SUZOHAPP

EN

Multi PRO

Car wash starter system - Change machine

Comestero

Operating Manual

Cod.
DMMLP00001.1EN

Rev. 1.1 06 – 09 – 2017

CE

EN

GUIDE TO THE SYMBOLS IN THE MANUAL

The following symbols are used in this manual
in order to facilitate its understanding.

EN

Important information

Read carefully before use

Warning!

DECLARATION CE OF CONFORMITY

THE MANUFACTURER: SUZOHAPP
SuzoHapp Netherlands B.V.
Antonie Van Leeuwenhoekstraat 9
3261 Oud-Beijerland LT - NETHERLANDS

DECLARES that the products

TYPE: Start system/change machine

TRADEMARK: Comestero

MODEL: Multi PRO

Comply with the following European directives, including their latest changes, and with the relevant national laws implementing the directives in question:

2004/108/EC
2006/95/EC

And that the following harmonized standards were applied:

EN 55014-1
EN 55014-2
EN 61000-3-2
EN 61000-3-3
EN 62233
EN 60335-2-82 in association with
EN 60335-1

SAFETY INFORMATION

These machines are equipped with safety devices to prevent damage due to short circuits and fire.

These devices must not be bypassed, removed or disabled for any reason.

If the devices must be disabled to carry out any maintenance or servicing, operate on the appliances only when the power supply has been switched off.

The safety devices have been constructed in compliance with existing regulations. The operator should periodical check that they are in good working order.

Hazards arising from using the machines

If maintained in good operating conditions and installed properly (according to the recommendations contained in this manual), both machines don't pose any danger for the operators.

The personnel in charge of loading the dispensers, starting the equipment and servicing the machine must bear in mind that all moving parts/doors and the cash point can cause various types of injuries if not handled properly; it is also good practice to disconnect the power supply before carrying out any operation on the open equipment (maintenance, etc.).

Crushing hazards while handling the moving parts of the device.

Compartments must be opened and closed carefully and accurately.

Electrical hazards: direct contacts during connection to the main power supply.

Hazards during machine installation and setup

Follow the machine installation instructions contained in this document to minimise hazards to people and property.

Crushing hazards while handling the machine and putting it into place.

The machine must be transported by a technician in possession of the qualifications required for load handling operations (forklift operators, etc...).

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Caution:

- Use suitable lifting and harnessing equipment
- Perform these operations in an area that is free of obstacles or people.
- Before lifting, always ensure that the load is stable and carry out all movements carefully, avoiding any oscillation.

Electrical hazards: direct contacts during connection to the main power supply. Operations must be carried out by a qualified technician.

Caution:

- Make sure that the distribution line size is appropriate for the power consumption of the machine.
- Connect the system to ground before connecting the machine or the accessories.

Hazards during machine maintenance

Electrical hazards: direct contact with live parts within the electrical cabinet where the electrical components are housed.

Operations must be carried out by a qualified technician.

Caution:

- Before servicing the machine make sure that the main power supply has been switched off.

Labels

The machine is equipped with warning labels showing conventional hazard signs with symbols and/or written messages. The labels are located near the hazardous areas.

GENERIC HAZARD	ELECTROCUTION HAZARD	GROUND

GENERAL WARRANTY CONDITIONS

Please read the following carefully to understand the general warranty conditions for this product.

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ART.1 - Scope of application

These general terms and conditions shall apply to all the goods and services provided by our company. Placing any orders shall imply the full and unconditional acceptance of these general terms and conditions of sale. The sale contract shall be regarded as finalised when the Purchaser receives the order confirmation from the Seller.

ART. 2 - Electromagnetic compatibility and safety

Our company certifies that the supplied goods comply with the electromagnetic compatibility and safety standards; mandatory declarations are indicated in detail on the plates and labels affixed on the products and in the technical documentation attached or available at our premises. The recipients of the supply undertake to use or market the supplied goods, ensuring the integrity, completeness and usability of such information.

ART. 3 – Warranty

Except in cases where the mandatory provisions contained in Leg. Decree No.206/2005 ("Consumer Code") or in other relevant laws are to be applied, the goods and services are supplied under warranty by our company for a period of 12 months. The term starts from the date of purchase of the product. The warranty is exclusively limited to the normal operation of the goods supplied and to the result of the service provided. The warranty exclusively involves the repairs or replacement of the goods. Restoration of the goods to their normal operative state shall be carried out in our factory. For any matter not provided for herein, even regarding warranty voidance and limitation, art. 1512 of the c.c. shall apply. Our company shall not be liable in any way for the operation of the supplied goods in ambient or technical conditions other than those provided for by our specifications, usually set out in the technical documentation. Any liability for direct or indirect damages not arising from the malfunction is expressly excluded.

The warranty is void and null in case the purchaser should be insolvent. The warranty does not apply in the following cases:

- lack of or improper maintenance, even if carried out by qualified personnel;
- repairs or alterations unilaterally made by the purchaser, on his own initiative;
- inadequate or irregular power line voltage, insufficient flow rate and electrical system faults;
- corrosive action of detergents;
- software/hardware operation errors or failure, or loss of data recorded by the purchaser as a result of storms, lightning, high temperature or power voltage fluctuations, earthquakes, fire, etc;

- with reference to all the electrical components and mechanical plastic moving parts subject to normal wear, which must be replaced during routine maintenance;
- when the products have been used in conjunction with or incorporated into equipment or materials whose specifications have not been approved in writing by the selling company
- tampering with the label showing the serial number of the machine;
- fault or breakage due to transport, acts of vandalism, natural calamities or wilful damage;
- wrong or bad installation of the product;
- carelessness, negligence or lack of skill in using the product;
- failure to comply with the operating instructions contained in the technical manual;
- interventions for alleged defects or casual checks;
- repairs carried out without our authorization.

Malfunctioning of the machine due to the software not being upgraded is not considered a defect. SUZIOHAPP is not obliged in any way to upgrade the *software* free of charge, or to upgrade the mechanical components which may be necessary due to new coins or banknotes being introduced by the Italian and European authorities, when repairing a product that is covered by the warranty. Such upgrades, however, can still be requested from SUZOHAPP and the company is obliged to send a quotation to the customer prior to intervention. Any repair or tampering carried out on the supplied goods by subjects who are not authorized by us will render the warranty null and void. We declare we have carefully considered, to the best of our knowledge and manufacturing practices, the issue related to preventing the goods supplied from being violated by persons who intentionally intend to alter their operation. However, we shall assume no liability for illegal conduct or damage that may result from the fraudulent use of the goods supplied All required repairs not covered by the warranty must be paid for and the SUZOHAPP price list shall apply; updates to the price list in question are communicated on a regular basis.

ART. 4 – Limitation of Liability

Except for the cases mentioned in art. 1229 of the Italian Civil Code and for the mandatory law provisions, for every damage or injury caused, directly or indirectly, by failures or delays of the Seller or by the purchased products, including but not limited to lost profits and damage to the corporate image, the compensation payable by the Seller shall never exceed 10% of the amount paid by the Purchaser for the product that caused the damage.

ART. 5 – Delivery

The goods included in the scope of the supply are considered as delivered when and where they are passed on to the carrier; our company, therefore, shall not be held liable for any total or partial shortages, damages or delays related to transport. Upon delivery, the recipient must duly note any obvious defects on the bill of lading. The Purchaser's refusal to accept or collect the ordered goods, or part thereof, does not suspend his obligation to pay. The terms of delivery indicated in the order confirmation allow for a grace period of 60 days. Upon delivery,

the Purchaser must carry out a complete technical verification of the quality and functionality of the product, within eight days. If not, the product shall be considered as having been accepted without reservations or objections by the Purchaser.

ART. 6 - Retention of Title

The supplied goods shall remain the property of our company until full payment of the agreed price has been made. Should the contract be terminated due to non-payment, the Seller is entitled to claim the unpaid items held by the Purchaser, which must be returned at the Purchaser's expense All sums already paid will be retained by the seller as compensation and penalty.

ART. 7 – Terms of payment

Invoices must be paid in accordance with the agreements and within the deadline specified on the invoice. Any delay in payment will automatically result, without the need of any formal notice, in the application of interest at the rate stipulated in Legislative Decree no.231 of 9.10.2002, unless otherwise agreed upon. In case of delay by the purchaser, any term-related benefit that may have been granted shall be deemed null and void and the seller may demand immediate payment of all outstanding amounts as well as of additional orders on receipt of the goods.

ART. 8 – Returns

Return of faulty goods or of goods requiring any intervention by our support service must be expressly authorised by us. Therefore, we reserve the right to reject the return or ask you to return the good to another destination other than our headquarters. We shall be liable for the goods only when it has been delivered to the address we specified.

ART. 9 - Applicable law and court of jurisdiction

The supplies regulated by these general terms and conditions are governed by Italian law. Any dispute shall be resolved by the Court of Milan.

Dear Customer,

Thank you for choosing a SUZOHAPP product. By carefully following the instructions contained in this manual, you will be able to appreciate and enjoy its quality.

Before using the machine, please carefully read the operation and maintenance instructions, in compliance with the safety provisions, and keep this manual for future reference.

Table of contents

1 Introduction 14
2 System presentation and composition 15
2.1 General Features 15
2.2 Installable devices 16
3 Warnings 17
4 Handling and unpacking 18
4.1 Reception of the packaged product 18
4.2 Handling 18
4.3 Unpacking 18
4.4 Identification of the machine and accessories 19
5 Installation 22
5.1 Recessed installation 22
5.2 Installation in free-standing cabinet 24
6 Mechanical configuration 26
6.1 Main variants 26
6.2 Device options 27
6.2.1 Hopper - recessed version 27
6.2.2 Hopper - free-standing version 28
6.2.3 Payment systems – free-standing and recessed version 28
6.2.4 Payment systems - POS 29
6.2.5 Dispensers – free-standing and recessed version 30
6.2.6 Door opening 31
7 Connections 32
7.1 Connection to power supply 32
7.2 Connection to the MaxiBio boards 33
7.3 Connection to the Ethernet network 38
8 User interface 40
8.1 Buttons 40
8.2 Checkbox 42
8.3 Radio button 42
8.4 Text and value input fields 43
8.5 Information text 45
9 Using the equipment 46
9.1 Introduction 46
9.1.1 Home screen 46

9.1.2 Function selection 47
9.1.3 Failure or malfunction of a device 47
9.1.4 Absence of a device 48
9.2 Purchasing a washing program ("Wash my car") 48
9.2.1 Payment 49
9.3 Purchasing tokens/coins 52
9.3.1 Payment 53
9.4 Purchasing a card or a key 53
9.4.1 Payment 54
9.5 Adding credit to a card or a key 54
9.5.1 Payment 55
10 Onboard programming 56
10.1 Introduction 56
10.2 System menu 56
10.3 Shutdown 57
10.4 Setup 57
10.4.1 Components setup 58
10.4.2 Machine Functions 72
10.4.3 Various 82
10.4.4 Advanced 87
10.4.5 Saving changes 92
10.5 Pos Operation 93
10.5.1 Data transfer 93
10.5.2 History transaction 93
10.5.3 Maintenance 93
10.6 Accounting 94
10.7 Manual Mode 96
10.7.1 Manual Wash 97
10.7.2 Free tokens 98
10.7.3 Free ticket 98
11 Care and maintenance 100
11.1 External maintenance and cleaning 100
11.2 Internal maintenance and cleaning 100
11.3 Periods of inactivity 100
12 Diagnostics and technical support 101
13 Technical data 102
14 Spare Parts 104
14.1 Totem version 105

EN

14.2 Wall recessed version 106
14.3 Cabinet group – totem version (Cod. 1083-30-0101-A) 108
14.4 Cabinet group – wall recessed version (Cod. 1083-30-0201-A) 110
14.5 Back door assembly – Totem version (Cod. 1083-30-0111-A) 111
14.6 Flange group – wall recessed version (Cod. 1083-30-0210-A) 112
14.7 Door group – wall recessed version (Cod. 1083-30-0299-A) 113
14.8 Frontal assembly panel group 114
14.9 EuroKey Next option (Cod. 1083-30-0711-A) 115
14.10 RM5 HD option (Cod. 1083-30-0501-A) 116
14.11 Currenza C^2 option (Cod. 1083-30-0502-A) 117
14.12 CPU Group (Cod. 2514-CARWASH-A) 118
14.13 Hopper group – Wall recessed version (Cod. 1083-30-0401-A) 119
14.14 Hopper group – Totem version (Cod. 1083-30-0402-A) 120
14.15 Batteries group (Cod. 1083-30-0213-A) 121
14.16 Coin box group (Cod. 1083-30-0598-A) 121
14.17 Barcode scanner option (Cod. 1083-30-1101-A) 122
14.18 Collecting coins box group 122
14.19 Heating group (Cod. 1083-30-0214-A) 123
14.20 Box dispenser option (Cod. 1083-30-0801-A) 124
14.21 Mifare cards dispenser option (Cod. 1083-30-0802-A) 126
14.22 Power supply group - 230Vac 127
14.23 Printer option (Cod. 1083-30-1201-A) 128
14.24 NV9 banknote reader option (Cod. Brak grupy) 129
14.25 Xenteo POS mechanical option 130
14.26 Ingenico POS mechanical option 131
14.27 Nayax POS mechanical option 132
15 Appendices 133
15.1 Wiring diagram 133
15.2 Decommissioning and disposal 134

1 Introduction

This manual and its annexes provide all the necessary information for a correct installation of the product and of all its parts, as well as for its correct use and maintenance. The information contained in this technical manual is subject to change without notice and does not imply any commitment by SUZOHAPP. The information contained in this document has been collected and verified with the utmost care. SUZOHAPP, however, can accept no liability arising from its use. Unless otherwise specified, all references to companies, names, contacts and addresses used in the examples are strictly coincidental and are only aimed at illustrating the product operation. Any reproduction of this document, even partial and in any form, without express authorization by SUZOHAPP is prohibited.

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2 System presentation and composition

The Multi PRO machine is an innovative starter for the management of the services required by the most recent car wash lots. It offers advanced performances which can fully meet the most common needs in this field.

Equipped with latest generation technology and touch screen monitor, the revolutionary starter for gantries and outdoor change machines has been designed with the aim of meeting the operator requirements, combining innovation, simplicity and convenience. Multi PRO allows to manage up to 8 washing programs via a practical 5" touch screen monitor and a vocal guide that further streamlines the user experience. Based on a state-of-the-art PC architecture, it allows to quickly manage multiple tasks, such as starting the wash program, recharging cards and keys, changing money, buying tokens and distributing cards or keys. The cabinet has been re-designed from a mechanical point of view to provide robustness and convenience. The machine is available in free-standing or recessed versions, for greater flexibility.

2.1 General Features

- Integrated and complete control of the entire gantry car wash. A single point allowing to activate the car wash, recharge cards/keys, change money, distribute keys/cards and buy tokens, cards or keys
- Possibility to pay cash with coins and banknotes, or through a card or key/card. Where available, users can pay through a credit card
- Possibility to quickly change banknotes into coins and/or coins into tokens
- Sale of tokens
- Dispensing of change
- Recharging of credit on keys or cards
- Dispensing of cards and keys
- Printing of the receipt once the transaction is complete, or if it was unsuccessful
- Management of promotional activities for the purchasing of the washing programs by cards or keys
- Management of promotional activities for the purchasing of tokens or for the recharge of keys or cards
- Graphic and voice support
- Touch screen interface for fast and simplified operations
- Possibility of remote connection for update and configuration operations
- Automatic sending of alarms by e-mail
- Automatic sending of accounting data by e-mail

- Barcode reader
- Flexible installation: free-standing or recessed
- Structure resistant to external agents: water, dust and various types of atmospheric agents

2.2 Installable devices

Multi PRO provides great configuration flexibility, allowing to install various combinations of devices to ensure that the system meets the purchaser's needs.

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Installable devices include:

- Coin acceptor RM5 HD
- Change giver Currenza C^2 (as an alternative to RM5 HD)
- 2 banknote validators NV9 USB
- 1 banknote recycler NV11 (as an alternative to NV9 USB)
- 3 Evolution hoppers
- Cashless system Eurokey Next
- 2 card or key dispensers
- Chip-based credit/debit card reader (*)
- Contactless credit/debit card reader (*)
- Barcode reader
- Thermal printer

  (*) only available in some countries

3 Warnings

Carefully read this quick start guide before installation. Knowledge of the information and instructions contained in this manual is essential to properly use the product. Check upon receipt that the package and the product have not been damaged during transport. Take care when establishing the electrical connections. Faults due to failure to follow the warnings contained in this publication are not covered by warranty.

Significant situations you need to pay attention to are signalled by specific symbols in this manual.

4 Handling and unpacking

4.1 Reception of the packaged product

Check upon receipt that the product has not been damaged during transport. Should you notice any damage, immediately notify the carrier.

After transport the package must be intact, i.e. it must *not*:

- Show dents, signs of shocks, deformations or breakages on its casing.
- Show wet areas or signs that could point out to the fact that the casing has been exposed to rain, frost or heat.
- Show signs of tampering.

Check that the content of the package matches the order.

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4.2 Handling

To avoid damaging the machine, we recommend that you only move it while still in its original package, using suitable handling equipment. Take care to follow the handling instructions printed on the box.

We recommend that you keep the original packaging, for any future transport.

We also recommend that you:

- *do* not drag the machine.
- *do* not overturn or lay down the package horizontally during transport and handling.
- *do* not bump the machine.
- *do* not leave the machine (even if still in its package) exposed to weather agents.

4.3 Unpacking

The machine is delivered, tested and equipped in a corrugated carton package ensuring that it is protected during transport and handling.

To facilitate product loading/unloading, even by means of transpallet machines, the box sits on an appropriate wooden pallet (up to two machine units per pallet).

For unpacking, we recommend that you follow the instructions printed on the box.

Both the carton package and the pallet comply with the recycling and disposal standards (follow current local regulations).

4.4 Identification of the machine and accessories

Figure 1 shows the location of the identification label, specifying the main operating and identification characteristics of the machine. The serial number printed in the relevant field is particularly important. Always mention this number whenever you require any service, spare part, repair or information about machine operation.

Figure 1

Both available versions of Multi PRO (free-standing and recessed) are equipped with two identification labels: one affixed on the outer side of the cabinet and the other one affixed on its inner wall, as shown in the following pictures. This allows to read the serial number even when the machine is installed on a wall or placed in a car wash lot.

Figure 2 - Cabinet outer side, free-standing version

Figure 3 - Cabinet inner side, free-standing version

Recessed version

Figure 4 - Cabinet outer side, recessed version

Figure 5 - Cabinet inner side, recessed version

The identification label is installed on the machine and must be clearly readable. Never remove it or tamper with the data printed on it. Should it get damaged or lost, request a new replacement label from the manufacturer. Please remember that the warranty is tied to the machine identification number.

5 Installation

5.1 Recessed installation

The drawing below shows the dimensions of Multi PRO in its recessed version to facilitate its placement and installation.

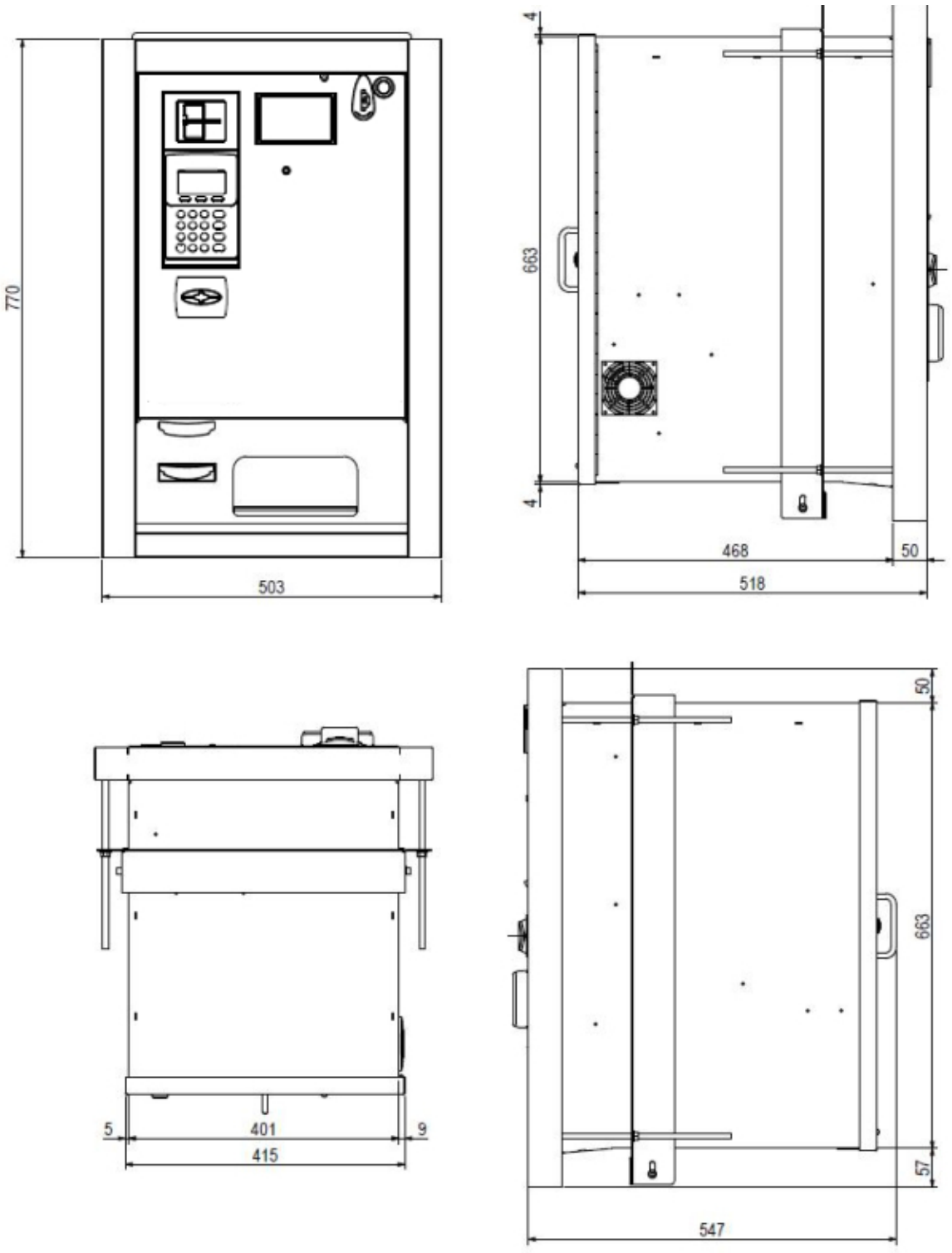


Figure 6

EN

For recessed installation you must prepare, in the wall where you intend to install the machine, a recess with the dimensions shown in the diagram below

The access room behind the machine, in addition, must be large enough to allow the back door of the equipment to be opened.

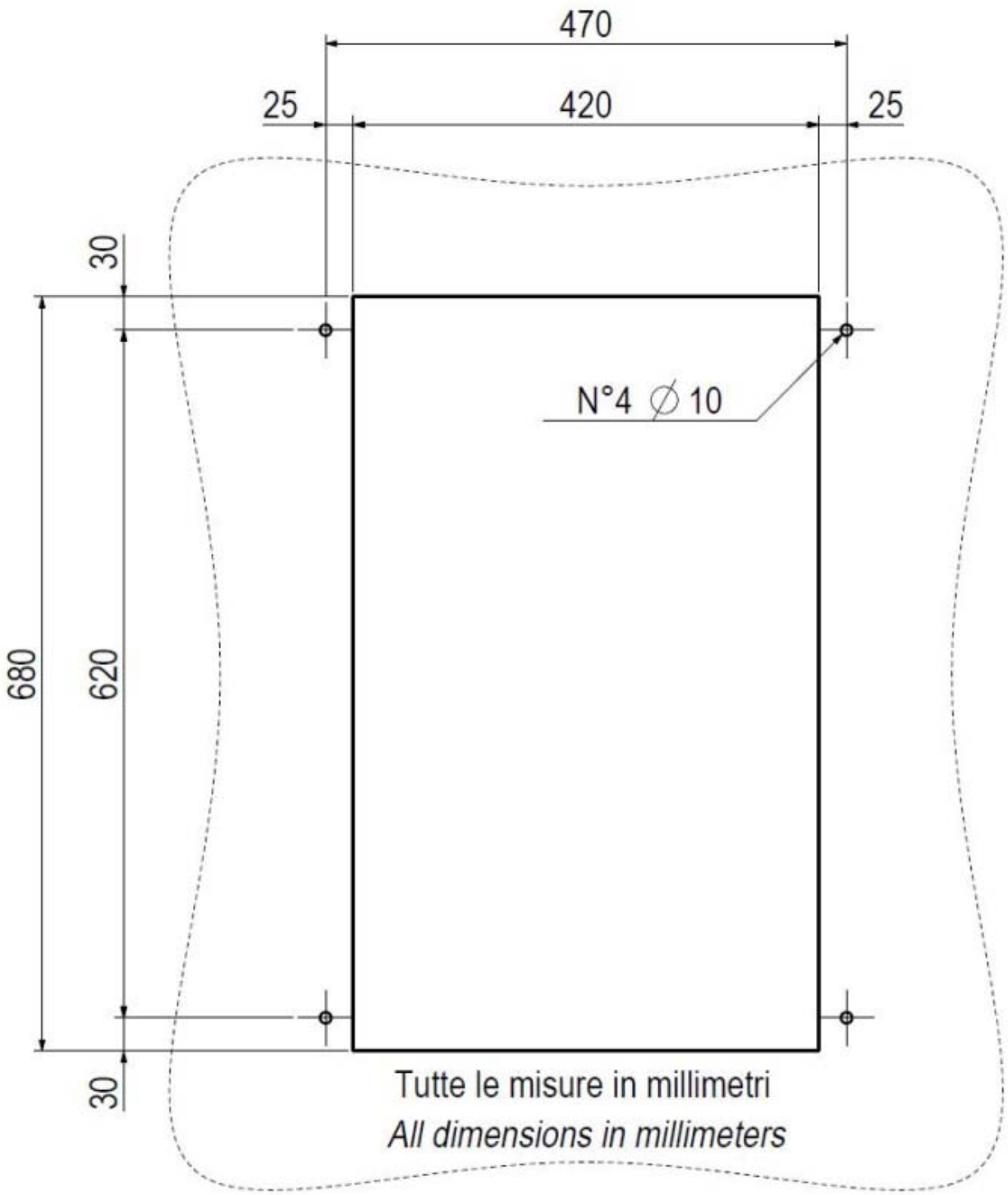


Figure 7

5.2 Installation in free-standing cabinet

As mentioned above, should recessed installation be impossible, or should you wish to install it in the car wash lot for better protection, Multi PRO can be installed in a special cabinet.

The drawing below shows the dimensions of Multi PRO in its free-standing version to facilitate its placement and installation (Figure 8).

Before proceeding with the installation, carefully read the procedure with the instructions for the in-cabinet installation of Multi Pro you will find in the optional kit packaging. The overall dimensions of the cabinet are shown below.

EN

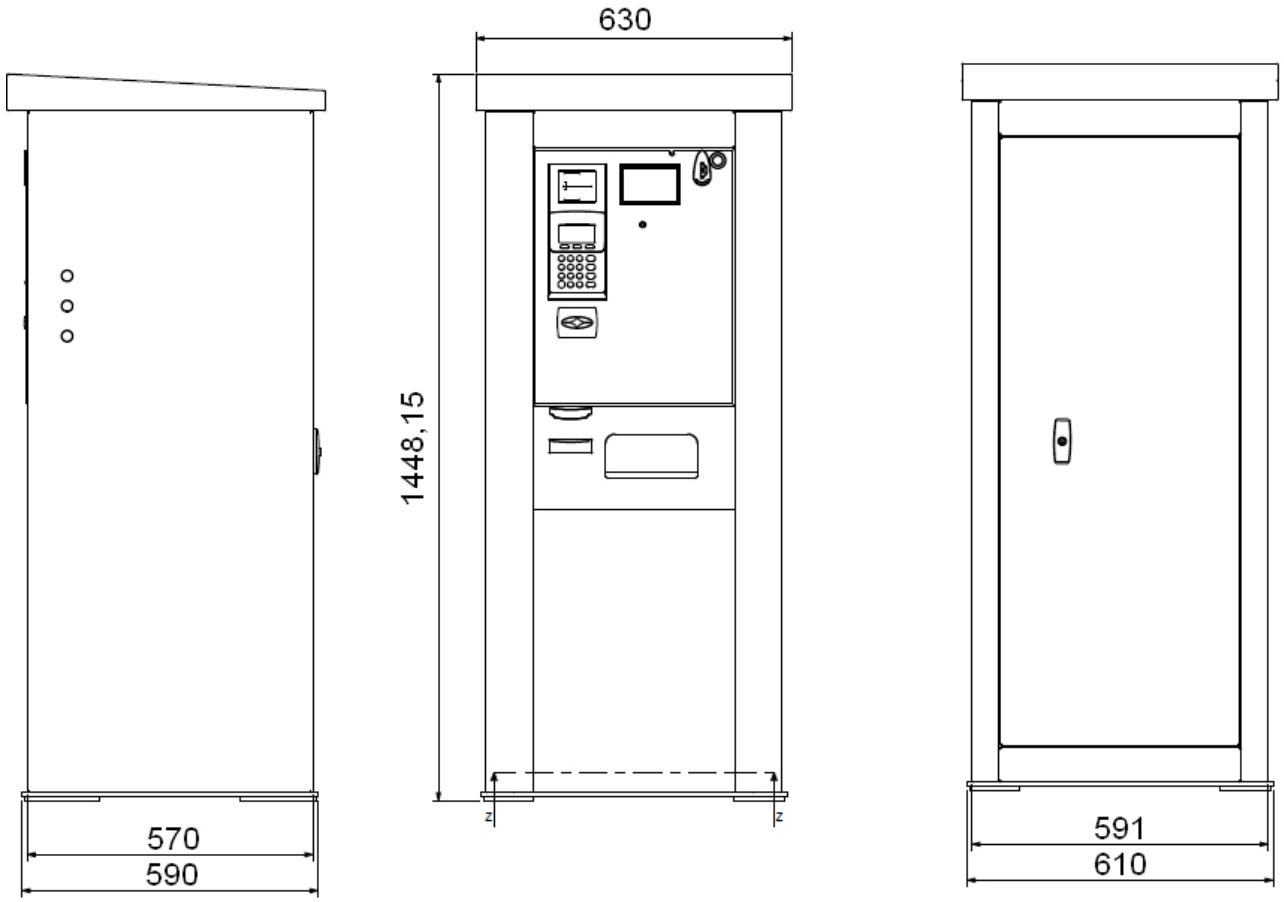
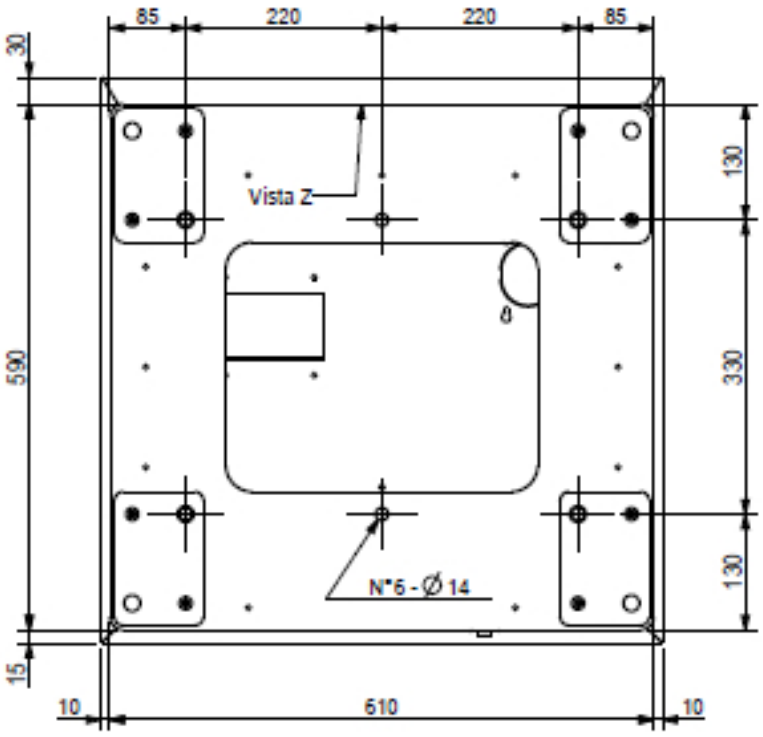


Figure 8

Diagram A in Figure 9 below shows the cabinet base configuration and the dimensions for proper installation by means of 14 mm diameter pins. Diagram B shows the configuration and overall dimensions of the cabinet cover.

