

Napkin/Tampon Vendors

TROUBLESHOOTING - Models: 401, 402, 403, 404, 426, 428, 4017 & 4018

It is very important to use the correct sized product in these machines.

These vendors will dispense all popular brands of the correct size.

Napkins must be 3" x 4¼" x 1" or smaller with a maximum capacity of 30.

Tampons must be 5-1/8" long x ¾" diameter or smaller with a maximum capacity of 28.

Napkin Jam Problems

Operation: Napkins are dispensed by an alternating paddle. This paddle is driven by a cam on the back side of the coin mechanism. Each turn of the coin mechanism rotates the cam ½ turn or 180°. The first turn of the coin mechanism, the cam pushes the paddle in one direction and pushes out a napkin. The next turn, the cam pushes the paddle in the opposite direction and push out the next napkin.

Problem: From time to time product may jam due to over filling, wrong size product, damaged box or other reasons. When product does jam, users will try to force the handle on the coin mechanism to get the product out. This can eventually cause the paddle to bend out of alignment. This may also cause the coin mechanism to wear and turn hard or it may not turn at all.

Remedy: Remove the coin mounting plate assembly (Fig. 1). Test the coin mechanism without any load. If it turns hard, it has worn inside and should be replaced. Remove two phillips head screws to remove the coin mechanism. If the coin mechanism turns freely paddle alignment should be checked.

To check paddle alignment:

1.) Swing the **paddle arms** (uprights) forward so that each touches the back side of the mounting plate assy. Make sure these arms sit flat against the back of the mounting plate. If paddle arms are not flat against the plate, bend to straighten as necessary. See Fig. 2 & 3.

2.) Check paddle **pivot ears** to make sure there is not an excessive gap between the ears and the retaining clips on the pivot pin. There should be no more than 1/32" of vertical movement. If there is excessive up and down movement bend the ears apart to close the gap. See Fig. 2 & 3.

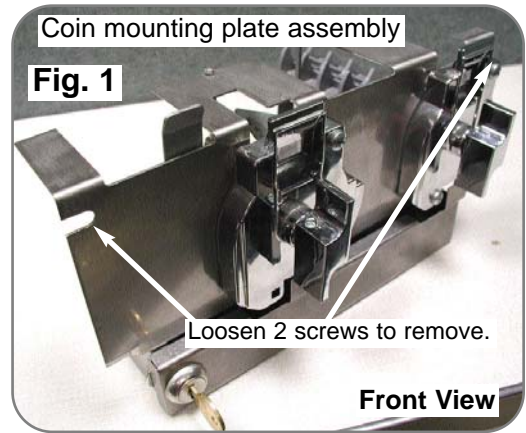
3.) Check paddle **cam slope** angle and surface. Make sure the cam slopes are both bent at a 30° angle. The cam slope surface should be clean and smooth with no grooves or scrape marks. If the cam slopes are worn and have grooves or scrape marks, the paddle should be replaced. See Fig. 2 & 3.

Paddle part number: 330-106

4.) Check the **cam**, located on the back side of the coin dispenser. The cam surface that drive the slopes of the paddle should be clean and smooth with no grooves or scrape marks. Replace if worn. See Fig. 4.

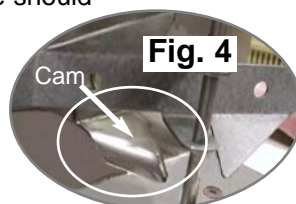
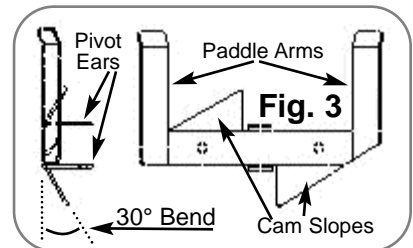
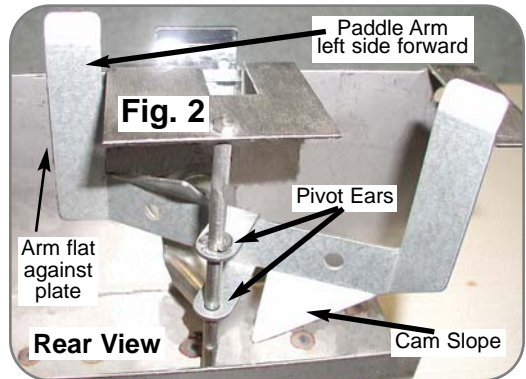
Cam part number: 270-072

Note: It is necessary to use the napkin weight assembly (S01-374) in order for the product to dispense properly.



