![CPI logo]

Investing In A Better Future

PRODUCT TRAINING

CRANE MERCHANT MEDIA 2

Crane is a global leader in the development & manufacture of innovative vending machines. To ensure that we continue to meet our customers expectations, we provide comprehensive professional training for all of our products.

These training programmes, tailored specifically to each machine, ensure engineers are fully conversant with all of the special features of our Merchant Media 2 equipment. This helps increase sales and achieve high first time fixes to increase machine up time and profits.

Merchant Media 2 training course includes:

- Machine installation and commissioning
- Machine operation
- Service menu software functions
- Machine fault finding

CONNECTED TO YOUR
WAY OF LIVING

PRODUCT TRAINING

COURSE CONTENT

1. Machine Installation & Commissioning

- Environment
- Machine Leveling
- Removal of transit pin
- Machine type setup
- Vend bin operations
- Vend bin and upper plate removal (to improve access on Ambient models)
- Testing on free vend and pay vend

2. Machine Components

Location, function and removal of all parts and assemblies:

Main Door - removal/replacement

Monetary Door - method of removal (to aid installation access)

- Pill availability and replacement
- Screen identification and replacement
- Monetary device installation
- Coin reject motor

Main Control PCB

- Connections
- LED indicators

Interface PCB

- How to update software
- Connections
- LED indicators

LED Driver Board

- Connections

Door Lock Replacement

Cash Box

Power Supply Box components

- Main power switch
- Connectors - power in, fridge power, low voltage connections

- Control - lighting, compressor/condenser fan and evaporator fan
- Interface PCB
- Environmental PCB
- Lighting system

Trays

- Removal of snack and bottle trays
- Importance of cleanliness and hygiene
- Motors
- Harnesses
- Spirals

Fridge Assembly

- Basic refrigeration theory
- R290 refrigerant safe working practices
- Compressor start gear
- Condensor fan
- Evaporator fan
- Temperature sensors

3. Service Menu Software Training

Demonstrate all options and features within the service menu software to include but not limited to:

Diagnostics

Data Recall

Importance of correct time and date

Language options

Backup/restore

Cloning

Refrigeration settings

Monetary device settings

Pricing

Machine type

Special events (timed inhibits, free vends etc)

Lighting options

Library and planogram installation

- Planogram changes
- UPC codes

Space to Sales (STS) setup

Setup of shopping basket

Suggestive selling

Advertisements

Testing of SureVend™ sensors

Multivend discount

4. Machine Fault Finding

Incorrect product delivery

Failure to deliver product

SureVend™ sensor testing

Screen calibration (Media 1 machines only)

Refrigeration issues

Firmware recovery

CRANE® MERCHANDISING SYSTEMS

A Crane Payment Innovations Company