RVM Maintenance & Troubleshooting Tips

Re-turn

Retailers must comply with schedule 1 of the retailer membership rules (1.3)

"The Retailer is responsible for ensuring that the automated collection procedures comply with all applicable laws and regulations and that the RVM(s) is available during agreed hours and is properly maintained and calibrated."

Troubleshooting Common Issues

1. **Jammed/Stuck Containers**
   - Follow your RVM safety protocols to initiate an emergency stop. Use a manual release mechanism, and remove the jammed item.
2. **Sensor Malfunctions**
   - Sensors are typically recalibrated during a clean cycle. Ensure to clean the intake area, including mirrors and cameras, as this affects sensor recognition.
3. **Bin Full**
   - RVMs may incorrectly display this when a plastic bin liner sits too high above the bin, or if the bin is placed into the RVM incorrectly. Adjust the bin liner height, or return the bin to the correct position.
4. **Belt Slippage**
   - Belts can often be removed from the machine to enable easier cleaning. Once removed, there is a cog within the RVM at the back of the belt that should be inspected for dirt or debris, and cleaned accordingly.
5. **Till Rolls**
   - Only insert till rolls recommended by the RVM supplier. Till rolls may not feed or print properly or if inserted incorrectly into the infeed module.

RVM Service Requests

- In the event a retailer is unable to troubleshoot and immediately resolve an issue with an RVM, **the retailer should contact their RVM Supplier service desk for direct support ASAP.**
- **DO NOT switch off your RVM,** unless instructed by your supplier

RVM Suppliers can provide the following levels of support:

- Immediate r**emote support** to troubleshoot issues via phone or email
- Send **video guides and tutorials** to remotely resolve the issue
- Schedule an **engineer to visit store** and manually fix machine

Collections, Bins and Storage

- For any enquiries regarding collections, **you should contact the scheme logistics and collections partner directly here**
- Email: drscollections@lpp.ie
- Phone: **0818 226 227**

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Cleaning and Maintenance

- **Initiate the cleaning cycle on the RVM at least once daily**
  - **Deep cleaning** cycle should be initiated **once weekly**, ensuring all interior and exterior components are cleaned
  - **Many errors and malfunctions can be avoided** by ensuring a daily clean is completed
  - **Ensure you run the clean cycle to clean the key components critical to maintaining machine uptime and availability**
- **Clean the following components**
  - **Receiving Tray/Conveyor belt**
  - **Side wall and back wall surrounding belt**
  - **All sensors and reflectors**
  - **Barcode scanners (refer to your suppliers' maintenance video for locations)**
  - **Bin full sensor and reflector**
  - **Voucher dispensing area**
- **Cleaning Materials**
  - **Use hot water and a non-abrasive material, such as a lint free cloth**
  - **Abrasive materials, lint cloths, and product containing ammonia should not be used, as this can affect sensor recognition of containers**
- **Frequency**
  - **RVMs should be cleaned on a daily basis, and suppliers recommend multiple times daily**
  - **If you do not clean your RVM, your supplier is notified and will likely contact you**
- **Scheduling**
  - **Designate a daily cleaning schedule with an assigned staff member to promote accountability and ownership of daily cleaning duties**
  - **Track machine availability and cleaning schedule, ensuring availability is above 90%, and daily cleaning is completed**
  - **When cleaning is required, or if machine is out of order, inform store management and staff**
- **Tracking and Monitoring**
  - **Track machine availability and cleaning schedule, ensuring availability is above 90%, and daily cleaning is completed**
  - **When cleaning is required, or if machine is out of order, inform designated staff member**

Re-turn Support

- **Scan here or visit www.re-turn.ie/RVM for RVM Maintenance Videos and / or guidance documents.**
- **In the event you have contacted your supplier and not received support, please reach out directly to: retailers@re-turn.ie**