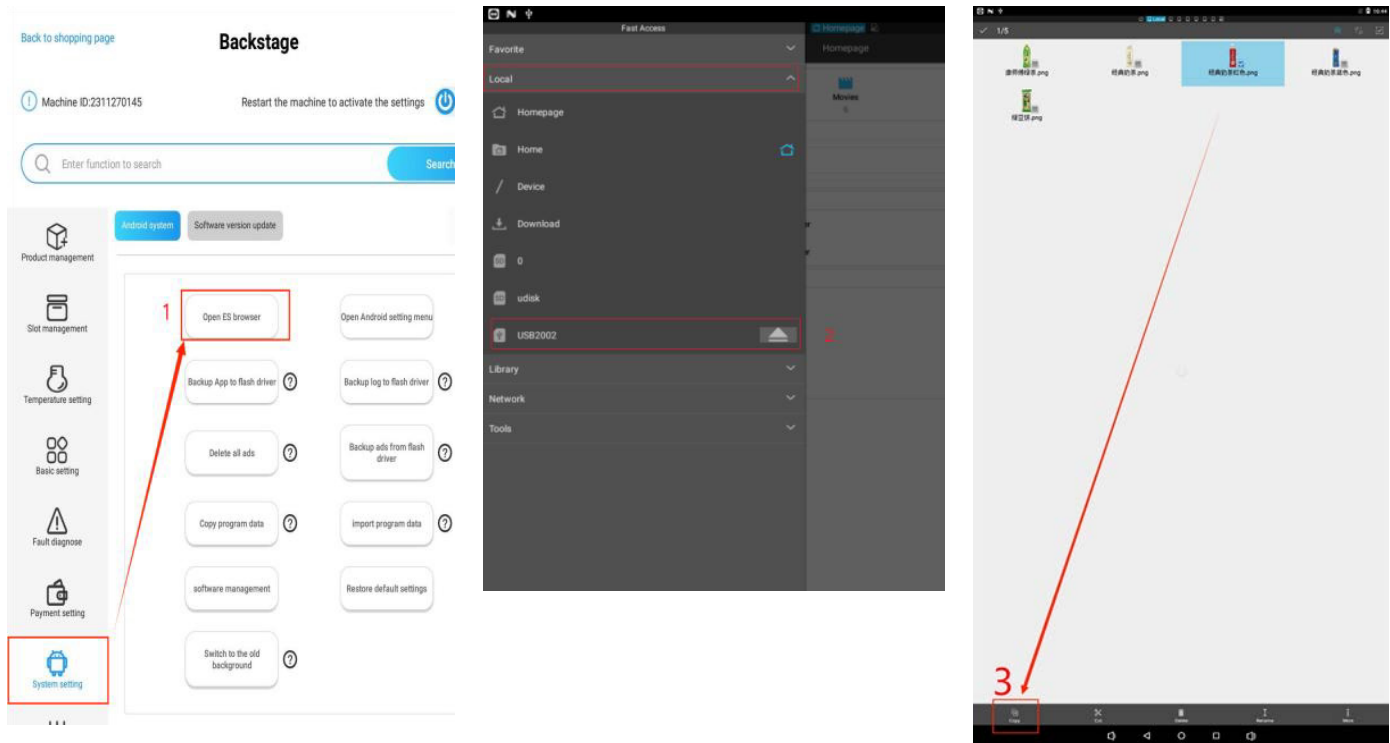
Yes



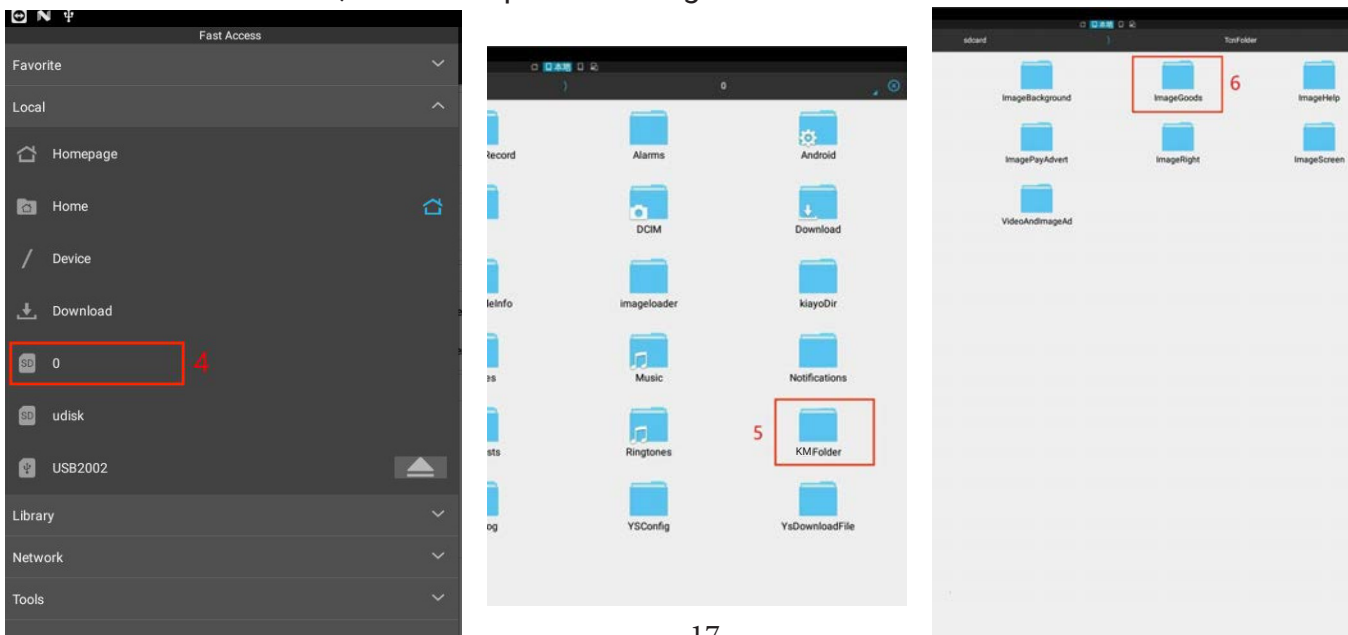
## How to Add Images to the Product Image Library:

Save the product images you want to add to the library onto a USB drive and plug it into the USB interface of the tablet.

1. Navigate to the “Android system” section and press the “Open ES Browser” button to launch the ES Browser.
2. In the ES Browser, press the three horizontal lines in the top left corner, then click the “Local” tab and select “USB drive” to access the USB memory.
3. Long press the picture in your USB device to select it, and then press the “Copy” button in the bottom navigation bar.



4. Click the “SD card” tab to return to the system storage directory.
5. Find and open the “KMFolder.”
6. Inside the “KMFolder,” find and open the “ImageGoods” folder.



7. Click the “Paste” button to paste the copied picture into the folder.
8. The picture is now successfully copied into the product image library.
9. You can find the image in the library when you edit the product information.



Note: Customers can also use the “Koolmore Vending Machine Management System” (backend) to configure product information. After editing product info in the backend, the user needs to submit the changes for review. Tech support must review and approve the application before the configured information takes effect in the machine.

## Product Dispensing Test

### Accessing the Test Slot Page:

- Press the “Test Slot” button to display the slot test page. This section is designed to test the slot dispensing motion, meaning the spiral of the selected slot will rotate a full circle (using the spiral slot as an example).

### Testing Options:

- Test Single Slot: Press the single slot tab to activate the test. The screen will display the test status and results.
- Test Batch Slots: Press the “Batch Test” button to switch to the batch test page.
- Test Multiple Slots: Select multiple slots, then press the “Batch Test” button. (Slots from different trays can be selected.) The slots will perform the test in order.
- Test the Entire Tray: Press the “Test the Entire Tray” button to test all slots in a tray.
- Test the Entire Machine: Press the “Test the Entire Machine” button to test all slots in the machine.

### Error Handling:

If an error code appears during testing, click the “Clear Error” button to remove it. If the error reappears, inspect the machine for issues.

## Cargo Lane Collaboration:

Clicking this button will reset all springs in the machine to their initial positions.

### Prompt

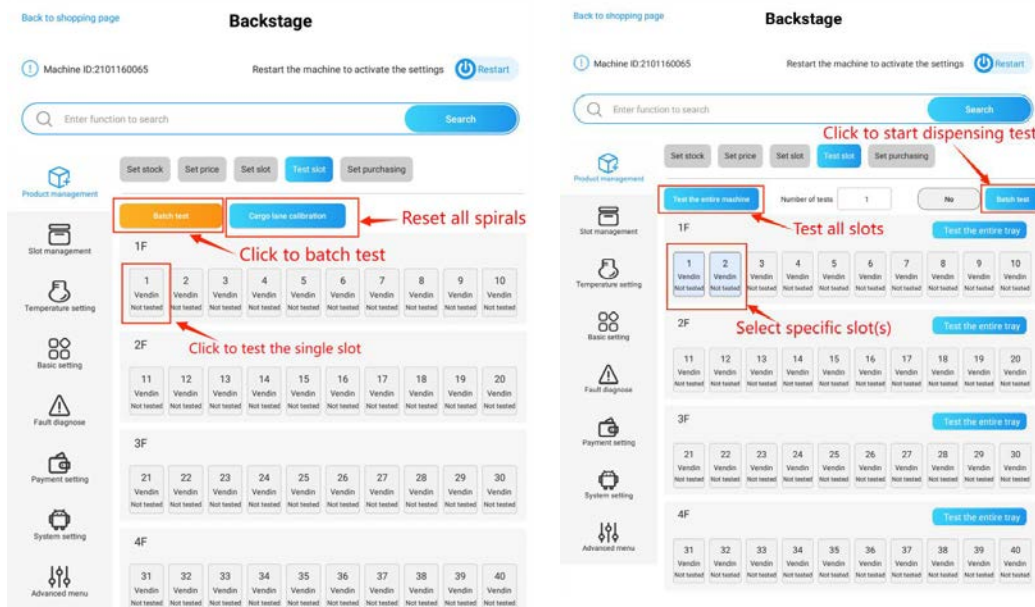
This menu only tests whether the empty cargo lane rotates normally. Please ensure that there are no products in the cargo lane and ensure that the test is carried out normally!

Yes

### Note:

When testing slots, a prompt will appear as described. If you test a slot with no products in it, the photoelectric detection board in the elevator may not detect an item dropping from the slot, causing the machine to display error 80. You will need to clear the error if you wish to test the slot again.

## Shopping Interface Configuration



The “Set Purchasing” section is used to configure the shopping interface parameters, including price currency, price decimal, language, and more.