A



B

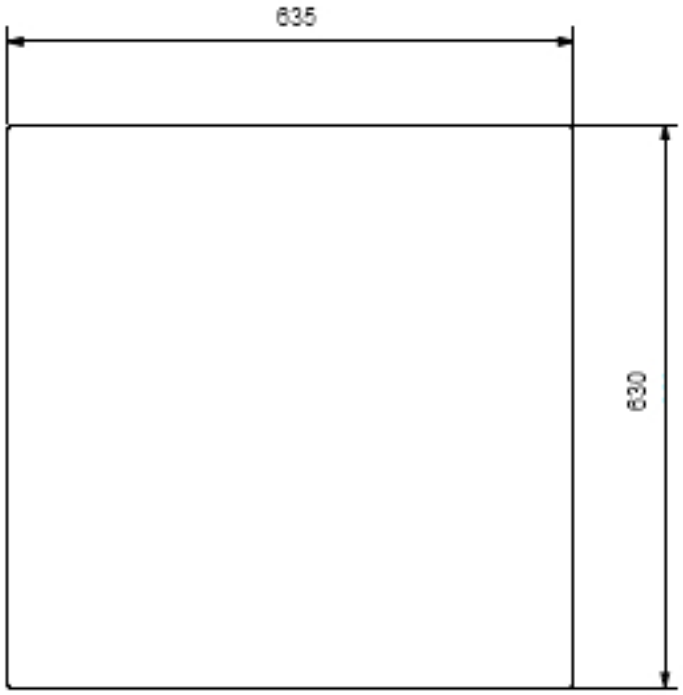


Figure 9

6 Mechanical configuration

6.1 Main variants

Multi PRO offers several configuration options depending on customer needs. As mentioned above, Multi PRO is sold and supplied to customers in two main variants: free-standing and recessed.

EN

- FREE-STANDING:

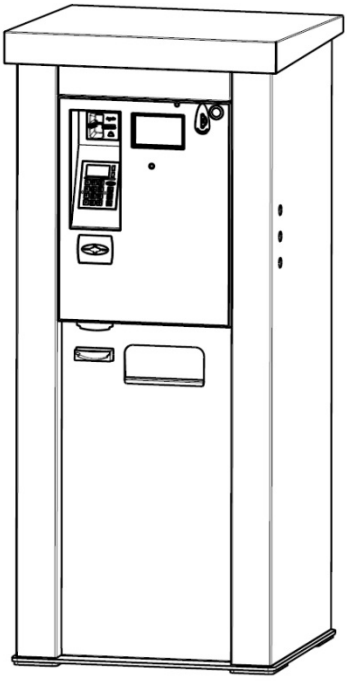


Figure 10

- RECESSED:

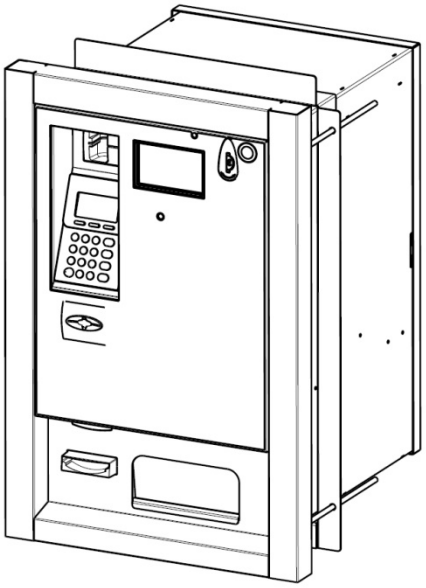


Figure 11

Design variants differ internally by the combination and location of the devices installed on them, and externally by the location of the payment devices.

N.B.
The operation and the on-board configuration procedures remain the same for both Multi PRO versions.

6.2 Device options

Multi PRO offers several configuration options depending on the different customer needs.

6.2.1 Hopper - recessed version

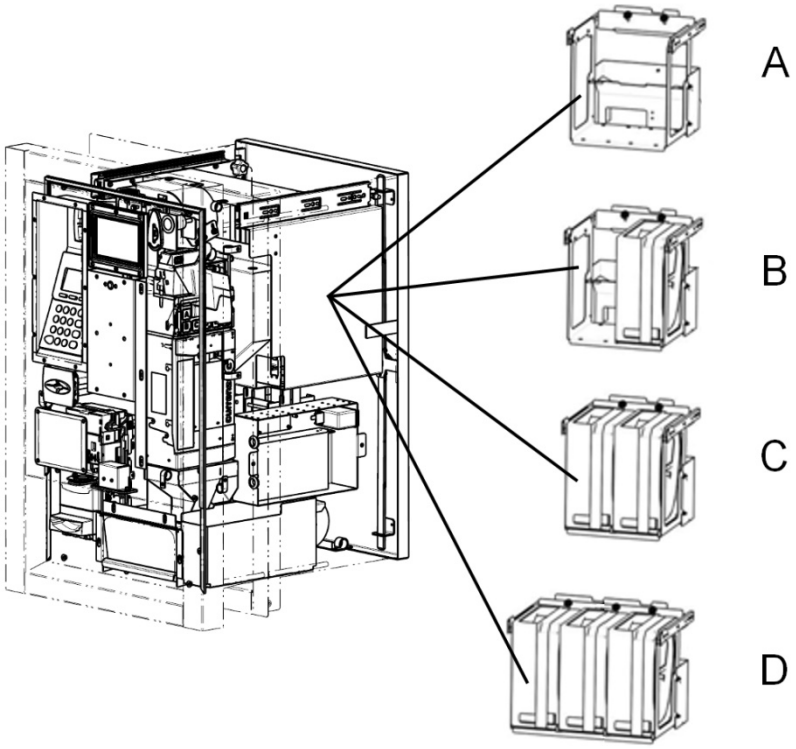


Figure 12

In the recessed cabinet version, hoppers are located as shown in Figure 12 above. You have the option to install no hopper (A), a single hopper (B), two hoppers (C) or three hoppers (D).

6.2.2 Hopper - free-standing version

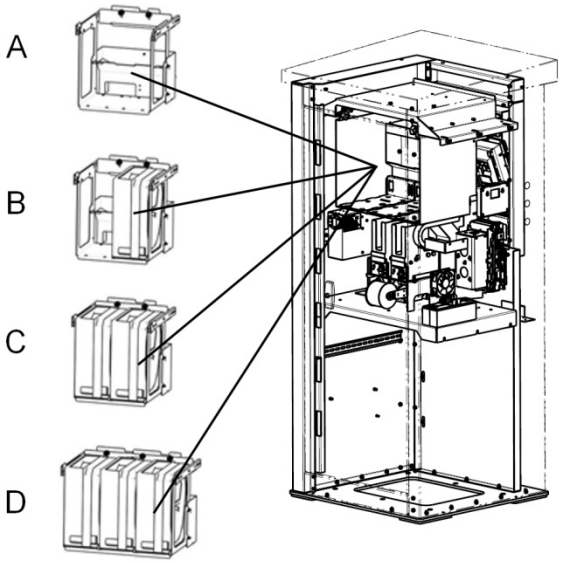


Figure 13

In the free-standing cabinet version, hoppers are located as shown in Figure 13 above. You have the option to install no hopper (A), a single hopper (B), two hoppers (C) or three hoppers (D).

6.2.3 Payment systems – free-standing and recessed version

The following picture shows all the payment systems available with Multi PRO in its free-standing and recessed versions. In these two configurations, the available payment systems you can install are the same. As a consequence, there are multiple combinations of payment systems available. The figure below shows the types of devices that can be installed and the possible location of the inputs for banknotes, coins and cashless systems.

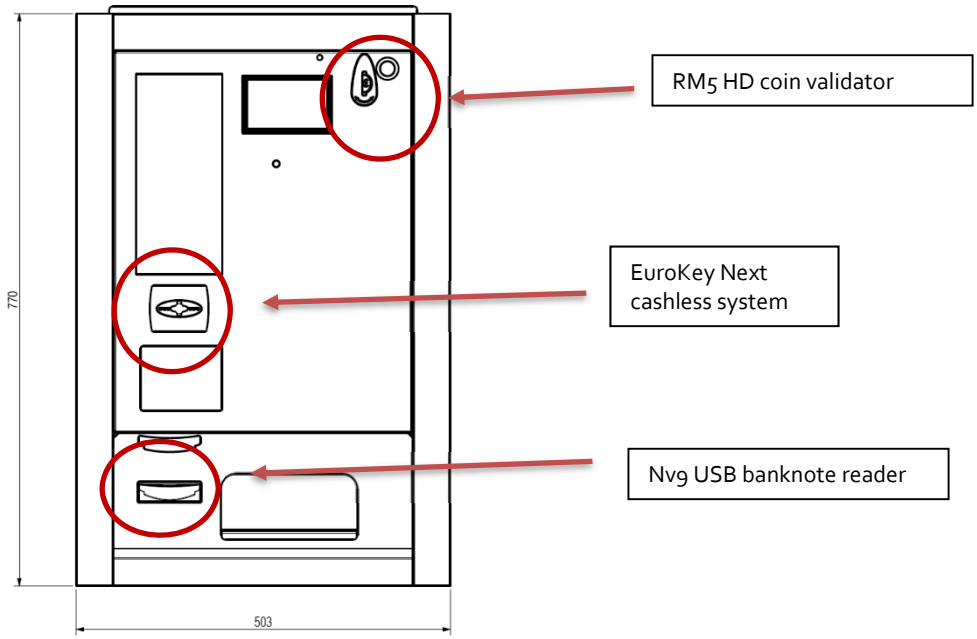


Figure 14

6.2.4 Payment systems - POS

The POS may or may not be available, depending on the type of Multi PRO you own, for both free-standing and recessed configuration (to verify whether it is available in your country, please contact your reference sales account).

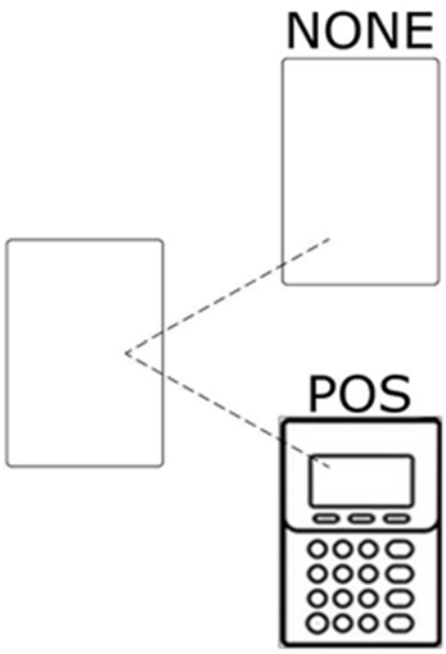
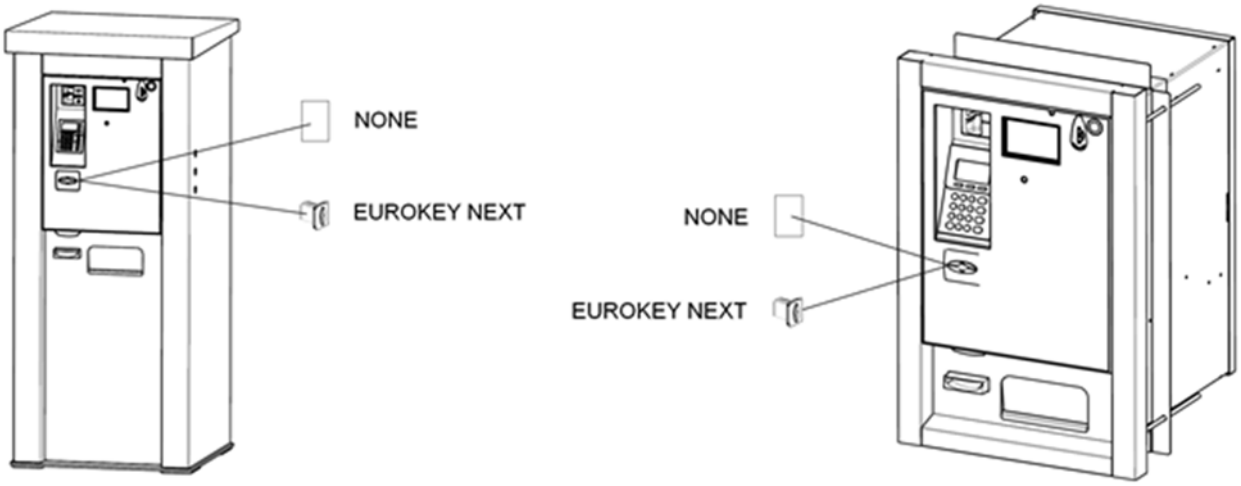


Figure 14

Both in the free-standing version and in the recessed version, cashless devices can be installed under the POS (if any), as shown in Figure 15.



Free-standing version

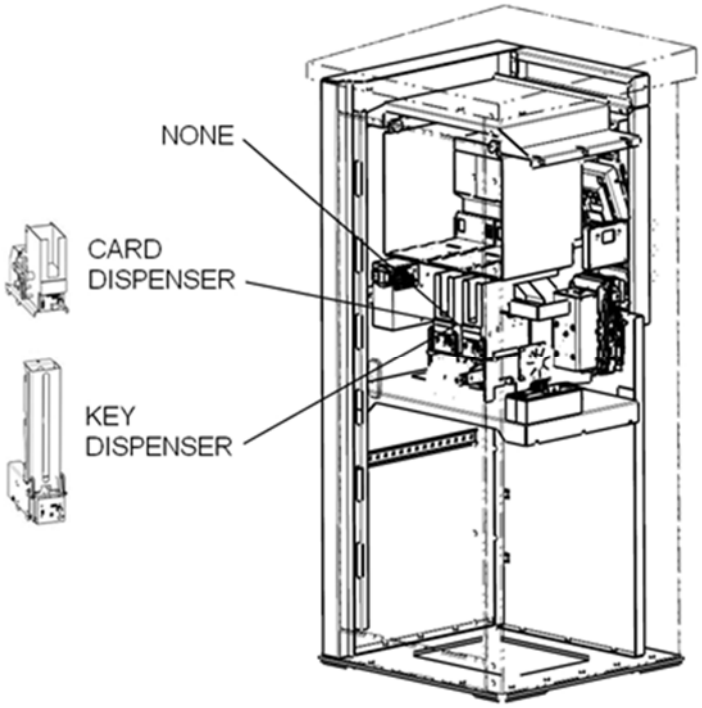
Recessed version

Figure 15

6.2.5 Dispensers – free-standing and recessed version

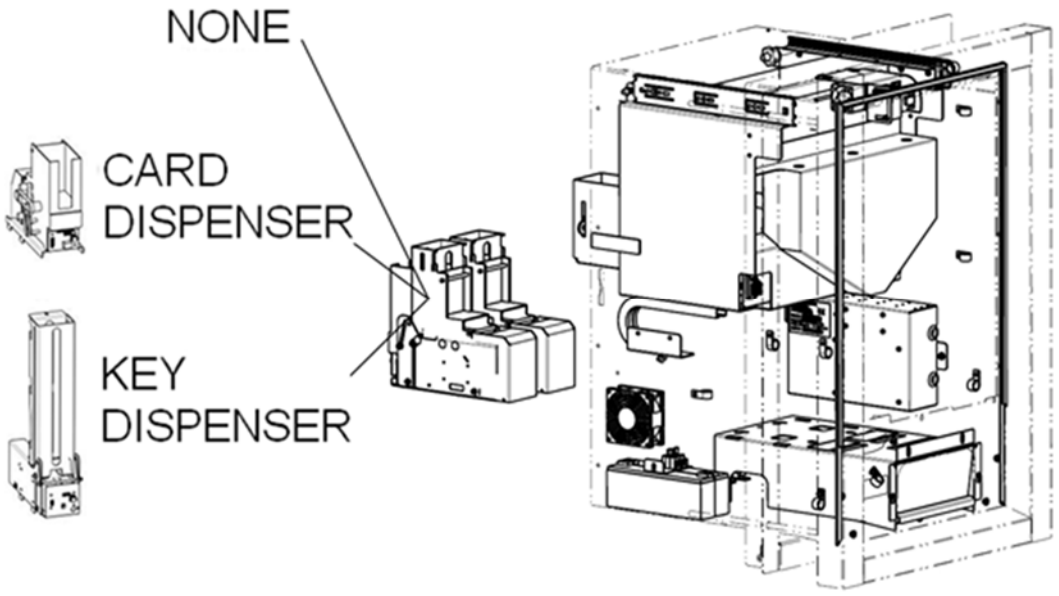
In both free-standing and recessed versions, you can install a maximum of two dispensers for the on-board sale of keys or cards.

The following pictures show their location.



Free-standing version

Figure 16



Recessed version

Figure 17

6.2.6 Door opening

In order to meet the different installation needs, Multi PRO can be supplied with two door opening types: hinged on the left or on the right.

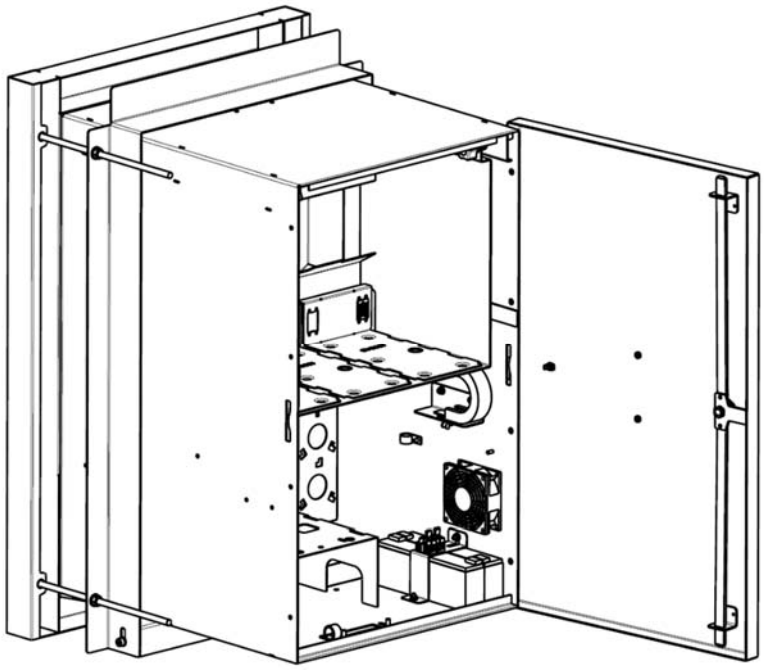


Figure 18

7 Connections

7.1 Connection to power supply

All the electrical connections of the machine have been installed, except for the power supply. Before connecting the machine to the mains, make sure that the main switch, located at the bottom left on its inner wall, is turned to "0" (Figure 19).

EN

Figure 19

Check that the power socket to which the machine is going to be connected has an appropriate electrical rating, complying with that of the machine, and that it is protected by a residual current device with a rated residual operating current <=30mA.

This switch must ensure the disconnection from the mains with a contact opening distance allowing for full disconnection under the conditions set out for overvoltage category III

The mains disconnector in question must be easily accessible.

For the installation, always refer to the specific standards on protection against electric contacts.

USE A SELF-EXTINGUISHING CABLE

7.2 Connection to the MaxiBio boards

Before connecting the MaxiBio board to Multi PRO machine, make sure that the main switch of the machine, which is located inside the unit on the left wall, is turned to "0" (Figure 19) and that the machine is completely OFF.

Multi PRO uses an electronic board to control all the devices connected to it. This electronic board, called MaxiBio, is typically used to provide the electrical interface with the automatic washing machines, and possibly to drive some electromechanical counters.

In binary mode, Multi PRO just requires a single board to manage all the available washing programs. In parallel mode, the MaxiBio board allows to manage programs 1 to 7. Alternatively, it can be used to control some external electromechanical counters.

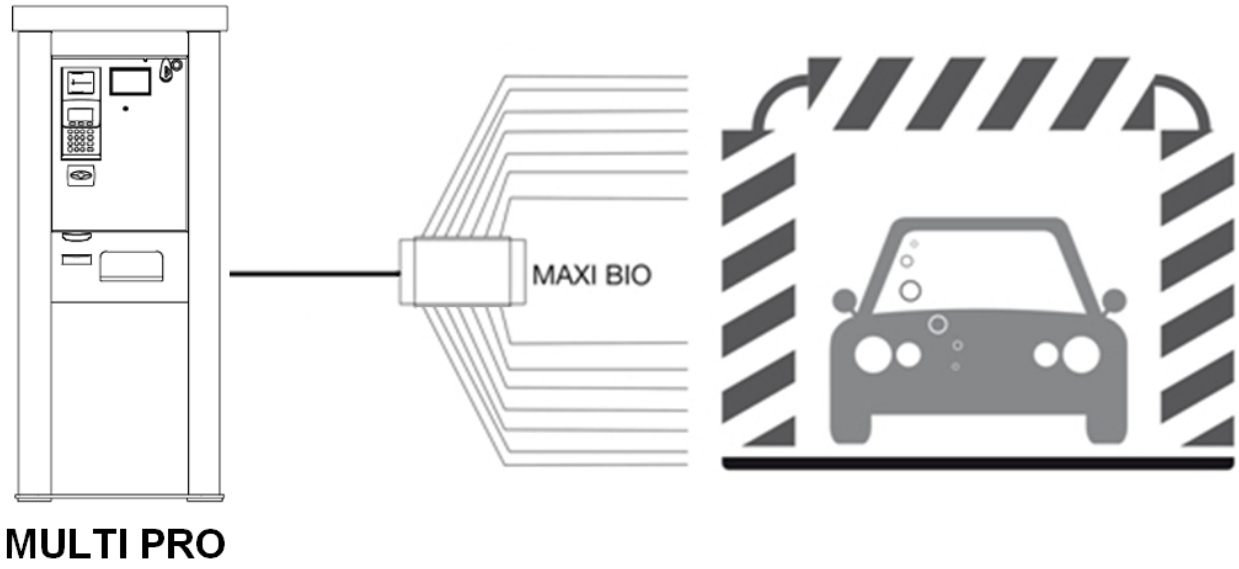


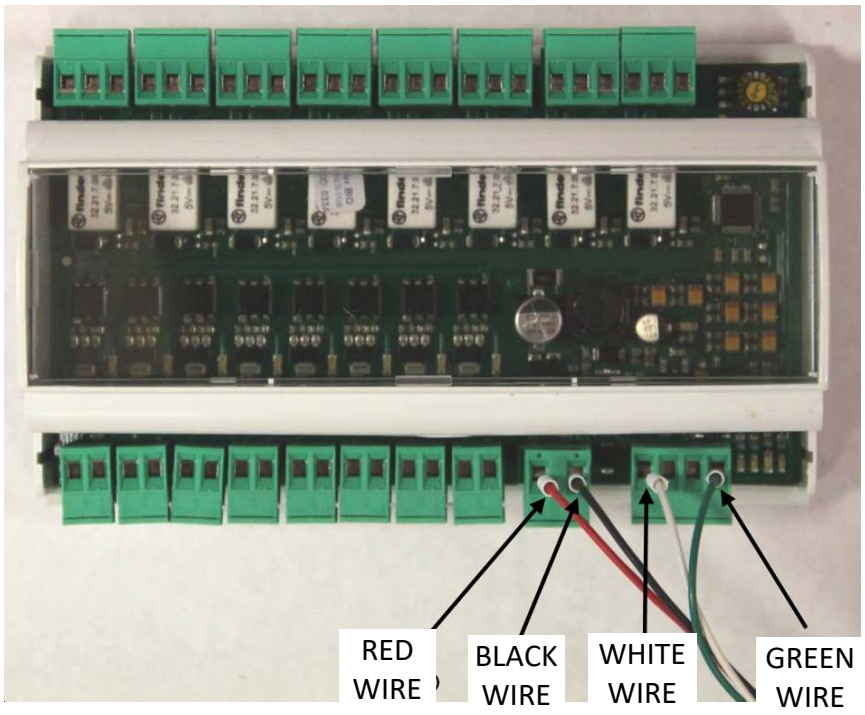
Figure 20

N.B.
DO NOT USE THE INTERNAL POWER SUPPLIES OF THE MACHINE TO FEED ANY DEVICES OTHER THAN THE PRESCRIBED ONES. DO NOT POLARIZE THE INPUTS OF THE INTERFACE BOARDS. IN ADDITION, NEVER USE THEM FOR ANY OTHER PURPOSE.

To connect the MaxiBio board, you must connect the RS485 standard cable, whose two terminal block "appendices" are shown in Figure 21 below, to the board as shown in Errore. L'origine riferimento non è stata trovata. below.

Figure 21

The diagram below shows the MaxiBio board.



This board has: 8 output terminals (Cn2 to Cn16), 8 input terminals (a to h) and one input for the 24 VDC ± 20% low voltage power supply.

Connect the MaxiBio board to the equipment as shown.

Connect the input and output signals to the MaxiBio board referring to the diagrams below and in the following page.

Each output terminal has 3 contacts (relays): a normally open one on the right (NO), a common one in the centre (C) and a normally closed one on the left (NC).

For output configuration, please refer to the "MaxiBio outputs" section in the "Devices" paragraph, further below in this manual.

For input configuration, please refer to the "MaxiBio inputs" section in the "Devices" paragraph, further below in this manual.

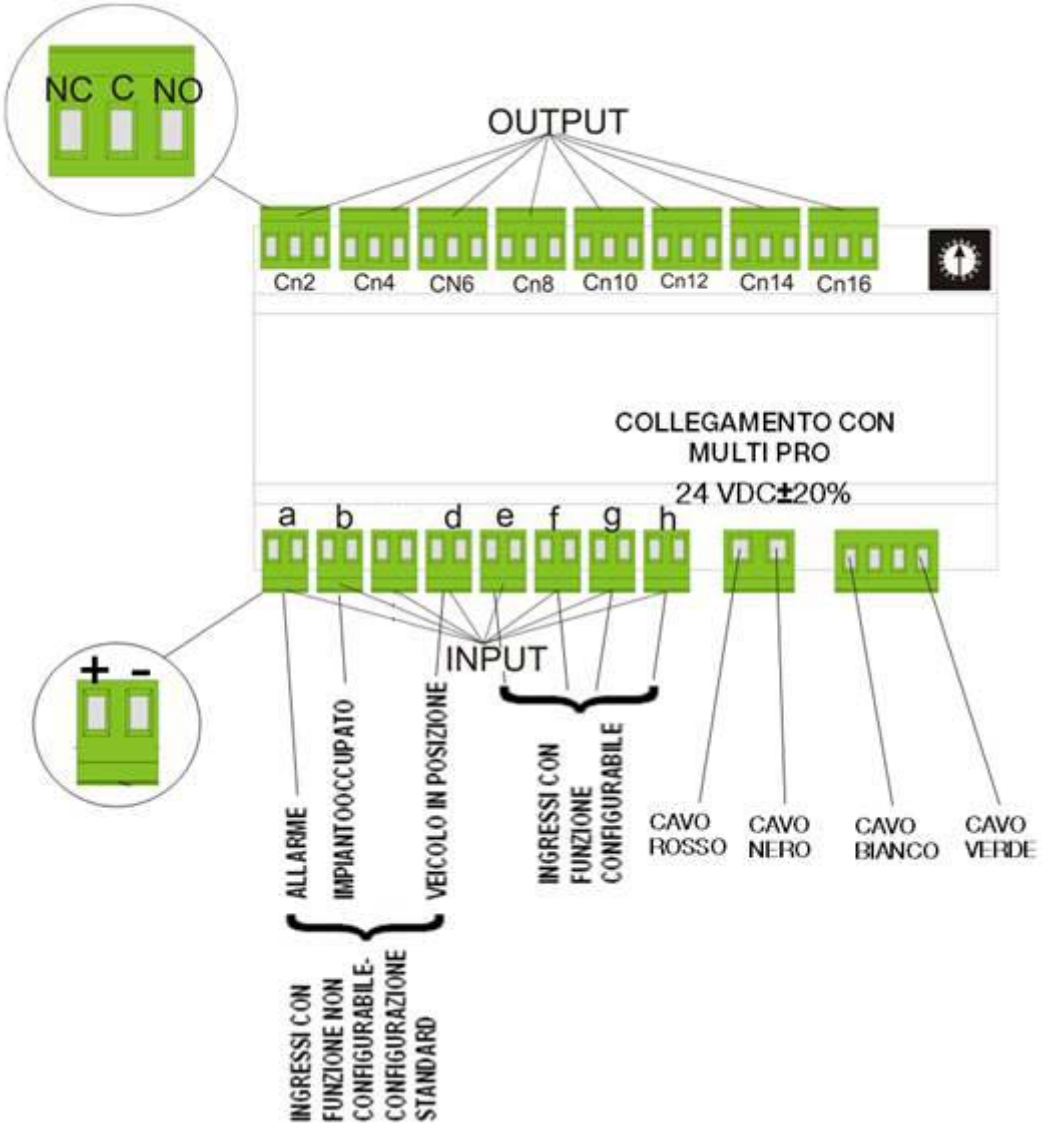


Figure 24

Multi PRO connection 24 Vdc ±20%	wr	red wire
	wb	black wire
	ww	white wire
	wg	green wire
INPUT		
Non-configurable inputs (STANDARD version)	a	Alarm
	b	Plant busy
	d	Vehicle in position
Configurable inputs	e	Inputs with configurable functions
	f	
	g	
	h	

MaxiBio

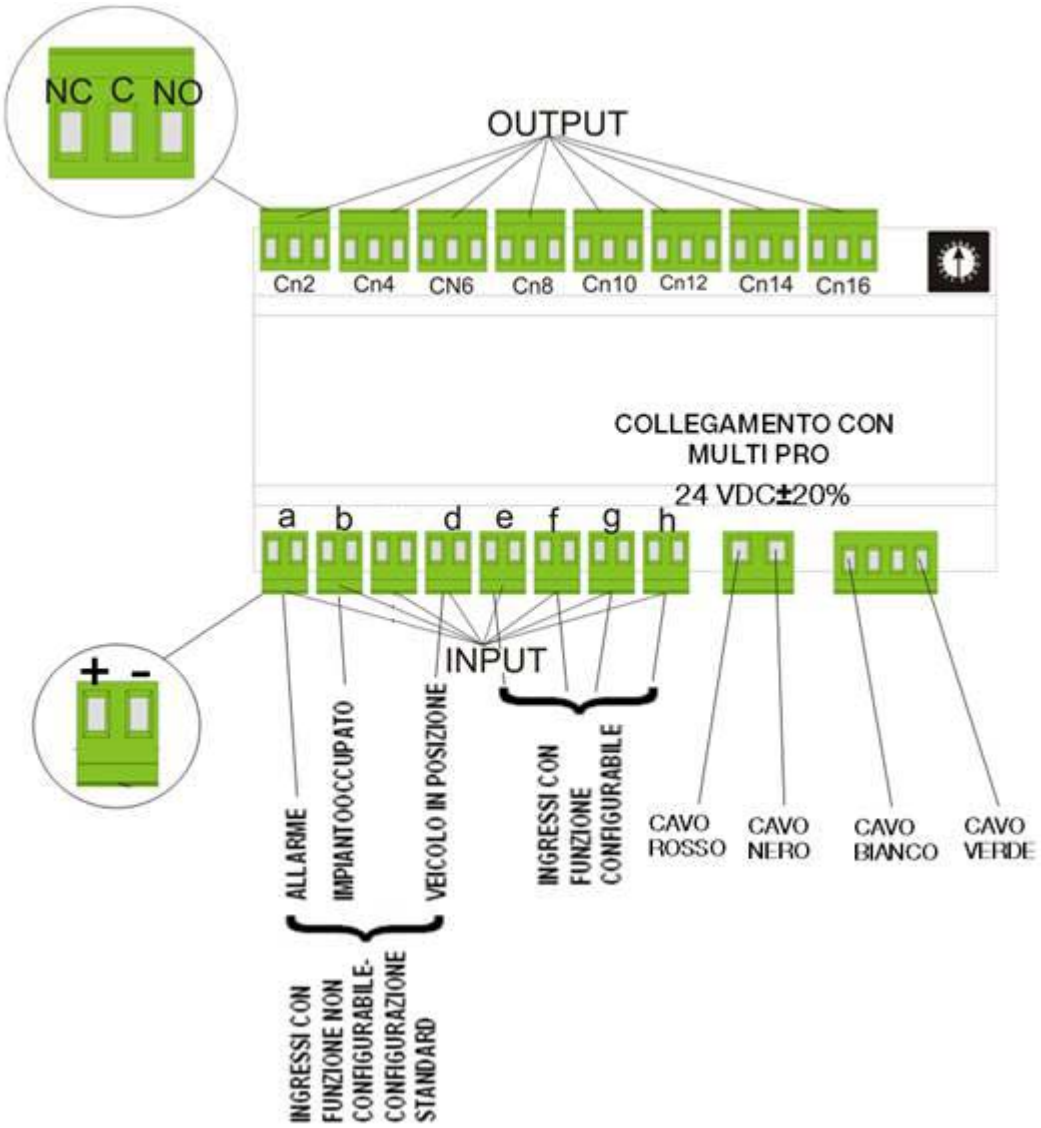


Fig. 25

Multi PRO connection 24 Vdc ± 20%	wr	red wire
	wb	black wire
	ww	white wire
	wg	green Wire
INPUTS		
Non-configurable inputs (STANDARD version)	a	Alarm
	b	Plant busy
	c	Extra height
	d	Vehicle in position
Configurable inputs	e	General purpose input
	f	General purpose input
	g	General purpose input
	h	General purpose input
OUTPUTS		
OUTPUTS	Cn2	Program1
	Cn4	Program2

SET AS ADDRESS 1

	Cn6	Program3
	Cn8	Program4
	Cn10	Program5
	Cn12	Program6
	Cn14	Program7
	Cn16	Coin and banknote extractor

As mentioned above, to connect the machine to the MaxiBio board, the user must use the Standard RS485 cable already connected to the machine CPU

Even the MaxiBio board is not included in the packaging and must be requested from COMESTERO to ensure that the connected system is properly driven. To connect the MaxiBio board to the gantry car wash, use cables that can withstand a 230 Vac voltage. These cables must be supplied by the installer.

