



Caring for your rePAY Kiosk

A quick guide for routine maintenance for your kiosk.

Proper Preventative Maintenance will increase the lifespan and workability of your rePAY Kiosk drastically.

We recommend scheduling and completing maintenance for specified parts on your equipment daily, weekly and/or monthly.

Page	
01-02.	Preventative Maintenance Kit Contents
03.	Exterior and Screen - <i>Clean weekly or as needed</i>
04.	Upper Compartment - <i>Clean weekly or as needed</i>
05-07.	Hopper - <i>Clean monthly</i>
08-10.	Card Reader and RFID Cards - <i>Clean bi-weekly or as needed</i>
11.	Cassettes - <i>Clean monthly or as needed</i>
12-13.	Dispenser - <i>Clean monthly or as needed</i>



Preventative Maintenance Kit Contents

Each PM Kit contains the following:

- 10 Card Reader Cleaners (*extras are available for purchase*)
- Electric Air Duster
- Microfibre Cloth
- Rubber Renew
- Standard Phillips Screw Driver
- Q-Tips

Kits are available for purchase directly from RapidCash ATM

Cost: \$160 plus GST



Exterior and Screen

Clean Weekly or as needed

Due to being a Touch-Screen, the rePAY screen will need to be cleaned often because of dirty fingers. The exterior of the unit will also accumulate dust and dirt as people rest against it or just due to the environment they're located.

To clean:

01. Spray the cloth with a standard cleaning solution.
02. Wipe the screen and the plastic upper bezel with the cloth.



Warning:

It is imperative when cleaning the machine that you **DO NOT** spray the cleaning solution directly onto the **Screen**, **Keypad** or into the **Card Reader** or **Printer opening**. Spraying the solution directly onto the **Screen** will cause the liquid to seep through the bottom and could damage circuitry.

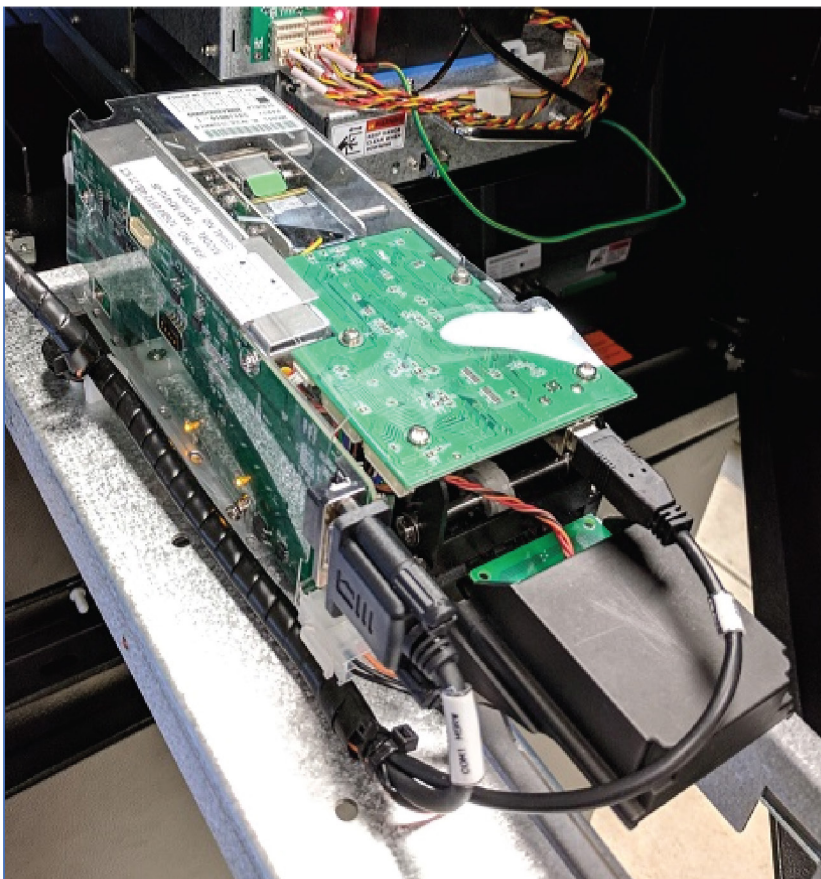
Upper Compartment

Clean Weekly or as needed

The upper compartment houses most of the devices used in day to day operations. Keeping this area clean will ensure that the devices do not accumulate dust. Excess dust, for large periods of time, can cause circuitry to overheat or parts such as fans to seize.