**Price Unit:** Press the drop-down menu to select the price currency. The default is set to “\$.”

**Price Decimal Point:** Set the decimal point for the product price. This is typically set to 2.

**Number of Slots Digit:** This is usually set as one digit. If set to two digits, numbers 1-9 will display as 01-09.

**Language Settings:** Select the display language for the interface.

**Failed Attempts to Lock the Machine (9: Unlock Machine):** Configure the number of failed attempts that will lock the machine. When the machine is locked, it won't be able to sell products. Setting this to 9 means the machine will never lock.

**Temperature Mode:** Set the temperature unit to either °C or °F.

**Full Screen Mode:** When enabled, the navigation bar at the bottom of the screen will be hidden. This feature is only available when the UI type is set to “0~default” in the “Android System Setting -> Quick Setup Guide -> UI Type” section.

**Paging Display:** When enabled, the shopping product lists will be displayed in pages.

**Display by Code:** If multiple slots sell the same product, you can activate this mode. This will result in a single product selection tab for that product being displayed on the shopping interface.

**Note:**

*For products sharing the same product code, the product information must be consistent. The configuration of product codes is explained in section 1.3, “Maintain Slot Product Info.”*

**Selling Modes:** When this mode is enabled, you must select one of the following selling modes:

#### **Vending First-In-First-Out Mode:**

- Products are dispensed according to the slot number sequence. For example, if there are three slots (1, 2, and 3), the slots will vend one by one. If an error occurs with a slot, the machine will skip to the next slot.

#### **Always Vend from the First Slot:**

- The machine will always sell the product from the first slot and will not dispense from successive slots until the first slot is sold out.

#### **Vending First-In-First-Out Mode with Keypad Support:**

- For example, if all products in slots 1, 2, and 3 are the same (e.g., Product A), selecting Product A on the screen will cause the machine to vend by slot number. However, if you enter a slot number using the keypad, the machine will vend the product from the selected slot.

### **Slot Management**

Back to shopping page

Backstage

Machine ID: 2101160065 Restart the machine to activate the settings Restart

Enter function to search Search

Product management

Set stock Set price Set slot Test slot Set purchasing

Slot management

Temperature setting

Basic setting

Fault diagnose

Payment setting

System setting

Advanced menu

Price unit 元

Price decimal point 2

Number of slots digit 1

Language settings Chinese English French

Failed counts lock the machine(5 unlock machine) 5

Temperature Mode centigrade

Display by code ?

Full screen

Paging display

Press to see instructions

function explanation

Product coding mode: display products by product mode, for example, if all the products in slot 1 to slot 10 are product A, in the interface it won't display 10 products, it displays only 1 product A.

Attention: product information must be consistent when product codes are the same.

Select a selling method:

1. Vend in first-in-first-out mode: vend by slot number sequence, for example, there are three slots in the machine, slots 1, 2 and 3, the three slots vend one by one, when there is an error, skip to the next slot;

2. Always vend from the first slot: when there are 3 slots in the machine, the machine always vends the products in slot 1 until all products in slot 1 are sold.

3. Vend in first-in-first-out mode and support keypad selecting: For example, all products in slot 1, slot 2 and slot 3 are product A, if you select product A in the screen, the machine vends by slot number; if you enter the slot number with the keypad, the machine vends the product in the selected slot.

Yes

To accommodate larger products, you can merge slots as needed. Debugging staff can also manage the status of slots when replacing a driver board or slot.

## Slot Management Actions:

### Merge Slots:

Choose neighboring slots, then press “Merge” to combine them. Use the “Whole Layer Merging” button to merge all slots in a tray. (Slots from different trays cannot be merged.)

### Split Slots:

Select double-slot or merged slots and split them back into single slots. Use the “Full Layer Splitting” button to split all slots in a tray.

### Add Slots:

Manually add a slot if it is not displayed on the driver board for a newly added tray.

### Delete Slots:

Remove unnecessary or non-existing slots.

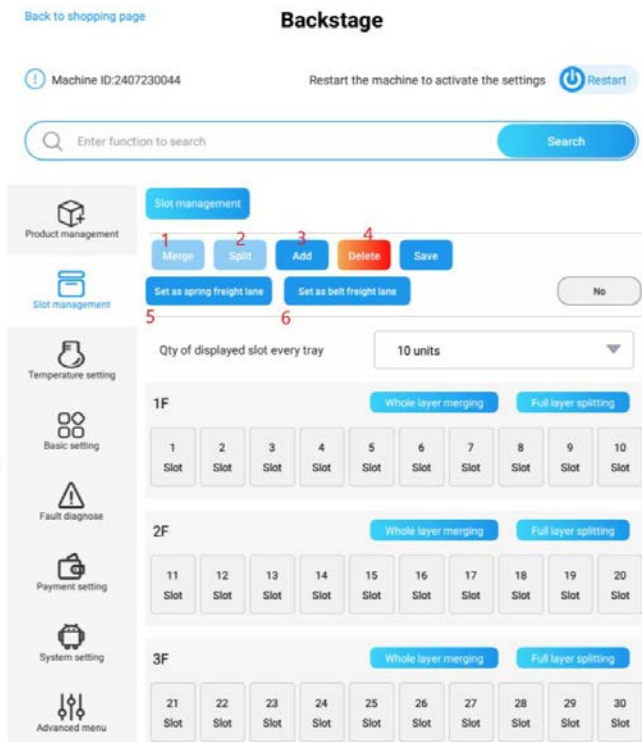
### Transform to Spring Slot:

Select the slot(s), then press the button “Set as Spring Freight Lane” to change the slot type.

### Transform to Belt Slot:

Select the slot(s), then press the button “Set as Belt Freight Lane” to change the slot type.

Note: Remember to click “Save” to preserve the settings, and restart the machine to activate them.



## Refrigerating and Heating

### Refrigerating and Heating Settings

#### Working Mode:

Select the desired mode: Refrigeration, Heating, or Normal Temperature. Use the slider to set the specific temperature.

#### Glass Heating:

Activate the Glass Heating function to prevent fog from forming on the front glass door. You can customize the heating time based on your needs.

#### Temperature Query:

Click "Query" to view the current temperature under the selected mode.

#### Compressor Working Time:

You can configure the compressor to operate during specific periods for energy-saving purposes, such as from 08:00 to 18:00 (daytime).

#### Note:

Ensure the "Glass Heating" function is turned on when the "Refrigeration" mode is selected. Otherwise, fog may appear on the glass.

The screenshot displays the 'Refrigerating and heating' settings page. On the left is a sidebar with icons for Product management, Slot management, Temperature setting (highlighted in blue), Basic setting, Fault diagnose, Payment setting, System setting, and Advanced menu. The main content area is titled 'Temperature control setting'. It includes a 'Working mode' dropdown set to 'Normal temp', a 'Target temperature' slider with a red arrow pointing to it and the text 'Slide to adjust temperature', a 'Glass heating' toggle switch turned on with a red arrow and the text 'Turn on glass heating', and a 'Period 1' input field with a '+' icon. Below these is a 'Current mode: Room temperature' label and a 'Query' button with a red arrow pointing to it and the text 'Query current temperature'. A 'Set up' button is also present. The bottom section is titled 'Compressor working time setting' and features a 'Period 1' input field with a '+' icon and a 'Set up' button. A red arrow points to the 'Set up' button with the text 'Click to save settings'. Another red arrow points to the '+' icon with the text 'Add separate periods of working time'. Red boxes highlight the 'Refrigerating and heating' tab in the sidebar, the 'Set up' button in the 'Temperature control setting' section, and the 'Set up' button in the 'Compressor working time setting' section.

## Lock Machine When Temperature is Abnormal

To prevent product spoilage caused by high interior temperatures, this feature allows the machine to automatically lock if the interior temperature exceeds a specified threshold.

Configuration Options:

Temperature Threshold:

Set the temperature above which the machine will be locked.

Temperature Time Select:

Specify the period of time within which, if the temperature fails to drop to the set level, the machine will be locked.

Lock Mode:

0 – Lock Mode: When an abnormality occurs, the entire machine will be locked, preventing any product sales.

1 – Cargo Mode: When an abnormality occurs, only the faulty slot will be locked, preventing sales from that slot, while the rest of the machine remains operational.

Note: Ensure that the refrigerating mode is activated before enabling this feature.

Example:

- Enable the machine's refrigeration feature and set the refrigeration temperature to 39°F. Set the temperature threshold to 46°F, time to 150 minutes, and lock mode to 0. In this case, if the machine cannot cool down to 53°F (39°F + 46°F) within 150 minutes, the machine will be locked. If the lock mode is set to 1, and the "Over-temperature Lock Cargo Lane" feature is enabled for specific slots in the Set Slot page, those slots will be locked and unable to sell products, while other slots will remain unaffected.

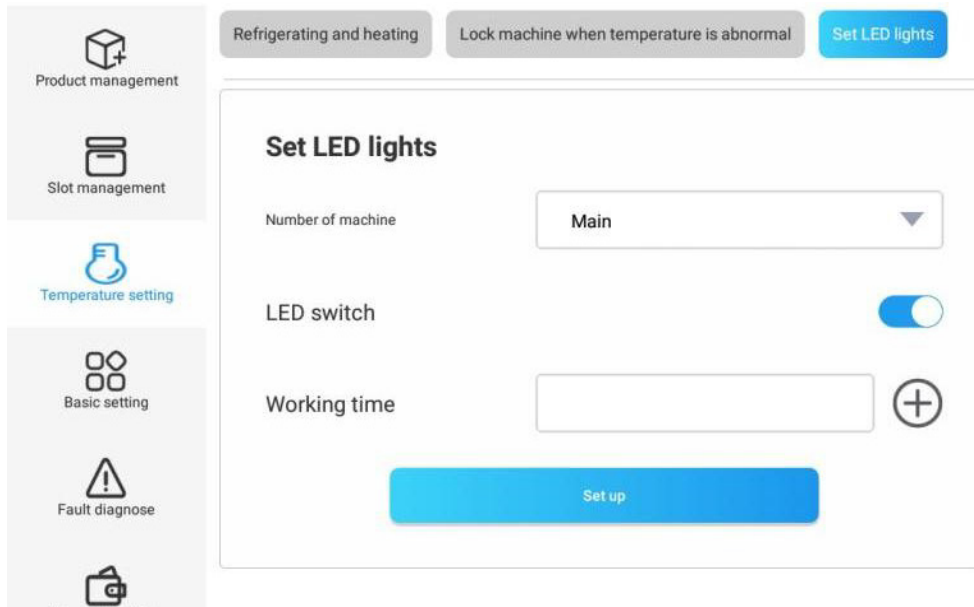
The screenshot shows the 'Backstage' settings interface. At the top, there's a 'Back to shopping page' link and a 'Machine ID: 2311270145' with a 'Restart' button. Below is a search bar. The left sidebar contains icons for 'Product management', 'Slot management', 'Temperature setting' (highlighted), 'Basic setting', 'Fault diagnose', 'Payment setting', 'System setting', and 'Advanced menu'. The main content area is titled 'Temperature abnormal setting' and includes a toggle switch for 'Is it enabled' (labeled 'Turn on/off the lock mode') which is currently turned on. Below the toggle are fields for 'Number of machine' (set to 'Main'), 'Temperature threshold' (set to '8'), 'Temperature detection time' (set to '150' minutes), and 'Lock mode' (set to '0~lock mode'). A 'Set up' button is at the bottom.