EN

N.B.
For proper connection, a double insulation is required between the 230 Vac and the low voltage cables, if they are not separated.

N.B.
The MaxiBio board must be installed inside a technical compartment, to be solely accessed by qualified personnel. Do not install the boards inside the machines. Install the MaxiBio boards inside special junction boxes having at least an IP55 protection rating.

Using cables equipped with “GROUND” wire, connect the GROUND wire to the “GROUND” of the unit.

To avoid any “Antenna” effect, connect any unused wires to the “GROUND” of the equipment.

7.3 Connection to the Ethernet network

To exploit Multi PRO to its fullest potential, it is advisable that you connect the machine to the Ethernet network via a dedicated cable. Connect an Ethernet network cable, with a rating at least equal to category 5, to the Ethernet port of your PC and to a free Ethernet port on the hub. The Ethernet hub is located on the right-hand inner wall of the machine.

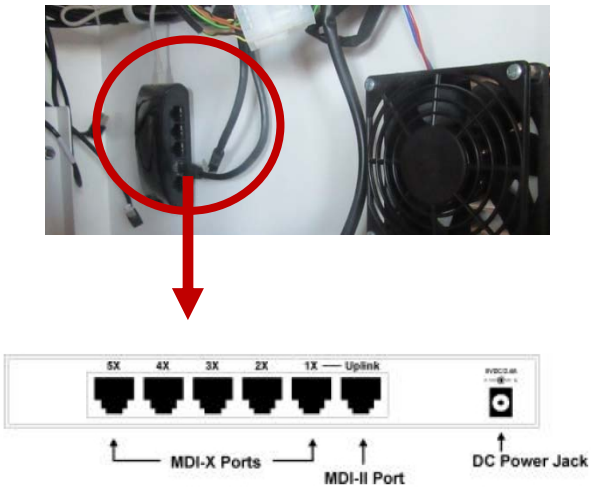


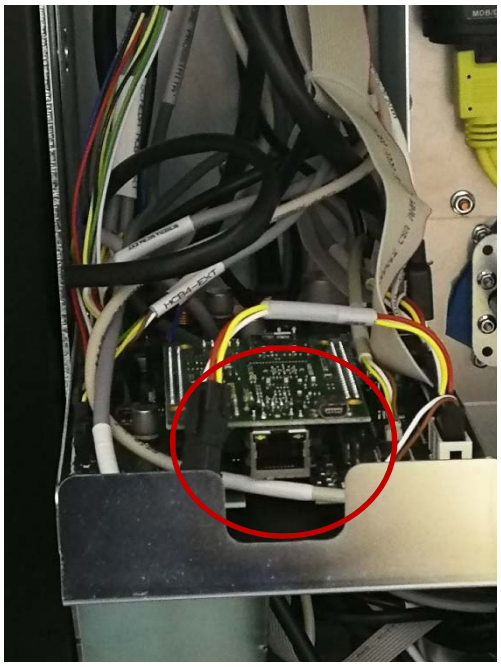
Figure 22

Please note that this structure is only valid for the machine that includes the POS.

For the version without the POS, the Ethernet port is placed into the motherboard. To insert the connector into the port, please follow the procedure below:

- remove the hoppers, t
- unscrew the protection plate (A)
- insert the connector into the motherboard (B)

A



B

8 User interface

The user interface screens include some recurring elements with which the user will have to interact by touching the display.

8.1 Buttons

A screen may include one or more buttons; touching them will immediately trigger an action. For example, in the screen shown in Figure 23 below, touching the "Wash my car" button will start the procedure required to purchase a car washing program, and the next screen will be displayed.

EN

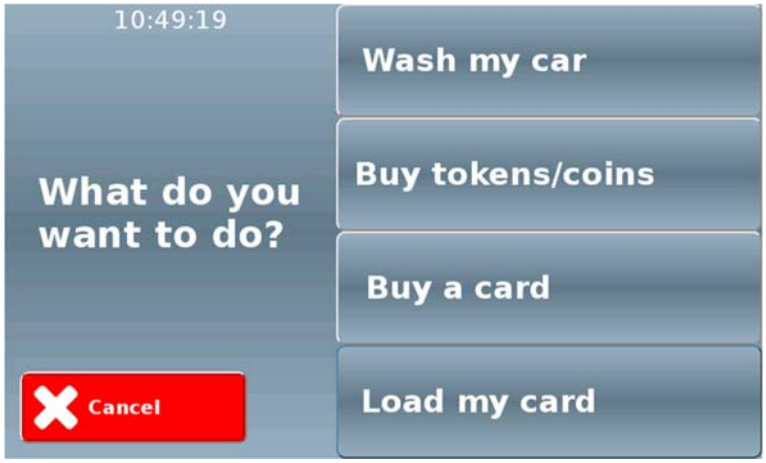


Figure 23

The screens will often display a "Confirm !" button (with a green background) and a "X Cancel" button (with a red background), like the screen shown in Figure 24 below

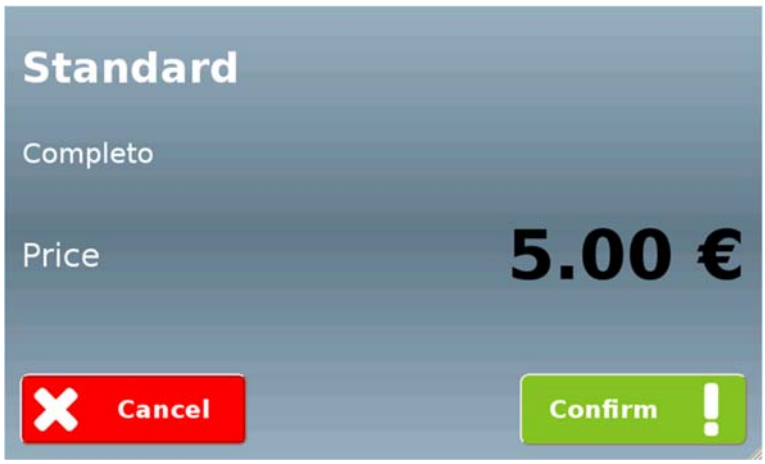


Figure 24

Touching the "Confirm !" button will tell the software that the user wishes to confirm a choice and proceed (the next screen will be displayed); touching the "X Cancel" button, instead, will tell the software that the user wishes to quit the operation (the display will switch back to the previous screen).

When inside a menu listing the available options over multiple pages, or while following a wizard that requires a sequence of choices, the screen will display the "> Next" button, allowing to switch to the next page, like in the screens shown in Figure 25 and Figure 26 below.

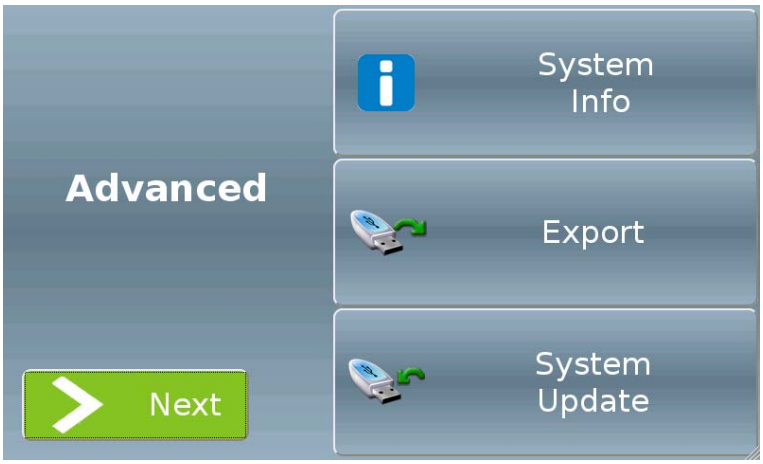


Figure 25

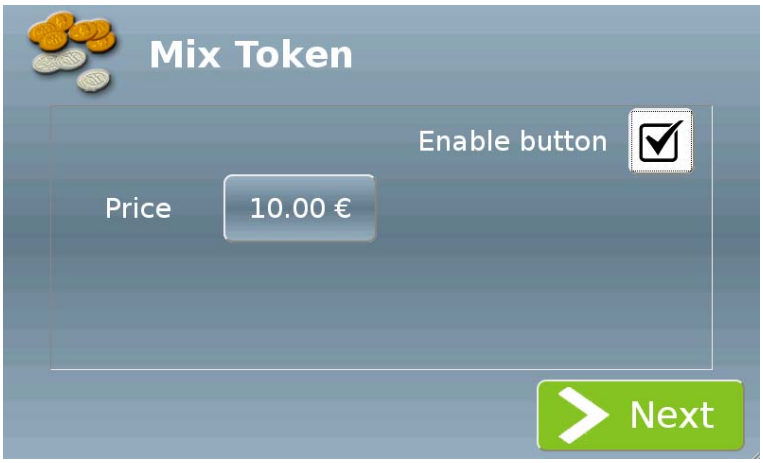


Figure 26

8.2 Checkbox

A checkbox is a control box. It represents a Yes/No condition, which is displayed as a checked or unchecked box.

Touching a checkbox will allow to enable or disable a given functions, like in the screen shown in Figure 27 below.

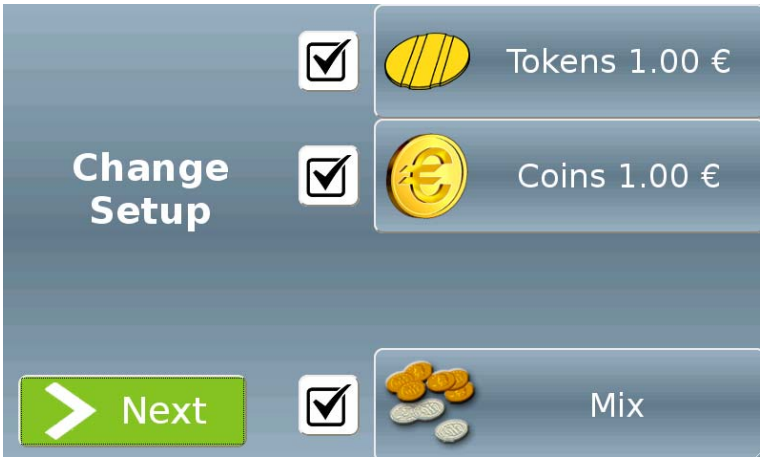


Figure 27

EN

8.3 Radio button

A radio button is a button allowing to select a single item within a group of related items, like in the screen shown in Figure 28 below.

Touching a radio button will display a black dot indicating that the item is selected; the previously selected item will be deselected.

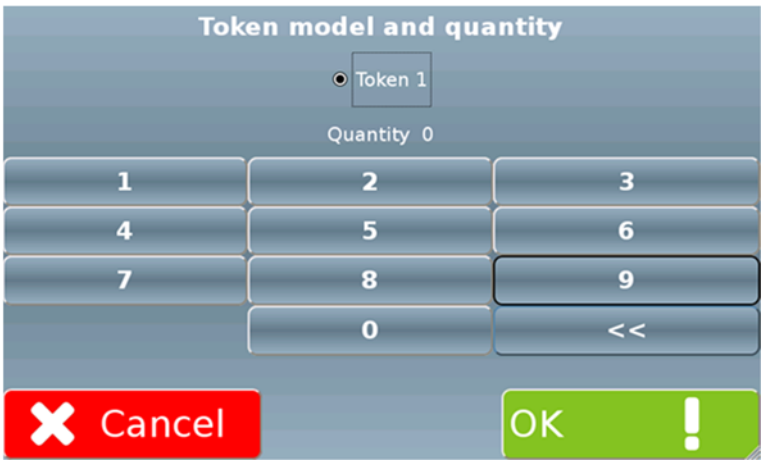


Figure 28

8.4 Text and value input fields

Whenever the user must set a value or input a text, the screen will display an input field.

For example, the screen shown in Figure 29 below includes fields that allow to input a name and an email address.

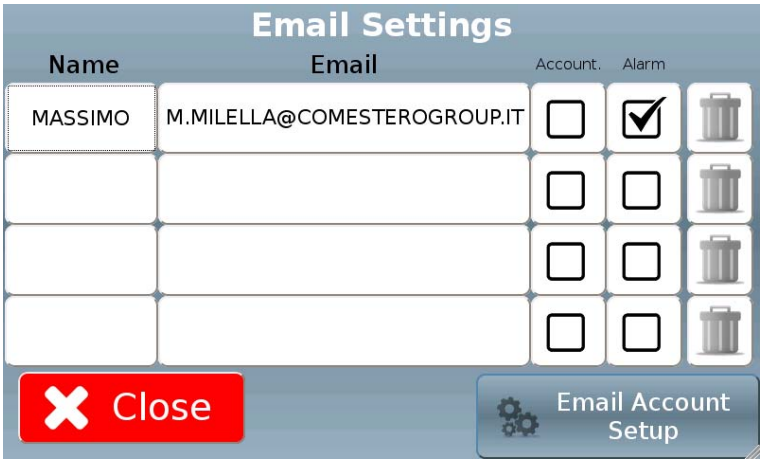


Figure 29

Touching an empty field in the "Email" column will display the screen shown in Figure 30 below, which allows to input the desired text by touching the different alphanumeric keys.

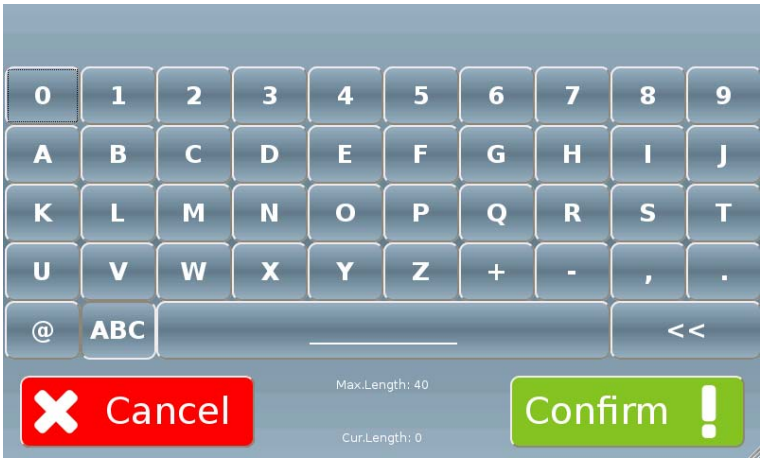


Figure 30

If the input text must not exceed a given character limit, the relevant information is displayed in the bottom centre of the screen.

The screen shown in Figure 31 below, instead, includes fields that allow to set a value.

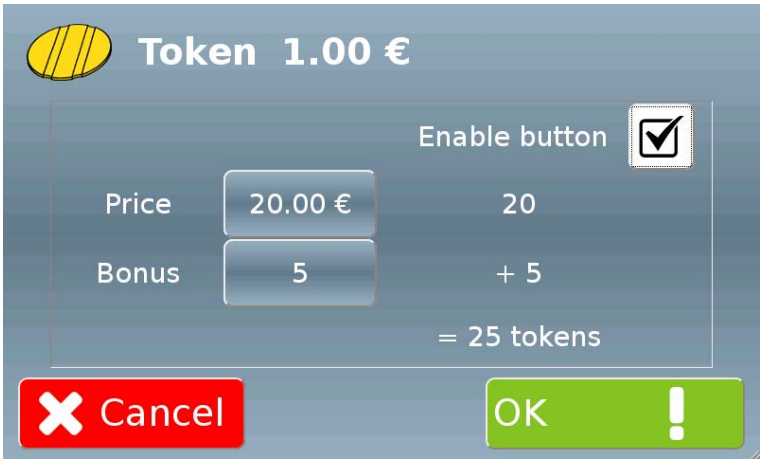


Figure 31

For example, touching the "Price" field will display the screen shown in Figure 32 below, which allows to input the desired value by touching the different number keys.

Figure 32

If the input value must fall within a given range, the relevant information is displayed in the bottom centre of the screen.

EN

8.5 Information text

If the software is designed to show simple text messages that the user can only read without interacting with them, the screen will display some information text, like in the screen shown in Figure 33 below.

Figure 33

9 Using the equipment

9.1 Introduction

All the purchases, or the management and configuration of the Multi PRO machine, can be carried out using a 5” touch screen. It allows the customer to choose and activate the desired service among the ones proposed by the machine, like the desired washing program, or the purchase of cards or keys, etc. When not in use, all the displayed screens have a fixed timeout (a parameter that cannot be modified), after which the machine automatically switches back to the stand-by home screen. The displayed messages are not editable. Through the touch screen the customer, after choosing the type of service to purchase, can pay using cash (coins or banknotes); as an alternative, he can also pay by a card or key (if a card/key reading device is installed), or by a POS system (if a POS reader is installed).

EN

9.1.1 Home screen

In stand-by mode, that is when the machine is in operation and waiting for money to be inserted, the screen displays the home page shown in the picture below. To start any operation the user must touch the machine screen. The 4 flags located on the left side of the home screen represent the 4 languages in which the Multi PRO purchase interface is available. Touch the desired flag to display the purchase interface in the language in question. If no language is selected, the default language will be restored after a few minutes.

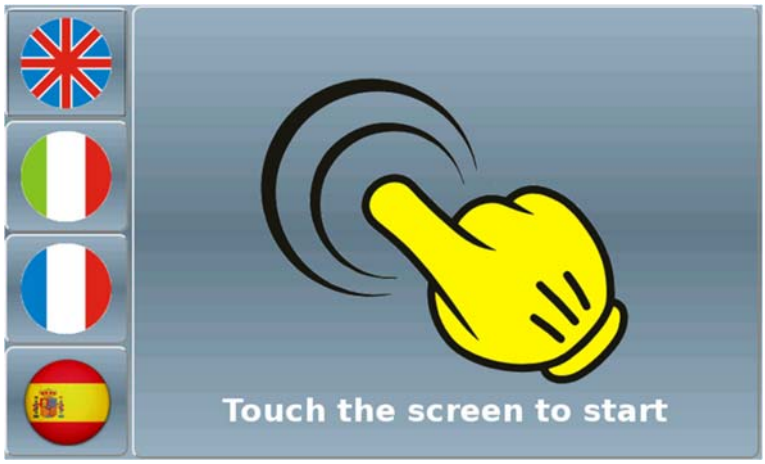


Figure 34

9.1.2 Function selection

Once the user touches the screen, the machine presents him with a range of options and services that are available for purchase; the user can choose among: "Wash my car", "Buy tokens/coins" (according to the installed hoppers), "Buy card/key" (according to the installed dispensers), "Charge card/key" (according to the installed dispensers), as shown in Figure 35 below.

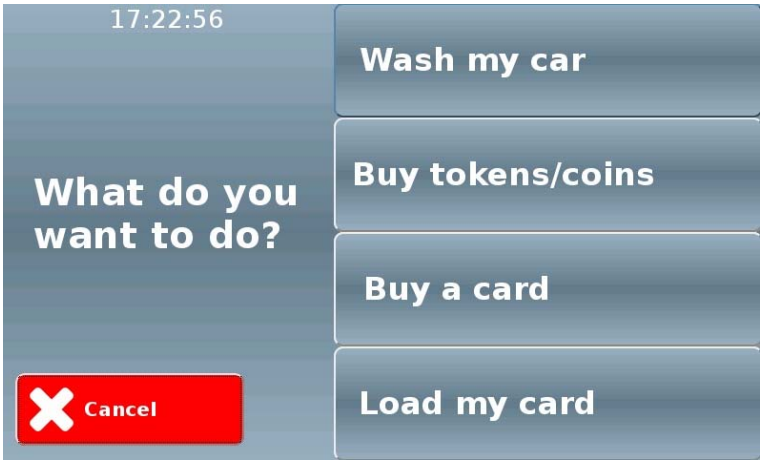


Figure 35

9.1.3 Failure or malfunction of a device

Should any failure or breakdown occur in a device, or should any particular condition preventing normal machine operation arise (like in case the token dispenser should get empty, etc ...), the function selection screen will change accordingly. In the example shown in Figure 36 below, tokens cannot be purchased due to a problem with the token dispenser; as a consequence, the relevant program will be temporarily unavailable until the fault has been fully resolved. While the malfunction persists, therefore, a special icon will be displayed next to the relevant option on the machine screen until the fault has been fully resolved.

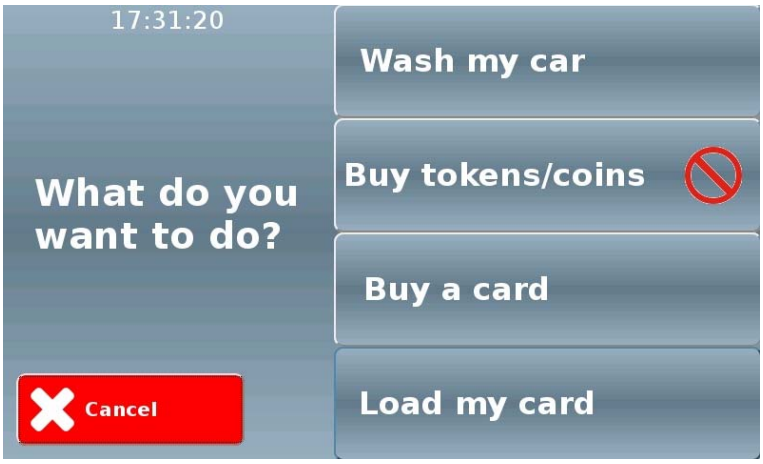


Figure 36

9.1.4 Absence of a device

In the event one or more of the machine internal devices were not installed, the function selection screen will not display the option associated with the absent device, looking very much like the one shown in Figure 37 below.

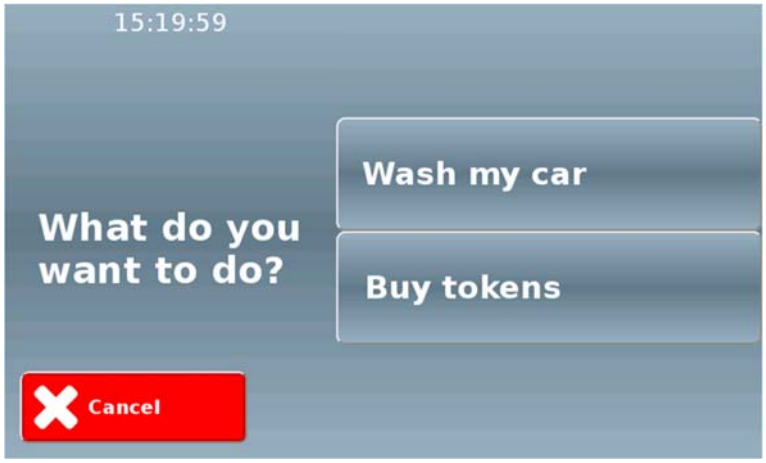


Figure 37

9.2 Purchasing a washing program ("Wash my car")

Touching the "Wash my car" button reproduced on the right in the screen shown in Figure 35 will display the screen shown in Figure 38 below, if the user is expected to confirm that the vehicle is properly in place before proceeding. Otherwise the display will directly switch to the screen shown in Figure 39.

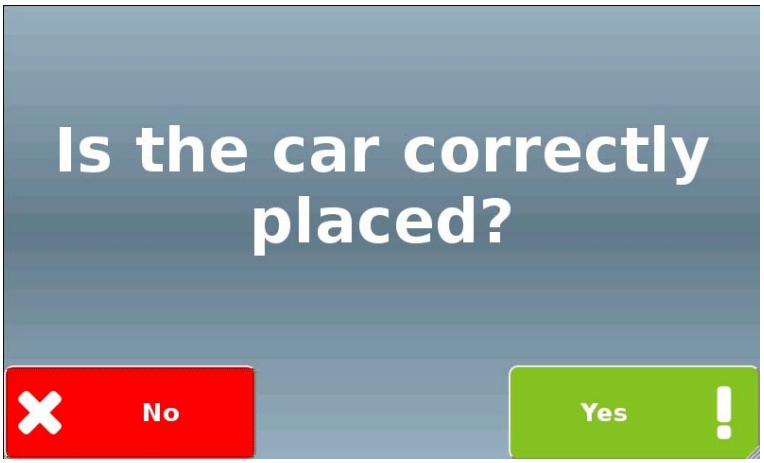


Figure 38

Check that the vehicle is properly in place, then touch the "Yes!" button to proceed. The system will display the screen shown in Figure 39 below, allowing to choose the washing program.

Figure 39

For each washing program, the corresponding button will display the identification name and the purchase price.

If a customer inserts a cashless device (key or card) into the key reader before purchasing the washing program, on-screen prices will be updated to show the special rates for the purchases with keys or cards (if different from cash purchase prices).

For POS purchases, you can set a limit disabling some options in case the purchase price were lower than the POS purchase limit set in the machine configuration menu. In this case, the options in question will be marked with specific icons.

Touching one of the buttons on the right side of the screen will display a screen similar to the one shown in Figure 40 below.

Figure 40

9.2.1 Payment

Once the user has given his confirmation by touching the relevant button, the system will display the screen shown in Figure 41 below, that will not change until the customer has

inserted the cash (coins, banknotes) or a cashless device (like a key, a tag or a card). In case of cash payment, Multi PRO will display both the total price and any sums still due once the banknotes or coins have been inserted.

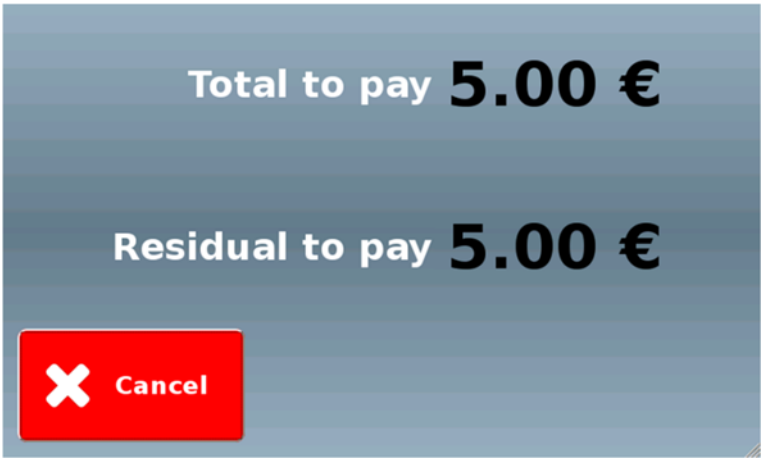


Figure 41

Should the machine be unable to provide the change in coins (for example in case the change giver were empty), or should the user cancel a cash payment while it is under way, the system will display two specific screens. The first one, shown in Figure 42, will display the message "No change available" to inform the user that the machine is temporarily unable to deliver any change; the second one, shown in Figure 43, warns the user that he will have to wait for the receipt to be printed, and then contact the car wash owner to get a refund. As mentioned, in both cases the system will automatically print a receipt, that will allow the user to directly request a refund from the car wash owner.

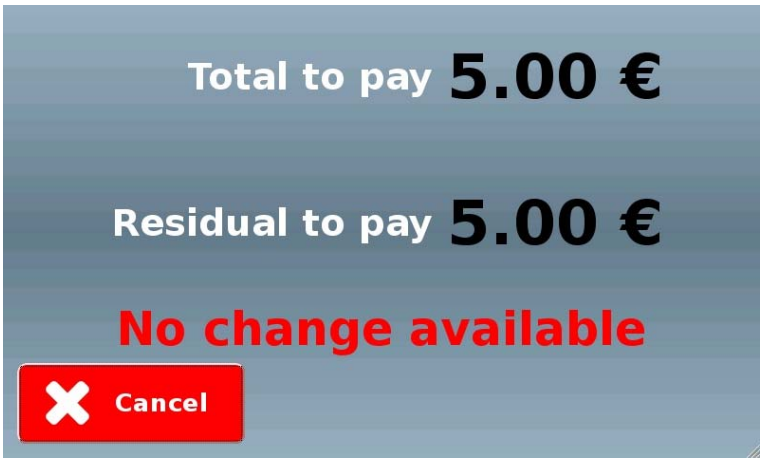


Figure 42

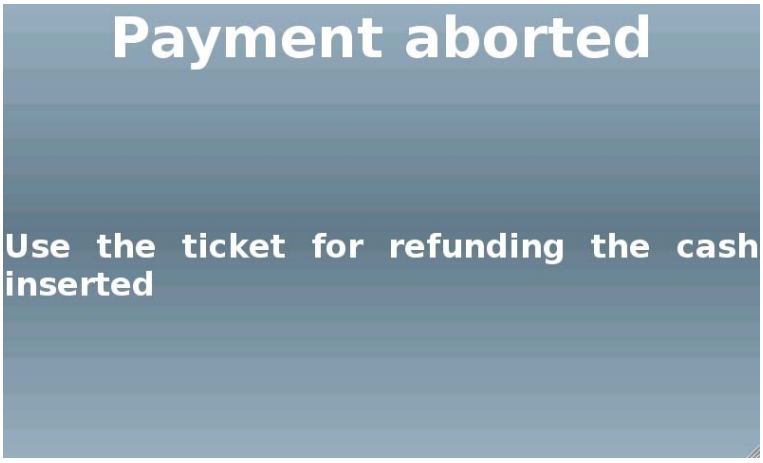


Figure 43

If the printer is installed, once the user has inserted the money, he will be prompted to specify whether he wants the receipt to be printed, as shown in Figure 44 below. Touch the "Yes!" button to print the receipt; touch the "No" button to skip the receipt printing and proceed with the purchase.

Should the user fail to answer before the timeout expires, the receipt will not be printed, and after a given delay the machine will directly switch to the next screen.

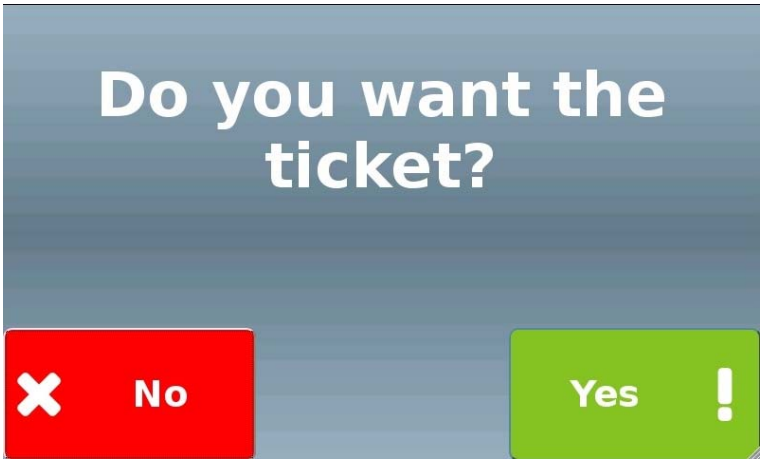


Figure 44

The selected program will then be started and the system will display the screen shown in Figure 45 below.

Multi PRO will keep the gantry car wash busy until the washing cycle has been completed.

Figure 45

9.3 Purchasing tokens/coins

Touching the "Buy tokens/coins" button reproduced on the right in the screen shown in Figure 35 will display the screen shown in Figure 46 below (whose content will vary according to the hoppers installed on the machine), allowing the user to choose the combination of coins and tokens he wishes to buy.

Figure 46

If a customer inserts a cashless device (key or card) into the key reader before touching the "Buy tokens/coins" button, on-screen prices will be updated accordingly, to show the special rates for the purchases made with keys or cards (if different from cash purchase prices).

For POS purchases, you can set a limit disabling some options in case the purchase price were lower than the POS purchase limit set in the machine configuration menu. In this case, the options in question will be marked with specific icons.

Figure 47

Touching one of the buttons on the right side of the screen will allow to proceed with the payment.

9.3.1 Payment

See paragraph 9.2.1

9.4 Purchasing a card or a key

Touching the "Buy card/key" button reproduced on the right in the screen shown in Figure 35 will display the screen shown in Figure 48 below (whose content will vary according to the dispensers installed on the machine), allowing the user to purchase a cashless payment device.

Figure 48

For POS purchases, you can set a limit disabling some options in case the purchase price were lower than the POS purchase limit set in the machine configuration menu. In this case, the options in question will be marked with specific icons.

Touching one of the buttons on the right side of the screen will allow to proceed with the payment

9.4.1 Payment

See paragraph 9.2.1

9.5 Adding credit to a card or a key

Touching the "Load my card/key" button reproduced on the right in the screen shown in Figure 35 will display the screen shown in Figure 49 below.