To clean:

- 01.** Use the provided Air Duster to blow out the entire upper compartment.
- 02.** Wait 5 minutes for the dust to settle
- 03.** Pull the Card Reader outwards from the machine. Blow the dust off the Card Reader.

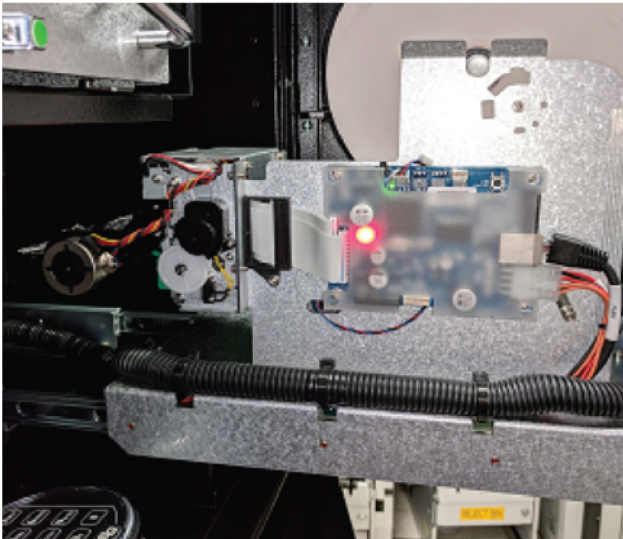


Upper Compartment

Clean Weekly or as needed

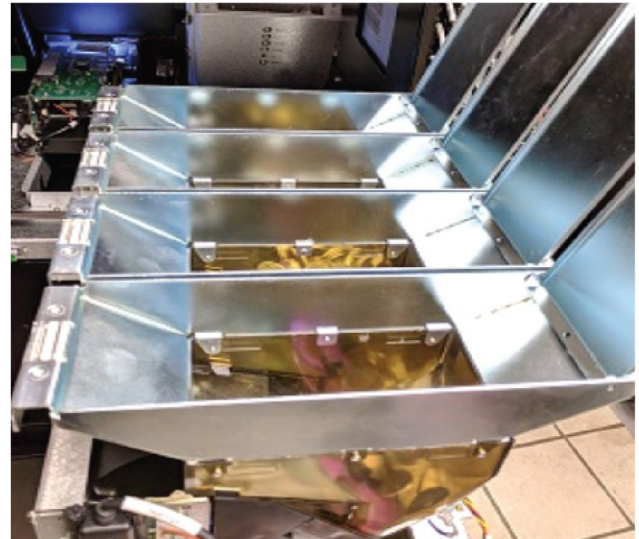
04.

Pull the Printer outwards from the machine.
Blow the dust off the feed of the Printer.



05.

Pull the Coin Hoppers outwards from the machine. Blow dust off all available areas.



06.

Pull the Printer outwards from the machine.
Blow the dust off the feed of the Printer.

07.

Blow dust out of the power supply.



Hoppers

Clean Monthly or as needed

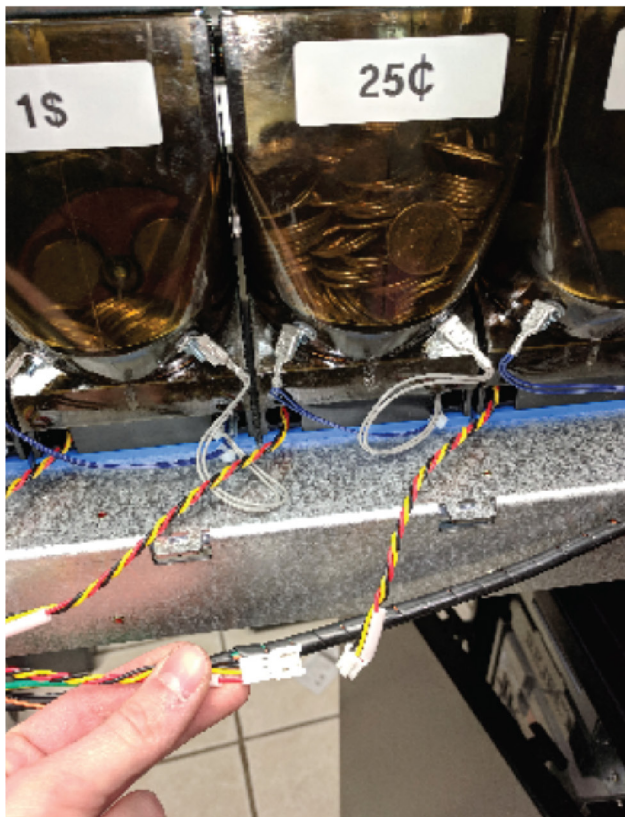
The hoppers store and deliver coin to the customer. Coin is inherently dirty. Dirt and grime will build up on and underneath the coin disk. To ensure that the hoppers last as long as possible and that coin dispenses with minimal errors; it is crucial that you clean them often.