## LED lights

Save energy by setting the working time of the LED light.

- Control the ON/OFF of the LED lights.
- Customize the working time of the LED light.
- Set sections of discontinuous working periods by clicking the “plus” button.



## Basic Information Setting

### Advertisement Management

Manage the content displayed in the advertisement positions on the machine.

#### Advertisement Settings:

##### Scrolling Content:

This is the text displayed at the bottom of the shopping interface. Typically, you can place the customer service number or a welcome message here.

##### Interval for Picture Playback:

When multiple standby images are available, you can set the interval time for each image here. The standby image is displayed in full screen when the machine is idle, and the standard size is 1080x1870 pixels.

##### Standby Advertising Display:

When this feature is enabled, an advertisement can be shown after a certain number of seconds when there is no user interaction on the screen.

##### Full-Screen Standby Video Display:

When enabled, the advertisement video for the machine's standby status (not the advertisement on the shopping page) will be displayed in full-screen mode.

##### Start Time in Standby:

Set the number of seconds after which the screen will show a standby image or video if there is no operation.



## Welcome Settings:

Set a greeting message that will be accompanied by a sound prompt when a customer activates the shopping page.



### Advertising Settings:

Standby Advertising Display: Ensure the image size is 1080x1870 pixels.

For methods to update the content of the advertisements, please refer to the sections “Delete all ads” and “Backup ads from flash drive” in section 7.1, Android System.

## Set Reminding Messages

This section allows you to set necessary reminder messages that appear when customers interact with the screen.

### Settings:

- **Pay Effective Time:** Set the waiting time for payment after a product is selected. If payment is not made within this period, the screen will automatically return to the product list page.
- **Payment Tips:** Customize reminders that appear after a customer selects a product on the shopping page. For example: “Please insert coins” or “Please tap your card.” (This feature is available only when the machine’s “UI type” is configured as “0.” This parameter can be checked in the Android system under the “Quick Setup” section.)  
**Do Not Display Balance Prompt:** When enabled, the balance prompt on the shopping page will not be displayed.
- **Audio Prompt:** When enabled, the machine will broadcast a voice prompt when a slot is selected, canceled, or confirmed. (It is not recommended to enable this feature because the slot number will be pronounced in Chinese only, and the voice may not always be clear enough for the end user.)
- **Sold Out Prompt Revising:** Customize the reminder message that appears when a product is sold out.
- **Keyboard Option Text Settings:** Define the name displayed for the keyboard, such as “Keyboard,” “Please enter,” or use other languages.
- **Keyboard Enter Prompt:** Configure prompts for keyboard input; for example, “Please enter the

product number” when the customer presses a key.

Product management

Slot management

Temperature setting

Basic setting

Fault diagnose

Payment setting

System setting

Advanced menu

Advertisement management

Set reminding tips

Server setting

Serial port setting

Role management

Pay effective time 90 s

Pay tips Pls insert cash or present card

Do not show credit card balance prompt

Voice prompt

Sold out text modification

Keyboard text Settings Keypad

Keyboard input tips Enter item number

Customer service number xxxxxxxxxx

save

Payment tips

Slot number 1 The goods have been sold out, please choose other goods!

Sold out prompt revising

## Server Setting

Configure the server type, server IP, and Port ID to enable proper communication between the tablet and the vending machine backend system. For specific parameters, please consult with your vending machine supplier.

### Features:

#### Pickup with APP Pick-up Code:

This feature allows customers to pick up gifts using a pick-up code during promotional activities without making a payment.

#### Note:

It is not recommended to change server-related parameters during daily use. If adjustments are necessary, please contact the KoolMore tech support team.

Product management

Slot management

Temperature setting

Basic setting

Fault diagnose

Payment setting

System setting

Advanced menu

Advertisement management

Set reminding tips

Server setting

Serial port setting

Role management

Machine ID 2311270145

server type CDZZF

Server IP qrc.ourvend.com

Port number 4150

Pick up with App pick-up code

save

## Serial Port Settings

Select the correct serial ports and set the appropriate parameters to ensure the machine functions and communicates properly.

Settings:

Motherboard Type:

Choose the appropriate type based on your machine's configuration (e.g., spiral, elevator, S-shaped).

Group No. of Serial Port: Set to 0 (default). Please do not change this setting.

VMC Serial Port: Select the appropriate port based on the actual configuration of your machine.

VMC Baud Rate: Set to 9600 (default). Please do not change this setting.

MDB Serial Port: Select the appropriate port based on the actual configuration of your machine.

Note: It is not recommended to change serial port-related parameters during daily use. If changes are necessary, please contact the KoolMore tech support team.

The screenshot shows the 'Backstage' management interface. At the top, there's a 'Back to shopping page' link and the title 'Backstage'. Below this, a machine ID '2311270145' is displayed with a 'Restart' button. A search bar is also present. On the left, a sidebar lists various management options: Product management, Slot management, Temperature setting, Basic setting (highlighted), Fault diagnose, Payment setting, System setting, and Advanced menu. The main content area is titled 'Serial port setting' and contains several configuration sections. The first section, highlighted with a red box, includes 'Motherboard type' (TCN-STANDJS), 'Group No. of serial port 1' (0), 'VMC serial port' (/dev/ttyS4), and 'VMC baud rate' (9600). Below this, there are sections for 'Motherboard type 2' (弹簧驱动-Spring), 'Motherboard type 3' (NONE), and 'MDB serial port' (highlighted with a red box). Other settings include 'Temperature serial port', 'Temperature serial baud rate' (9600), and 'IC reader serial port' (/dev/ttyS3).

## Password Management

This section allows you to revise the administrator password or reset the staff password.

Roles and Passwords:

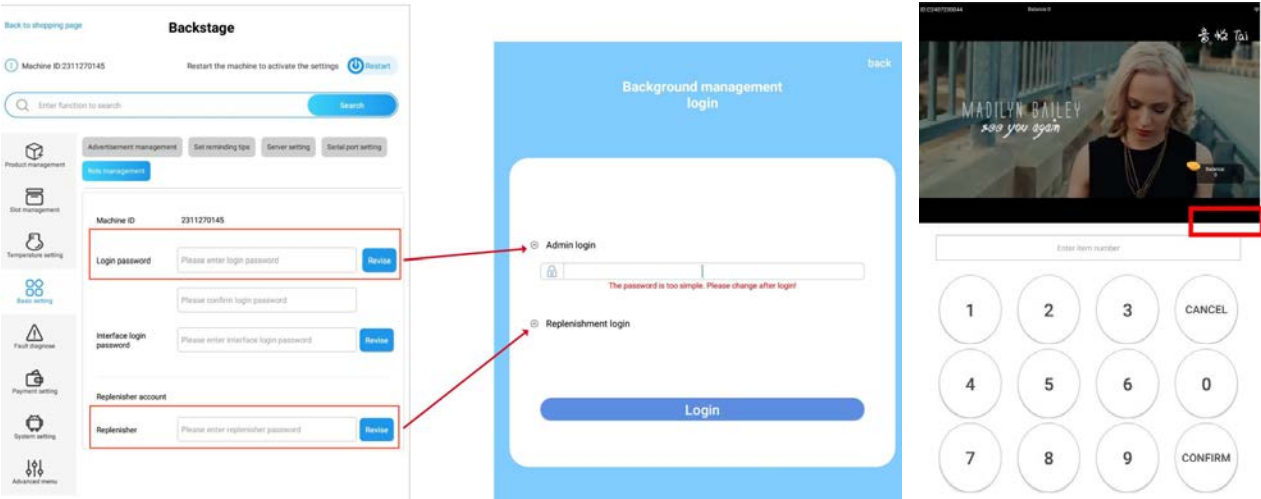
Login Password:  
For the Admin account.

Replenisher:  
For the Replenishment account.

Interface Login Password:

Click the "Machine ID" five times to access the management system, there is a hidden method to enter the system. Enter the code 73194653 on the screen, then long-press the top right corner of the selection area to jump to the login page. The password for this can be configured under the "Interface Login Password" parameter.

Note: When logging in via the Replenisher account, the user will not have access to the Slot Manage-

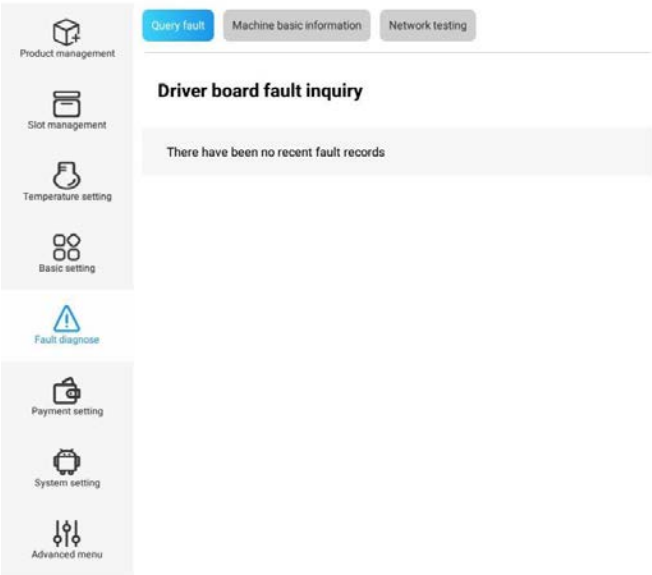


ment, Payment (Method) Settings, and Advanced Menu (Machine Debugging) sections.

Error Diagnosing

Query Fault

- Display the latest 20 errors.
- Click the “clear error” button to clear the errors.



- Upload the log to server for technical support.

Machine Parameters

View the basic information, operation data and parameters of the machine.

Machine number, screen type, SN number, Android program version, firmware version, server type,

Product management

Slot management

Temperature setting

Basic setting

Fault diagnose

Payment setting

System setting

Advanced menu

Query fault

Machine basic information

Network testing

|                                   |                              |                                  |                         |
|-----------------------------------|------------------------------|----------------------------------|-------------------------|
| machine number                    | 2311270145                   | tank ID                          |                         |
| Screen type                       |                              | Screen orientation               |                         |
| screen resolution                 | 1920x1080                    | Port number                      | 4150                    |
| Device SN number                  | SUAC2K518QY202205300014      | Camera SN                        |                         |
| Android program version           | TCN_SD_05_V03.02.20231223.16 |                                  |                         |
| firmware version                  | K518                         | single chip version              | CSC52022032426TCN_1BT30 |
| wechat face pay version           |                              | ali face pay version             |                         |
| pay system type                   |                              | pay code type                    |                         |
| main board type                   | TCN-STANDJS                  | main board type 2                |                         |
| Server Type                       | CDZZF                        | Server IP                        | qrc.ourvend.com         |
| UI type                           |                              | main board serial port baud rate | 9600                    |
| serial port 1                     | /dev/ttyS4                   | serial port 2                    | /dev/ttyS2              |
| cash acceptor type                |                              | coin acceptor type               |                         |
| card reader type                  |                              | version of MDB protocol          |                         |
| Touch screen drive version number |                              | PCB version number               | rk30sdk                 |

51.3%

Memory usage ratio

1.00 GB/1.95 GB

35.0%

Storage usage ratio

1.43 GB/4.09 GB

and storage usage ratio, etc.

