



**Re-turn**

# RVM Maintenance & Troubleshooting Tips

To ensure Reverse Vending Machines (RVMs) operate at optimum level and consumers have a positive experience, the following RVM maintenance and troubleshooting tips are detailed below.

A fully functional RVM will ensure customer retention while having an RVM that is not working at optimum levels may result in loss of customers and revenue.

\*Please note that regular maintenance is required as part of the Re-turn retailer rules.

## Maintenance & Troubleshooting Tips

### Potential Issues

- **Jammed/Stuck Items**
- **Sensor Malfunctions**
- **Network Connectivity**
- **Power Interruptions**
- **Software Glitches**

### General Maintenance

- Ensure RVM bin emptied when full
- Clean intake areas/sensors regularly
- Schedule inspection

### Safety Reminders

- Follow safety protocols
- Contact technical support if required

### Troubleshooting Steps

#### Jammed/Stuck Items

- Inspect the intake area
- Use manual release mechanism
- Follow safety procedures

#### Sensor Malfunctions

- Check for debris
- Calibrate sensors per guidelines

#### Network Connectivity

- Verify settings/connections
- Restart networking devices

#### Power Interruptions

- Ensure secure plug
- Check circuit breakers/fuses

#### Software Glitches

- Restart/RVM software



Scan here or visit [www.re-turn.ie/RVM](http://www.re-turn.ie/RVM) for RVM Maintenance Videos and / or guidance documents.