EN

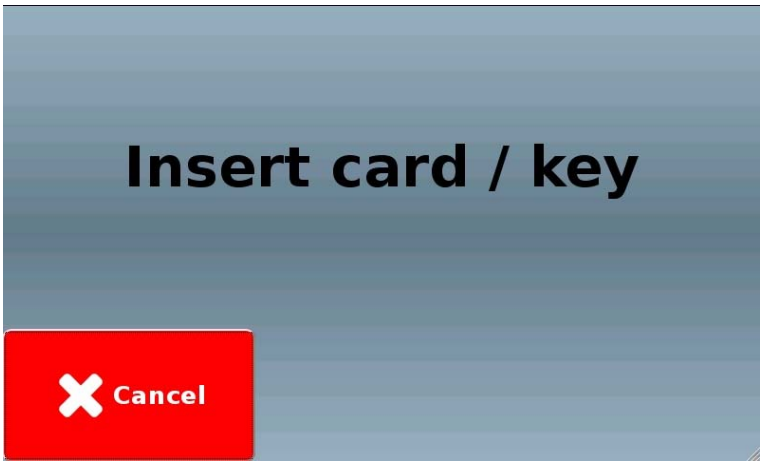


Figure 49

Once the system has read the card/key, it will display the screen shown in Figure 50 below, allowing the user to verify the sum already on the device ("Card/key credit", at the bottom left of this screen) and to choose the recharge option he wishes to purchase.

Figure 50

For POS purchases, you can set a limit disabling some options in case the purchase price were lower than the POS purchase limit set in the machine configuration menu. In this case, the options in question will be marked with specific icons.

Touching one of the buttons on the right side of the screen will allow to proceed with the payment

9.5.1 Payment

See paragraph 9.2.1

Once the payment is completed, wait until the sum is added to the card (or key) inserted in the cashless reader

Once the operation is completed remove the card (or key) from the cashless reader of the machine to finish the recharge procedure, as also stated by the message displayed on the screen shown in Figure 51 below.

Figure 51

10 Onboard programming

10.1 Introduction

All Multi PRO menus (configuration, accounting, etc…) are protected by a specific password according to the type of authorisations granted to the user (an exclusive password for the accounting menu, one for the configuration menu, one for the other system menu functions, etc…). As a consequence, no tool or external device is required to edit them. When any data input is required, the system will display a virtual keyboard on the machine screen.

EN

10.2 System menu

To access the "System menu" from the stand-by screen touch the flags representing the languages in which the user interface is available, in the sequence described in Figure 52 below.

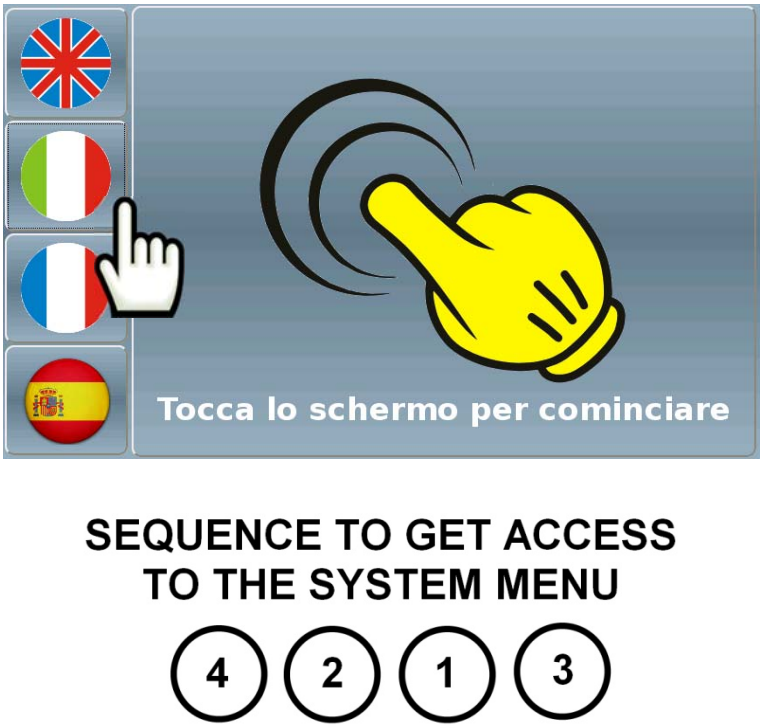


Figure 52

To access the different system menu provided by the Multi PRO software, you must enter a password; the use of a password allows to avoid unwanted changes, for example preventing inexperienced users from altering any parameters that may affect proper machine operation. To access this menu, the user has two main options:

- Entering the digits corresponding to the password by touching the machine display.
- Connecting to the machine using remote access.

Once the user has entered the password the system will display the machine system menu, as shown in Figure 53 below. Touch one of the buttons included in this menu to access the relevant functions.

- "Shutdown" (for full details see paragraph 10.3)
- "Setup" (for full details see paragraph 10.4)
- "POS Operation" (for full details see paragraph 0)
- "Accounting" (for full details see paragraph 10.6)
- "Manual Mode" (for full details see paragraph 10.7)
- "Close": touch this button to exit and return to the purchase interface.

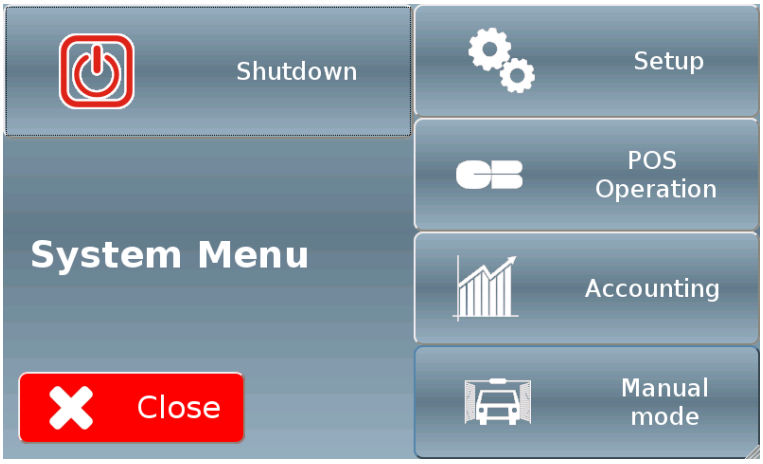


Figure 53

10.3 Shutdown

Performing the shutdown operation means stopping the machine, disconnecting it from the car wash system, and temporarily eliminating the instances, terminating all the relevant processes. This item can be found in the "System Menu", as shown in Figure 53 above.

- Touch the "Shutdown" button to start the Multi PRO shutdown procedure and perform a complete switch-off of the machine.

10.4 Setup

Touching the "Setup" button reproduced on the right in the screen shown in Figure 53 will display the configuration menu home page.

This screen (shown in Figure 54 below) grants access to the various menus allowing to modify the settings and the main properties of Multi PRO.

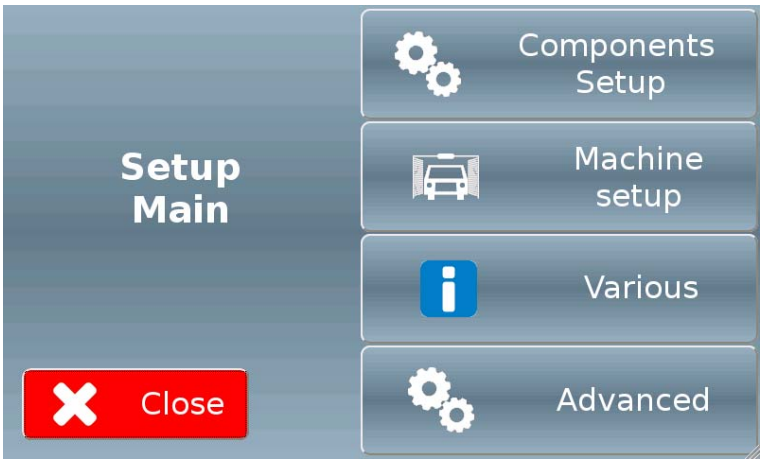


Figure 54

10.4.1 Components setup

Touching the "Components Setup" button reproduced on the right will display a screen similar to the one shown in Figure 55 below.

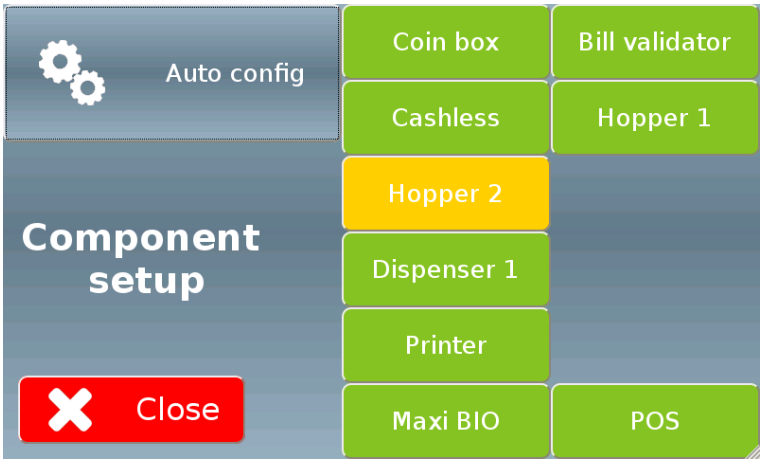


Figure 55

The colour of the buttons on the right side summarises the status of the different devices:

- green -> device active and running properly
- yellow -> device active but out of operation (e.g. empty hopper)
- red -> device not active or in error

You can display/edit the parameters of an individual device by touching the corresponding button; as an alternative, touching the "Auto Config" button will allow to automatically configure all installed and active devices.

10.4.1.1 Coin acceptor RM5 HD

The coins or tokens accepted by the coin mechanism are displayed according to the programming channel.

You can enable or disable them without intervening on the coin mechanism.

You can generally set 2 different tokens, as shown for example in Figure 56 below.

To have the device recognise a new token, touch one of the two buttons:

or

and insert at least 15 tokens into the coin mechanism.

You can define their value in the "Value" column. Touch the "OK !" button to confirm and save your changes.

Figure 56

10.4.1.2 Currenza C² change giver

All the coins the change giver can accept are displayed according to the programming channel.

You can enable or disable the acceptance channel without directly intervening on the change giver, by touching the corresponding checkbox.

Figure 57

Touching the "Next >" button will display the screen shown in Figure 58 below.

Figure 58

Touching the "Next >" button will display the screen shown in Figure 59 below.

The screen includes a "Test" button, used to check that the change giver is working properly (each time you click the button the device will dispense a coin or a token). The "Empty" button will allow to completely empty the change giver.

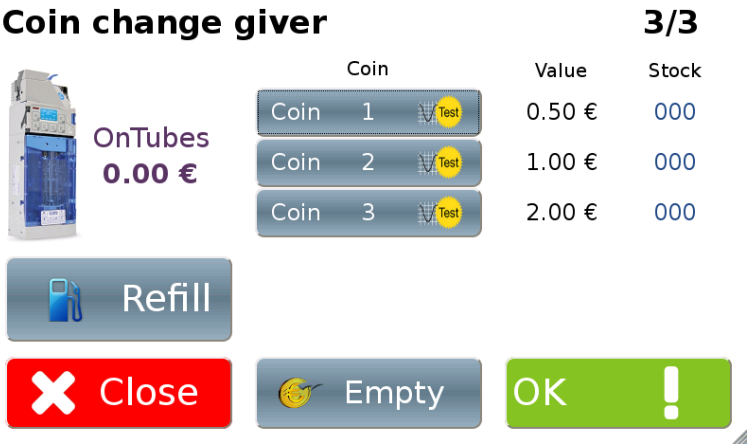


Figure 59

Should you choose to empty the change giver, touch the "Empty" button. The system will display the screen shown in Figure 60 below. Touch "Confirm !" to empty the change giver; touch "X Cancel" to return to the previous screen without emptying the change giver.

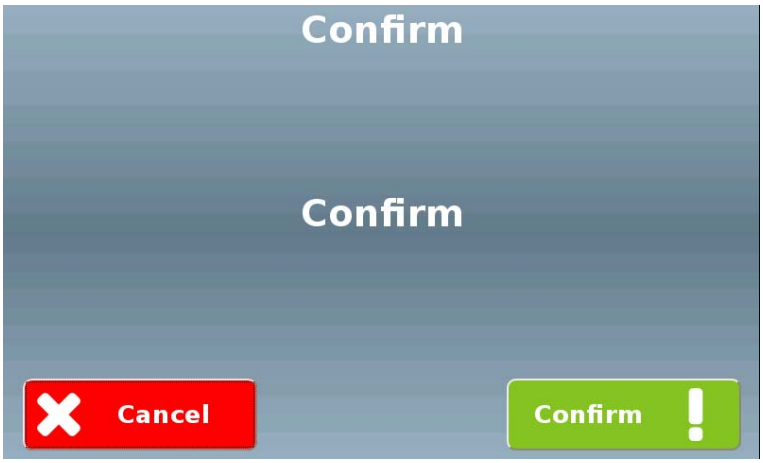


Figure 60

To fill the change giver, press the "Refill" button in the screen shown in Figure 59.
The system will display the screen shown in Figure 63 below.

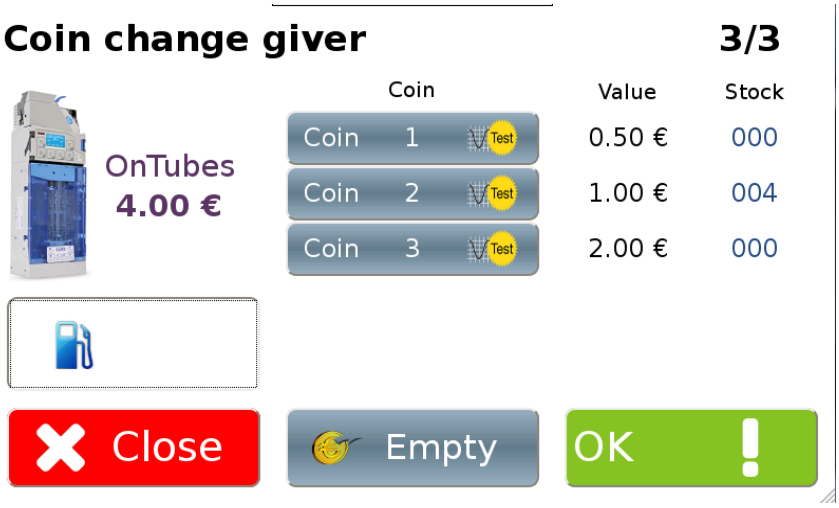


Figure 61

Please note that the value displayed in the stock management menu or during the emptying operations doesn't include the last 3 coins in each tube (security stock) to guarantee the maximum reliability of the device.

10.4.1.3 Banknote validator NV9

The banknote denominations the validator can accept are listed in the "Value" column, in the "BillReader" screen. You can enable or disable the acceptance of these banknotes, without directly intervening on the banknote validator. Just touch any of the checkboxes in the "OK" column to enable or disable the acceptance of the corresponding banknote.

Figure 62

Touching the "Next >" button will display the screen shown in Figure 63 below.

The screen includes a "Test" button used to check that the banknote validator is working properly.

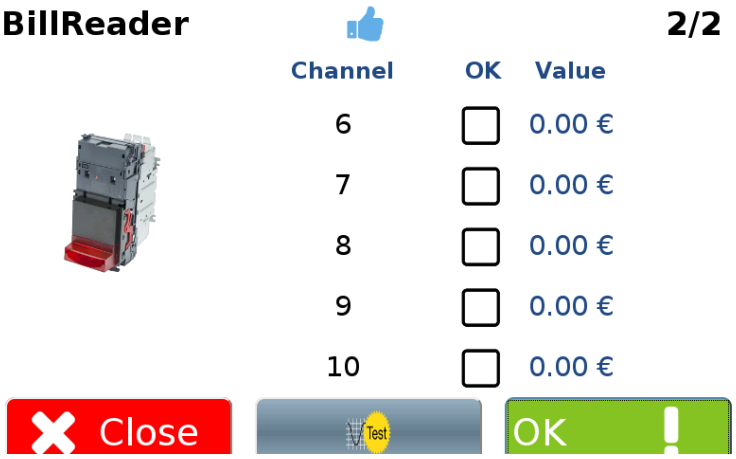


Figure 63

10.4.1.4 Banknote recycler NV11

If you have chosen to purchase a NV11 banknote recycler instead of the standard NV9 validator, the screen shown in Figure 64 below will allow you to modify its acceptance channels. The acceptance channels will be listed in the table inside the "OK" column. You will be able to set the banknote denominations that will be accepted Inside the "Value" column. This will allow you to enable or disable the acceptance channels without directly intervening on the device.

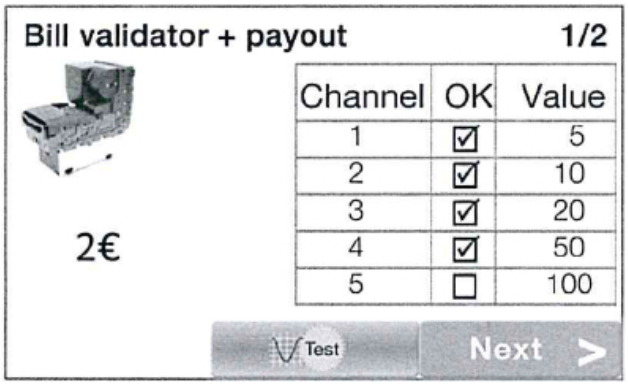


Figure 64

Touch the "NEXT >" button to confirm and switch to the next screen, shown in Figure 65 below, which allows to setup the recycler.

You can set which banknote shall be sent into the recycler by touching the "Payout value" field and entering the value into it.

Should the recycling unit be empty, you can fully restore its content by touching the "Refill" button. Touching "Empty", instead, will allow to empty the recycler of all the banknotes it contains.

Touch the "OK !" button to confirm and save your changes.

EN

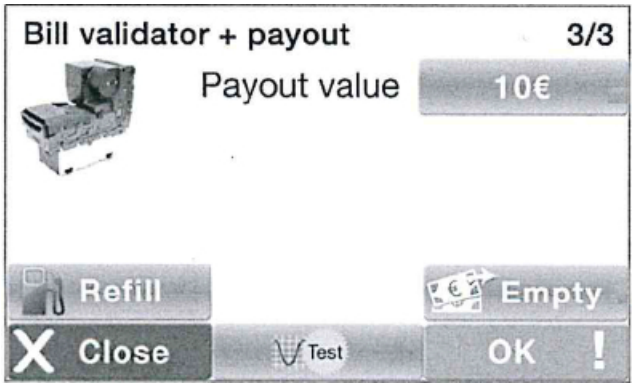


Figure 65

10.4.1.5 Cashless reader

Should the machine detect a cashless system during the device scanning, the "Cashless System" screen will display the type of cashless device that was detected, along with the description of all its characteristics, as shown in Figure 66 below.

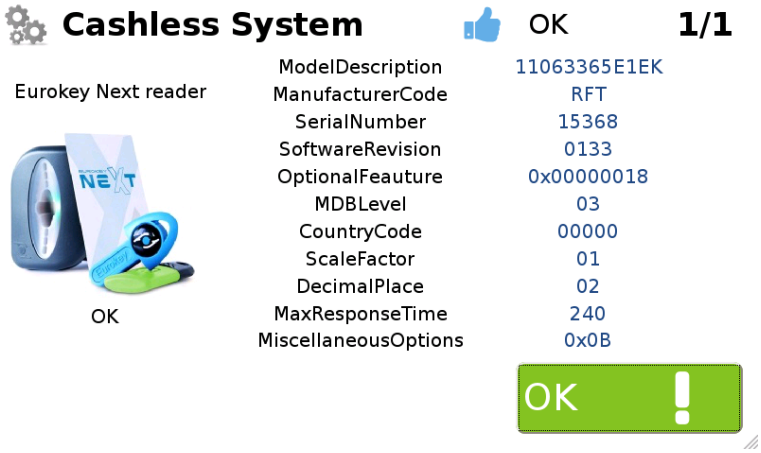


Figure 66

10.4.1.6 Evolution hopper

The Evolution hopper can deliver a single coin or token denomination selected by the user.

A specific screen in the "System Menu" allows to set the coin (Euro denomination or token) the single hopper will have to deliver. You can specify this value by touching the "Value" field and entering the piece of data into it with the help of a virtual numeric keypad.

Select, by touching the corresponding checkbox, the type of coin you wish the hopper to deliver, choosing between Tokens and Coins. In the latter case only, you can choose whether the coins in question shall be delivered as change (check the relevant box next to the "Change" item).

The screen also includes a "Test" button, used to check that the hopper is working properly (each time you click the button the device will dispense a coin or a token). The "Empty" button will allow to completely empty the hopper.

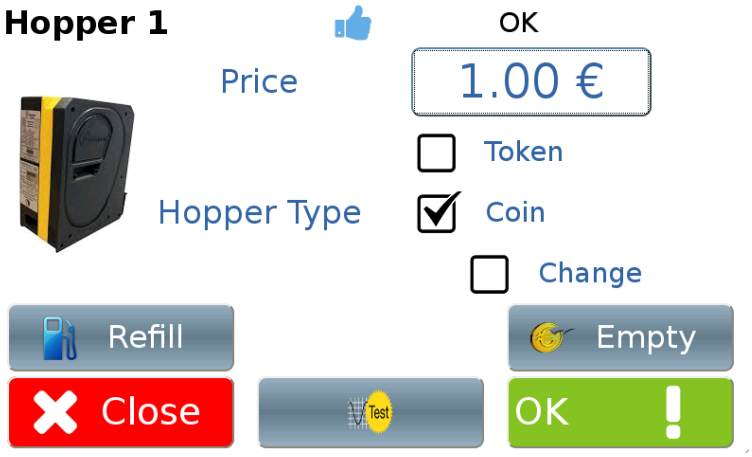


Figure 67

Should you choose to empty the hopper of the coins or tokens, touch the "Empty" button. The system will display the screen shown in Figure 68 below. Touch "Confirm !" to empty the hopper; touch "X Cancel" to return to the previous screen without emptying the hopper.

Figure 68

To define the number of coins/tokens inserted manually when filling the hopper, press the "Refill" button in the screen shown in Figure 67. The system will display the screen shown in Figure 69 below.

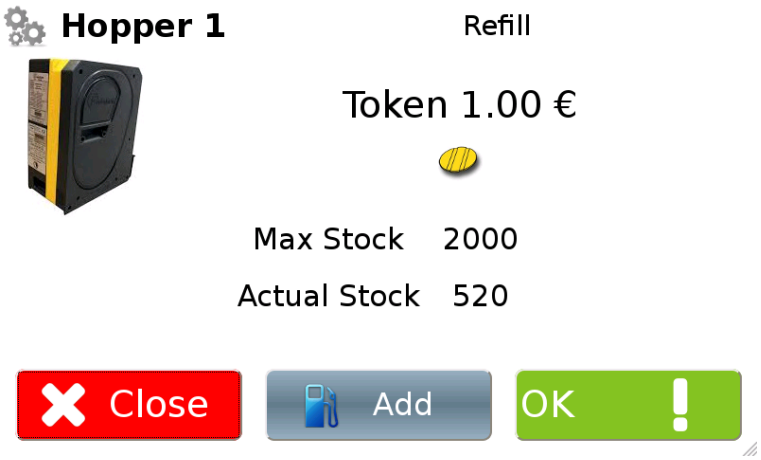


Figure 69

Pressing the "Add" button will allow to set the number of tokens/coins that were inserted.

10.4.1.7 Card or key dispenser

You can install two card or key dispensers in the machine. The screen, shown in Figure 70 below, allows to define some dispenser parameters. Touching the "Price" field, for example, will allow to define the value, expressed in Euro, of the card provided by the dispenser.

If the card is empty, the user can pre-recharge it by using an external device (for example, the Desktop Unit with the Unico Software).

The screen also includes a "Test" button, used to check that the dispenser is working properly (each time you click the button the device will dispense a card or a key). The "Empty" button will allow to completely empty the dispenser.

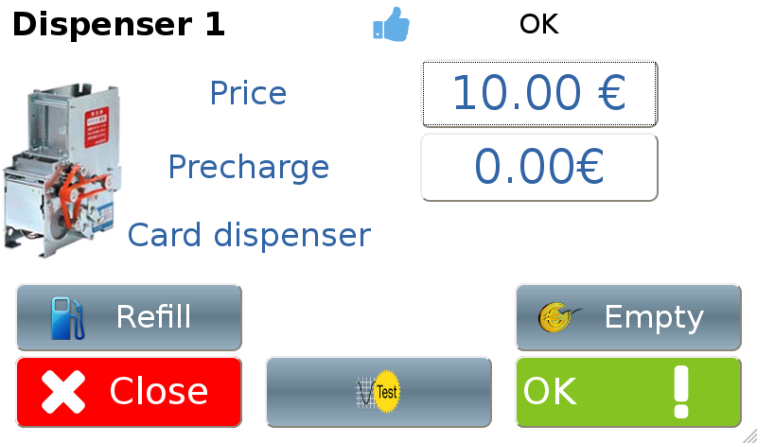


Figure 70

Should you choose to empty the dispenser, touch the "Empty" button. The machine will display the screen shown in Figure 71 below. Touch "Confirm!" to empty the dispenser; touch "X Cancel" to return to the previous screen without emptying the dispenser.

Figure 71

To fill the dispenser, press the "Refill" button in the screen shown in Figure 70. The system will display the screen shown in Figure 72 below.

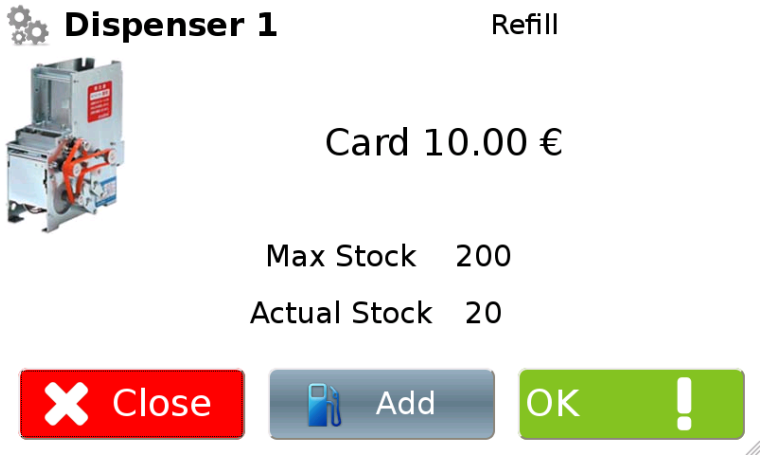


Figure 72

Pressing the "Add" button will allow to set the number of cards/keys that were inserted.

10.4.1.8 Printer

Should the Multi PRO machine detect that the paper stock is about to run out during normal printer operation (even thanks to the sensor installed on it), it can send a warning e-mail to the e-mail address specified during the configuration, reminding the recipient that the paper needs to be replaced. The "Printer" screen allows to setup this function. You can enable this function by checking the "Low level sensor" box displayed in the screen. Touch the "OK !" button to confirm and save your changes. Touching the "Test" button, instead, will allow to perform a print test.

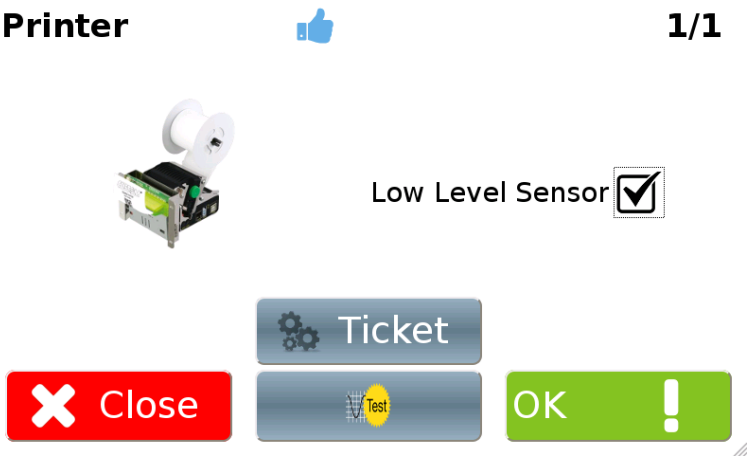


Figure 73

Touching "Ticket" will allow to edit the text contained in the different fields making up the payment receipt the machine will print if the user requests it, as shown in Figure 74 below.

Figure 74

10.4.1.9 MaxiBIO board

Maxibio is the input/output board allowing to interface Multi PRO with the car wash system.

The flexibility in configuring the inputs and outputs to be used, their communication mode and their default level allows Multi PRO to assure fully compatibility with all the gantry car washes on the market.

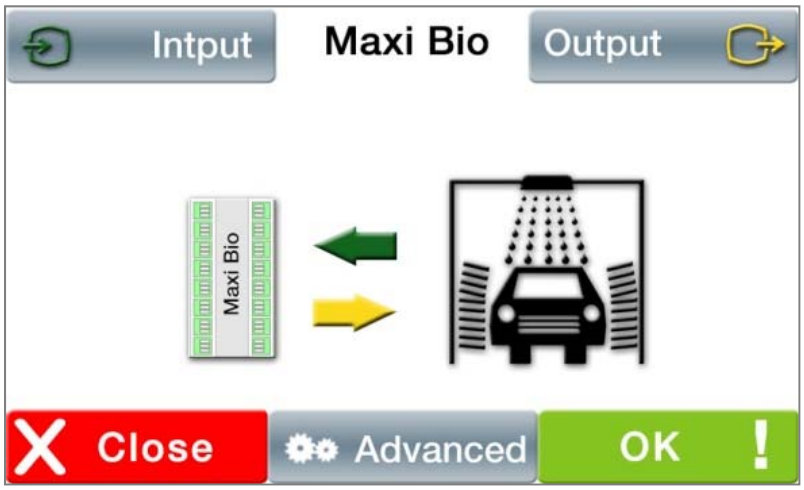


Figure 75

10.4.1.9.1 Maxibio inputs

You can define the type of gantry car wash the Multi PRO starter is interfaced with through the "Portal type" screen shown in Figure 76 below.

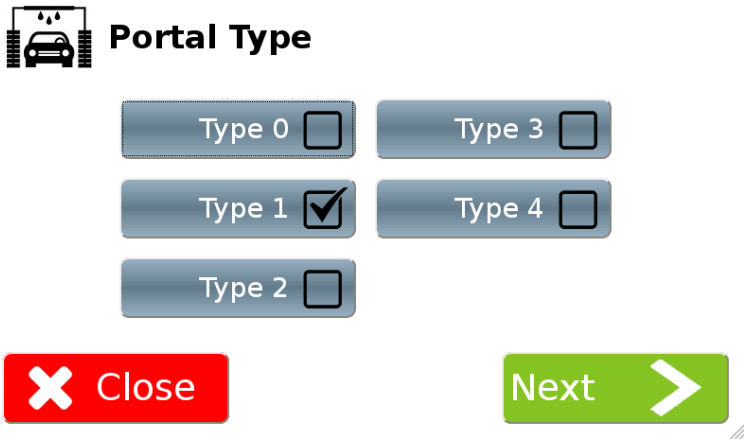


Figure 76

The tick next to each "Type" checkbox indicates the type of gantry car wash the MaxiBio is connected to (check the corresponding box to select the type).

Touch "Next >" to confirm and access the next screen, allowing to define the MaxiBio board inputs. If you installed a vehicle position sensor, you will have to check the "Car position" option, as shown in Figure 77 below. The green LED in front of each input indicates its status (green if the input is active).

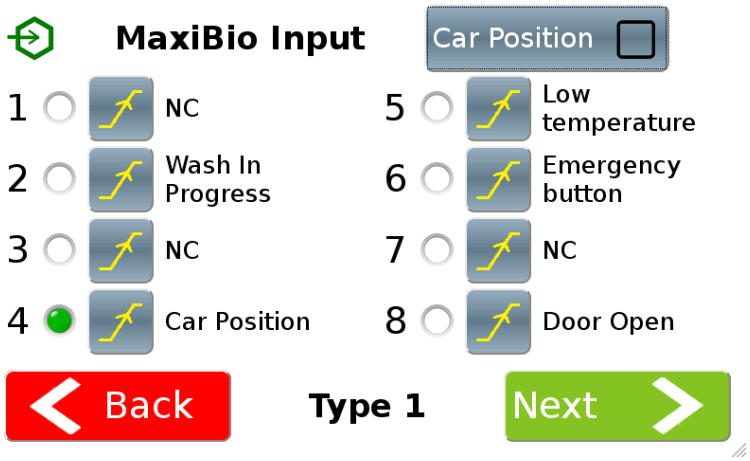


Figure 77

The level of each input can be modified by simply touching the button representing it.

This function, along with the status indication, greatly simplifies wiring testing.

10.4.1.9.2 Maxibio outputs

In parallel mode the MaxiBio page allows you to manage up to 7 washing programs plus one for coin vacuum; in binary mode it allows to manage up to 8 programs plus one for coin vacuum. To set the communication mode to Parallel or Binary, check the corresponding box. The terminal strip connection diagram will be modified accordingly. The "Activation time" field allows to define the duration of the pulses sent to the gantry car wash, measured in seconds.