Network Detection

Test the network connection.

Click “Start Testing” to test the network connection, each round testing last around 30s,and overall network status info will be displayed after detection.

Back to shopping page

Backstage

1 idle time

Restart the machine to activate the settings

Restart

Enter function to search

Search

Query fault

Machine basic information

Network testing

Network:Wi-Fi

Signal strength:-63dBm

Delay test:

ourvend.com==>48ms

oss-cn-hangzhou.aliyuncs.com==>113ms

baidu.com==>228ms

sellercentral.amazon.com==>1

google.com==>1

Rate testing:

file size:Wait for

download rate:Wait for

upload rate:Wait for

Test time:2024-07-31 15:04:20

Network signal detection results of this time:Good

RETEST

*Note: when machine is offline, there won't prompt any info in the page after detection.*

## Payment Settings

### Common Payment Methods

#### Cash Payment:

Must be enabled when bank card, bill, and coin payment options are equipped in the machine.  
Select Cash Payment: This parameter is set to "Drive5In" . Please contact Koolmore tech support before making any modifications.

Set Serial Ports: This parameter is set to "/dev/ttyS4" by default. Please contact Koolmore tech support before making any modifications.

#### Coin:

Unfold this section to see all parameters, including:

Support Coin (Bill) Denomination: In some cases, when a coin changer is equipped, clicking the empty area between the parameter and the ">" button will reveal additional parameters allowing the user to set the allowed denominations.

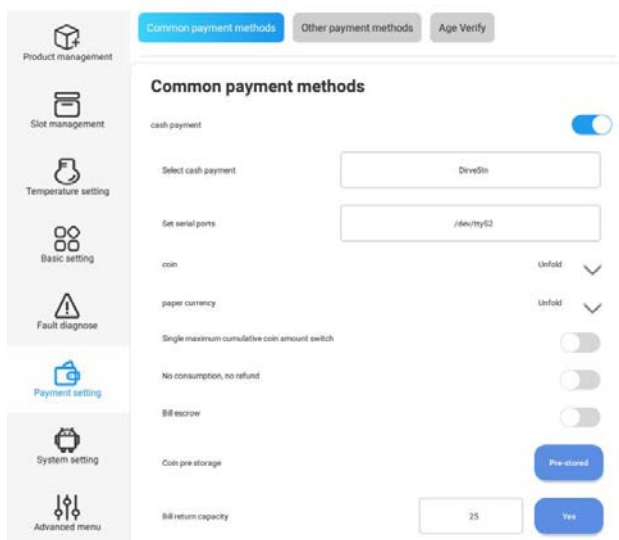
Open Change: This must be enabled when a coin changer is equipped in the machine.

#### Paper Money:

Unfold this section to see all parameters, including:

Support Bill Denomination: This functions similarly to "Support Coin Denomination" as mentioned above.

Support Denomination of Refund: This also functions similarly to "Support Coin Denomination." The parameter becomes available when the bill acceptor can provide change.



One-Click Empty Banknote Change Box: Works in conjunction with "Support Denomination of Refund."

### **Single Maximum Cumulative Coin Amount Switch:**

This setting controls the maximum cash amount that a user can insert in a single purchase. When enabled, an additional parameter, “Maximum Credit \$,” will appear, allowing you to set the value (default is \$20). This feature helps prevent customers from using large denomination bills (e.g., \$100) to purchase low-value items (e.g., \$1) and receiving a large amount of change.

### **Manual Change:**

When enabled, the user must press the “Change” button on the machine to receive change.

### **No Vend (Consumption), No Refund:**

When enabled, users must use the bills or coins they have inserted to make a purchase. They cannot receive their money back without making a purchase.

### **Bill Escrow (Temporary Banknotes):**

When enabled, if a customer inserts a bill before selecting a product, the machine will temporarily store the bill, and the inserted amount will be displayed as “Balance” on the shopping page. If the customer decides not to make a purchase, they can press the “Change” button to retrieve the inserted bill(s).

### **Cash Pre-storage (Coin Deposit):**

In cases where the machine is equipped with a bill acceptor or coin changer that can give change, this feature allows preloading of bill or coin changes in the acceptor/changer.

### **Bill Return Capacity (Changeable Balance Capacity):**

This setting controls the acceptable quantity for the “Bill Escrow” feature mentioned above. If the cumulative quantity exceeds the set value, the bill(s) will be deposited directly into the cashbox of the bill acceptor.

## Age Verification

### Enabling Age Verification:

After turning on the age verification switch, you can select the corresponding age verification method, including DCM5 card reader verification or Intellicheck age identification.

### Using DCM5 Age Recognition Verification:

To use DCM5 verification, first connect the appropriate card reader. Then, set the purchase age limit for each slot before payment. After configuration, restart the machine for the changes to take effect.

### Using Intellicheck Age Verification:

To use Intellicheck, turn on the age verification switch, enter the required configuration parameters, click OK, and restart the machine to activate the changes. When returning to the shopping interface,

The screenshot displays the 'Backstage' management interface for a vending machine. On the left, a sidebar contains navigation icons for Product management, Slot management, Temperature setting, Basic setting, Fault diagnose, Payment setting, System setting, and Advanced menu. The main area is titled 'Age Verify' and features a toggle switch that is currently turned on. Below the toggle, the 'Age verification method' is set to 'Intellicheck'. The 'Uri of age verification' field contains the URL 'https://idn-platform-api.intellicheck.com'. The 'Subscription key of age verification' field contains the key 'cde4eb647694441807d64709b96b4917'. The 'Company token of age verification' field contains the token 'YV4ZW52TYYVU3ZC00ZDRLThkY2ctN2I1OTYzJmN2ED'. The 'PiiKey of age verification' field contains the key '4r9jUw4.3M(C)-J'. The 'Qr code url of age verification' field contains the URL 'https://identitysdk.intellicheck.com'. The 'Local' field is set to 'FL'. A red text box at the bottom left of the settings area contains the message: '\*Attention: please set the minimum purchase age at slot after turning on the age verification switch.' Below this message is a blue 'Yes' button. To the right of the settings, there is a 'change goods' button and a form for commodity details. The 'Commodity name' is 'Vending machine', 'Unit price' is '6553.5', 'Commodity code' is '1', and 'Slot capacity' is '199'. The 'Product description' field is empty. The 'Open additional slot configuration' toggle is turned on, and the 'heated or not?' toggle is turned off. The 'Slot status' is 'Available'. The 'Commodity category' field is empty. The 'Age verification before payment' toggle is turned on. The 'Minimum purchase age' field is highlighted with a red box and contains the value '18'. A red arrow points to this field with the text 'Set the minimum purchase age'. Below the 'Minimum purchase age' field is a 'Product details image' section showing a bottle of soda and a blue 'Replace product images' button. At the bottom of the interface is a blue 'Yes' button.

after selecting the goods, an age verification pop-up window will appear. Use your mobile phone to scan the QR code, followed by scanning your face with your phone to complete the age verification process.



## Data Backup and Software Management

In the "Android System" section, you can manage various general functions of the Android system. This includes backing up system data to other devices, uploading data and materials to the system, managing installed apps, and updating the software version.

### Android System

This section provides shortcuts to commonly used Android functions, allowing you to:

Upload, backup, or delete data from storage.

Manage internet connection settings.

Adjust visual and audio settings.

Perform other general system management tasks.

Product management

Slot management

Temperature setting

Basic setting

Fault diagnose

Payment setting

System setting

Advanced menu

Android system

Software version update

Open ES browser

Open Android setting menu

Backup App to flash driver ?

Backup log to flash driver ?

Delete all ads ?

Backup ads from flash driver ?

Copy program data ?

import program data ?

software management

Restore default settings

Switch to the old background ?

