

# Product in Tube Dispenser

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## Setup and Operations Manual



Serial Number \_\_\_\_\_



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# SAFETY

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This kiosk was designed using industry accepted safety standards. The power required to operate the kiosk is 110 VAC. ***This voltage can be lethal if misused.*** The 110 VAC goes to the on/off switch, the fuse, and the power supply and is stepped down to 5 VDC and 12 VDC to operate the computer and dispenser. The dispenser is to be serviced only by trained personnel.

## POWER

The dispenser operates on standard 110 VAC 60 HZ. It must be plugged into a fused and grounded outlet.

## MOUNTING

The dispenser needs to be securely mounted to a base or to a wall. Without proper mounting the dispenser will be unstable.

### Wall Mounting

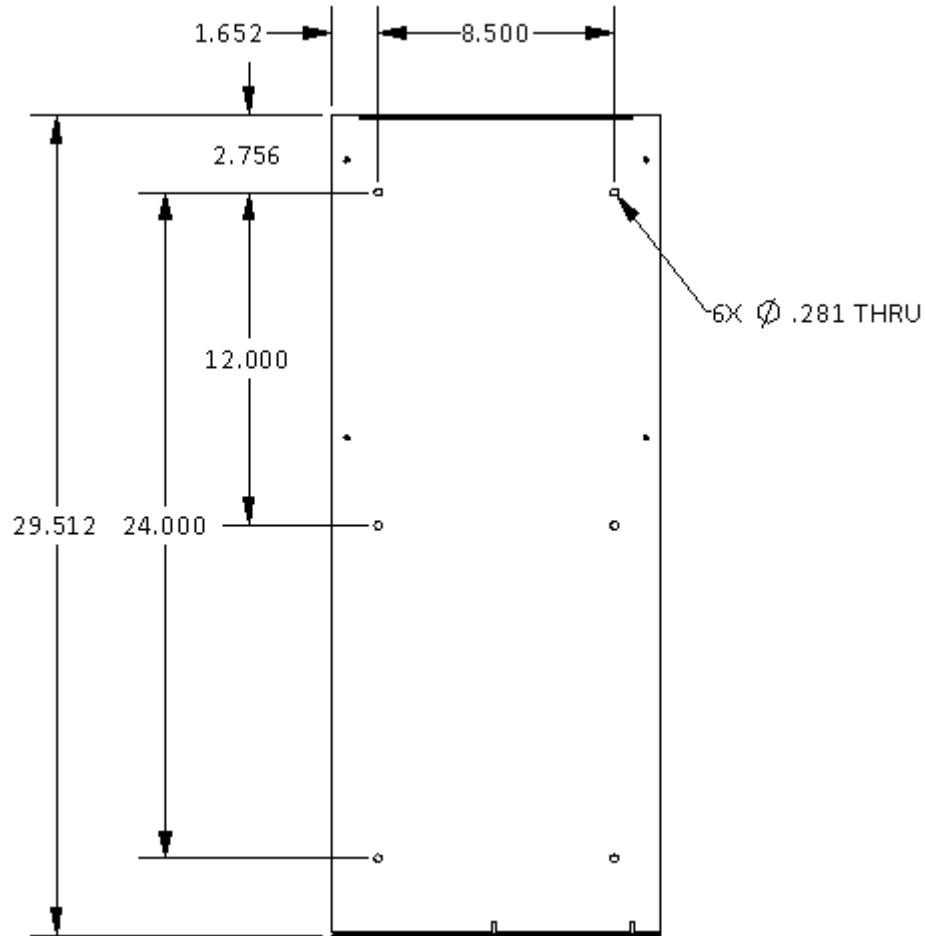
The dispenser should be securely mounted to a wall using the appropriate hardware for the type of wall you are mounting it to. See drawing below for mounting hole locations

1. Power off and **Unplug the Unit**
2. Removing the backplate
  - a. Open the access panel at the far side of the mechanism



- b. Remove 8 nuts, then slide the backplate down and away to remove it  
Nut locations: 2 on the bottom, 2 on the top, 4 on the back (top half)

3. Mount backplate to wall (once mounted to the wall the kiosk will be re-attached)
  - a. 3 of the 6 mounting screws should mount directly to a stud



4. Once backplate is securely mounted, the dispenser can be hung on it
  - a. Align the unit about an inch high and slide down
    - 2 threaded studs at the top of the unit should slide into the backplate
    - 2 studs at the bottom of the backplate should slide into the unit
5. **Re-attach ALL 8 nuts**
6. Close the access door at the back of the mechanism