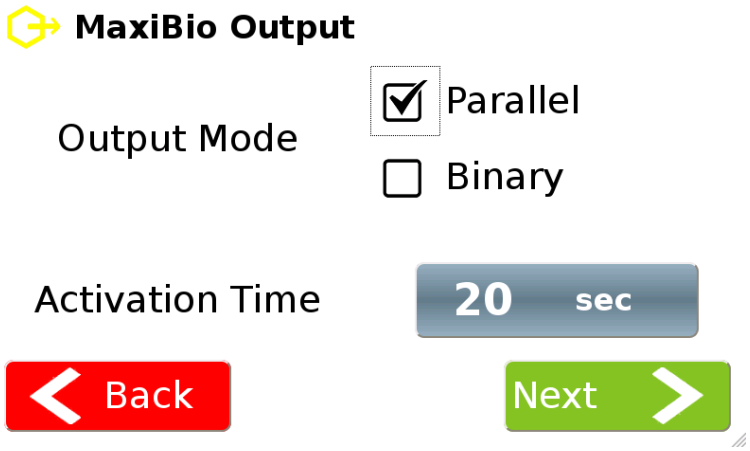


Figure 78

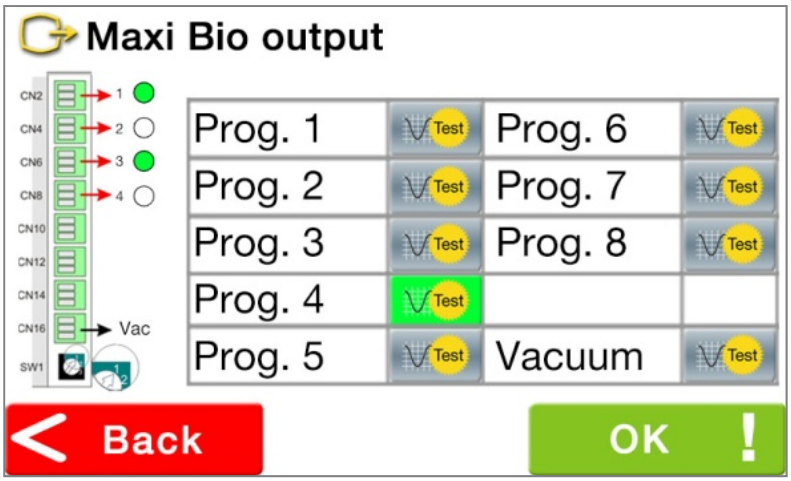


Figure 79

The "Test" buttons allow to simulate the activation of a program and indicate the corresponding output(s) (in binary mode) in the terminal strip connection diagram, making testing the wiring easier than ever.

The eighth output of the MaxiBio terminal strip allows to drive a coin vacuum system. It is activated for 2 seconds every time any coins are collected.

10.4.1.10 POS (function only available if a POS is installed)

This page allows to set a minimum threshold below which the purchase by POS will not be allowed.

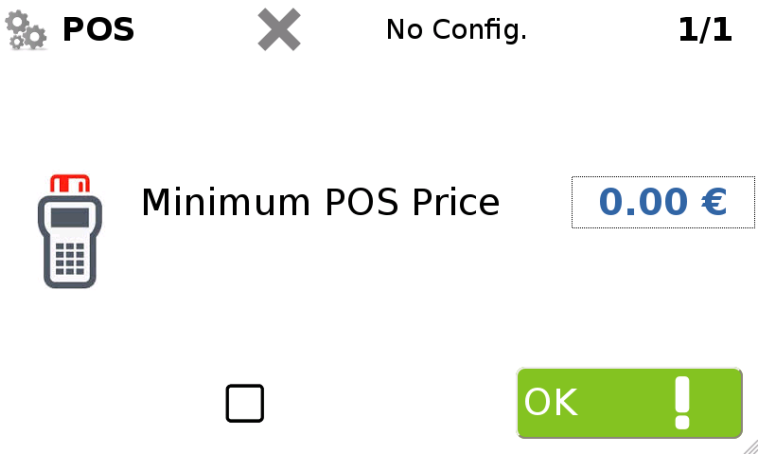


Figure 80

10.4.2 Machine Functions

Touching the "Machine Setup" button reproduced on the right in the screen shown in Figure 54 will display the relevant menu home page.

This page (shown in Figure 81 below) allows to access the programming functions for the operations the user can manage through the touch screen.

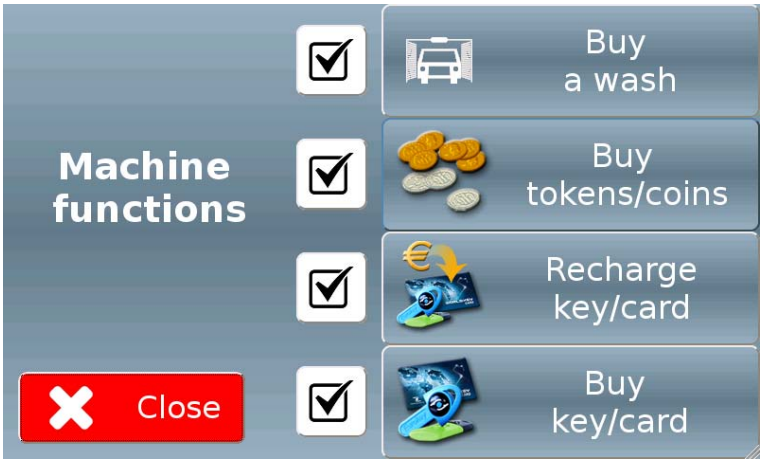


Figure 81

You can make each operation available/unavailable to the user irrespective of the others, by simply touching the corresponding checkbox (tick displayed = operation available)

10.4.2.1 Buy a wash

Touching the "Buy a wash" button reproduced on the right in the screen shown in Figure 81 will display the screen shown in Figure 82 below, allowing to define the settings for the different washing programs.

Figure 82

EN

Touching one of the buttons on the right side of the screen will display a screen similar to the one shown in Figure 83 below, allowing to associate the button with a washing program, including the relevant settings.

Figure 83

Touch the "Enable" checkbox to enable/disable the program (a disabled program will keep the stored settings but will not be displayed in the screen shown in Figure 82).

Enter a number ranging between 1 and 8 (corresponding to the output channel of the MaxiBio board specific to the program) in the "Output" field.

Enter a name and a description for the program in the fields "Name", "Descr.1" and "Descr.2".

Set the prices for the cash payment (value entered in the "Cash Price" field) and for the cashless payment (value entered in the "Cashless Price" field)

Touch the "OK!" button to confirm.

You can set no more than 8 washing programs.

N.B: the price for the credit card transactions will be identical to the one set for the cash payment.

10.4.2.1.1 Correct car position

Touching the "> Next" button in the screen shown in Figure 82 will display the screen shown in Figure 84 below.

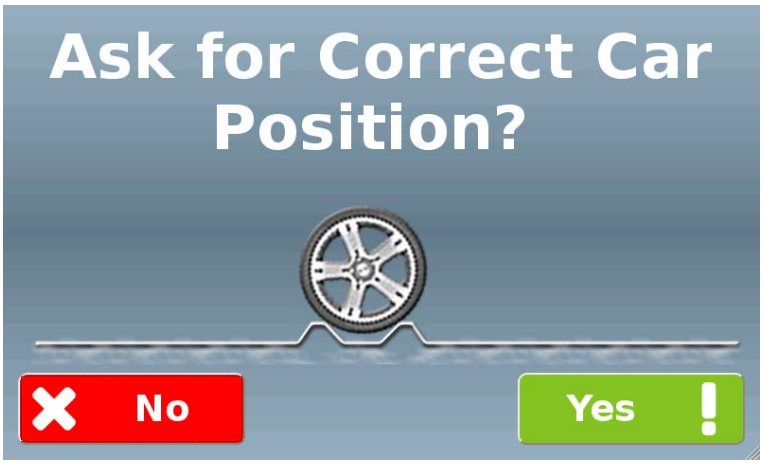


Figure 84

If the control of the proper vehicle position before the washing cycle begins is going to be performed by a presence detector connected to Multi PRO (see paragraph 10.4.1.9.1), this screen is not displayed.

Should that not be the case, touch the "Yes!" button to have the user confirm that his vehicle is in the right position before proceeding

10.4.2.2 Buy tokens/coins

Touching the "Buy tokens/coins" button reproduced on the right in the screen shown in Figure 81 will display a screen similar to the one shown in Figure 85 below (whose content will vary according to the hoppers installed on the machine), allowing to set the coin and token dispensing parameters.

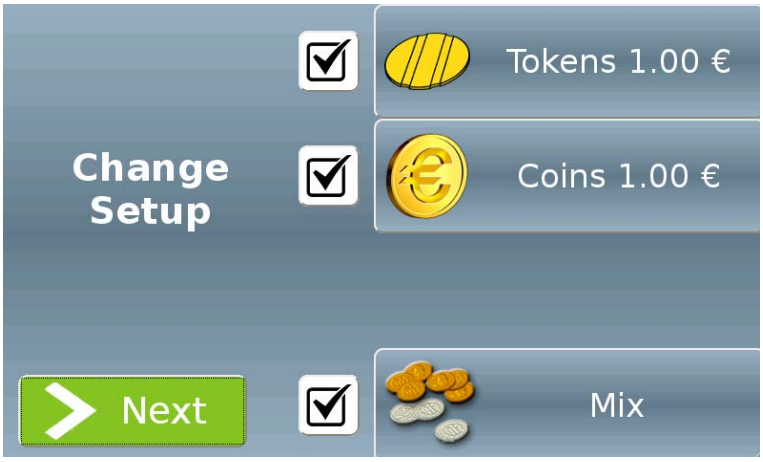


Figure 85

You can make each operation available/unavailable to the user irrespective of the others, by simply touching the corresponding checkbox (tick displayed = operation available)

10.4.2.2.1 Tokens

Touching the "Tokens n.nn €" button in the screen shown in Figure 85will display the screen shown in Figure 86 below, allowing to set the amount of tokens dispensed for the amount of money inserted by the user.

Figure 86

Touching one of the buttons on the right side of the screen will display a screen similar to the one shown in Figure 87 below, allowing to associate with the button an amount of money the user may choose to insert and an amount of tokens dispensed in exchange for it.

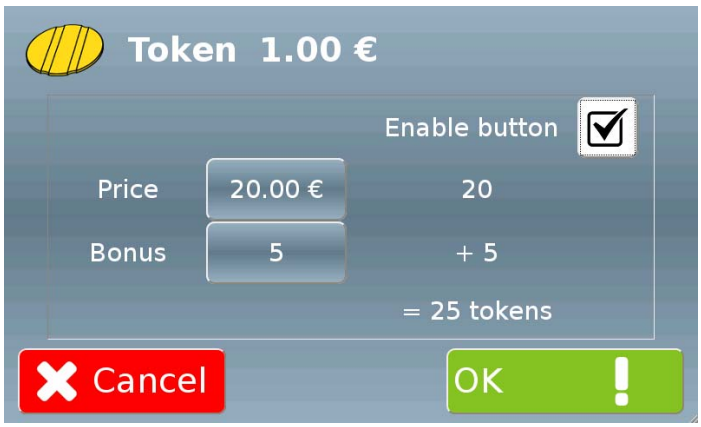


Figure 87

Touch the "Enable button" checkbox to enable/disable the corresponding button (a disabled button will keep the stored settings but will not be displayed in the screen shown in Figure 86).

Enter in the "Price" field the amount of money the user may choose to insert (the software will calculate a corresponding amount of tokens, based on the unit value of the token).

Enter in the "Bonus" field the amount of bonus tokens Multi PRO will dispense.

The software will calculate the total amount of tokens that will be dispensed.

Touch the "OK!" button to confirm.

10.4.2.2.2 Coins

Touching the "Coins n.nn €" button in the screen shown in Figure 85will display the screen shown in Figure 88 below, allowing to set the amount of coins dispensed for the money inserted by the user.

Figure 88

Touching one of the buttons on the right side of the screen will display a screen similar to the one shown in Figure 89 below, allowing to associate with the button an amount of money the user may choose to insert and an amount of coins dispensed in exchange for it.

Figure 89

Touch the "Enable button" checkbox to enable/disable the corresponding button (a disabled button will keep the stored settings but will not be displayed in the screen shown in Figure 88).

Enter in the "Price" field the amount of money the user may choose to insert (the software will calculate a corresponding amount of coins, based on the unit value of the coin).

Touch the "OK!" button to confirm.

10.4.2.2.3 Mix

Touching the "Mix" button in the screen shown in Figure 85will display the screen shown in Figure 90 below, allowing to set the amount of tokens/coins dispensed for the amount of money inserted by the user.

Figure 90

Touching one of the buttons on the right side of the screen will display a screen similar to the one shown in Figure 87 below.

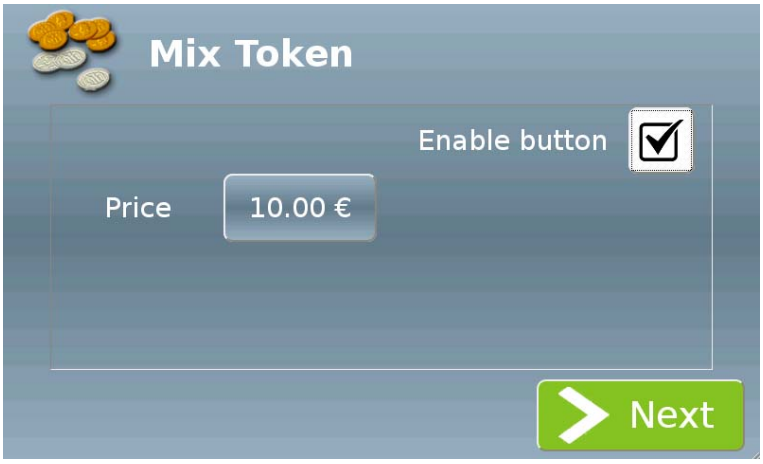


Figure 91

Touch the "Enable button" checkbox to enable/disable the corresponding button (a disabled button will keep the stored settings but will not be displayed in the screen shown in Figure 90).

Enter in the "Price" field the amount of money the user may choose to insert.

Touching the "> Next" button will display a screen similar to the one shown in Figure 92 below, allowing to associate with the button one or more token/coin mixes dispensed in exchange for the inserted amount.

Figure 92

Enter in the "Quantity" field the amount of tokens and coins Multi PRO will dispense.

Also enter in the "Bonus" field the amount of bonus tokens that will be dispensed.

The software will calculate the total; should it be incorrect, the indication "Invalid Price" will be displayed in red and the "Next Choice" and "OK!" button will remain disabled.

Only when the total is correct will "Invalid Price" disappear and the "Next Choice" and "OK!" button be enabled, as shown in Figure 93 below.

Figure 93

By touching the "Next Choice" button, you can now associate with the same sum a different mix of tokens and coins, up to a total of six different mixes.

Finally, touch the "OK!" button to confirm.

10.4.2.2.4 Token purchase with card/key

Touching the "> Next" button on the screen shown in Figure 85 will display the screen shown inFigure 94 below (only if the machine is equipped with at least one token-dispensing hopper and a cashless payment system).

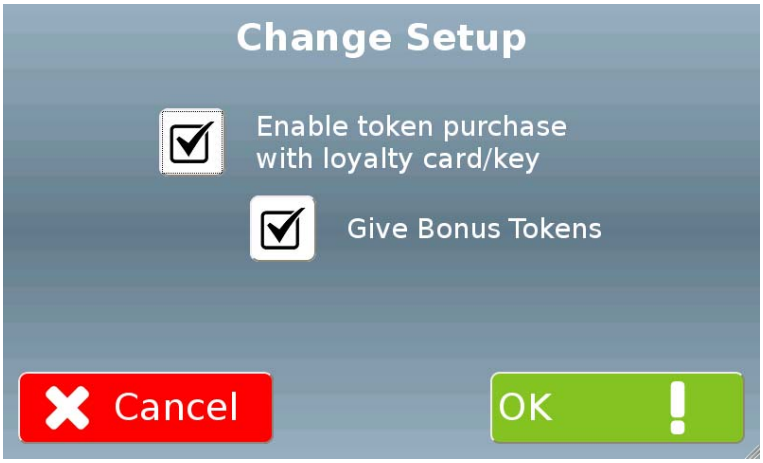


Figure 94

Touch the "Enable token purchase with loyalty card/key" checkbox to enable/disable the purchasing of tokens through a card/key.

Only in case this function is enabled, you can choose to enable/disable the dispensing of bonus tokens for the purchases made by a card/key, touching the "Give Bonus Tokens" checkbox

10.4.2.3 Recharge key/card

Touching the "Recharge key/card" button reproduced on the right in the screen shown in Figure 81 will display the screen shown in Figure 95 below, allowing to set the different recharge sums for keys/cards.

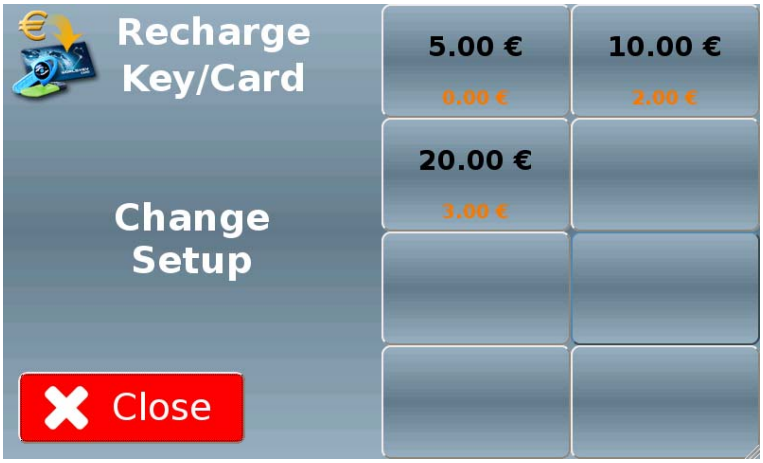


Figure 95

Touching one of the buttons on the right side of the screen will display a screen similar to the one shown in Figure 96 below, allowing to associate with the button an amount of money the user may choose to insert, and a possible bonus that will be associated.

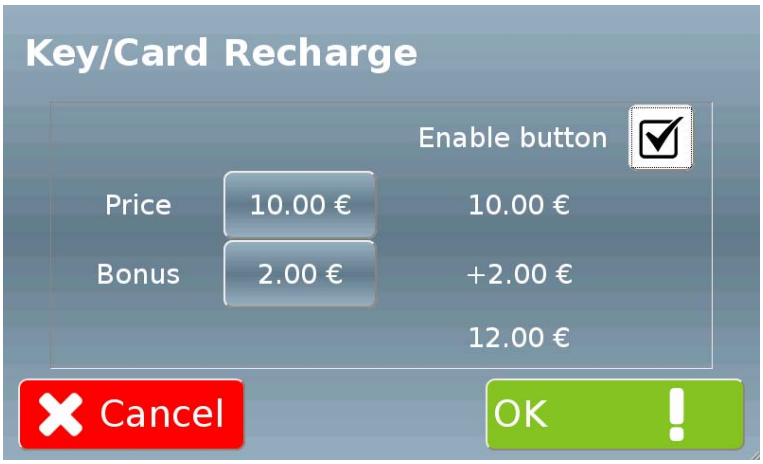


Figure 96

Touch the "Enable button" checkbox to enable/disable the corresponding button (a disabled button will keep the stored settings but will not be displayed in the screen shown in Figure 95).

Enter in the "Price" field the amount of money the user may choose to insert.

Insert in the "Bonus" field the amount of any bonus recharge Multi PRO will dispense.

The software will calculate the total recharge.

Touch the "OK!" button to confirm.

10.4.2.4 Buy key/card

Touching the "Buy key/card" button reproduced on the right in the screen shown in Figure 81 will display a screen similar to the one shown in Figure 97 below (whose content will vary according to the dispensers installed on the machine), allowing to set the key and card dispensing parameters.

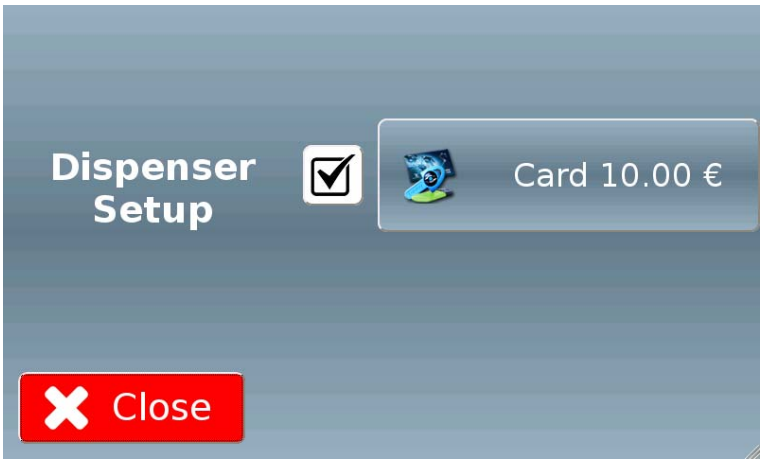


Figure 97

You can make each operation available/unavailable to the user irrespective of the others, by simply touching the corresponding checkbox (tick displayed = operation available)

Touching the "Card n.nn €" button in the screen shown in Figure 102 will display the screen shown in Figure 98 below, allowing to set the amount of money the user may insert.

The button will also display the total amount of the sum the card(s) will be pre-charged with.

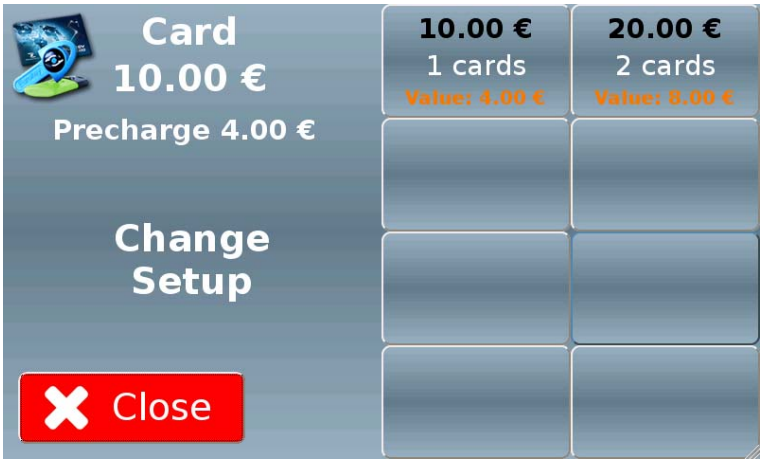


Figure 98

Touching one of the buttons on the right side of the screen will display a screen similar to the one shown in Figure 99 below.

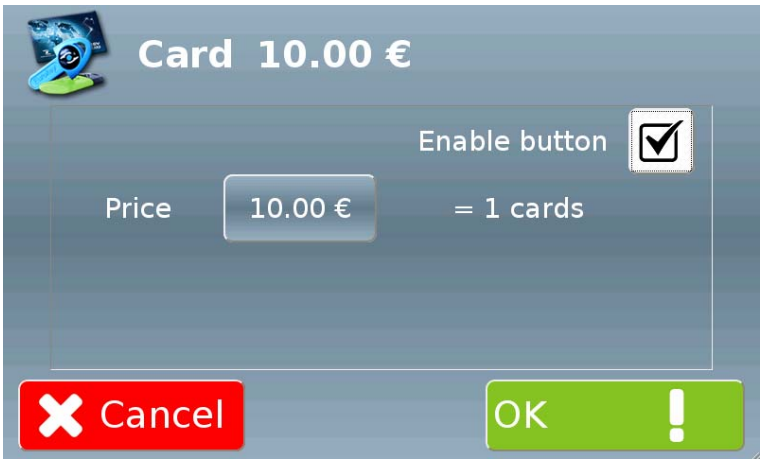


Figure 99

Touch the "Enable button" checkbox to enable/disable the corresponding button (a disabled button will keep the stored settings but will not be displayed in the screen shown in Figure 98).

Enter in the "Price" field the amount of money the user may choose to insert (the software will calculate a corresponding amount of cards, based on the unit value of the card).

Touch the "OK!" button to confirm.

10.4.3 Various

Touching the "Various" button reproduced on the right in the screen shown in Figure 54 will display the relevant menu home page.

This screen (shown in Figure 100 below) allows to access the password, email, language and closing time setting functions.

Figure 100

10.4.3.1 Password

Touching the "Password" button reproduced on the right in the screen shown in Figure 100 will display the screen (shown in Figure 101 below) allowing to set the passwords.

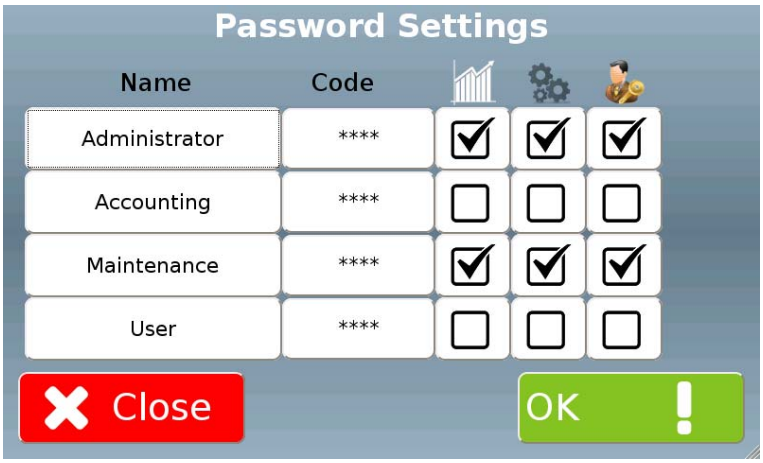


Figure 101

There are four access levels; for each of them you can set various authorisations, in addition to the four-digit code.

By touching the corresponding check box you can enable each level to perform setup (first column) and accounting (second column) operations; you can also assign the administrator authorisations (third column).

10.4.3.2 Email setup

Touching the "Email setup" button reproduced on the right in the screen shown in Figure 100 will display the screen (shown in Figure 102 below) allowing to set the email addresses of the persons who will receive communications from Multi PRO.

Figure 102

For each recipient you can, by touching the relevant buttons, enter a nickname/an email address and specify whether he/she is enabled to receive machine accounting communications (see paragraph 10.6) and/or alarm notifications.

To remove a recipient just touch the trash bin button. You will not be prompted to give any further confirmation.

Touching the "Email Account Setup" button will display the screen shown in Figure 103 below, allowing to set the connection parameters.

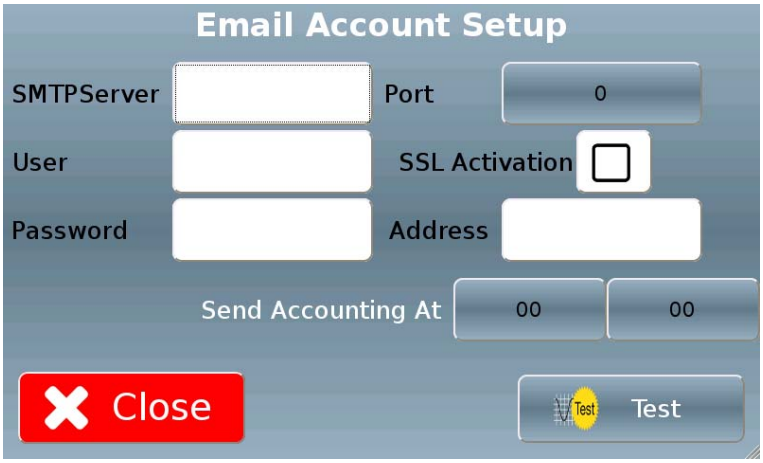


Figure 103

10.4.3.3 Language

Touching the "Language" button reproduced on the right in the screen shown in Figure 100 will display the screen (shown in Figure 104 below) allowing to set the display languages.

Figure 104

Touching the "Change" button under one of the currently set languages will display the screen shown in Figure 105 below.

Figure 105

Touch the button corresponding to the desired language, then press the "Confirm !" button. The chosen language will replace the one originally selected, and the relevant icon will be displayed in the home screen shown in Figure 34.

10.4.3.4 Closing hours

Touching the "Closing hours" button reproduced on the right in the screen shown in Figure 100 will display the screen (shown in Figure 106 below) allowing to set the time slot during which Multi PRO will be in operation.

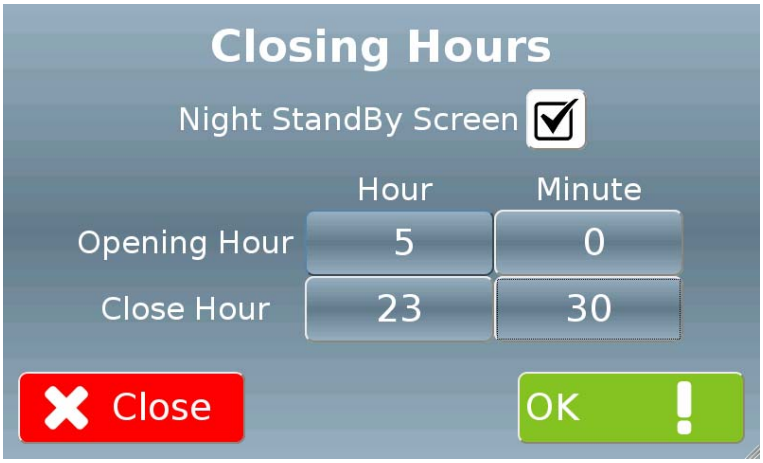


Figure 106

To set the opening and closing hours just touch the relevant buttons and enter the desired values, then confirm with OK.

If the "Night StandBy Screen" checkbox is selected, during the closing hours the machine will display the screen shown in Figure 107 below.

Figure 107

EN

10.4.4 Advanced

Touching the "Advanced" button reproduced on the right in the screen shown in Figure 54 will display the relevant menu home page.

This screen (shown in Figure 108 below) allows to program some advanced system functions.

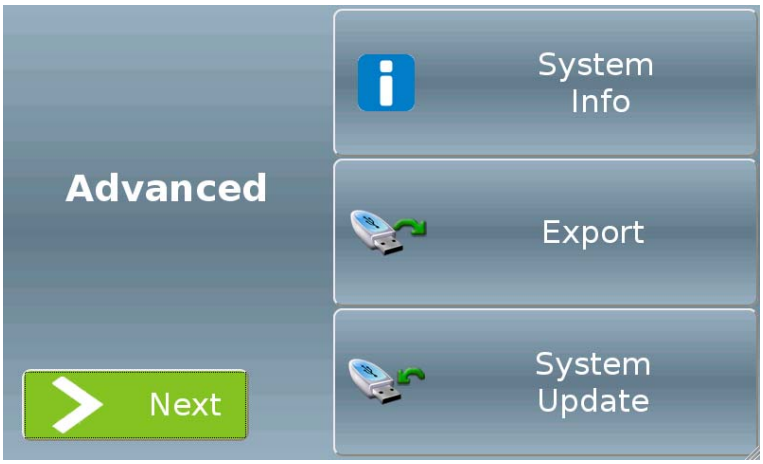


Figure 108

Touching the "> Next" button will display the second menu page, shown in Figure 109 below.

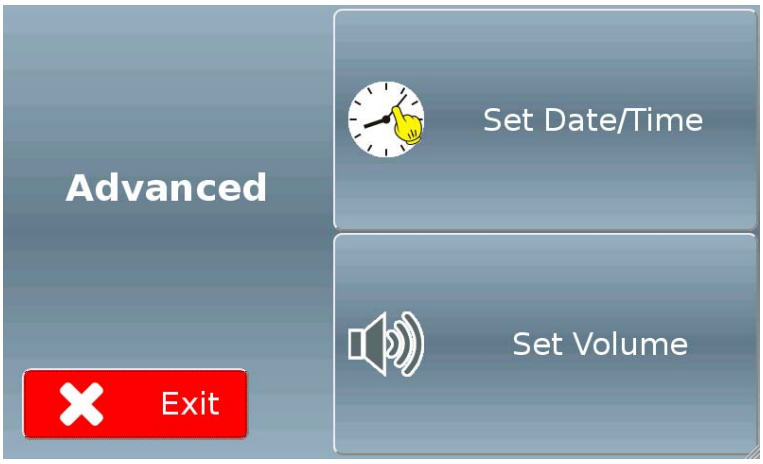


Figure 109

10.4.4.1 System Info

Touching the "System info" button reproduced on the right in the screen shown in Figure 108 will display the screen (shown in Figure 110 below) allowing to display the serial number, the IP address and the firmware version of the machine; it also allows to set a name and a code by touching the relevant buttons.

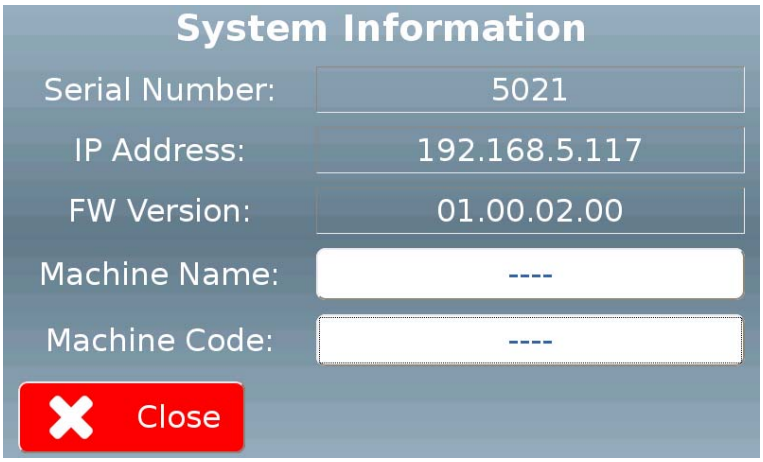


Figure 110

EN

10.4.4.2 Export

Touching the "Export" button reproduced on the right in the screen shown in Figure 108 will display the relevant menu home page.