Part I

Keep APP working foreground

watchdog

Quick setup guide

Use printer

Restart Android regularly

Reboot time

1

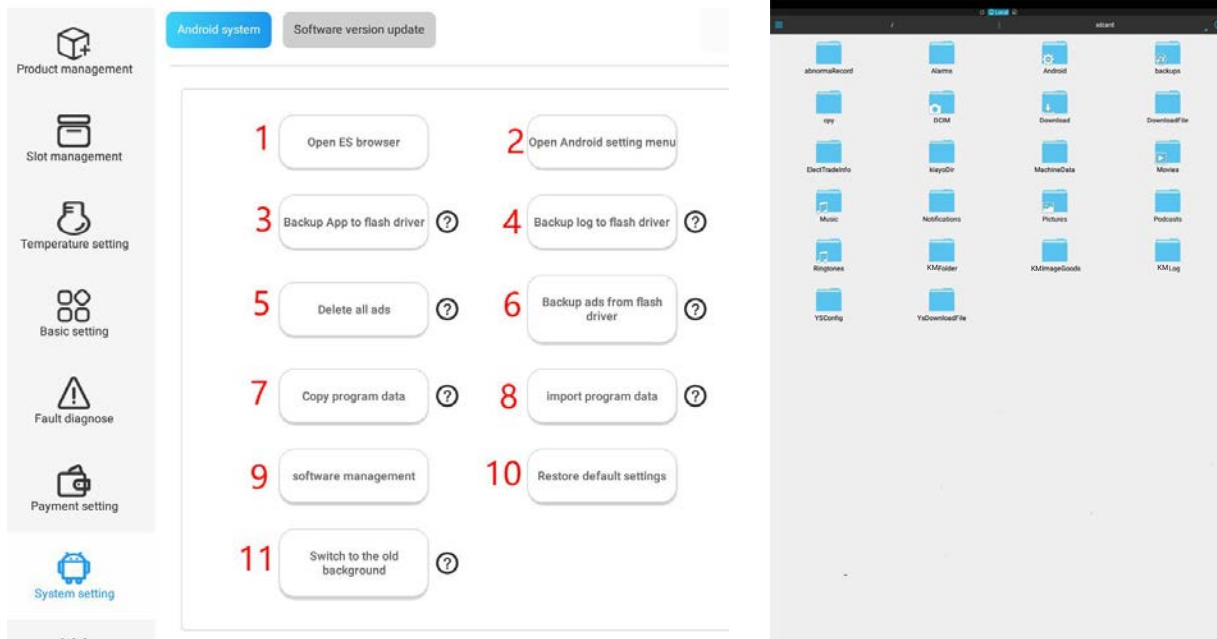
REVISE

Part II

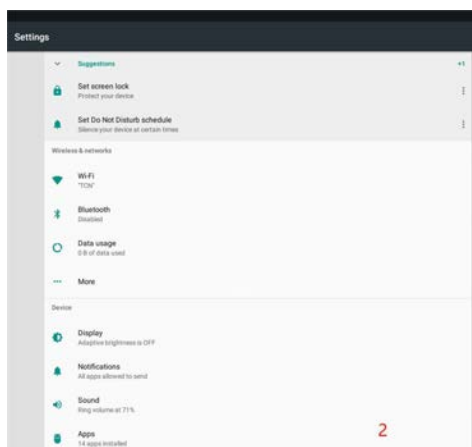
Set up

## Part 1

1. Open ES browser: Navigate to the Android file manager for system file and flash drive management.



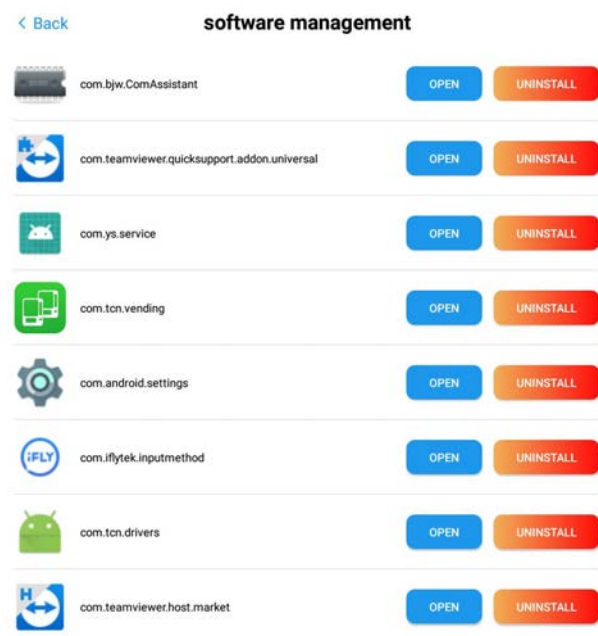
2. Open Android setting menu: Access settings for internet, display, language, audio, and other phone-like configurations.
3. Backup APP to flash driver: Insert a flash drive. Press this button and it will generate a new KMFlder/apk folder in the flash drive. After backing up, the APP can be installed in a new machine via the flash drive.
4. Backup log to flash driver: Insert a flash drive. Click "Backup logs" and the logs will be backed up to a new folder named "KMLog" in the flash drive.



5. Delete all ads: press this button to delete all ads in the following folders and the machine will display the default advertising video. Please exercise caution.
6. Backup ads from flash driver: First, you need to create in your flash drive a KMFlder folder containing the sub-folders same as above table. Second, put advertisement materials into corresponding sub-folders. Third, insert the flash drive to machine. Finally, press this button. The ads will be copied to corresponding folders in the machine system. Restart the system, you will see ads display in position as configured.
7. Copy Program Data: After press this button, the system will back the data to the YSConfig folder.

8. Import Program Data: First create a folder named “YSConfig” in your flash drive. Then plug it to the machine. Press this button, the program data will be backed up to the flash drive.
9. Software management: to view, open, and uninstall the installed Apps.
10. Restore default settings: Enter the advanced menu with the admin password, the machine will clear all parameters and will recover factory settings. Please exercise caution.

Switch to the old background: Click this button, you will be directed to the shopping interface,when re-entering the back-end system you will enter the old-version page. Conversely, by selecting “Switch to new version” button, exiting, and re-enter, you will transition to the new version.

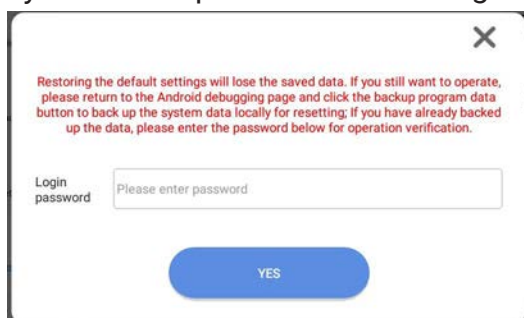


| Folder Name         | Advertisement                                 | File Size & Format                                     | Image |
|---------------------|---|--|-------|
| ImageBackground     | Background image                              | 1080x1212 pixel<br>jpg/jpeg/png                        |       |
| ImageScreen         | Standby image/video                           | 1080x1870 pixel<br>jpg/jpeg/png<br>mp4/mkv/avi/wmv/flv |       |
| VideoAndImageAd     | Half-screen topad                             | 1080x608 pixel<br>jpg/jpeg/png<br>mp4/mkv/avi/wmv/flv  |       |
| ImageHelp           | Click “?” at shopping page will see the image | 800x1000 pixel<br>jpg/jpeg/png                         |       |
| VideoAndImageRemote | Remote video and image ads                    | Reserved feature for 21.5" touchscreen                 | --    |
| ImagePayAdvert      | Skin plug-in ad                               | Reserved feature for 21.5" touchscreen                 | --    |
| payView.png         | 21-LUI payment interface ads                  | Reserved feature for 21.5" touchscreen                 | --    |
| ImageRight          | Image at the top right corner                 | Reserved feature for 21.5" touchscreen                 | --    |

## Part II

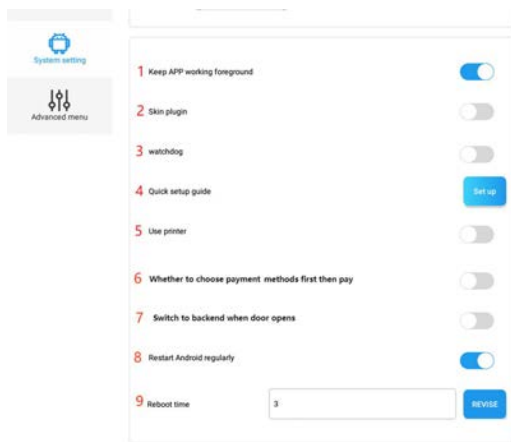
### Keep APP Working in Foreground:

Enabling this function ensures that the vending APP remains in the foreground of the Android system. This prevents the vending APP from being closed by Android’s self-checking or acceleration

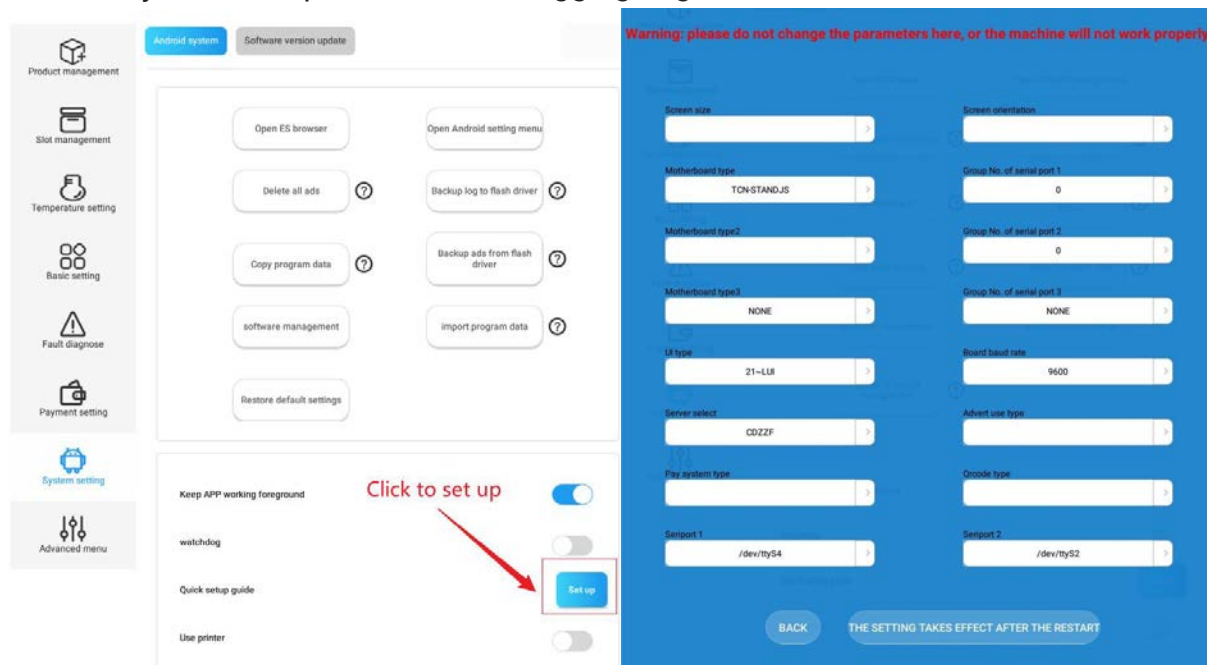


mechanisms.

Note: If this function is enabled, the system may automatically switch back to the vending app while you are working on other apps. You can temporarily disable this feature if needed.



**Quick setup guide:** Enabling this function grants access to a quick setup page containing multiple commonly used setup menus for debugging engineer.



### Use Printer:

This is a reserved feature for vending machines equipped with a printer.

### Choose Payment Methods First, Then Pay:

After activation, consumers must select a payment method before proceeding with the payment. If not activated, payment can be made directly without selecting a method. (Note: This function is only applicable to UI 6.)

### Switch to Backend When Door Opens:

After activation, whenever the door is opened, the screen will automatically switch to the Android backend login interface.

### Restart Android Regularly:

Regularly restarting the Android system can help enhance system performance and fluidity.

## Reboot Time:

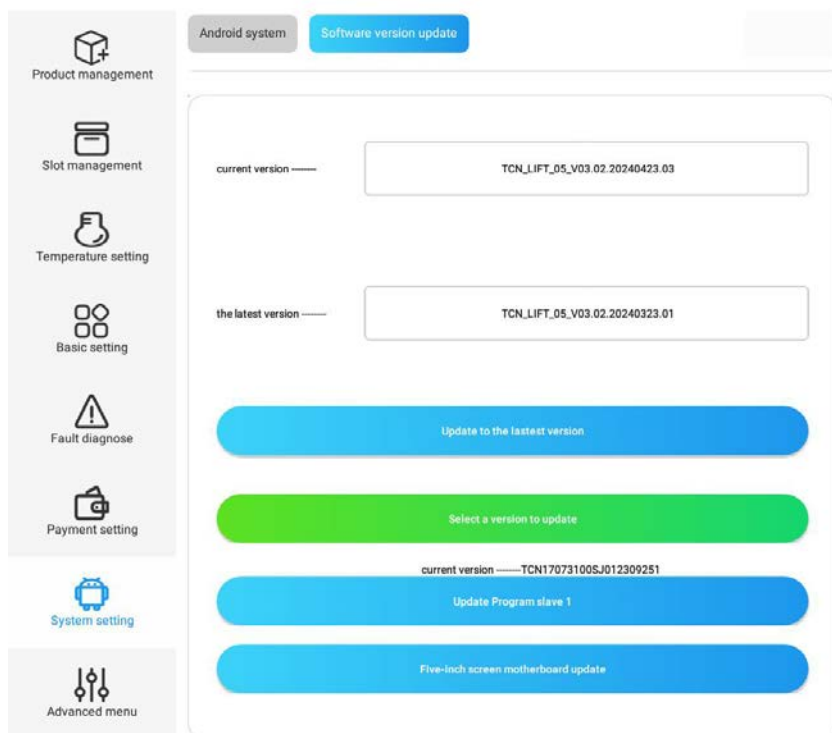
This parameter becomes available only after enabling “Restart Android Regularly.” It defines the time of day the system will restart, for example, setting it to “4” will restart the system at 4:00 AM server time.