# CONTROLS

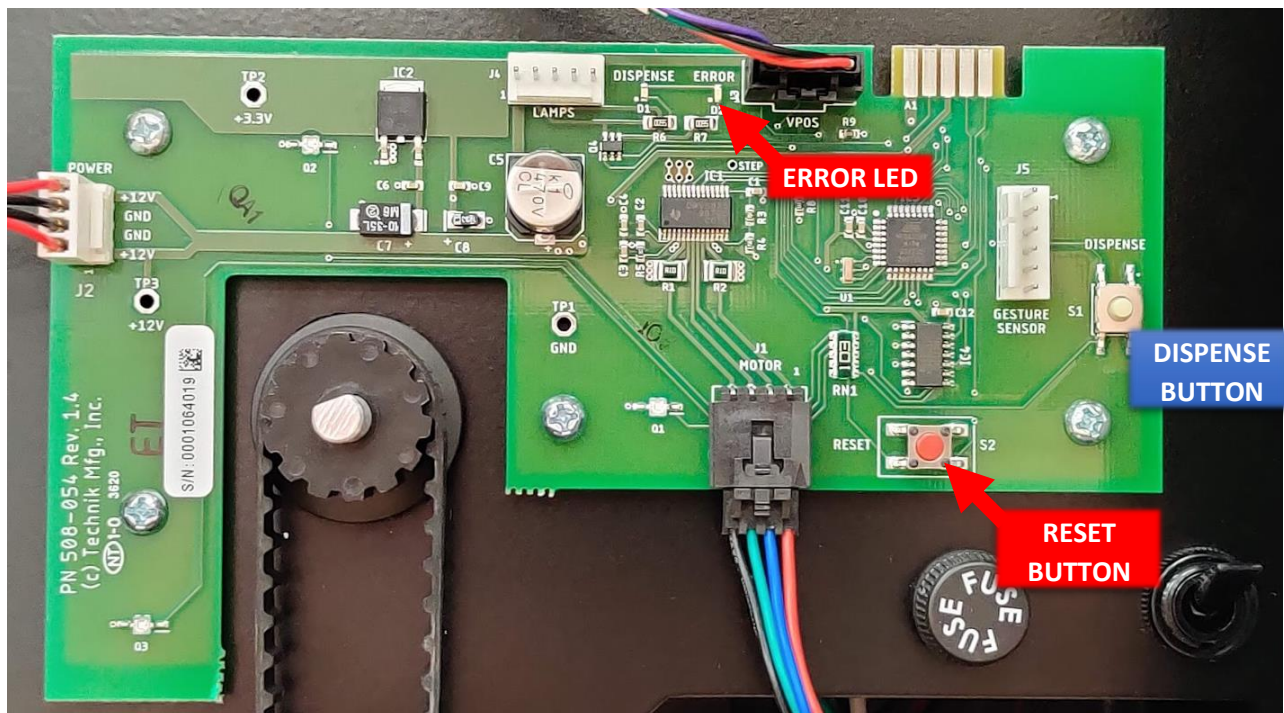
The figures below show the controls needed to set up and operate the kiosk. Please refer to these for the discussion of kiosk setup and operation in the remainder of this manual.

## Power

On the inside of the cabinet there is a 3-amp Fuse and an ON/OFF switch for 120V power to the Unit.



## Control Board



### Error LED

Reference this LED for troubleshooting

### Reset Button

This button will reset the controller and attempt to load a tube in the dispensing wheel

### Dispense Button

This button can be used to Dispense a tube without a credit card transaction. Can be used to verify that the hopper is loaded correctly.

## INITIAL POWER-UP

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Once the kiosk is installed and connected to a fused and grounded outlet it is ready to be turned on.

1. Place the ON/OFF switch on the inside of the cabinet to the ON position
2. The credit card reader can take several minutes to turn on
  - a. It may show an error message until it gets synced with the network

## TURNING OFF THE KIOSK

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The Kiosk should be powered down before performing service

1. Switch the ON/OFF switch on the inside of the cabinet to the OFF position
2. Unplug the kiosk from the Wall
  - a. This is important because there is still 120V power going to the fuse and the switch

## CREDIT CARD READER

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A Nayax New Customer Form will need to be completed and submitted to Nayax to activate the credit card reader. This form can be found in the care package supplied with each dispenser or you can contact Technik Mfg. to receive this form via email. After submitting a completed form, Nayax will email their Services Agreement, a Fee Schedule and an ACH Authorization form to be completed. Once Nayax receives these signed documents back they will create a new database, assign the Nayax serial numbers of your readers and create your user log which will be emailed to you along with a PDF General User's Manual. Nayax will also assist in the full set up procedure for your reader at that time.

### Pricing

On this Unit, the pricing is set up through the Credit card reader. This should be done during the credit card reader setup with Nayax

## Tube Specification

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This unit is designed to dispense Tubes that meet the following requirements:

- 1-inch diameter +/- .100 inches
- 3.875 to 4.250 inches long
- When loaded with product light can not pass through the tube (we use light sensors to detect the tubes presence)

# Loading the Hopper

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Open the clear plastic door and load tubes as shown



# Transaction Process

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When the machine is loaded and powered on (with the credit card reader set up with Nayax) it is ready for the customer to use.

When a user presents a credit card (or taps to pay using a smartphone) the credit card reader will complete a transaction for 1 unit.

When the credit card reader verifies the transaction, a single tube is dispensed.

## Sold out

After the last product in the hopper is sold the credit card reader is disabled so that no more transactions can be made. The reader is re-enabled when the sensors show that the machine has been re-stocked.



# TROUBLESHOOTING

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## Fuse Blown

If the Fuse is blown the power supplies will not be getting power, this will cause the door latch and the slide motor to not operate

## Dispenser Jam

If one or more tubes are jammed in the hopper, the controller will go into error and the jam will need to be cleared manually.

## Credit Card Reader

For any issues with the credit card reader please contact Nayax customer support

## LED Codes

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Both LEDs turn on briefly at power-on or reset while the drum is being synchronized.

Dispense LED - ON during dispense cycle, OFF once dispense is complete.

## Error Codes

Error LED - Flashes if an error occurs:

OFF = No errors

2 blinks = Dispenser empty

3 blinks = Product jam (product tube is stuck in drum and did not drop into delivery chute)

4 blinks = Drum position error (drum did not move where it was supposed to - drum stuck)

## CALLING A SERVICE TECHNICIAN

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When calling for service PLEASE HAVE YOUR KIOSK'S SERIAL NUMBER READY.

Call  
**402-564-3191** or **800-795-8251**  
for the TMI service department.

## Serial Number Locations

The serial number is located on the front of this manual and on the inside of the main cabinet door.