VENDY1

PRODUCT MANUAL

2in1 Coffee & Snack Vending Machine

Product Manual · Installation, Refilling & Maintenance

For operators and service staff

Model: TCN-60G-C4 / TCN-CSC-10G (H19)



Contents

Labels in square brackets, e.g. **Replenishment**, refer to buttons and menus exactly as they appear on the machine's touchscreen. Detailed instructions for the machine software can be found in the separate Operator Manual for the Android software.

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1

Introduction

Thank you for choosing the 2in1 coffee and snack vending machine. Please read this manual carefully before operating the machine to ensure correct operation and user safety. Keep it in a safe place – it also contains the service information.

1.1 Warranty and service

When unpacking, check the machine for damage and make sure all accessories are complete. If you have any problems during operation, please contact VENDY1 Support (info@vendy1.de) – we will help you quickly.

1.2 About the machine

Food-grade materials
All parts that come into contact with food – including hoses, connectors, paper cups and cup lids – are made exclusively of food-grade materials. Never replace them with non-food-grade materials.

Before first start-up
After delivery, let the machine stand for 12 hours before connecting it to the power supply.

Cleaning
Clean by hand with clean water only. Do not use disinfectants or detergents, and no cleaning agents that leave odours behind.

Maintenance safety
Before any maintenance or cleaning, switch off the main power switch and disconnect the machine from the power supply.

1.3 Copyright

All components of this machine, including hardware and software, are protected by copyright. Copying, imitation, extraction or reproduction in any form is prohibited without the manufacturer's written permission.

1.4 Manufacturer

Manufacturer
Hunan TCN Vending Machine Co., Ltd.

Address
No. 58, Yinzhou North Road, High-tech Industrial Park, Ningxiang, Changsha, Hunan, China

Website
www.tcnvending.com

Email
sales@tcnvending.com

Phone
+86 731 87101005

Complaint hotline
+86 158 7491 1511

After-sales service
+86 731 88048300 · service@tcnvending.com

Note
Your first point of contact for all questions about your machine is VENDY1 Support: info@vendy1.de.

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Safety Information

2.1 Safety warnings

To prevent serious injury from electric shock:

- Use a separate, dedicated and properly grounded socket. Once the machine is in place, the plug must be easy to reach, insert and remove.
- The plug must sit firmly in the socket – a loose connection can cause a fire.
- Never lay the power cord in wet areas or where people can step on it.
- Never use the machine if the power cord is damaged or the plug is worn.
- Unplug the machine before cleaning, repairing or replacing parts.
- Unplug the machine immediately if it behaves abnormally.
- Always disconnect the power before replacing electrical components – otherwise there is a risk of electric shock or damage to machine parts.
- Never operate the machine with wet hands while it is live.
- Do not continue to use electrical components that have come into contact with water without having them checked first.
- If the motor fails, do not disassemble or repair it unless you are qualified. Repairs must be carried out under the supervision of qualified personnel.
- Never store explosive substances inside the machine, e.g. aerosol cans with flammable propellants.
- Do not use flammable materials near the machine – risk of explosion or fire.
- Never climb on or shake the machine – it could tip over.
- Only operate the machine at an ambient temperature of 5 °C to 35 °C. Frost can cause severe damage.



Fig. 2.1 Protect from frost and heat



Fig. 2.2 Danger: electrical voltage

2.2 Placement and transport

The machine is protected on all four sides by foam blocks and wrapped completely in stretch film. If necessary, add paper corner protectors and a wooden crate to protect it against damage, dust and moisture during transport.

1. Do not stack machines during transport, and do not place objects weighing more than 5 kg on top of the machine.
2. Secure the machine with fixed brackets during transport so that it cannot tilt or fall.
3. Before transport, drain all liquid from the boiler and the pipes to prevent frost damage.