## Software Version Update

The new software version for the Android system will be published and issued to the Android system from the backend. The latest software version will be displayed in this section, and you can click “Update to the Latest Version” to upgrade. Alternatively, you can manually update the program to a specific version by inserting a flash drive into the machine.

You can also upgrade the master machine drive board, slave drive board, or five-inch screen motherboard by using the corresponding buttons.

Note: The availability of update buttons depends on the model of your machine.



Machine Debugging (Advanced Menu)

This section is intended for professionals and provides quick access to machine debugging operations, similar to an engineering menu. When an engineer performs machine feature verification, they can focus their operations in this section, which consolidates commonly used debugging setups. It is not recommended to use features in this section for regular machine setup.

Machine Debugging (Advanced Menu)

Note: The interface and enabled functions may vary depending on the model. Some models require a password to enter this section; the default password is 202010.

Status Query Settings:

Query Parameters: Users can select a specific parameter from the list and click “Query” to view its current value.

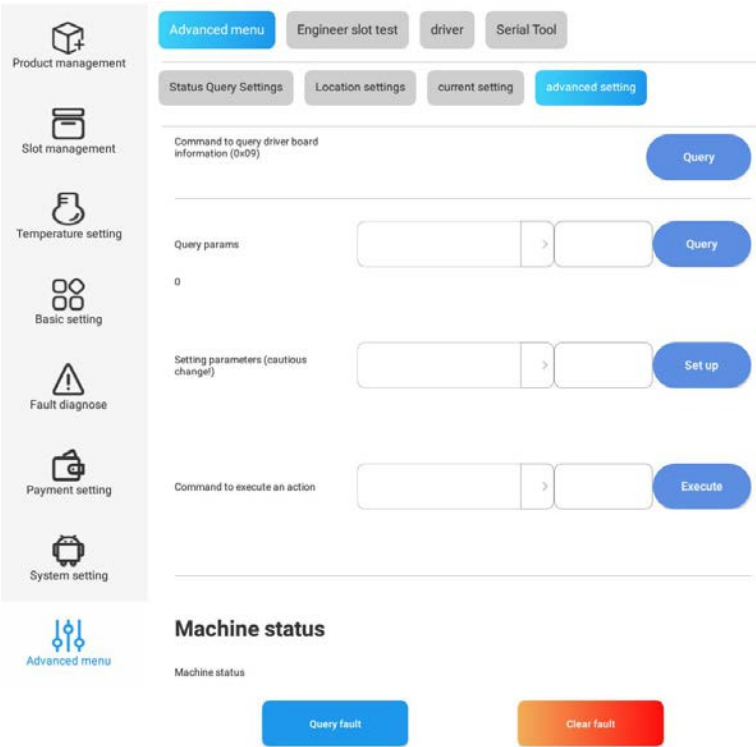
Set Parameters: Users can select a specific parameter from the list and click “Set up” to change its value. Since this section is part of the engineering menu, it is not recommended to make changes without professional guidance.

Machine Status:

Similar to the feature mentioned in section 5.1, “Query Fault,” this allows the user to check the current status of the machine.

Optical Inspection Status:

This feature checks if there are any items in the pick-up area. If an item is detected, “Available” will be displayed; otherwise, it will display “Sold out.” Additionally, it can check the elevator status, where “Sold out” indicates that there are no errors with the elevator.



## Elevator & Slot Height Adjustment (Location Settings)

This section allows you to test the movement of the elevator, adjust its height for each layer, and verify if the layer height aligns with the elevator's movement.

### Layer Setting:

Set the number of layers installed and configured in the machine. This is typically used when adding or removing layers from the machine.

### Layer Height Setting & Elevator Testing:

The interface consists of several sections. At the top, there are four buttons: 'Advanced menu' (blue), 'Engineer slot test' (grey), 'driver' (grey), and 'Serial Tool' (grey). Below these is a horizontal line, followed by four buttons: 'Status Query Settings' (grey), 'Location settings' (blue), 'current setting' (grey), and 'advanced setting' (grey). Another horizontal line follows. Below this, there are two buttons: 'Layer setting' (blue) and 'Layer height setting' (grey). Under 'Layer setting', there is a label 'Number of cargo lane layers' and a text input field containing the number '6'. To the right of the input field is a blue 'Modify' button. Below the input field is a label 'Restore default settings'. To the right of this label is a blue 'Yes' button. At the bottom, there is a red asterisk followed by the word 'Attention:'. Below this is a warning message: 'If you reset or modify the layer count data, all previously set data related to the layer count will be cleared, and the door height and layer height must be reset'.

Advanced menu Engineer slot test driver Serial Tool

Status Query Settings Location settings current setting advanced setting

Layer setting Layer height setting

Number of cargo lane layers 6 Modify

Restore default settings Yes

**\* Attention:**  
If you reset or modify the layer count data, all previously set data related to the layer count will be cleared, and the door height and layer height must be reset

### Elevator Testing:

Press "Up" Button: The elevator will move upward.

Press "Down" Button: The elevator will move downward.

Press "Cease" Button: The elevator will stop moving.

Press "Return to Origin" Button: The elevator will return to its initial position.

Speed Adjustment: Adjust the elevator movement speed by pressing the speed selection buttons.

### Layer Height Adjustment and Testing:

Select the Layer: Choose the layer to be tested.

Input the Height (mm): Enter the desired height in millimeters.

Press "Setup" Button: Set the height for the selected layer.

Press "Layer Height Test" Button: The elevator will move to the configured height.

### Complete Machine Calibration Test:

Press "Testing All Layers" Button: This will test the calibration of the elevator across all layers of slots in the entire machine.



Advanced menu

Engineer slot test

driver

Serial Tool

Status Query Settings

Location settings

current setting

advanced setting

Layer setting

Layer height setting

1rows

2rows

3rows

4rows

5rows

6rows

up

cease

Down

Return to Origin

1rows

9000

Set up

Calibration testing

Layer height test

current location:

movement speed:

0.1x

0.5x

1x

2x

Complete machine calibration test

Testing All Layers

\* Attention:

Layer height setting instructions:

1、 Please move to the correct height first;

2、 Select the corresponding layer height in the list for calibration and save the data;

3、 After all floor height calibration is completed, click the one click test button to perform calibration testing. If there is an error between the set floor height coordinates and the current coordinates of the platform movement, please modify the coordinate positions in a timely manner.

## Voltage & Current Setting (Current Setting)

In this section, you can set the minimum and maximum voltage and current for the elevator, anti-theft plate, and pickup door. Since this section is part of the engineering menu, it is not recommended to make changes without professional guidance.

Advanced menu

Engineer slot test

driver

Serial Tool

Status Query Settings

Location settings

current setting

advanced setting

Voltage and current settings of the lifting platform

Voltage and current settings for anti-theft version

Pickup port voltage and current settings

Minimum current of isolation gate

10

Maximum current of isolation gate

100

save

Anti theft board test

Opening the anti-theft panel

Close the anti-theft panel



## Engineer Slot Test

Quick access for engineer to test slot dispensing, similar feature same as described in section

1.1 Load Products to Slots of Chapter 2.

| 1F         |            |            |            |            |
|------------|------------|------------|------------|------------|
| 1          | 3          | 5          | 7          | 9          |
| Vendin     | Vendin     | Vendin     | Vendin     | Vendin     |
| Not tested | Not tested | Not tested | Not tested | Not tested |

| 2F         |            |            |            |            |
|------------|------------|------------|------------|------------|
| 11         | 13         | 15         | 17         | 19         |
| Vendin     | Vendin     | Vendin     | Vendin     | Vendin     |
| Not tested | Not tested | Not tested | Not tested | Not tested |

| 3F         |            |            |            |            |
|------------|------------|------------|------------|------------|
| 21         | 23         | 25         | 27         | 29         |
| Vendin     | Vendin     | Vendin     | Vendin     | Vendin     |
| Not tested | Not tested | Not tested | Not tested | Not tested |

| 4F         |            |            |            |            |
|------------|------------|------------|------------|------------|
| 31         | 33         | 35         | 37         | 39         |
| Vendin     | Vendin     | Vendin     | Vendin     | Vendin     |
| Not tested | Not tested | Not tested | Not tested | Not tested |

| 5F         |            |            |            |            |
|------------|------------|------------|------------|------------|
| 41         | 43         | 45         | 47         | 49         |
| Vendin     | Vendin     | Vendin     | Vendin     | Vendin     |
| Not tested | Not tested | Not tested | Not tested | Not tested |

## Driver

In this section, click “Go to debugger”, you will open the page for drive board debugging.

Engineer can query and clear the drive board error, execute command and test, etc.

Go to debugger>>

Back Menu setting

Query driver board error

Clear driver board error

Vending test

Query machine running status

Query driver board information

Execute commands

Query parameters

Set parameters

Update driver board program

Set settings

## Serial Tool

In this section is reserved for technician maintenance, belongs to engineering part, not recommend to modify without professional guidance.

Advanced menu Engineer slot test driver Serial Tool

Clean

open

Send

500

Auto

# Advanced Setup

## Merge Two Slots

### Merge Spiral Slots

#### Principles for Merging:

Ensure the left spiral rotates to the left, and the right spiral rotates to the right.

Verify that the motor plug matches the rotation direction of the spiral.

#### General Steps:

Power Off the Machine: Ensure the machine is turned off before proceeding.

Remove the Tray: Pull out the tray where the slots to be combined are located.

Remove the Divider Board: Take out the divider board between the slots.

Check and Replace the Spiral if Necessary: Ensure the spirals are correctly positioned and replace them if needed.

Adjust the Motor Plug if Necessary: Make sure the motor plug aligns with the spiral's rotation direction.

