

# RVM Errors – Self-Help Guide for Stores

EcoVend has developed the following self-help guidelines to assist in preventing or swiftly resolving common RVM (Reverse Vending Machine) fault issues. These guidelines aim to reduce the necessity for phone calls or waiting for engineer visits, which can prolong resolution times.

**Recommended best practice for everyday tasks to be completed during the cleaning routine or at beginning or close of trade.**

## **Adjusting/Recalibrating Shape Sensing Camera to improve and maintain barcode reading accuracy – Step by Step guide:**

1. Tap the EcoVend Logo twice.
2. Enter the password **rvm2021** to access the settings screen.
3. Choose the 'Camera' button.
4. Click on 'Take Photo' to adjust the background picture for shape sensing.
5. Tap the 'Back' button twice to return to the App Home Screen.

## **Recommended Actions in the event of the following errors occurring.**

If any of the listed error messages occur, try the solutions provided. If the issue persists, log it by either email or support phone provided.

**Error message: The Shoe does not return to the home position**

Solution Options (Time Required: 2 minutes)

**Option 1** – Press OK on the Error Screen – PLC runs an automatic reset and error should clear automatically – 30 seconds.

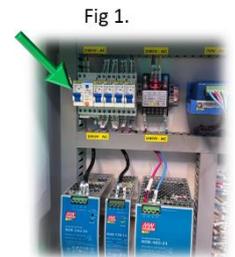
**Option 2** – To open the large machine door, use the available key. Insert the key into the engineer box and turn it all the way to the left to power off the machine. Hold it in this position for 30 seconds as this will reset PLC module. Then, return the key to the middle to power on the machine and extract the key. Finally, close the large machine door and lock it using the key.

## **Container Stuck Under the Shoe - can be visibly seen under the shoe at the end of the conveyor belt.**

Solution Options (Time Required: 3-5 minutes)

**Step 1** - On the top right of the touchpad screen double tap on ECOVEND- Input password **rvm2021**- Select PLC test- Select Shoe Left Swing Left- this action will either kick the stuck item under the shoe or make it easier to pick or push the bottle down the compactor - Press Shoe Right Swing Test- Top left of the screen press BACK x2 return to app screen.

**Step 2** - If the container remains stuck, start by opening the doors, then pressing the **emergency stop button**. If the container is easily removable, carefully reach for it. If it's difficult to remove, power off the machine either by unplugging from socket or remove front panel from electric box using available key and flick the switch shown in image Fig1 down. After powering off, retry the steps (powering off ensures the shoe movement becomes free) with 360-degree scanner open for easy access. Power machine back on either by inserting the plug back in the socket or flick switch back up, close and lock the electric box door. Finally, close the large machine doors and lock it using the available key.



**Weight sensor issue - Error message: Weight timeout**

Solution can include: (Time Required: 2 minutes)

Step 1- On the top right of the touchpad screen double tap on ECOVEND- Input password **rvm2021**- Press Weight sensor- Press connect, then Get- if the figure of the weight is above or below 0- Press Reset to Zero, then Get- Top left of the screen press BACK x2 to return to app screen.