To clean:

01. Pull hopper outwards from the compartment.

02.

Locate the hopper power cable indicated below. Disconnect the power.



03.

Remove the hopper by pressing the blue tab underneath the hopper.



Hoppers

Clean Monthly or as needed

04.

Place the hopper on a flat surface, facing toward you.

05.

Place your thumbs where indicated below. Gently press outwards with your thumbs and lift the topper housing upwards.



06.

Use the electric blower to remove the excess dust.



07.

Use the microfibre cloth to wipe the dirt and grime away from the coin disk.

08.

Carefully spin the disk with your finger, in a counter-clockwise direction, and continue to clean underneath the coin disk.

Note** The disk will not spin freely, there will be **some** tension.

Hoppers

Clean Monthly or as needed

09.

Place the hopper housing back into position.

10.

Put the hopper back in its allocated spot and reconnect the power.

11.

Repeat these steps with the other 3 hoppers.

Card Reader and RFID Cards

Clean Bi-Weekly or as needed

Clients will be handed cards from workers that have just sorted sticky bottles. The **Card Reader** will incur jams and damage if the cards that are inserted are dirty and/or sticky. A “best practice” must be incorporated into your operations to ensure the reader works as well as possible.

To clean:

01.

Ensure employees are taking off their gloves prior touching the cards.

02.

Cards need to be cleaned afterhours. Every Depot will have a different cleaning schedule for the cards based on use and cleanliness. Just remember that the cards need to be as clean as possible to ensure the Card Reader functions properly.

03.

It is best to soak the cards in “room temperature water” and then wipe them with a non-residue cloth after.

Card Reader

Clean Bi-Weekly or as needed

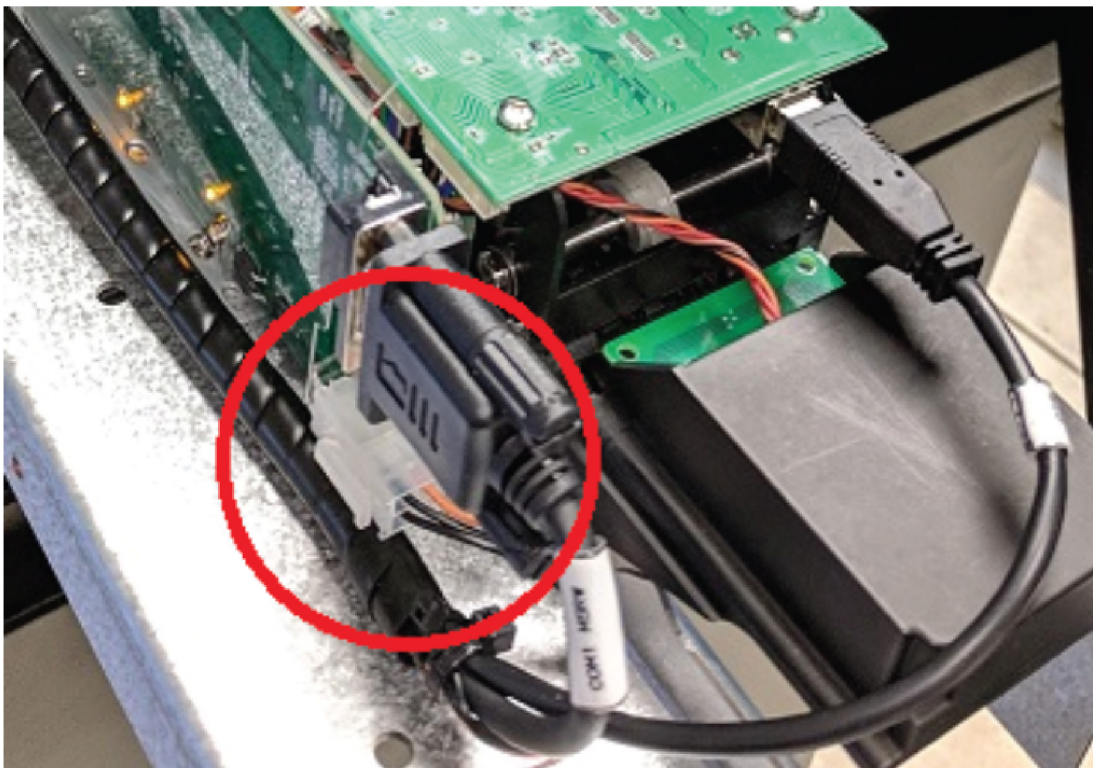
To clean:

01.

