

Xchange Kiosks

General Kiosk Maintenance

This Quick Reference (QR) Guide explains how to perform general maintenance and service on the Xchange kiosks on a regular basis.

NOTE: Follow the property's procedures for handling printed reports generated from the kiosk's

CAUTION: Follow the property's instructions for Personal Protective Equipment (PPE) and safe equipment handling.

ELECTRICAL SHOCK HAZARD: Serious shock hazard leading to death or injury may result if you do not take particular precaution. Ensure that the AC power outlets have protective ground terminals. Disconnect the power source prior to performing electrical maintenance. Prevent water or any other liquids from running onto electrical components or circuits, or through openings in the enclosure. Take precautions to prevent ESD damage due to electrostatic discharge.



General Kiosk Maintenance

Routine maintenance on all models of Xchange kiosks is recommended to maintain a highly functional and effective kiosk unit. Performing general maintenance on a regular basis has been proven to reduce errors and prevent potential breakdowns to major components.

It is important to know that preventive maintenance (PM) normally takes place between 700,000 – 1,000,000 notes dispensed. The general maintenance procedure detailed in this QR should occur between PM service visits or performed as needed. Factors such as volume of notes dispensed, kiosk placement, and/or normal wear and tear may cause more frequent maintenance and service/cleaning.

Supplies

All supplies listed below are needed to perform general maintenance on a kiosk unit:

1. Vacuum
2. Data Blower
3. Mask
4. Goggles
5. Terry Cloth towels

Procedure

1. Open all doors
 - a. Remove cassettes and coin hoppers.
 - b. Remove any log or MEAL book, remotes, ticket paper stacks, etc. from kiosk.
2. Vacuum components
 - a. Vacuum noticeable heavy dirt/dust from kiosk
 - i. Start from top door and work your way down, paying special attention to the following areas:

1. Major components behind top door
 - a. Monitor
 - b. Card reader
 - c. Igus chain
 - d. PIN pad
 2. Top cabinet fans
 3. Top of PC
 4. Shelf
 - a. Under hopper tray
 - b. Under printer bracket
 5. Power supply(s)
 6. Bottom cabinet fans
 7. UPS area
 8. Behind dispenser (area where dispenser was removed)
3. Blow out components
- a. Use data blower to blow out any dust that is left to make sure cabinet is cleaned out, paying special attention to the following areas:
 - i. Top door
 1. PCs
 2. Fan vents
 3. Coin hoppers
 4. Card reader
 5. Printer
 - a. Open top door of printer
 - i. If FutureLogic, open gate by pulling yellow lever
 - ii. Bottom right
 1. Blow out fan vents and air filters
 2. Blow out Condor and/or Trimag power supply(s)
 3. Blow out UPS
 4. Remove BVs and set to the side
 - a. Blow out stacker housing area
 - b. Open each BV's validating head and blow out all loose particles from sensors
 - iii. Dispenser door/area
 1. Blow out LED lights
 2. Blow out dispenser housing
 3. Blow out the side belts
 4. Blow out top unit
4. Inspect dispenser
 - a. Remove and blow out and vacuum any debris

5. Clean/wipe down components
 - a. BV heads
 - i. Use a dry microfiber dust cloth to clean sensors
 - b. Printer
 - c. Upper monitor (if applicable)
 - i. Use a dry microfiber dust cloth to prevent scratches
 - d. Plexiglass front & LED back light
 - i. Remove back light on machines where liquid may have spilled between glass and light
 - e. Shutter door
 - f. Bezels
 - g. PIN pad area
 - h. Front of kiosk
 - i. Top of kiosk
 - j. Any drink spills or other damage