This screen (shown in Figure 111 below) allows to access the data export functions provided by the system. Make sure you plugged a FAT32-formatted pen drive into the special USB connector inside the machine.

Figure 111

10.4.4.2.1 Configuration

Touching the "Configuration" button reproduced on the right in the screen shown in Figure 111 will display the screen (shown in Figure 112 below) allowing to export the configuration data to an external device through the USB port.

Figure 112

10.4.4.2.2 Localization files

Touching the "Localization files" button reproduced on the right in the screen shown in Figure 111 will display the screen allowing to export the localization files (language files) to an external device through the USB port.

10.4.4.2.3 Logs

Touching the "Logs" button reproduced on the right in the screen shown in Figure 111 will display the screen allowing to export the logs to an external device through the USB port.

10.4.4.2.4 Software

Touching the "Software" button reproduced on the right in the screen shown in Figure 111 will display the screen allowing to export the software to an external device through the USB port.

10.4.4.3 System Update

Touching the "System Update" button reproduced on the right in the screen shown in Figure 108 will display the relevant menu home page.

This screen (shown in Figure 113 below) allows to access the data import and system update functions.

Make sure you plugged a FAT32-formatted pen drive containing the relevant updates into the special USB connector inside the machine.

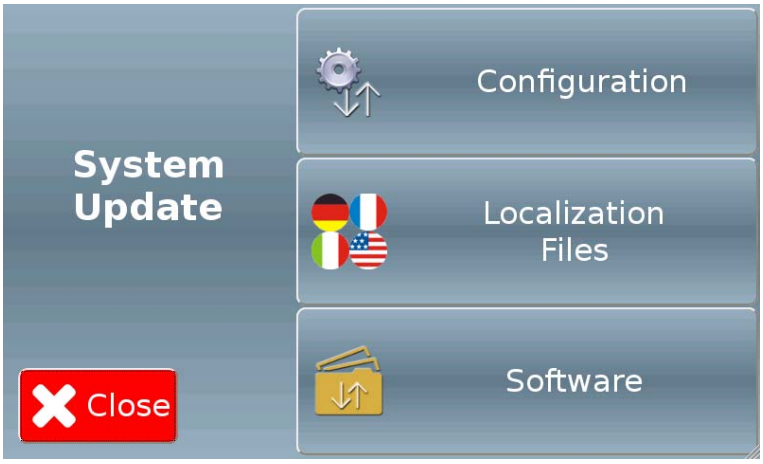


Figure 113

10.4.4.3.1 Configuration

Touching the "Configuration" button reproduced on the right in the screen shown in Figure 113 will display the screen allowing to import the configuration data from a device connected to the USB port (machine cloning).

10.4.4.3.2 Localization files

Touching the "Localization files" button reproduced on the right in the screen shown in Figure 113 will display the screen allowing to import the localization files (language files) from a device connected to the USB port.

10.4.4.3.3 Software

Touching the "Software" button reproduced on the right in the screen shown in Figure 113 will display the screen allowing to import from a device connected to the USB port an updated software version.

10.4.4.4 Set Date/Time

Touching the "Set Date/Time" button reproduced on the right in the screen shown in Figure 109 will display the screen (shown in Figure 114 below) allowing to intuitively set the system time and date by touching the different buttons.

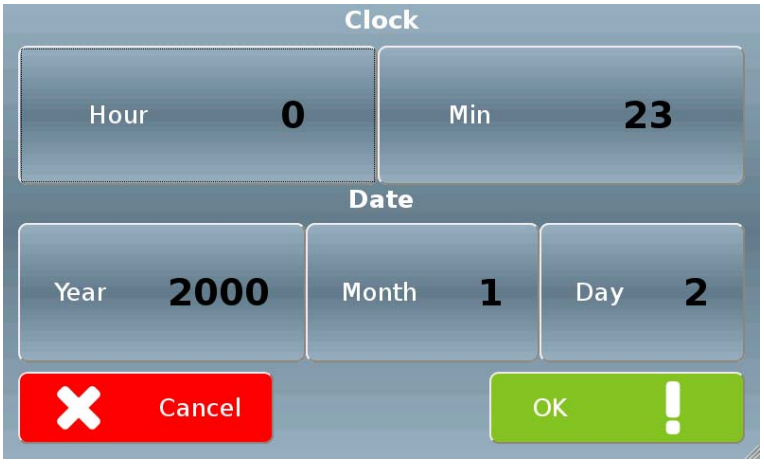


Figure 114

10.4.4.5 Set Volume

Touching the "Set Volume" button reproduced on the right in the screen shown in Figure 109 will display the screen (shown in Figure 115 below) allowing to adjust the guide voice volume.

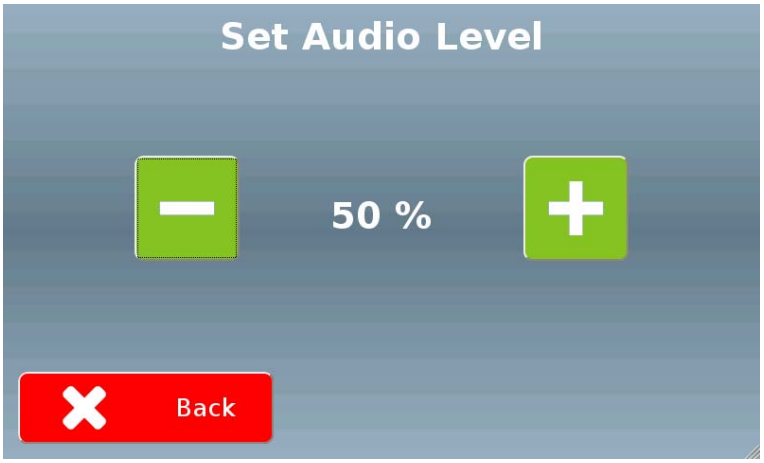


Figure 115

Touch the "-" and "+" button to decrease/increase the volume (each time the button is pressed volume will change by ±10%).

10.4.5 Saving changes

After modifying one or more settings, if you touch the "Close" button in the screen shown in Figure 53 the system will display the screen shown Figure 116 below.

Figure 116

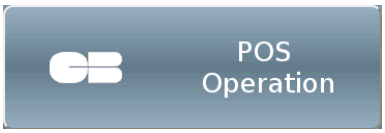
If you touch the "X No and proceed" button the setup changes will not be saved and the display will switch back to the screen shown in Figure 34.

If you touch the "Cancel" button the setup changes will not be saved and the display will switch back to the screen shown in Figure 53.

If you touch the "Yes and proceed !" button the setup changes will be saved and the display will switch back to the screen shown in Figure 34.

10.5 Pos Operation

Touching the "Pos Operation" button reproduced on the right in the screen shown in Figure 53 will display the POS menu home page.



This screen (shown in Figure 117 below) allows to access the various POS operation management functions.

Figure 117

10.5.1 Data transfer

Touching the "Data transfer" button reproduced on the right in the screen shown in Figure 117 will display the screen allowing to force the transfer of bank authorisation data to the server (this function is only available for some POS model and in certain countries).

10.5.2 History transaction

Touching the "History transaction" button reproduced on the right in the screen shown in Figure 117 will grant access to the screen allowing to display the history of the POS transactions.

10.5.3 Maintenance

Touching the "Maintenance" button reproduced on the right in the screen shown in Figure 117 will display the screen allowing to perform specific actions according to the installed POS type.

10.6 Accounting

Touching the "Accounting" button reproduced on the right in the screen shown in Figure 53 will display the screen (shown in Figure 117 below) allowing to analyse the whole commercial activity carried out on the machine during a given time frame.

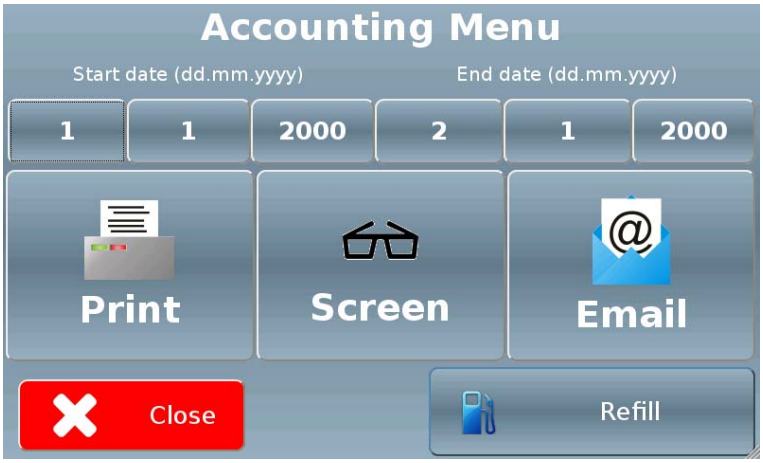


Figure 118

Set the time frame to be considered by touching the "Start date (dd.mm.yyyy)" and "End date (dd.mm.yyyy)" buttons.

Touch the "Print" button on the screen shown in Figure 118 to print the data.

Touch the "Screen" button on the screen shown in Figure 118 to display the data on the screen.

The system will display the screen shown in Figure 119 below.

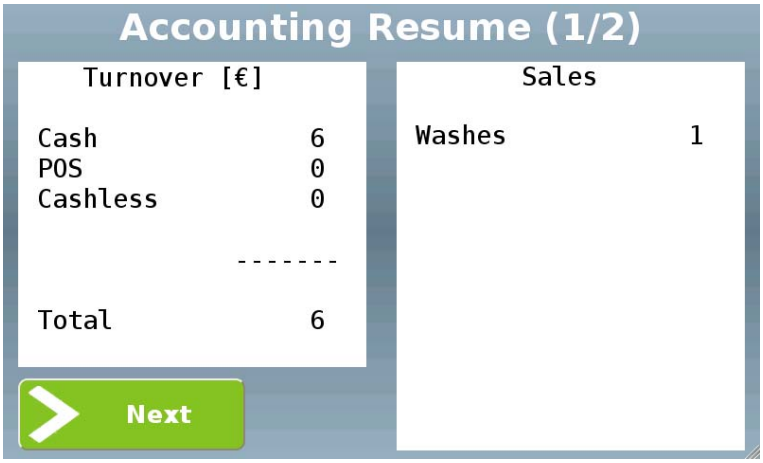


Figure 119

EN

Touching the "> Next" button will display the second page of the report, shown in Figure 120 below.

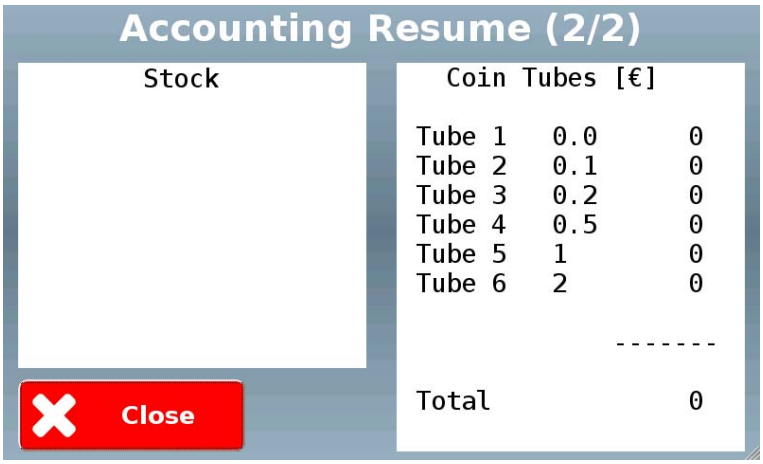


Figure 120

Touch the "Email" button on the screen shown in Figure 118 to send the data to the recipients enabled to receive machine accounting communications (see paragraph 10.4.3.2).

Touch the "Refill" button on the screen shown in Figure 118 to start the filling procedure for the relevant devices (hopper, key or card dispenser, change giver)

The system will display the screen shown in Figure 121 below.

Figure 121

By touching one of the buttons corresponding to a container, you will be able to choose the number of tokens/coins/cards to be inserted and to confirm; the system will then display the screen shown in Figure 122 below, prompting you to start inserting the items.

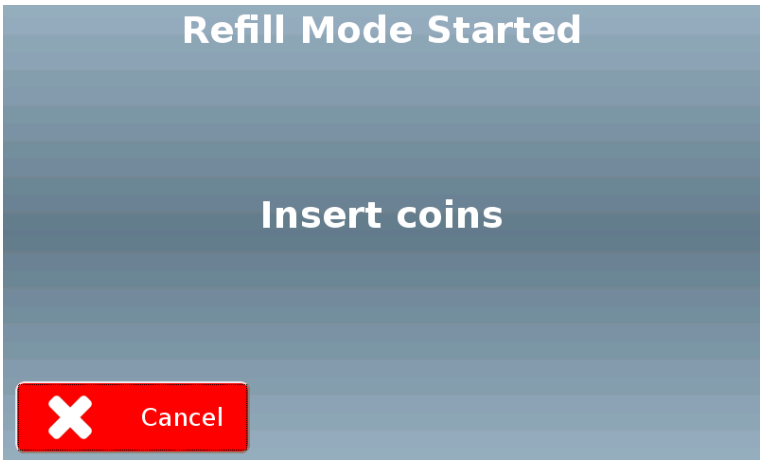


Figure 122

10.7 Manual Mode

Touching the "Manual mode" button reproduced on the right in the screen shown in Figure 53 will display the relevant menu home page.

This screen (shown in Figure 123 below) allows to enable/disable the manual washing mode, and to manually dispense bonus tokens/tickets.

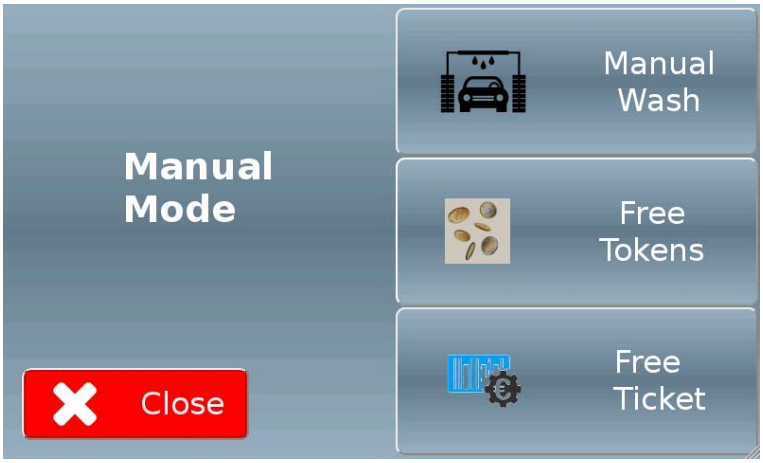


Figure 123

10.7.1 Manual Wash

Touching the "Maintenance" button reproduced on the right in the screen shown in Figure 123 will display the screen (shown in Figure 124 below) allowing to enable/disable the manual washing mode.

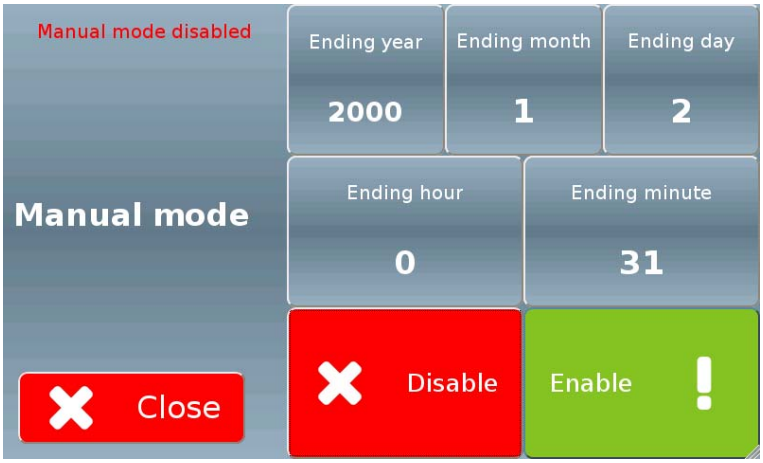


Figure 124

The manual mode state is displayed at the top left of the screen.

To enable the manual mode, first of all set the date and time on which you wish the function to automatically be disabled by touching the buttons "Ending year", Ending month", "Ending day", "Ending hour" and "Ending minute" and entering the desired value for each of them, then touch the "Enable" button.

An indication at the top left of the screen will inform you that the manual mode is enabled, as shown in Figure 125 below.

Figure 125

In any case you can disable the manual mode before the specified date and time, by simply touching the "Disable" button.

10.7.2 Free tokens

Touching the "Free tokens" button reproduced on the right in the screen shown in Figure 123 will display the screen (shown in Figure 124 below).

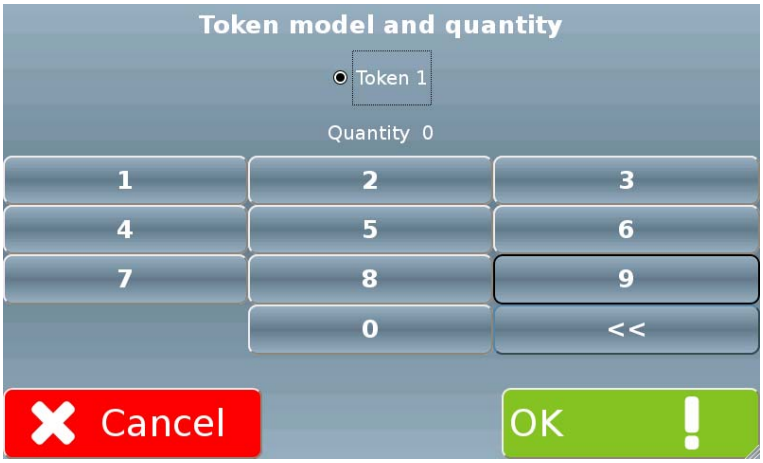


Figure 126

Set the token type and the number of pieces to be dispensed, then touch the "OK" button to confirm.

10.7.3 Free ticket

Touching the "Free ticket" button reproduced on the right in the screen shown in Figure 123 will display the screen (shown in Figure 127 below).

Figure 127

Set the value of the ticket to be dispensed, then touch the "OK!" button to confirm.

The system will display the screen shown in Figure 128 below, informing you that printing is under way.

Figure 128

11 Care and maintenance

All maintenance inside the machine must be carried out when the power supply has been switched OFF.

You should carefully follow the warnings contained herein, to ensure that the machine is always in the best operating conditions, preventing dangerous situations or situations which would render the warranty null and void.

EN

11.1 External maintenance and cleaning

Keep the exterior surfaces of the machine clean; to this purpose, we recommend that you use a damp cloth with water or a mild cleaning solution.

Do not use aggressive chemical solvents that may damage the machine finishing.

Do not dip or directly expose the machine to water or liquids of any nature. Do not use jets of water (hydro-cleaners) to clean the machine.

Periodically check the condition of the machine surfaces, taking particular care to the areas that, as a consequence of the normal operating conditions or of wilful damage, are potentially dangerous to the user (sharp or bent metal sheets, rust, etc.)

See the “Spare parts” section later this manual, to order any replacement parts.

11.2 Internal maintenance and cleaning

Clean the machine interior with a damp cloth; to clean the electric/electronic components, only use compressed air.

Periodically check the connections of each cable and check that the peripheral device connection cables are not frayed or excessively bent.

Should you notice any anomaly in the conditions of the cables and connectors, immediately replace them after referring to the “Spare parts” section later in this manual.

11.3 Periods of inactivity

For short periods of inactivity, when the machine is expected to remain unused for two or three days, we recommend that you turn the machine OFF by means of the main power switch located inside the case. For long periods of inactivity, when the machine will remain unused for quite some time, we suggest that you disconnect the machine from the power grid, by removing the power plug from the wall outlet. Protect the machine from dust, covering it with a drape and store it in a dry and ventilated area.

12 Diagnostics and technical support

This section lists the main faults that may be noticed during operations and the corresponding possible solution, in order to minimise or completely eliminate any need for machine shut-down.

If the fault is not among the ones listed below or if the suggested solution failed to fully resolve the issue, please contact our after-sale service at the following number: (+39) 02 95781111.

Issue	Possible cause
The equipment does not turn ON	Power fault
	A safety lock is ON, wait and try again
The machine does not dispense any coins or tokens	Empty hoppers
	Incorrect hopper setup
The machine doesn't provide the services/washing programs	The input and output signals are not set up properly; use the management software to check
	Wrong connection to the MaxiBio boards
The machine does not dispense any cards or keys	Empty dispensers
	Incorrect dispenser setup
Poor acceptance of coins/banknotes	The sensors of the coin mechanism might be dirty
	The sensors of the reader might be dirty

13 Technical data

	Free-standing version	Recessed version
Dimensions (BxHxP) [mm]:	630 x 1,448.15 x 590	503 x 770 x 518
Weight [Kg]:	140	70
Supply voltage [Vac]:	230	230
Power consumption [VA]:	230	230
Operating temperature [°C]:	-15 ÷ +50	-15 ÷ +50
Non condensed humidity [%]:	10 ÷ 90	10 ÷ 90
Degree of protection:	IP 54	IP 54

EN

Coin capacity

	0.50 €	1.00 €	2.00 €
1 Evolution hopper	1,500	1,500	1,200
2 Evolution hoppers	3,000	3,000	2,400
3 Evolution hoppers	4,500	4,500	3,600

MaxiBIO boards

Power supply [Vdc]:	24 VDC ± 20% or 24 VAC ± 10%
Input voltage:	12 ÷ 48 Vdc
	230 Vac
Output voltage [Vdc]:	Relay output max 250V 6A
Current consumption [mA]:	nominal max 35
Power consumption [W]:	0.08 @ 24Vin DC = 1.9W corresponding to 0.35A on 5V with 90% of efficiency
RS485 cable length [m]:	maximum manageable length 500

Installed peripheral devices

Anti vandal 5" touch screen
Voice guide
Proximity sensor

Optional peripheral devices and accessories

Cashless system:	Eurokey Next
Tropicalized electronic coin mechanism:	Comestero RM5 HD
Change giver:	SUZOHAPP Currenza C^2
Banknote validator:	Innovative Technology NV9
Banknote recycler:	Innovative Technology NV11
Hopper:	SUZOHAPP Evolution Hopper
Card or key dispenser	
POS	
Bankcard contactless reader	
Scanner for barcode management	
Thermal receipt printer	
Customized graphics by quantity	

14 Spare Parts

Perfectly identical to the parts to be replaced, our spare parts are in compliance with manufacturing specifications, and they guarantee with time optimum performance and reliability, satisfying all industry regulations for which they are designed.

For any further information about this spare parts list, please visit our website suzohapp.com

EN

In order to provide a fastest way to search for spare parts and facilitate the work of our technicians, it is necessary to provide the following information to the after-sales service:

- Model, type and serial number of the machine.
- Code number, name and quantity of parts you intend to order.

14.1 Totem version

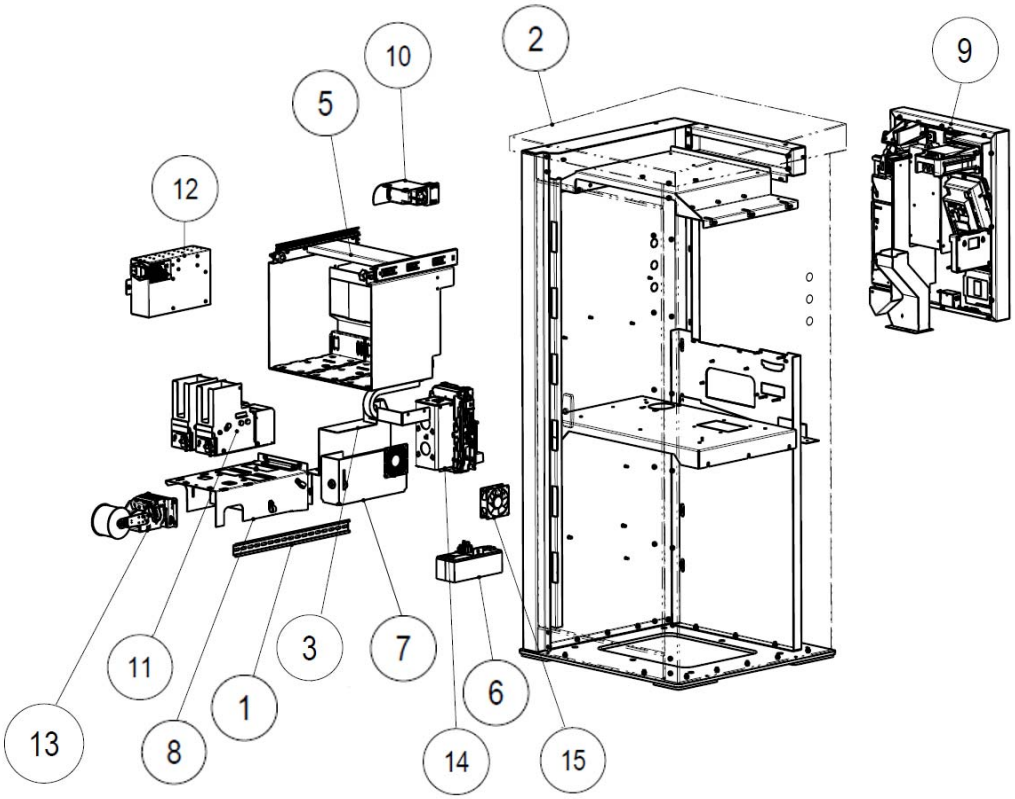


Figure 129

REF	PART NUMBER	DESCRIPTION
2	1083-30-0101-A	Cabinet group – totem version
5	1083-30-0402-A	Group pred. Hopper – totem version
6	1083-30-0213-A	Batteries group
7	1083-30-0598-A	Coin box group
8	1083-30-0211-A	Collecting coins box group
9	1083-30-0399-A	Assembly group Touch + display
10	1083-30-0214-A	Heating group
11	1083-30-0801-A	Box (key) dispenser group
	1083-30-0802-A	Group Mifare cards dispenser
12	1083-30-0212-A	Power supply group 230V
13	1083-30-1201-A	Printer group
14	1083-30-0601-A	NV9 USB banknote reader group
15	30309000000005A	Fan - EBM-PAPST 8414NH

14.2 Wall recessed version

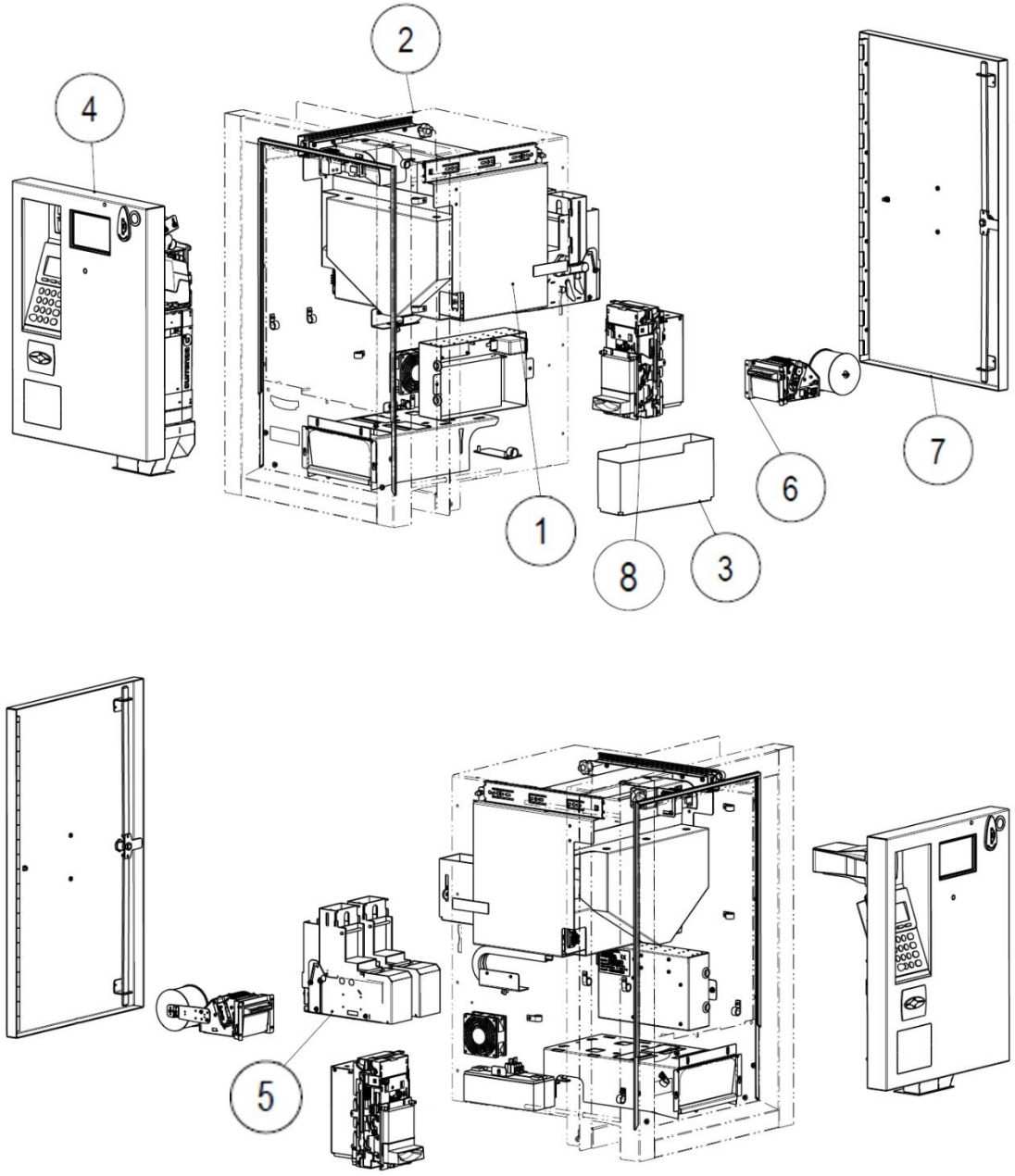


Figure 130

REF	PART NUMBER	DESCRIPTION
1	1083-30-0401-A	Group pred. Hopper – recessed version
2	1083-30-0201-A	Cabinet group
3	1083-30-0598-A	Coin box group
4	1083-30-039-A	Assembly group Touch + display
5	1083-30-0801-A	Box (keys) dispenser group
	1083-30-0802-A	Mifare cards dispenser group

6	1083-30-1201-A	Printer group
7	1083-30-0299-A	Rear door group – wall recessed group
8	1083-30-0601-A	NV9 banknote reader group

14.3 Cabinet group – totem version (Cod. 1083-30-0101-A)

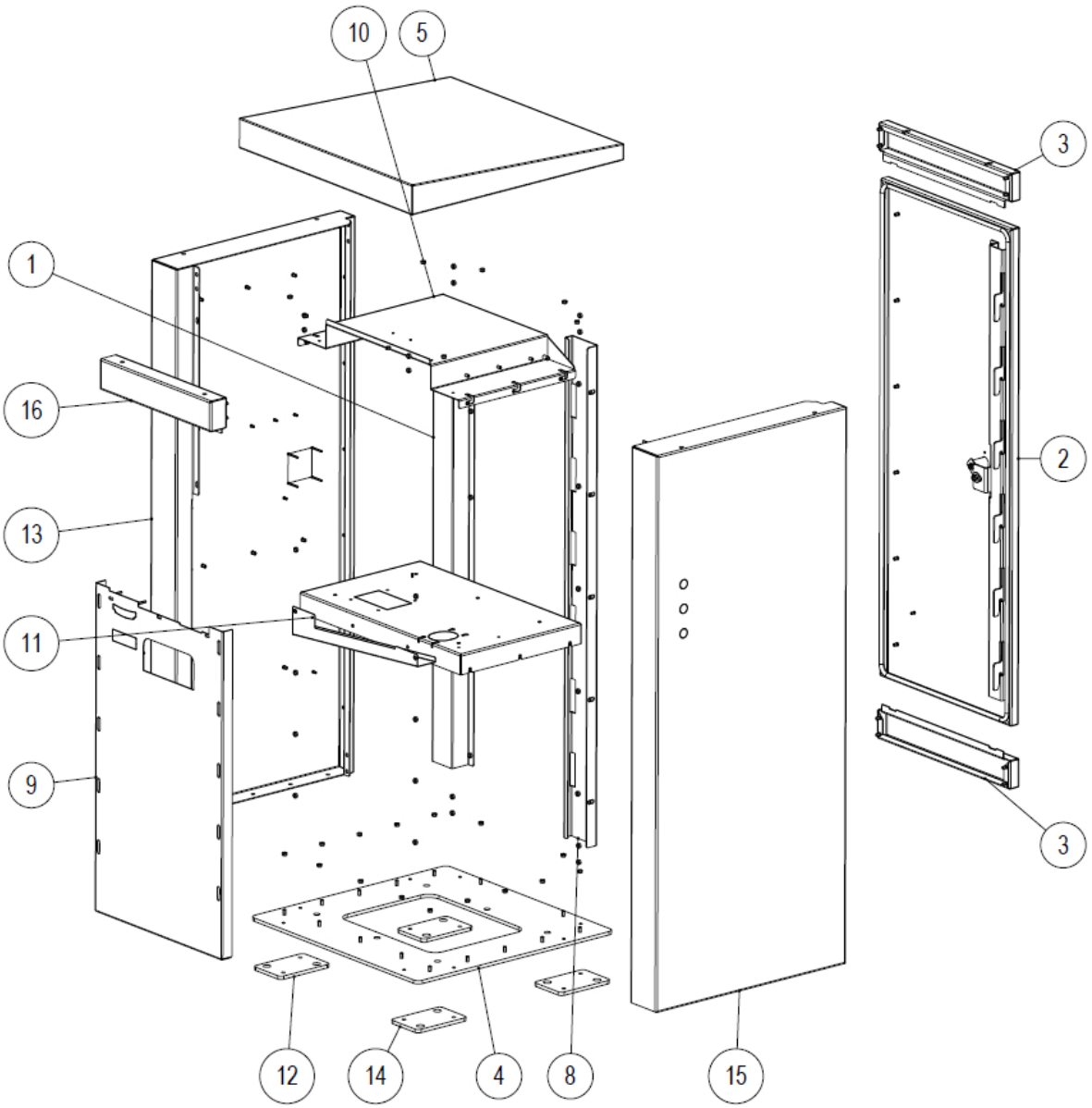


Figure 131

EN

REF	PART NUMBER	DESCRIPTION
1	1083-30-0108-A	Hinge group – totem version
2	1083-30-0111-A	Back door assembly – totem version
3		Backside panel
4		Base plate
5		Cover panel
8		Lock
9		Frontal panel
10		Hopper supporting plate
11		Intermedium supporting plate
12		Left corner supporting base
13		Left panel
14		Right corner supporting base
15		Right panel
16		Frontal upper panel
17		Water drainage channel