Pull the Card Reader outwards from the upper compartment.

02.

Disconnect the Molex connector at the back of the Card Reader.



03.

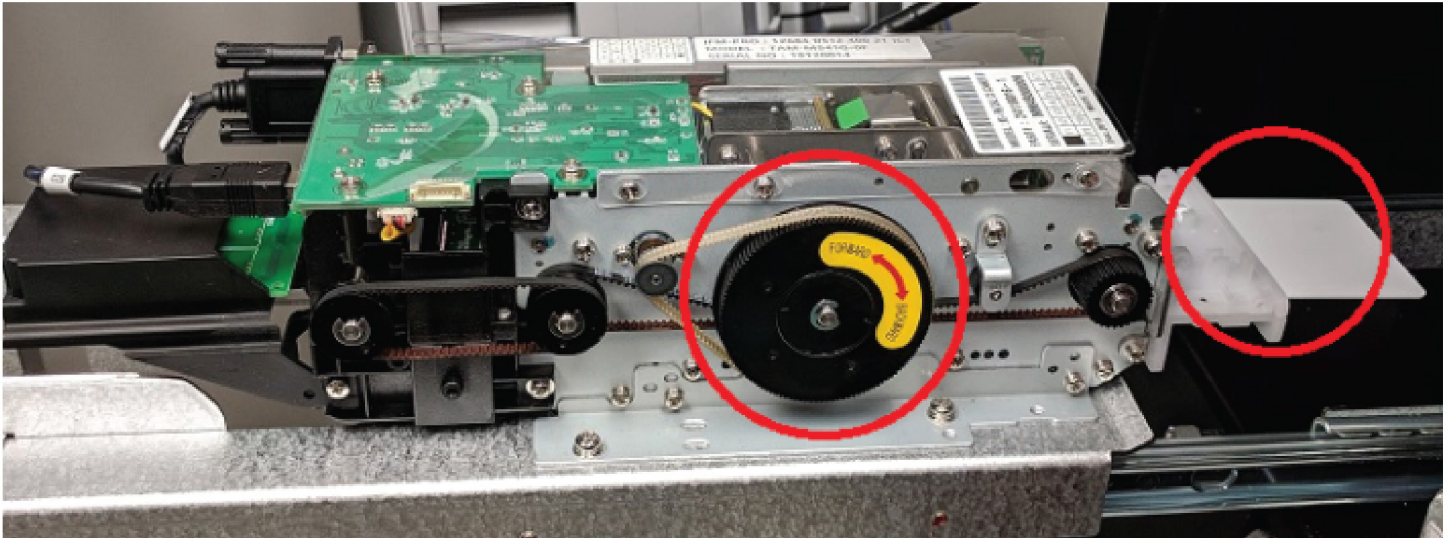
Insert a Card Reader Cleaner into the front of the Card Reader.

04.

Use the "Manual Rotating Gear", located on the left of the Card Reader to move the Card Reader Cleaner throughout the reader.

Card Reader

Clean Bi-Weekly or as needed



05.

Run the Card Reader Cleaner through the system multiple times. Make sure to flip the Card Reader Cleaner over after each run through.

06.

When cleaning has been deemed sufficient (*when seemingly no more dirt is being attached to the Card Reader Cleaner*), push the Card Reader back into place.

07.

Plug back in Molex connector.

Cassettes

Clean Monthly or as needed

Cassette pickers need to be cleaned as the rubber picks up dirt and causes bills to slip when being picked.

To clean:

01.

Remove the Cassette from the dispenser.

02.

Open the Cassette.

03.

Spray Rubber Renew onto a microfibre cloth.

04.

Wipe the Cassette pickers with the cloth
(pickers are circled right).

05.

Close the Cassette and insert into the dispenser.

06.

Repeat with the other Cassettes.



Dispenser

Clean Monthly or as needed

The dispenser is the delivery system for your notes. There are a series of intricate sensors that ensure the notes are properly dispensed to the client. It is important to dust off the sensors as often as possible.

To clean:

01.

Pull the dispenser out towards you.

02.

Remove the Cassettes.

03.