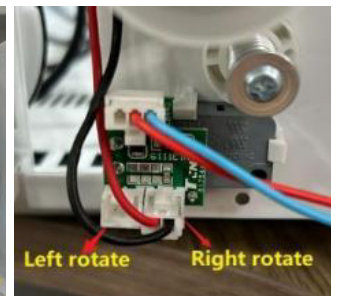
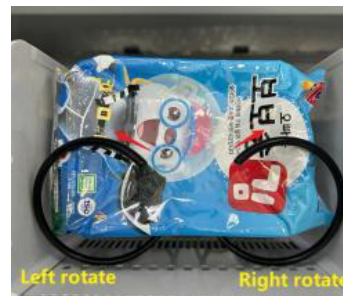
Adjust the Price Tag: Update the price tag to reflect the combined slot.

Reinstall the Tray: Place the tray back into the machine.

Program the Combination in the Android System: Configure the merged slots in the system settings.

Test the Setup: Run a test to ensure the combined slots function correctly.

*Notes: The singular slot should be the left or first slot, and the plural slot should be the right or second slot. For example, slots 1 & 2, 3 & 4, or 5 & 6 can be combined. Only adjacent slots can be combined. Slots from different trays cannot be merged.*



## Power Off the Machine

### Move out the tray

- 1) Lift up the tray fixing buckle.



- 2) Hold up the front end of the tray, then pullout the tray.



- 3) Cut the ribbon fastening the cable at the backside of the tray.



- 4) Unplug the tray cable connector.

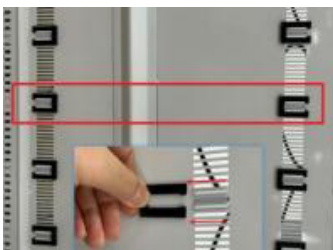


- 5) Takeout the tray.



### Remove the divider





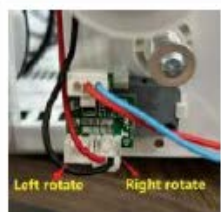

- 1) Pull off the fastening buckles of the divider at the backside of the tray.




- 2) Hold the outside end of the divider and gently pull up and remove the divider.



## Replace the spiral and adjust motor plug




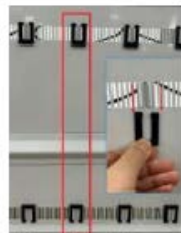


|   |  |   |
|---|--|---|
| 1) Check if the left spiral rotate left and right spiral rotate right.  | 2) if not, find the opening on the slot chuck. Hold the outside end of the spiral and twist it toward the opening with certain strength.           | 3) With a clear click sound, the short head of the spiral will drop to the opening area and now you can pullout the spiral. |
|    |   |    |
| 4) Hold the correct spiral, clip the first ring, and then put the short head into the opening and rotate it back until hearing the clear click sound and feeling like the spiral head is tightly stuck. | 5) Adjust the motor plug. Make sure the right rotate spiral connecting to the right plug while the left rotate spiral connecting to the left plug. | 6) Reinstall the tray and connect the tray cable with the cabinet. Arrange and bind the wiring harness.                     |
|    |   |    |

## Adjust the price tag

|   |
|---|
| 1) Remove the slot number tag of the left/first/singular slot. Use the slot number tag of the right/second/plural slot. For example, after the merger of 11 lane and 12 slots, the merged lane is 11. |
|    |

## Merge Belt Slots

### 1) Pull out the tray

|   |   |   |
|---|---|---|
| 1) Pull up the tray fixing buckle.  | 2) Hold up the front end of the tray, then pullout the tray.                        | 4) Unplug the tray cable connector.   |
|  |  |    |
| 1) Pull off the fastening buckles of the divider at the backside of the tray.       | 2) Hold the outside end of the divider and gently pull up and remove the divider.   | 3) Pullout the fastener of at the top of the motor and unhook the outside end of the belt from tray, adjust the distance between the two belts. |
|  |  |    |

## Program the Combination in the Android System

### Login:

Use the admin account and password to log in to the Android vending machine management system.

### Navigate to Slot Management:

From the left menu, select the “Slot Management” section.

### Slot Management Actions:

**Merge Slots:** Choose neighboring slots that you want to merge, then press the “Merge” button to combine them. You can also use the “Whole Layer Merging” button to merge all slots on a tray. (Note: Slots from different trays cannot be merged.)

**Split Slots:** Select a double-slot or merged slots and press the “Split” button to separate them into individual slots. The “Full Layer Splitting” button can be used to split all slots on a tray.

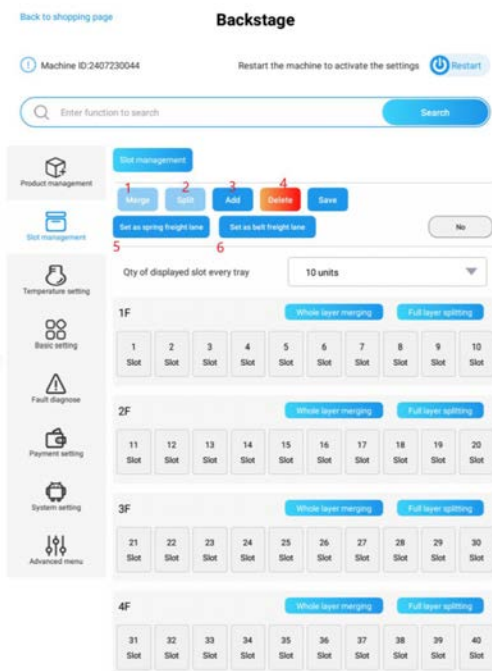
**Add Slots:** Manually add a slot if it is not displayed on the driver board for a newly added tray.

**Delete Slots:** Remove unnecessary or non-existent slots from the system.

**Transform to Spring Slot:** Select the slot(s) you want to change, then press the “Set as Spring Freight Lane” button.

**Transform to Belt Slot:** Select the slot(s) you want to change, then press the “Set as Belt Freight Lane” button.

*Note: Remember to click “Save” to preserve the settings and restart the machine to activate the changes.*





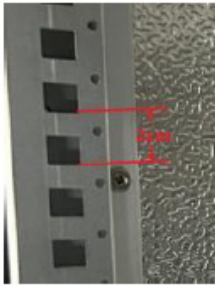


## Adjust Tray Height

### Move out the tray

|   |   |   |
|---|---|---|
| 1) Pull up the tray fixing buckle.  | 2) Hold up the front end of the tray, then pullout the tray.                      | 3) Cut the ribbon fastening the cable at the backside of the tray.                |
|  |  |  |
| 4) Unplug the tray cable connector.   | 5) Takeout the tray.  |   |
|  |  |   |

### Adjust the height of the slide rails

|  |  |  |
|--|--|--|
| 1) Remove the screws of the tray slide rail at both sides.                         | 2) Un hook the slide rails from the holding holes.                                 | <b>Note:</b> The distance between two contiguous holding holes is 2cm.             |
|  |  |  |
| 3) Adjust the slide rails to the proper height and fasten with screws.             | 4) Install back the tray.  | <b>Note:</b> The height of the slide rails at the two sides should be the same.    |

### Program the Tray Height and Elevator

Login the Android management system with admin account. Navigate to "Machine Debugging" section by the main menu at the left side. In this section you can test the movement of the elevator, adjust the elevator height to each layer, test if the layer height is collaborated with the movement of the elevator, etc.

Layer setting: set how many layers are installed and configured in the machine. Usually used when you add layers to or remove layers from the machine.

Advanced menu

Engineer slot test

driver

Serial Tool

Status Query Settings

Location settings

current setting

advanced setting

Layer setting

Layer height setting

Number of cargo lane layers

6

Modify

Restore default settings

Yes

\* Attention:

If you reset or modify the layer count data, all previously set data related to the layer count will be cleared, and the door height and layer height must be reset

## Layer Height Setting

### Layer Height Adjustment and Testing:

Select the Layer: Choose the layer that you want to test.

Input the Height: Enter the desired height.

Press the “Setup” Button: Configure the height for the selected layer.

Press the “Layer Height Test” Button: The elevator will move to the configured height for testing.

### Elevator Testing:

Press “Up” Button: The elevator will move upward.

Press “Down” Button: The elevator will move downward.

Press “Cease” Button: The elevator will stop moving.

Press “Return to Origin” Button: The elevator will return to its initial position.

Adjust Movement Speed: Modify the elevator’s movement speed by pressing the speed selection buttons.

### Complete Machine Calibration Test:

Press “Testing All Layers” Button:

This will test the calibration of the elevator with all layers of slots throughout the entire machine.



current location:

movement speed:



Complete machine calibration test



#### \* Attention:

Layer height setting instructions:

- 1、 Please move to the correct height first;
- 2、 Select the corresponding layer height in the list for calibration and save the data;
- 3、 After all floor height calibration is completed, click the one click test button to perform calibration testing. If there is an error between the set floor height coordinates and the current coordinates of the platform movement, please modify the coordinate positions in a timely manner.











# Accessories










## Install Reader

|  |  |   |
|--|--|---|
| <p>1) Find the installation position.</p>   | <p>2) Remove the cover plate.</p>                             | <p>3) Prepare the mounting plate.</p>                       |
| <p>4) Install the mounting plate with M4*12 nuts.</p>                                       | <p>5) Insert the reader into the opening from outside.</p>  | <p>6) Fasten four screws to secure the installation.</p>  |
| <p>7) Plug one male end of the MDB cable to the reader and another end to the machine.</p>  |  |   |

## Coin Acceptor

|   |   |   |
|---|---|---|
| <p>1) Detach the upper part by pinching the latch</p>                               | <p>2) Unplug the wires from the backside.</p>                                       | <p>3) Match the three holes at the back of the coin changer to the three screws on the mounting plate</p> |
|    |    |                         |
| <p>4) Loosen the three screws a bit.</p>  | <p>5) Hang the changer through the three screws.</p>                                | <p>6) Attach the upper part.</p>  |
|   |   |                       |
| <p>7) Plug back the two wires.</p>  | <p>8) Check the coin channel and mechanism.</p>                                     | <p>9) Connect the MDB cable of the coin changer to the machine.</p>                                       |
|  |  |                      |

## Install Modem

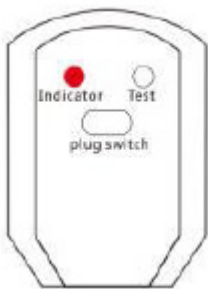
|   |   |   |
|---|---|---|
| <p>1) Find the installation position.</p>   | <p>2) Use 2.5*6 screws to attach the mounting plates to the modem.</p>              | <p>3) Place the modem with the mounting plates at the proper position and tight the nuts.</p> |
|    |    |             |
| <p>4) Find the antenna holes at the roof of the machine. Remove the rubber plugs as per the actual requirement.<br/><u>Note:</u> there are two reserved holes for dual antennas design.</p> | <p>5) Insert the antenna wires through the hole.</p>                                | <p>6) Fasten the antenna from the bottom with the nut.</p>                                    |
|    |  |          |
| <p>7) Let the wire go through the opening on the top of the control cabinet.</p>  | <p>8) Connect the WIFI and 4G connectors respectively.</p>                          | <p>9) Plug the power cable.</p>   |
|    |  |          |

### Notes for Refrigerators

1. The door of the refrigerator must be closed tightly and there should be no gap, otherwise it will cause frosting;
2. The pallet rack should be kept in a slightly active state, and must be checked each time when the goods are loaded to ensure that the rack is not frozen by ice; it is forbidden to press, lift and hit the rack with force; it is forbidden to place heavy objects on the rack, otherwise the weighing module may be damaged;
3. Do not push the elevator mechanism up and down by force, otherwise it will cause machine to break.