14.4 Cabinet group – wall recessed version (Cod. 1083-30-0201-A)

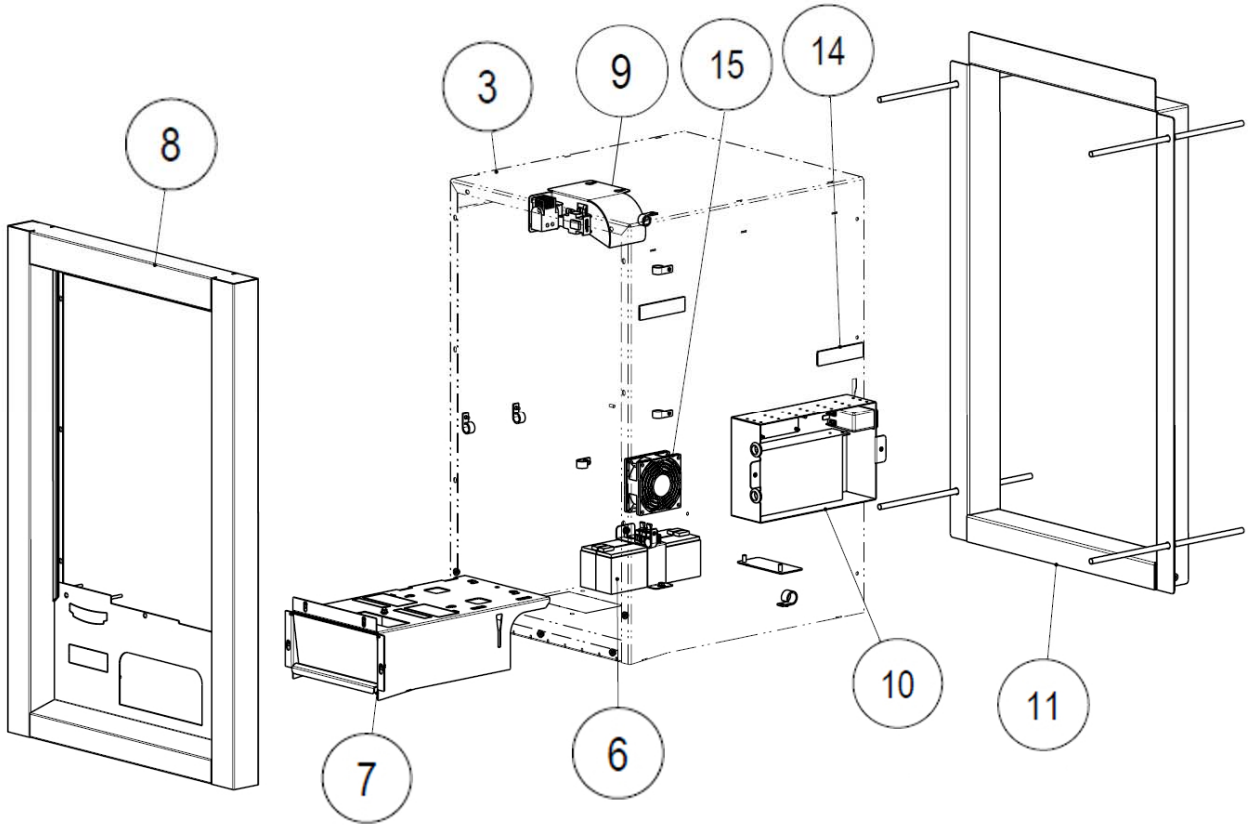


Figure 132

REF	PART NUMBER	DESCRIPTION
6	1083-30-0213-A	Batteries group
7	1083-30-0211-A	Collecting coins box group
9	1083-30-0214-A	Heating group
10	1083-30-0212-A	Power supply group - 230V
11	1083-30-0210-A	Flange group – wall recessed version
14		Hopper sliding rail
15	30309000000005A	Cooling fan EBM-PAPST 8414NH

14.5 Back door assembly – Totem version (Cod. 1083-30-0111-A)

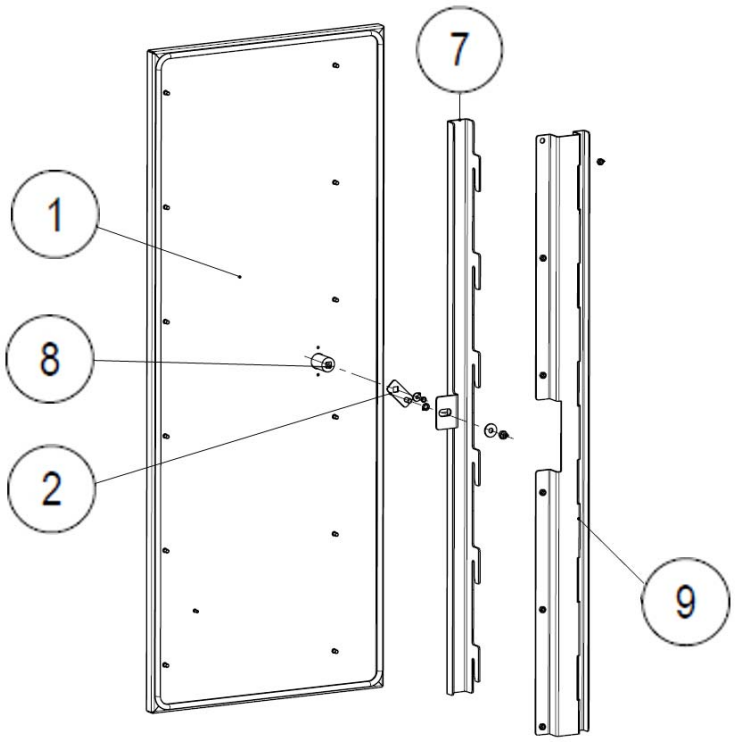


Figure 133

REF	PART NUMBER	DESCRIPTION
1		Rear door
2		Lock cam M2P
7	1083-20-0114-A	Lock
8		Button handle - alloy
9		Mobile lock

14.6 Flange group – wall recessed version (Cod. 1083-30-0210-A)

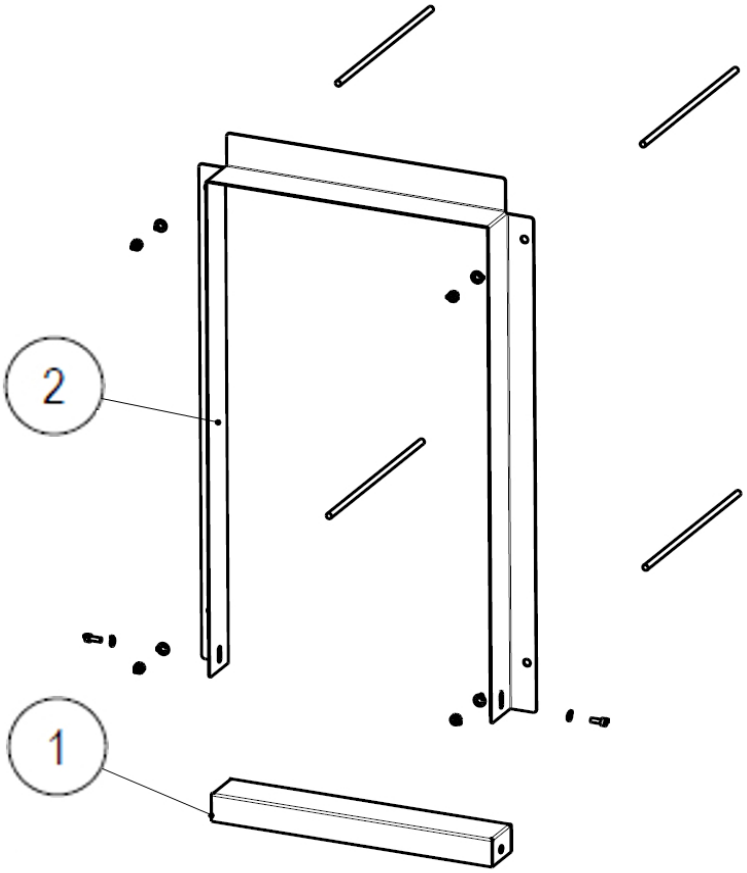


Figure 134

REF	PART NUMBER	DESCRIPTION
1		Lower zinc-coated and painted counterflange
2		Upper zinc-coated and painted counterflange

14.7 Door group – wall recessed version (Cod. 1083-30-0299-A)

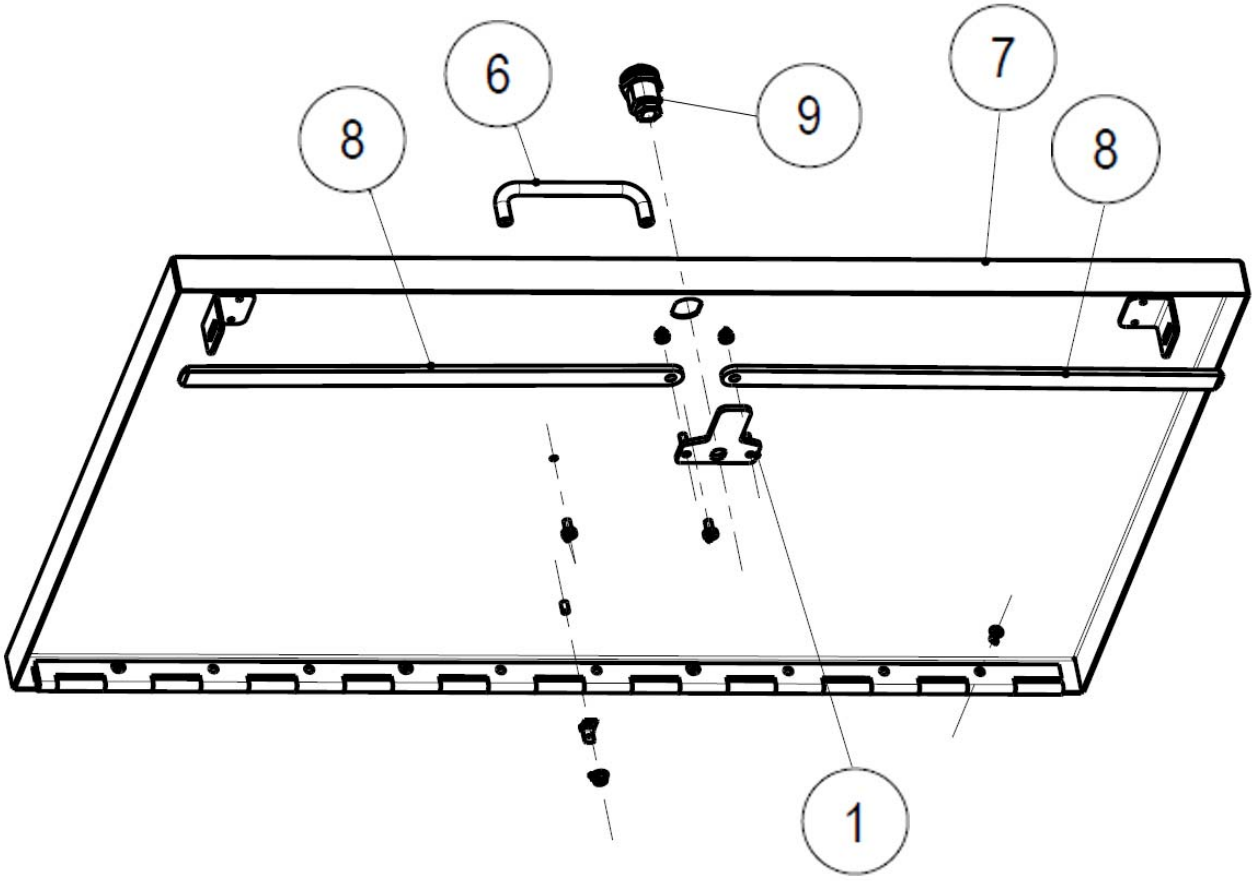


Figure 135

REF	PART NUMBER	DESCRIPTION
1		Blocking cam
6		Handle
7		Backside door
8		Rod latch
9	SMINI6KD/2	Encoded mini 6 lock

14.8 Frontal assembly panel group

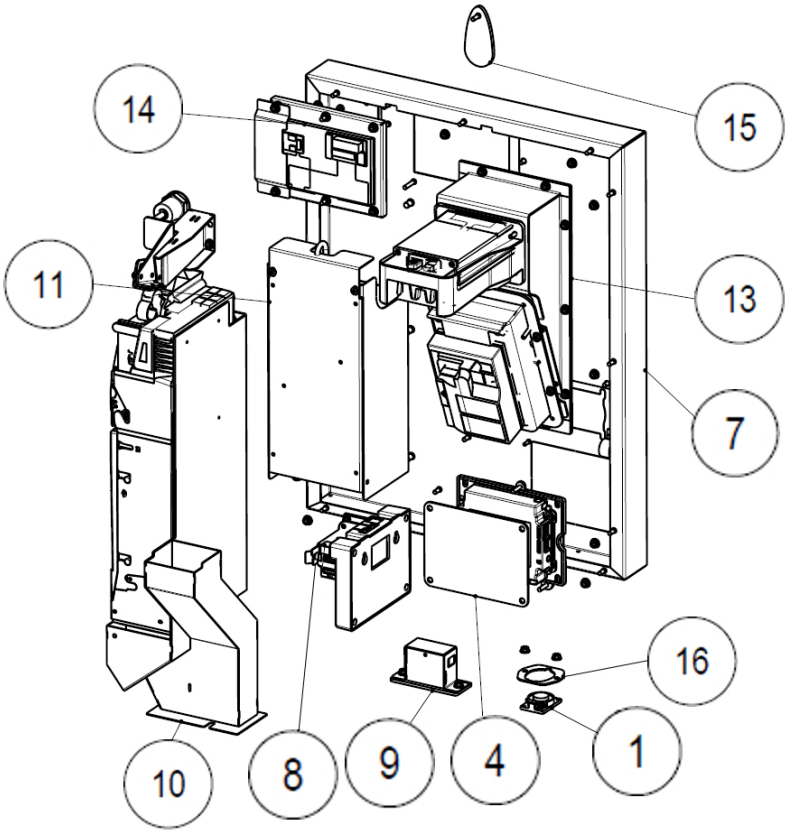


Figure 136

REF	PART NUMBER	DESCRIPTION
1		N40IB 40x28 8ohm 2W loudspeaker
4		POS IUC 150 contactless cover bracket
7		Frontal panel (POS hole)
8	1083-30-0711-A	EuroKey Next group
9	1083-30-1101-A	Barcode reader group
11	2514-CARWASH-A	MCB4 CPU, MCB4 EXT, SD-card group
12		Motion sensor plate
13	1083-30-0901-A	Xenteo POS group
	1083-30-0902-A	Ingenico POS group
	1083-30-0903-A	Nayax POS group
14	1083-30-0399-A	Touch + display group
15		Hole cover tab
16		Loudspeaker retaining plate

14.9 EuroKey Next option (Cod. 1083-30-0711-A)

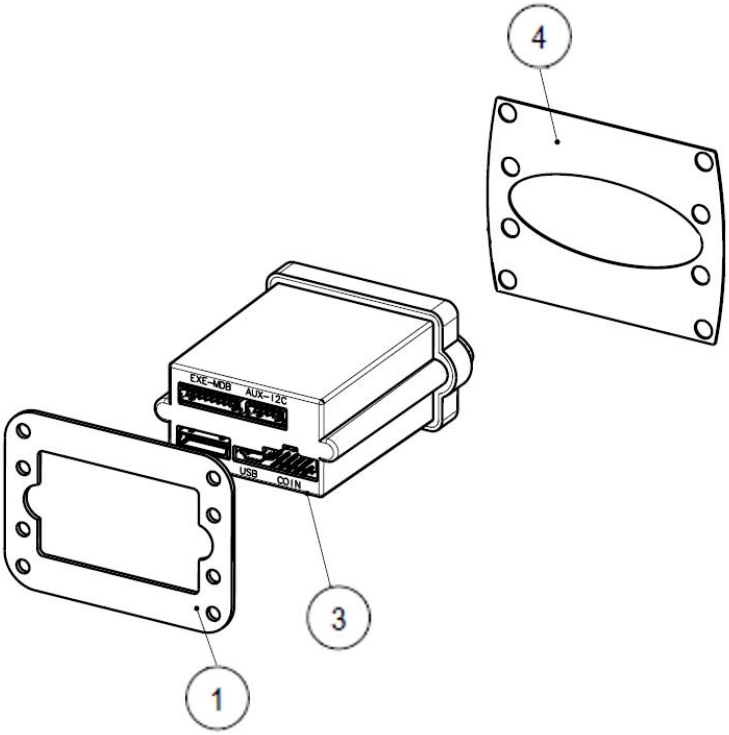


Figure 137

REF	PART NUMBER	DESCRIPTION
1		MCF Full flange
3	RFT-NEXT	Eurokey Next
4		MCF antenna seal

14.10 RM5 HD option (Cod. 1083-30-0501-A)

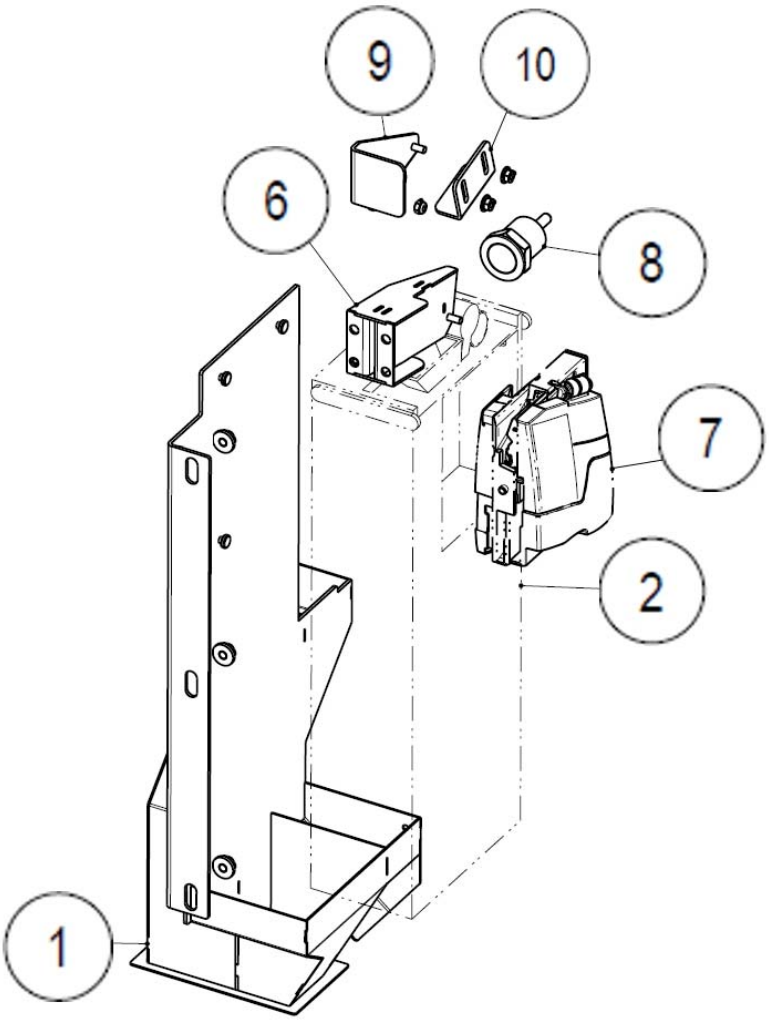


Figure 138

REF	PART NUMBER	DESCRIPTION
1		Coins acceptance channel / hopper
2		B1000 C adapter
6		Coins acceptance channel
7	GEH251000660*	RM5 HD coin validator – V version - tropicalised
8		Button group (coin reject)
9		Reject lever
10		Reject lever plate

*EUR version. Please contact us for other currencies.

14.11 Currenza C² option (Cod. 1083-30-0502-A)

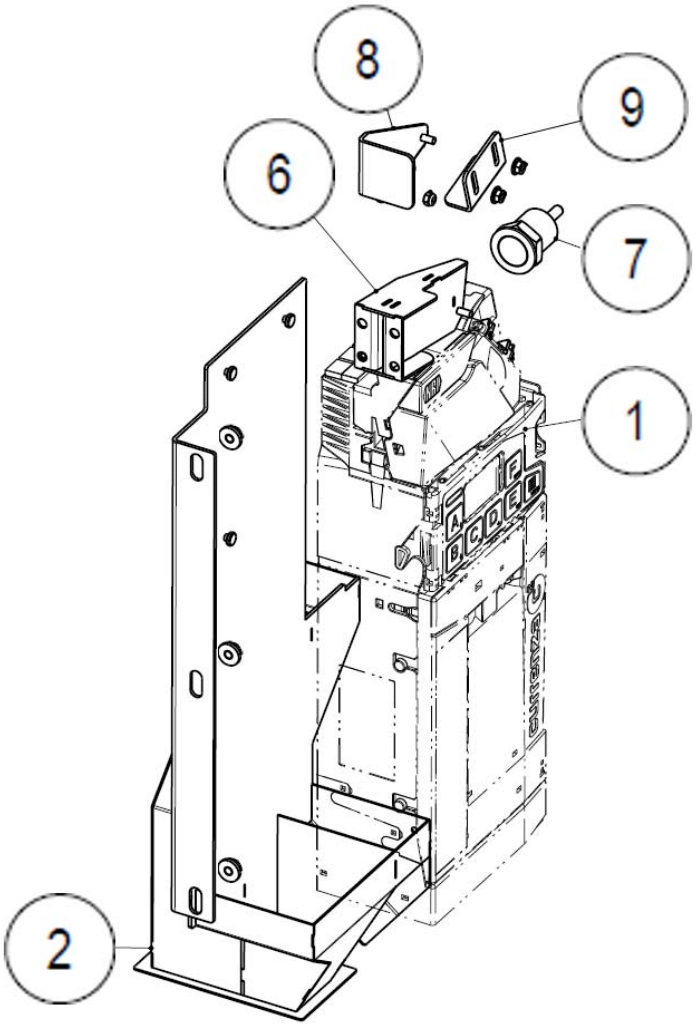


Figure 139

REF	PART NUMBER	DESCRIPTION
1	C2-X15474*	C² coin recyler
2		Coins acceptance channel / hopper
6		Coins acceptance channel
7		Button group (coin reject)
8		Reject lever
9		Reject lever plate

*EUR version. Please contact us for other currencies.

14.12 CPU Group (Cod. 2514-CARWASH-A)

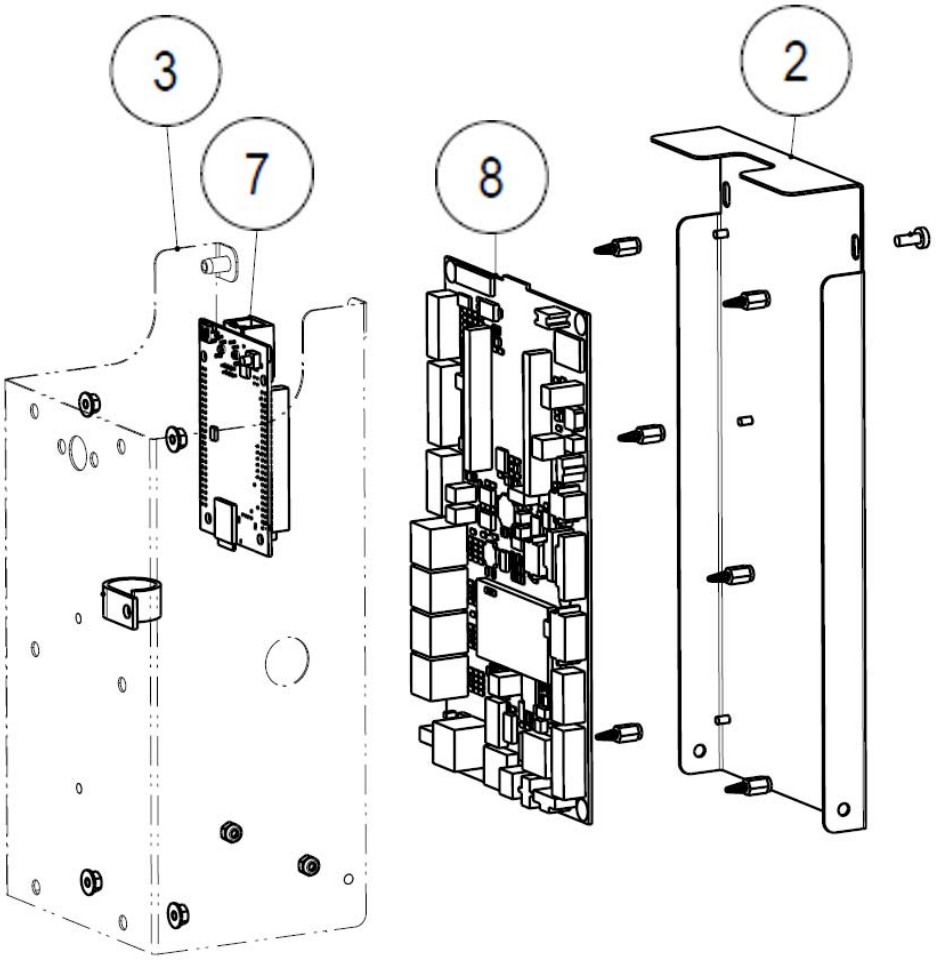


Figure 140

REF	PART NUMBER	DESCRIPTION
2		CPU carter
3		CPU support
7		MCB4_CPU board + Programmed SD-Card
		Micro SDHC 8G Classe 10
8	2514-CARWASH-A	MCB4_EXT ass.

14.13 Hopper group – Wall recessed version (Cod. 1083-30-0401-A)

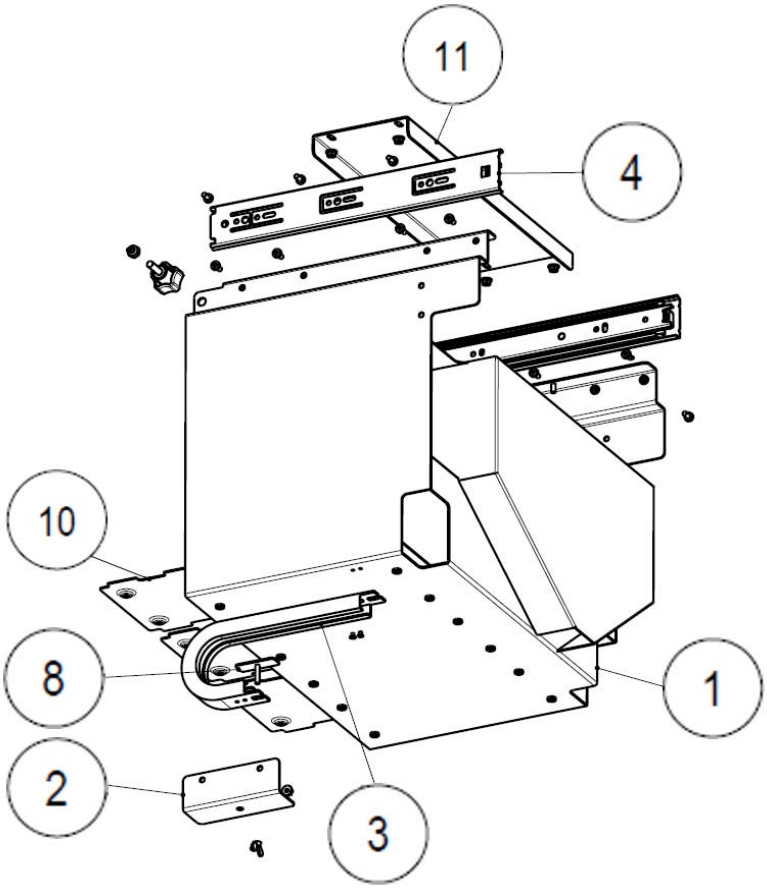


Figure 141

REF	PART NUMBER	DESCRIPTION
1	1083-20-0008-A	3 hoppers sliding trolley support
2		Metallic support
3		Cable carrier chain
4		Couple of sliding guides on balls with release device Mod. 4003 L = 300mm
8		Closing plate
10	**	Slide for Evolution hopper with connector on the adjacent position
11		Baseplate train support
		Evolution hopper- Euro 19-26
		Evolution hopper - small coin
		Evolution hopper – 21-30

14.14 Hopper group – Totem version (Cod. 1083-30-0402-A)

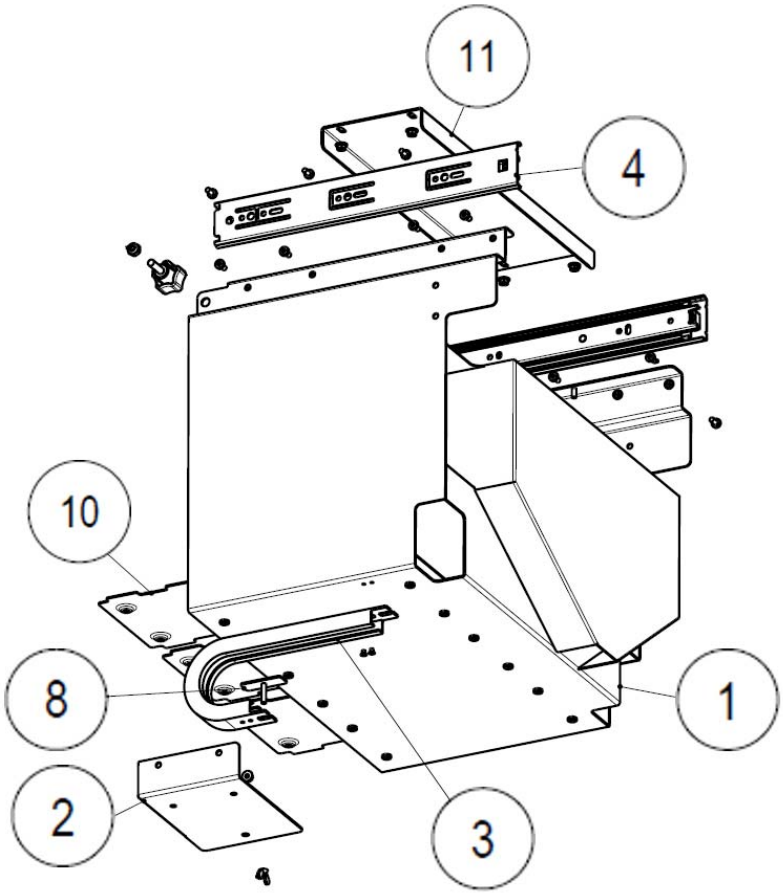


Figure 142

REF	PART NUMBER	DESCRIPTION
1		3 hoppers sliding trolley support
2		Metallic support
3		Cable carrier chain
4		Couple of sliding guides on balls with release device Mod. 4003 L = 300mm
8		Closing plate
10	**	Slide for Evolution hopper with connector on the adjacent position
11		Baseplate train support
	EV12000	Evolution hopper- Euro 19-26
	EV12004	Evolution hopper - small coin
	EV12003	Evolution hopper – 21-30