It is best to soak the cards in “room temperature water” and then wipe them with a non-residue cloth after.

04.

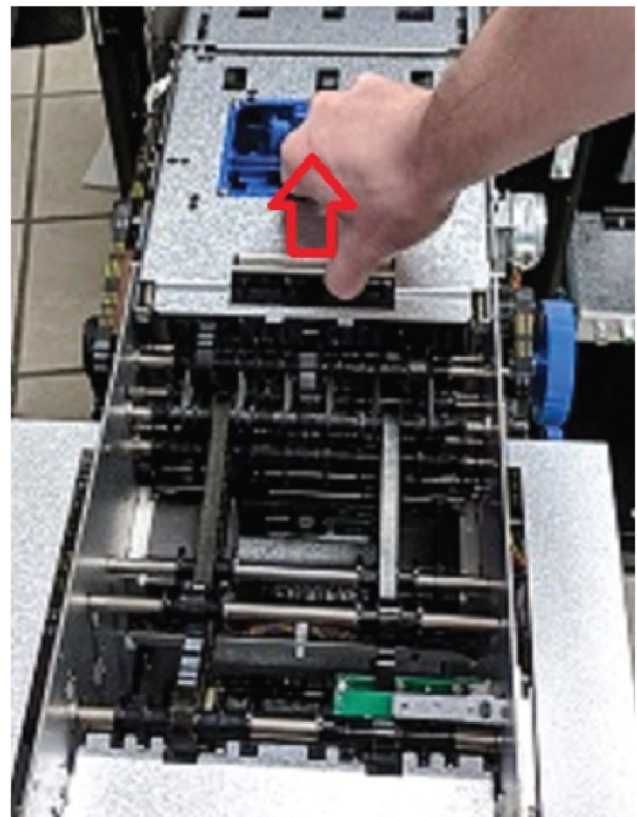
Open the Presenter Compartment.

05.

Use the Electric Blower to blow out the Presenter Compartment.

06.

Close the Presenter Compartment.



Dispenser

Clean Monthly or as needed

07.

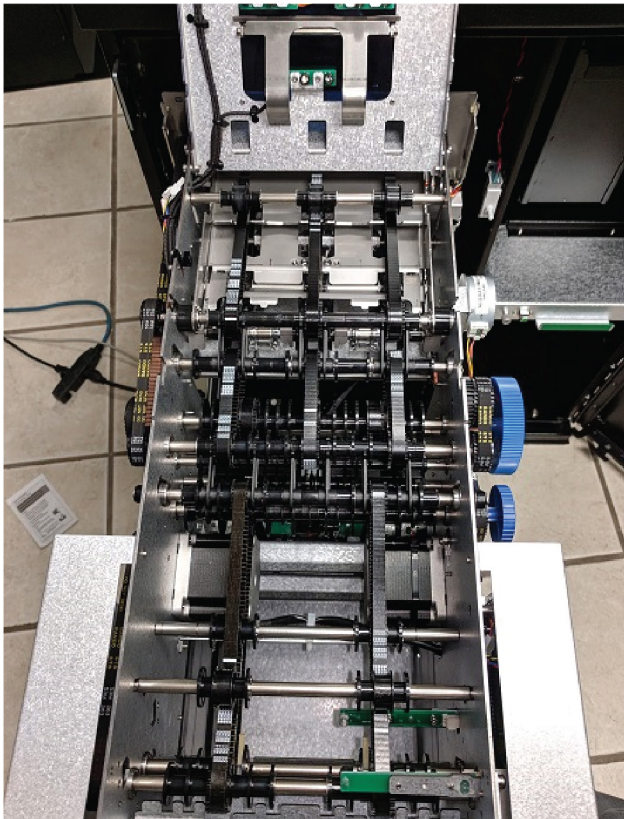
Use the Electric Blower to clean the sides of the dispenser and any visible sensors. Sensors are located on the ends of long circuit boards. Sensors are clear or black.

08.

Insert the Cassettes and push the dispenser inwards.

09 .

Repeat these steps with the other 3 hoppers.



Contact

Thank you.

If need additional support please contact us:

We pride ourselves on our exceptional client support -

If you're still having a problem with one of our Kiosks, please get in touch and we'll help resolve the issue as fast as possible.



Call Toll Free:

1 855 820 2274



Email Support:

support@rapidcashatm.ca

For additional resources, please visit: rapidcashatm.ca

RapidCash ATM Ltd.

15001 112 Avenue
Edmonton, Alberta,
T5M 2V6