Coin Mechanism & Coin Mounting Plate Assy.		
**Coin Mech.	Amount	*Mtg. Plate Assy.
A 19-003	Free	S01-357040
A 19-004	5¢	S01-357041
A 19-005	10¢	S01-357042
A 19-006	25¢	S01-357045
A 19-007	50¢	S01-357043
A 19-013	\$1.00	S01-357044

****Includes label and screws**
*Includes Coin Mechanisms *Except model 402



Tampon Jam Problems

Operation: Napkins are dispensed by a rotor with teeth on two sides. With each turn of the coin mechanism the rotor makes 1/2 turn and dispenses a tampon.

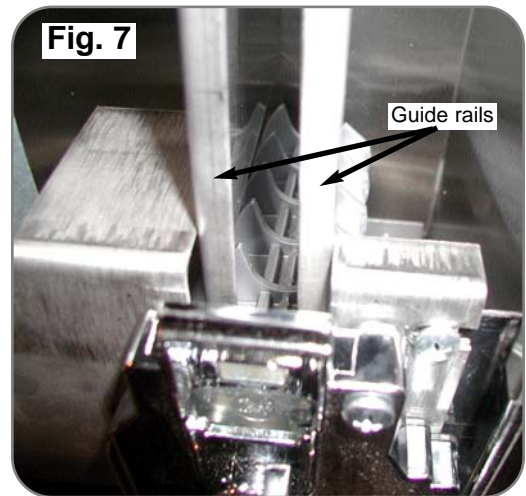
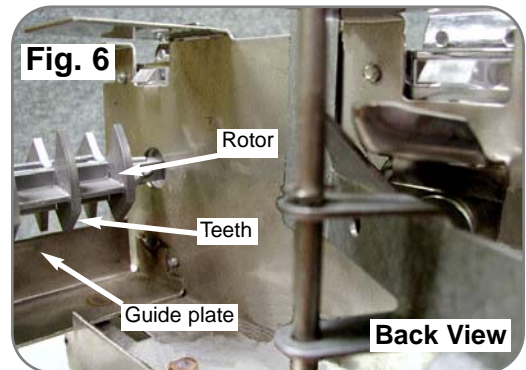
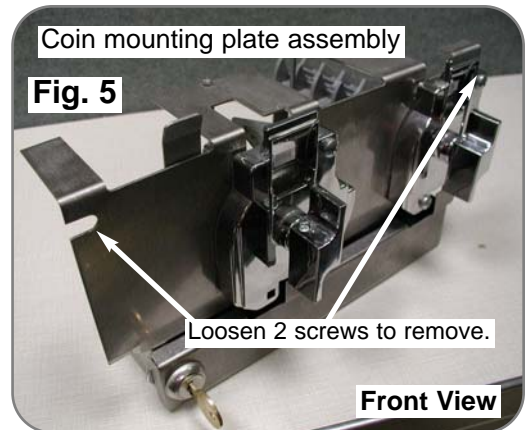
Problem: From time to time product may jam due to over filling, wrong size product, damaged tube or other reasons. When product does jam, users will try to force the handle on the coin mechanism to get the product out. This may eventually cause the coin mechanism to wear and turn hard or it may not turn at all.

Remedy: Remove the coin mounting plate assembly (Fig. 5). Test the coin mechanism without any load.

1.) If the coin mechanism turns hard, check to make sure the rotor teeth are not hitting the guide plate. If the teeth are hitting the guide plate, bend plate back to clear the rotor teeth or file the rotor teeth to clear the guide plate. Replace rotor if damaged. See Fig. 6.
Rotor part number: P10-524

2.) If there is no interference of the rotor and the coin mechanism still turns hard, it has worn inside and should be replaced. See part numbers on previous page.

3.) If the coin mechanism turns freely without any load, look for problems in the cabinet. Inspect the tampon guide rails to make sure they are not bent and are evenly spaced. Only slight tweaking may be necessary to re-align the rails. See Fig. 7.



Other Napkin/Tampon Dispenser Parts	
Part No.	Description
P10-526	Key for door
P10-558	Lock for door
P10-548	Key for coin box
P10-519	Lock for coin box
A18-037	Coin box cover & lock assy.
S01-370	Coin box cover & lock assy. (pre 1993)
P20-039	Maintenance and loading instructions
P20-039A	Maintenance and loading instructions (402 & 427)
P20-034	Label - Free
P20-035	Label - 5¢
P20-036	Label - 10¢
P20-037	Label - 25¢
P20-078	Label - 50¢
P20-117	Label - \$1.00
Coin Mounting Plate Assy. for Models 402 & 427	
S01-361040	Free
S01-361041	5¢
S01-361042	10¢
S01-361045	25¢
S01-361043	50¢
S01-361044	\$1.00

Note: It is necessary to use the **tampon weight assembly (S01-499)** in order for the product to dispense properly.