14.15 Batteries group (Cod. 1083-30-0213-A)

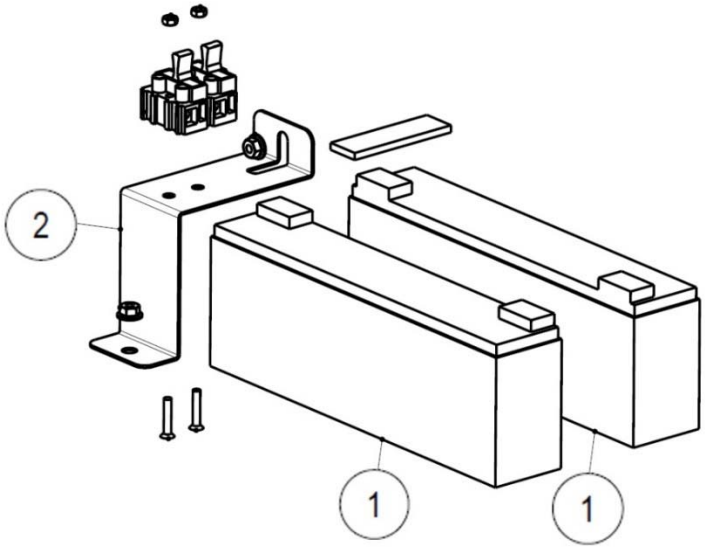


Figure 143

REF	PART NUMBER	DESCRIPTION
1	30206000000007A	YUASA 12V 2,1Ah battery
2		Batteries bracket

14.16 Coin box group (Cod. 1083-30-0598-A)

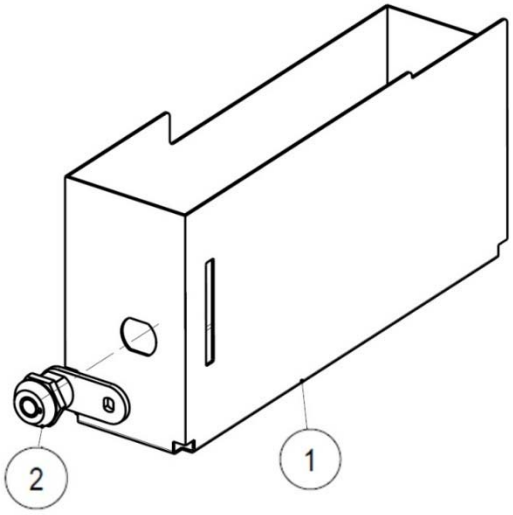


Figure 144

REF	PART NUMBER	DESCRIPTION
1	1083-20-0011-A	Coin box
2		Tubular lock 17 mm KD

14.17 Barcode scanner option (Cod. 1083-30-1101-A)

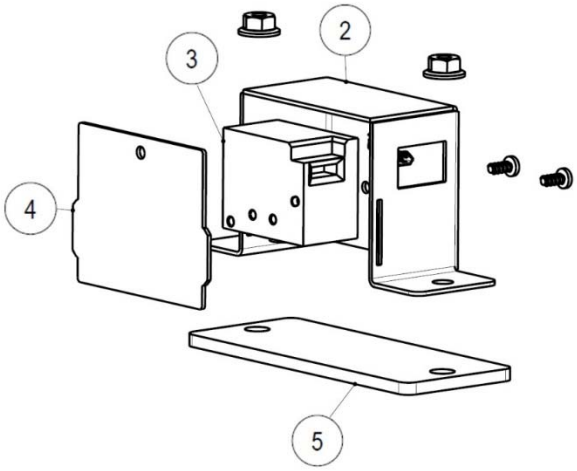


Figure 145

REF	PART NUMBER	DESCRIPTION
2		Fixed support (code reader)
3	30526000000189A_LAV	Motorola SE-3307 barcode scanner
4		Movable support (code reader)
5		Protection glass (code reader)

14.18 Collecting coins box group (Cod. 1083-30-0211-A)

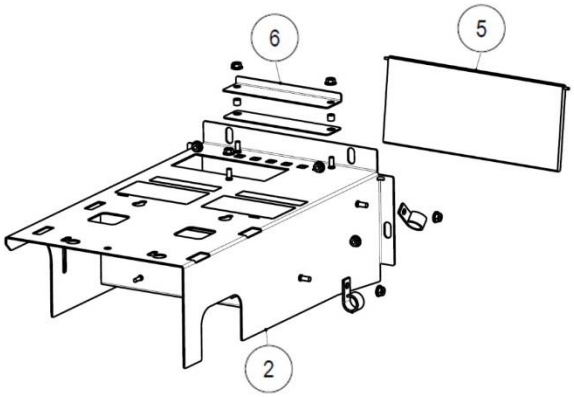


Figure 146

REF	PART NUMBER	DESCRIPTION
2		Coin box collecting box
5		Slide cover collection tray
6		Cash box LED bracket

14.19 Heating group (Cod. 1083-30-0214-A)

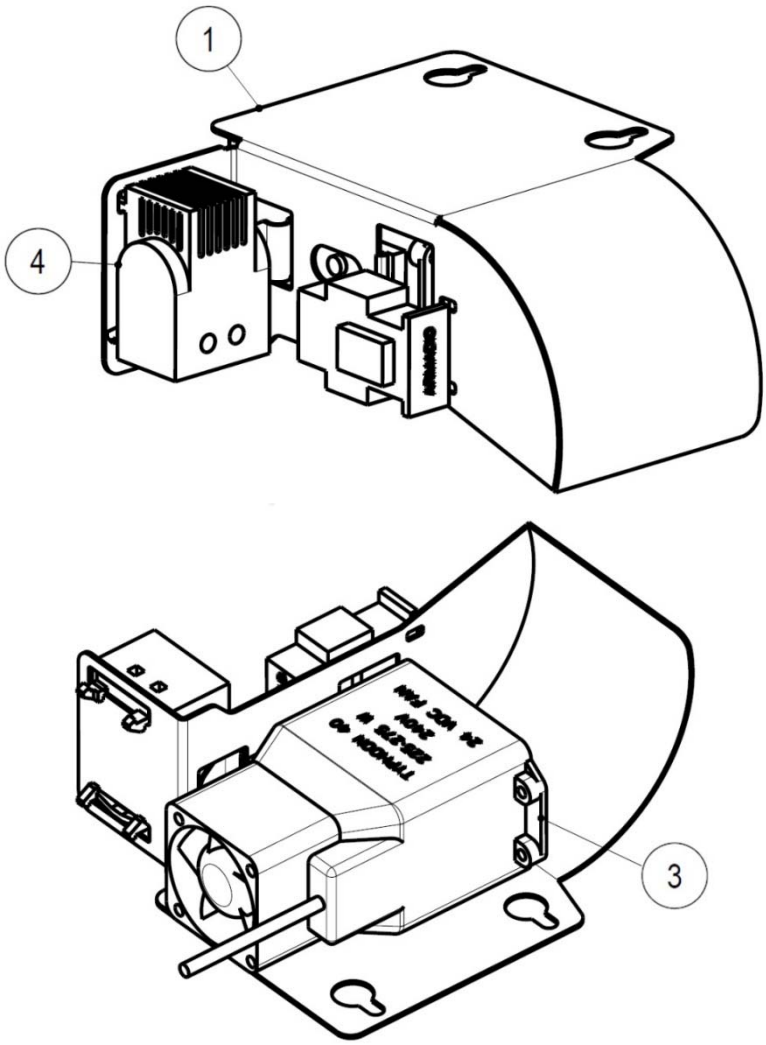


Figure 147

REF	PART NUMBER	DESCRIPTION
1		Heating support
3		Cooling fan/ballast - DBK Typhoon 40 225-275W
4		Thermostat

14.20 Box dispenser option (Cod. 1083-30-0801-A)

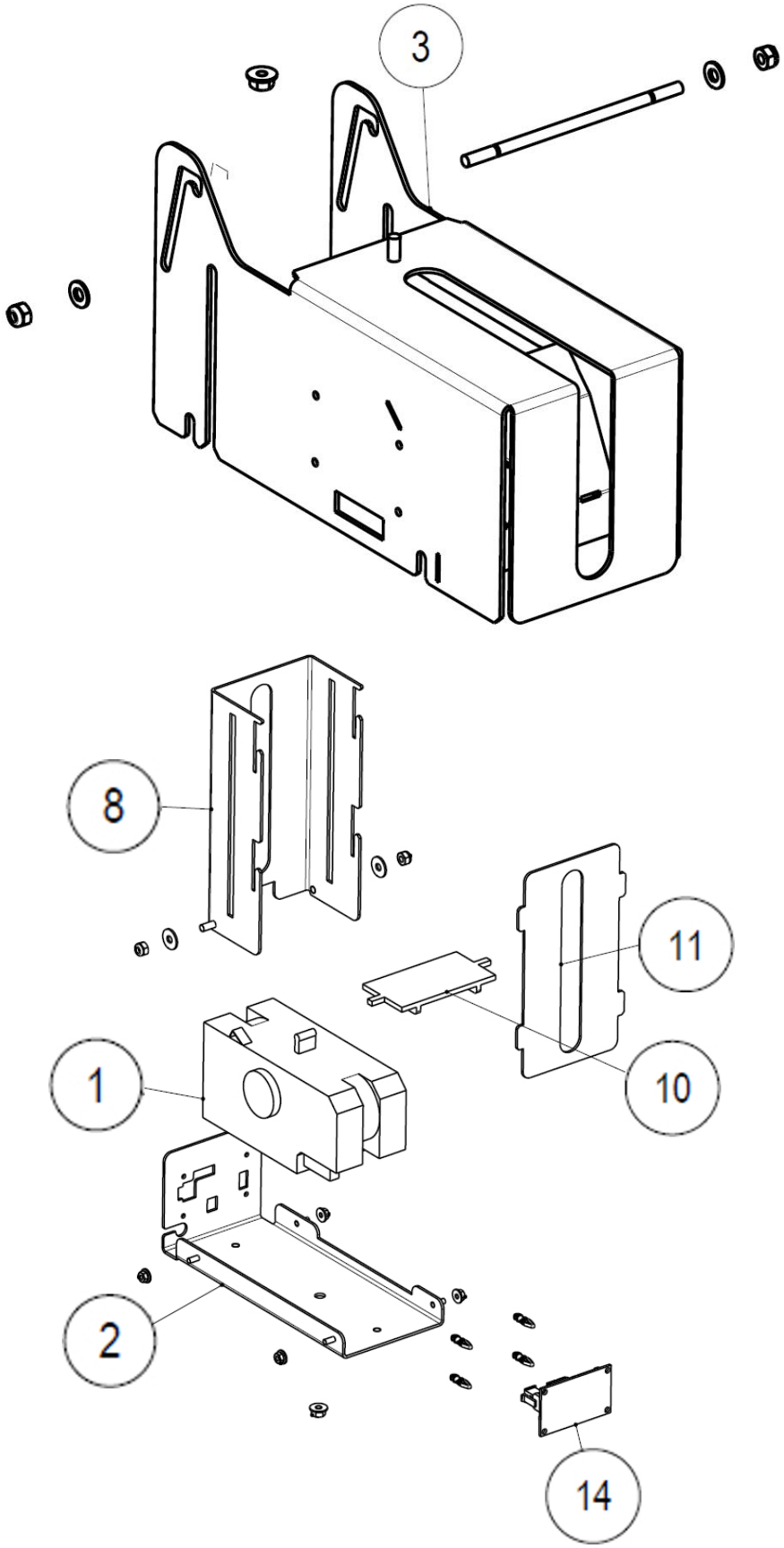


Figure 148

REF	PART NUMBER	DESCRIPTION
1		Cable assembly (box dispenser)
2		Sliding support (box dispenser)
3		C lawn tractor
8	20-13820-B	Boxes storage
10		Box dispenser weight
11		Closing plate
14		CCTINT2 board – programmed and tested

14.21 Mifare cards dispenser option (Cod. 1083-30-0802-A)

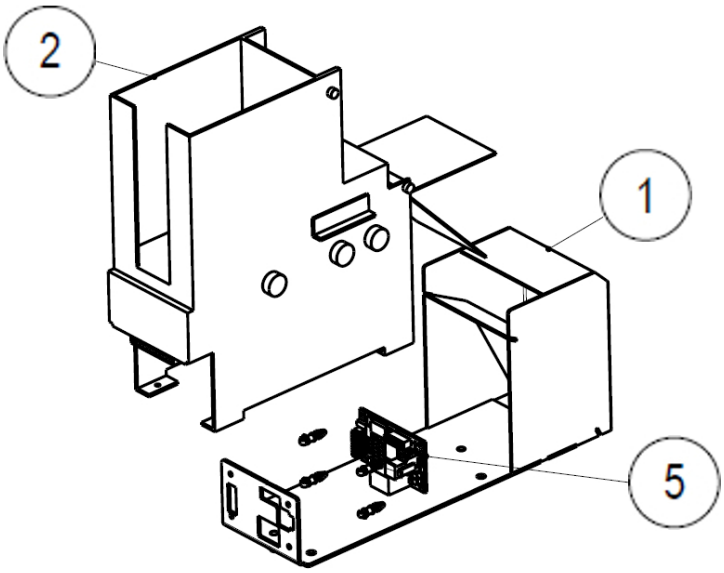


Figure 149

REF	PART NUMBER	DESCRIPTION
1		Dispenser card supporting plate
2	30052300000188A	Mifare Card dispenser - CD200 24V 2.0s
5		CCTINT4 board – programmed and tested

EN

14.22 Power supply group - 230Vac (Cod. 1083-30-0212-A)

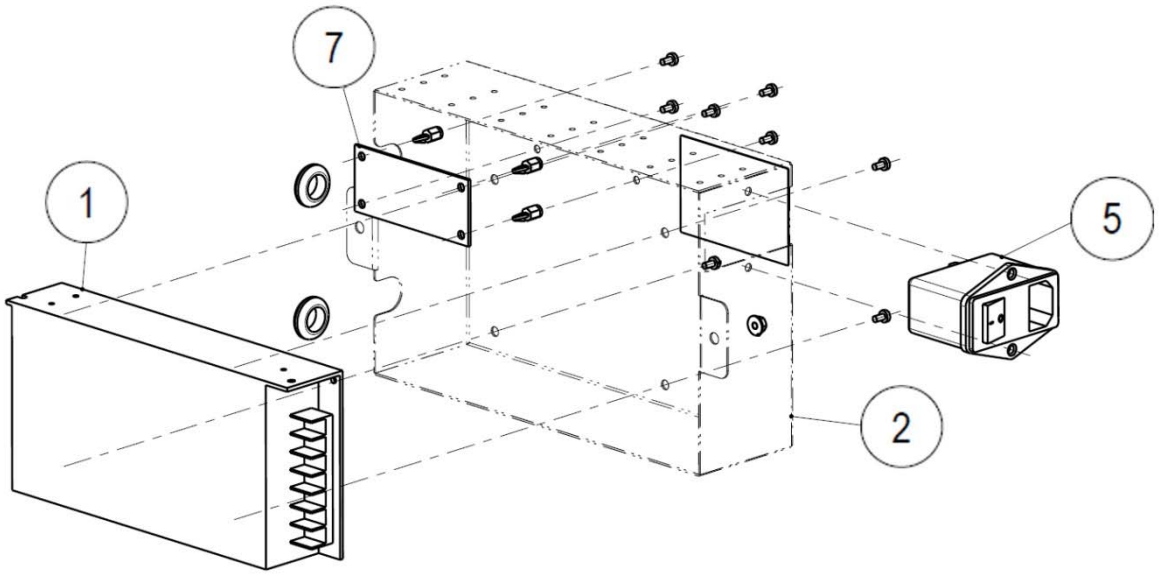


Figure 150

REF	PART NUMBER	DESCRIPTION
1	20514000000162A	Power supply - 230Vac in - 24Vdc out 6A
2		Power supply carter - 230V
5		Main filter with two fuses
7	20514000000166A	Ass. board MCB4 - Power Fail

14.23 Printer option (Cod. 1083-30-1201-A)

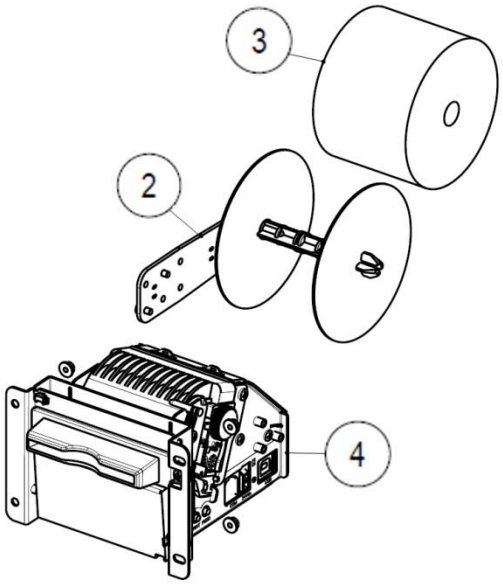


Figure 151

REF	PART NUMBER	DESCRIPTION
2		Bracket End paper sensor - TG2460H
3		Paper roll - 60x80 TG2460
4	PCTG2460H	TG 2460 H printer

EN

14.24 NV9 banknote reader option (Cod. Brak grupy)

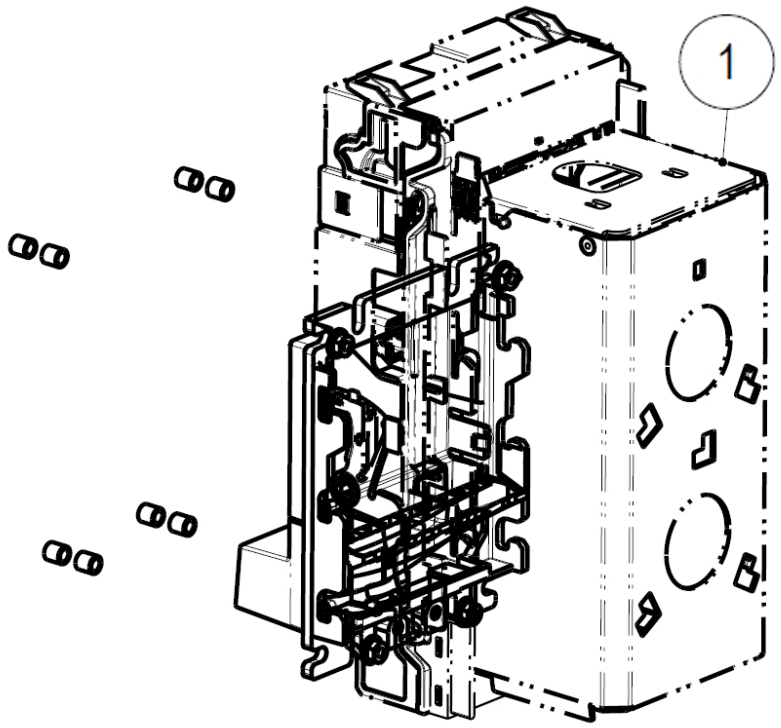


Figure 152

REF	PART NUMBER	DESCRIPTION
1	LS/NV9/V-CCT-PA190*	NV9 USB banknote reader – vertical version

*EUR version. Please contact us for other currencies.

14.25 Xenteo POS mechanical option (Cod. 1083-30-0901-A)

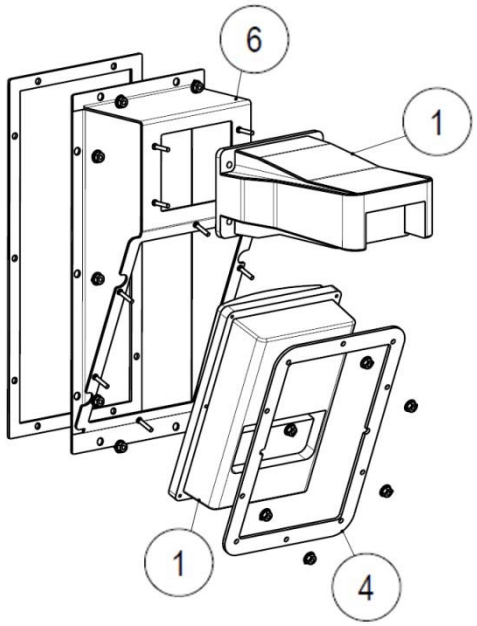


Figure 153

REF	PART NUMBER	DESCRIPTION
1	CBX-TPA/FR	XENTEO card reader
		XENTEO pinpad
4		XENTEO mounting support
6		XENTEO support

EN

14.26 Ingenico POS mechanical option IUN250+IUC250 (Cod. 1083-30-0902-A)

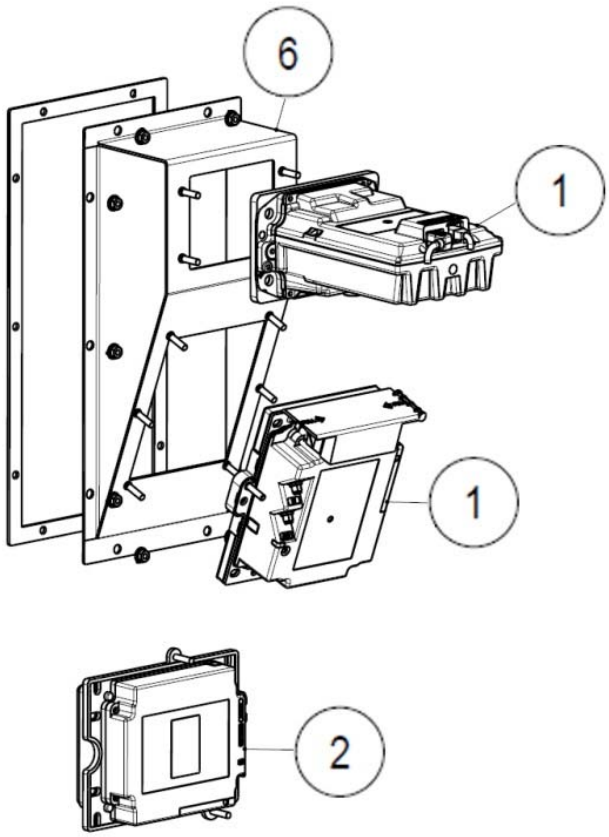


Figure 154

REF	PART NUMBER	DESCRIPTION
1	30306000000023A	Ingenico IUR250 card reader
		Ingenico IUP250 pinpad
2	30306000000025A	Ingenico IUC150 contactless reader
6		Ingenico IUN250 support

14.27 Nayax POS mechanical option (cod. 1083-30-0903-A)

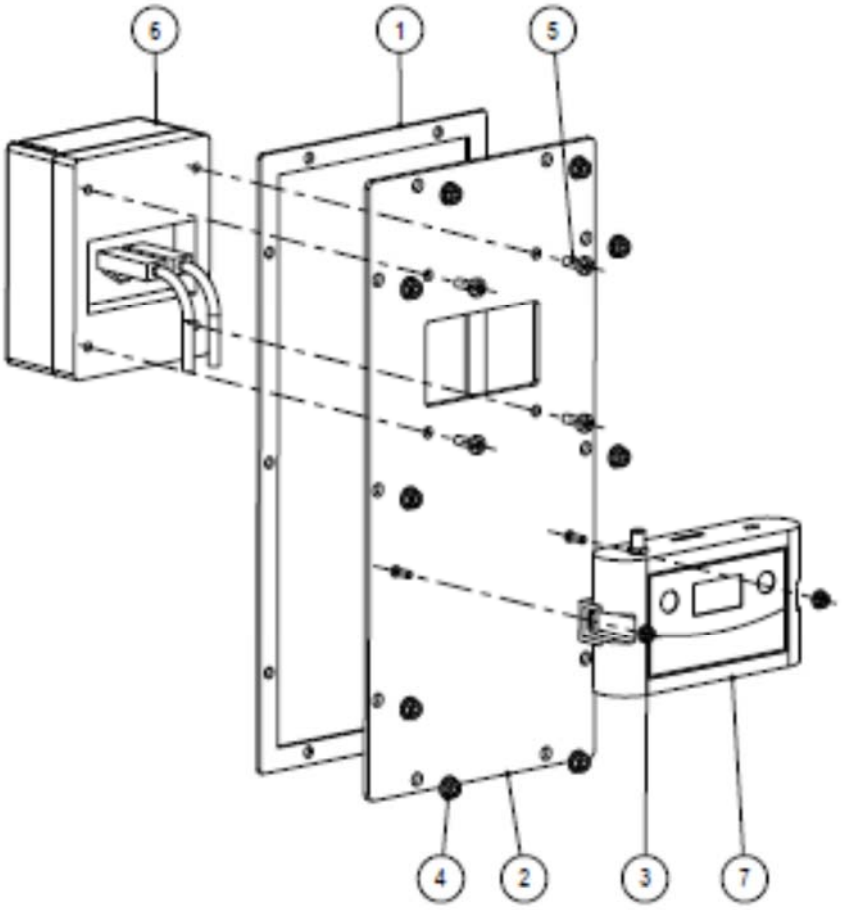


Figure 155

REF	PART NUMBER	DESCRIPTION
1		
3		
4		
5		Cross recessed pan head screw
6		NAYAX POS yellow kit - CPU
7		NAYAX POS yellow kit – card reader

15 Appendices

15.1 Wiring diagram

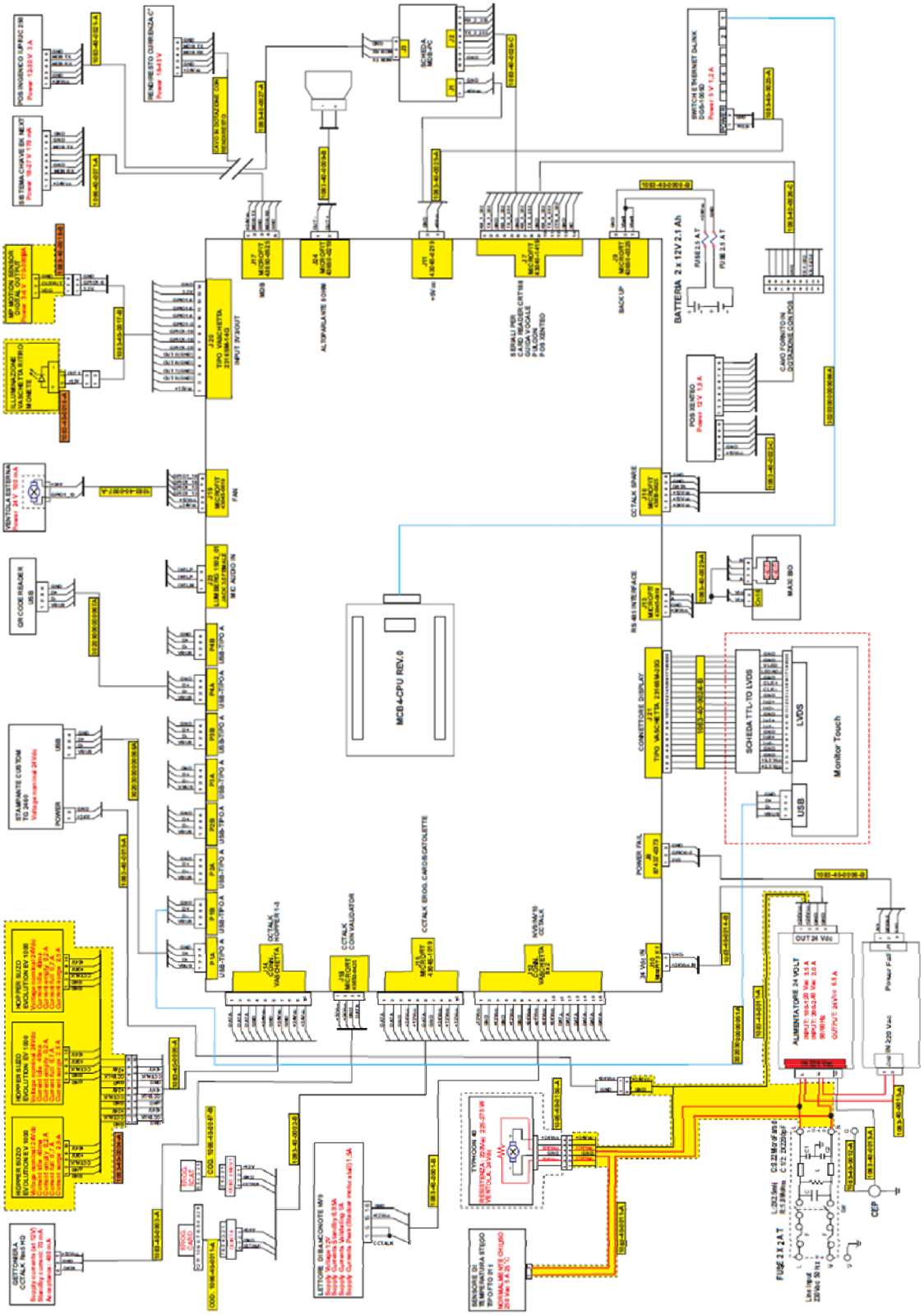


Figure 156

15.2 Decommissioning and disposal

At the end of its life the product must be decommissioned and sent to a disposal centre.

Remove the machine from its installation place, empty it of all coins and remove the power cable. Contact SUZOHAPP for the collection of the decommissioned machine Call the following telephone number: +39 02.95781111.

The machine must be disposed of as provided for Legislative Decree 25/07/2005 no. 151.

To this purpose, please carefully read the following information.

EN

Since December 31, 2006, precise criteria have been established with regard to the Disposal of Waste Electronic and Electrical Equipment (WEEE), aimed at protecting the environment.

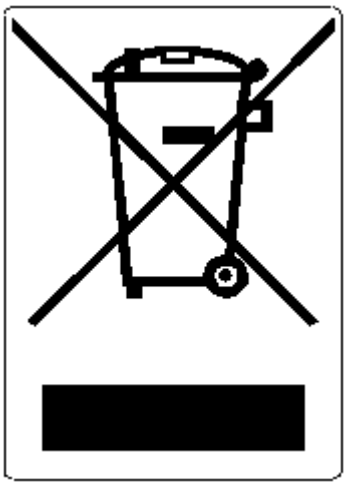
These machines fall within the scope of legislative decree 151/2005 annex 1B article 2 section 1, since they are:

7.6 Coin / token machines

10.2 Automatic dispensers of cash or products.

In brief:

- These machines must not be disposed of as normal waste but rather be separately collected.
- Dealers will collect used machines for free, then they will send them to specialised centres so that they can be correctly disassembled and any reusable material can be recycled.
- Collection centres for waste electronic and electrical equipment (WEEE) have been created. Users can return used machines to their dealers when a new, equivalent machine is purchased.
- These machines or parts thereof are potentially harmful to the environment and to human health if used incorrectly or if not disposed of in compliance with this procedure, due to some substances being present in the electronic components.
- The symbol representing a crossed-out trash bin, conspicuously affixed on these machines, means without doubts that the machine has entered the market after August 13, 2005 and that it must collected separately.



The following sanctions will be applied in case of unlawful waste disposal:

- In the case provided for by article 6, paragraph 1, letter b), a dealer that does not accept the return of a used electrical or electronic equipment for free will incur a monetary sanction of Euro 150 to Euro 400 for each device that is not accepted or is accepted for a fee.
- A manufacturer that does not organise a separate collection system for professional WEEE as per article 6 - paragraph 3 and a system for returning and sending, treating and recycling the WEEE, pursuant to articles 8 - paragraph 1 and 9 - paragraph 1, 11 - paragraph 1 and 12, paragraphs 1, 2 and 3, without prejudice to the agreements signed pursuant to article 12 - paragraph 6, will incur a monetary sanction of Euro 30,000 to Euro 100,000.
- A manufacturer that after August 13, 2005 does not provide the financial guarantee prescribed by article 11 - paragraph 2 or 12 - paragraph 4 when the electrical or electronic device enters the market, will incur a monetary sanction of Euro 200 to Euro 1,000 for each device which enters the market.
- A manufacturer that does not provide instructions for the use of WEE pursuant to article 13- paragraph 1 will incur a monetary sanction of Euro 200 to Euro 5,000.
- A manufacturer that, within one year of the launch on the market of any new WEE, does not provide the re-use centres and the treatment/recycling plants with the instructions mentioned in article 13- paragraph 3 will incur a monetary sanction of Euro 5,000 to Euro 30,000.
- A manufacturer that after August 13, 2005 launches on the market WEE without the identification or symbol set out by article 13 - paragraphs 4 and 5 will incur a monetary sanction of Euro 200 to Euro 1,000 for each device that enters the market. The same monetary sanction applies if the identification or symbol do not meet the requirements set out by article 13, paragraphs 4 and 5.
- A manufacturer that launches on the market a WEE without being registered with the Chamber of Commerce pursuant to article 14- paragraph 2 will incur a monetary sanction of Euro 30,000 to Euro 100,000.

- A manufacturer that does not communicate the information provided for by article 13, paragraph 8 to the national register of the subjects obliged to dispose of WEEE within the terms set out by article 13, paragraphs 4 3 5 can incur penalties.
- With the exceptions set out by article 5 paragraph 2, anyone who, after July 1, 2006, launches on the market WEE containing substances listed in article 5, paragraph 1 or further substances identified pursuant to article 18, paragraph 1, will incur a monetary sanction of Euro 50 to Euro 500 for each device that enters the market or of Euro 30,000 to Euro 100,000.

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