### Leakage Protection

- 1) Press the test button on the power plug. The power indicator is off and at the sametime, the machine should power off. Perform this test every month.
- 2) If the test result is normal, wait for 3 minutes before pressing the plug switch to turn on the power.



# Maintenance

## Cleaning

### General Dusting:

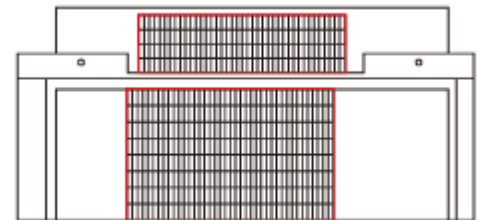
When the machine is dusty, wipe it with a dry cloth.

### For Severe Dirt:

Use a cloth dampened with water or a diluted neutral detergent solution for cleaning.

### Avoid Harsh Cleaners:

Do not use organic solvents, acids, or alkaline liquids to clean the machine, as they may cause the panel to crack.



### Chemical Solvents Warning:

Avoid using chemical solvents like paint thinners or banana water to remove dirt from the vending machine to prevent accidents.

### Evaporator and Condenser Maintenance:

Clean the evaporator and condenser with water on a monthly basis. If necessary, rinse with water. (Refer to the "Refrigerator Cleaning Guide" sticker on the machine for detailed instructions.)

### Dust Removal:

To clean dust from the machine, open the door, disconnect the power plug, and remove the bezel or cargo bucket. Then, use a non-metallic brush to clean along the radiator gap.

## Cleaning and Inspection Schedule

| Content \ Cycle |                          | Cleaning inspection time   |                       |                       |
|-----------------|--------------------------|----------------------------|-----------------------|-----------------------|
|                 |                          | When replenishing products | Once a month          | Once every six months |
| Cleaning        | Vending machine exterior | <input type="radio"/>      |                       |                       |
|                 | Pickup slot              | <input type="radio"/>      |                       |                       |
|                 | Cargo lane               |                            | <input type="radio"/> |                       |
|                 | Evaporator               |                            | <input type="radio"/> |                       |
|                 | Condenser                |                            | <input type="radio"/> |                       |
|                 | Metal keyboard           | <input type="radio"/>      |                       |                       |
|                 | Delivery device          |                            | <input type="radio"/> |                       |
|                 | Panel                    | <input type="radio"/>      |                       |                       |
| Inspection      | Leakage protection       |                            | <input type="radio"/> |                       |
|                 | LED Light                |                            | <input type="radio"/> |                       |
|                 | Set installation status  |                            |                       | <input type="radio"/> |

# Troubleshooting

| Fault  | Possible Causes   | Approach  |
|--|---|---|
| <b>The machine has no power.</b>               | - The power switch is not turned on   | - Turn on the machine power switch.   |
|  | - The fuse burned out   | - Check the machine to make sure it is not short-circuited and replace the fuse with one of the same specifications.                                      |
|  | - The leakage protection switch is off  | - Ensure that no leakage occurs and turn on the leakage protection switch.  |
|  | - The power plug cable is damaged   | - Contact professionals to replace the power cable.   |
|  | - 220V power is not connected   | - Check power supply lines to ensure the 220V power supply is normally connected.   |
| <b>Not connected to the internet</b>           | - No Signal   | - Power off and restart the machine.  |
|  |   | - Check if the antenna connection is installed correctly and ensure the antenna extension cable is intact.  |
|  |   | - Ensure the antenna is placed on top of the machine.   |
|  |   | - Replace the data card with one from a different operator (not supporting TELECOM for the time being).   |
|  |   | - Change the position of the machine (there may be no network signal in that area).   |
|  | - Excessive data flow or downtime of the card   | - Recharge the data fee.  |
| <b>Data card locked</b>                        | - Data card locked  | - Contact the card issuer to unlock the card; the data card can only be bound to the specified machine; otherwise, the card may be locked.                |
| <b>Lighting strip does not work</b>            | - Lighting strip not turned on  | - Turn on the lighting strip.   |
|  | - Loose contact of the lighting strip   | - Check the sockets of the lighting strip and re-plug the sockets.  |
| <b>Unable to choose cargo lane</b>             | - Cargo lane interface not cleared up   | - Clear up cargo lane failures.   |
| <b>Delivery failure</b>                        | - The cloud background is inconsistent with the product code set in the machine.                                      | - Match the cloud background and the machine's product encoding settings, or contact after-sales support for help.  |
|  | - Product size does not match the cargo lane  | - Replace goods with those matching the cargo lane size, or adjust the cargo lane to fit the appropriate size of goods.                                   |
|  | - Cargo lane capacity setting error   | - Clear the cargo lane failures and reset the correct cargo lane capacity.  |
| <b>The machine does not refrigerate</b>        | - Refrigeration not enabled   | - Turn on the refrigeration (refer to "Set Temperature Control Mode" in the manual for details).  |
|  | - Long-term use of the machine may lead to wear   | - Contact after-sales support and add refrigerant.  |
|  | - Too much dust in the condenser  | - Clean the condenser with a non-metallic brush (pay attention to regular maintenance and cleaning).  |
| <b>Failure to reach the preset temperature</b> | - Not enough time to cool the goods   | - Cool goods in advance when they are expected to be popular.   |
|  | - The machine is placed where the temperature is too direct (e.g., sunlight or other heat sources around the machine) | - Change the placement environment to avoid direct sunlight or heat sources.  |
|  | - Poor ventilation of the machine   | - Ensure there is a clearance of 20 cm or more from the rear and the left and right sides of the machine, and ensure good ventilation around the machine. |
| <b>Not accept coins</b>                        | The power supply of the coin system is abnormal   | 1. Check whether the MDB line is in good contact.   |
|  |   | 2. Check whether there is DC24V access to the coin changer and bill validator.  |
|  | Software disabled   | 1. The enable of bill type is not on, turn on the corresponding enables.  |



|                  |   |   |
|------------------|---|---|
|                  |   | 2. The enable of bill type is not on, turn on the corresponding enables.  |
|                  | Be subjected to high frequency interference (e.g., antenna, etc.)                                   | Remove high frequency interference.   |
|                  | Installation of coin system is abnormal   | 1. The coin changer is not hanging correctly; reinstall the coin changer.   |
|                  |   | 2. The coin return button of the coin changer cannot be pressed, which leads to no recovery. Open the coin return press plate to ensure that the coin return button can recover normally.   |
|                  | Dirty coin passage  | Clean the passage of the coin system.   |
|                  | No coin recycle can be detected   | If the trouble cannot be eliminated by reinstalling the coin recycle, please return the coin changer for repair.  |
|                  | Do not accept large nomination notes  | 1. Set the limit value of put-in amount too low, reset the limit of put-in amount.  |
|                  |   | 2. Set the acceptable value of use too high, the user may empty the coin exchange after purchasing the goods, resulting in the follow-up users who cannot get change.                       |
|                  | Failure of bill jammed  | Clear up the jammed bill.   |
| <b>No change</b> | Abnormal power supply   | 1. Check whether the MDB line is in good contact.   |
|                  |   | 2. Check whether the coin system has DC24V access.  |
|                  | Software disabled   | 1. The coin changer switch is not turned on.  |
|                  |   | 2. Bill temporary storage switch is not on.   |
|                  | There's no money in the coin recycle  | Refill coins.   |
|                  | No change due to the low exchange setting is wrong  | When the value of put-in bills is too large, the setting of no change low value limit is too low. It is necessary to reset no change low value limit when importing large amounts of bills. |
|                  | No change for bills   | Empty the bill changer and refill the coins.  |
|                  | The coin recyclables are selected in the coin recycle, and if they are ejected, reload the coins.   | 1. Check whether the surface of the coin is deformed or attached with foreign matter; and change the coins with foreign matter.   |
|                  | The coin changer has a problem or bill jam (the indicator light on the coin returning slot flashes) | 2. Check whether the coin recycler is detached. If it is detached, please reinstall the coin recycle.   |
|                  |   | 3. The base of the coin changer return claw is damaged or not fit; if damaged, please return to the factory for repair.   |



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## LIMITED WARRANTY

Koolmore Supply, Inc. extends a limited warranty to the original purchaser, guaranteeing that this Koolmore product is free from manufacturing defects in material or workmanship for one year from the date of purchase.

Should you discover any such defect within the warranty period, Koolmore Supply, Inc., reserves the right to repair or replace the product without charge, or to cover the cost of replacement parts and repair labor needed to correct defects present at the time of purchase or resulting from regular usage, when the appliance has been installed, operated, and maintained as per the instructions provided.

At its sole discretion, Koolmore Supply Inc. may decide to replace the product. In such an event, your replacement appliance will carry the warranty for the remaining term of the original unit's warranty period.

This warranty is valid exclusively to the original purchaser of the product and only applicable within the United States. The warranty commences from the date of original consumer purchase. Proof of the original purchase date will be required to obtain service under this warranty.

Under this limited warranty, your sole and exclusive remedy will be product repair, as outlined above. All services must be provided by a Koolmore-designated service company.

To claim warranty or request repair service:

Email [support@koolmore.com](mailto:support@koolmore.com). Please include your name, address, phone number, warranty repair request, and a copy of your proof of purchase receipt. Alternatively, visit [koolmore.com](http://koolmore.com) and use the contact us page. A Koolmore customer service representative will promptly arrange service for your appliance.

We thank you for choosing Koolmore.

## WARRANTY EXCLUSIONS

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This limited warranty will not cover:

1. Failure of the product to perform during power failures or interruptions, or due to inadequate electrical service.
2. Damage incurred during transportation or handling.
3. Damage caused by accidents, vermin, lightning, winds, fire, floods, or acts of God.
4. Damage resulting from accidents, alterations, misuse, abuse, improper installation, repair, or maintenance. This includes using any external device that alters or converts the voltage or frequency of electricity.
5. Unauthorized product modifications, repairs by unauthorized centers, or use of non-approved replacement parts.
6. Abnormal cleaning and maintenance not aligned with the user's manual.
7. Use of incompatible accessories or components.
8. Any costs associated with repairs or replacements under these excluded circumstances shall be the responsibility of the consumer.