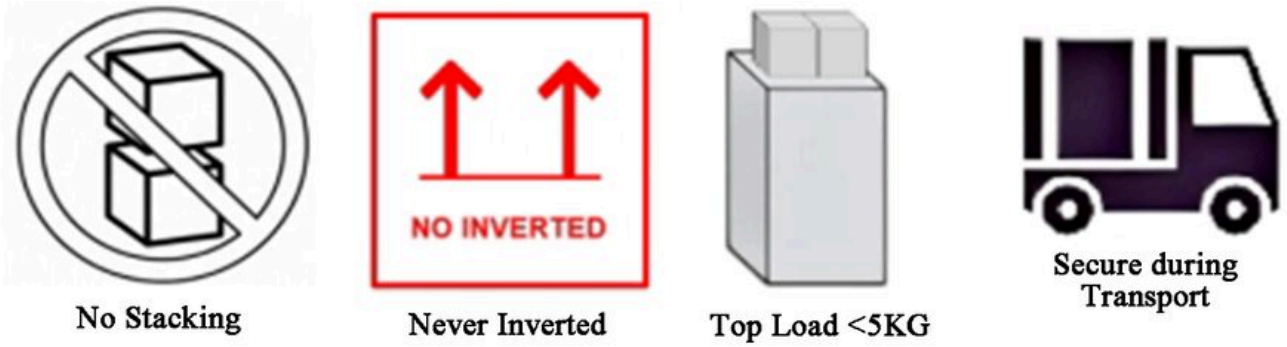


Fig. 2.3 Transport symbols: do not stack, keep upright, max. 5 kg top load, secure during transport

3

Product Information

3.1 Technical data

Model
TCN-60G-C4 / TCN-CSC-10G (H19)

Dimensions (W × D × H)
1437 × 790 × 1950 mm

Rated power
2200 W

Rated voltage
AC 220 V ± 10 %, 50/60 Hz

Screen
21.5-inch HD touchscreen

Slot configuration
6 trays with spring slots (60 single slots or 30 double slots)

Cooling temperature
4–25 °C (adjustable)

Cup capacity
180 cups; cup sizes 10 oz, 12 oz and 16 oz

Ingredient boxes
4 × 4 L

Backend system
Yunshu cloud system

Payment systems
Banknotes, coins, card reader, QR code

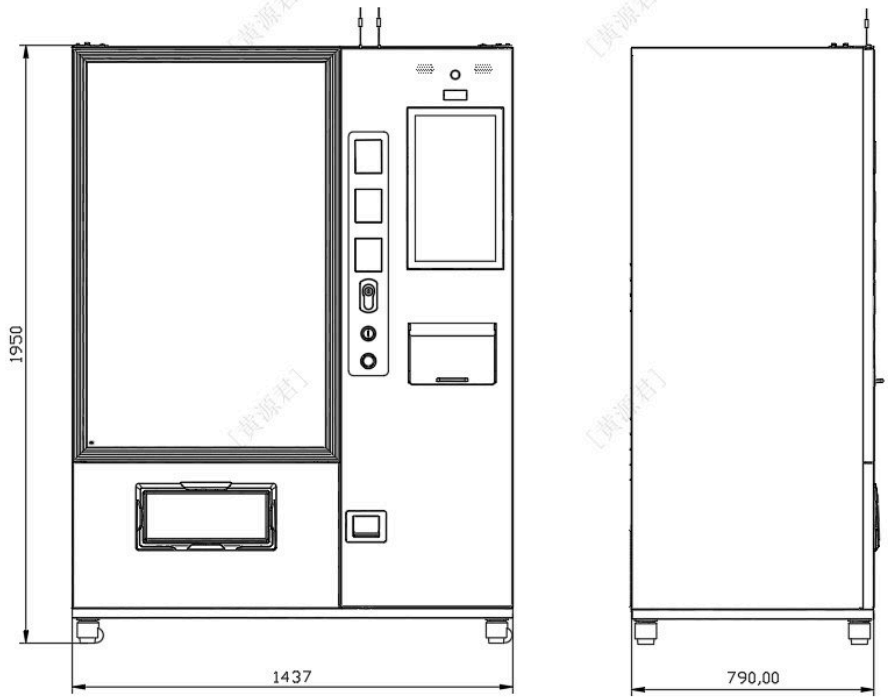


Fig. 3.1 Dimensional drawing – front and side view

3.2 Components



Fig. 3.2 Exterior view

1. Dual speakers
2. 21.5-inch touchscreen
3. Bill acceptor
4. Card reader
5. Door lock
6. Coin slot
7. Cup outlet
8. Coin return button
9. Coin outlet
10. Glass door
11. Slots
12. Pickup port



Fig. 3.3 Interior view with doors open

1. Water tank
2. Ingredient boxes (4×)
3. Cup dispenser (5×)
4. Cup drop module
5. Liquid outlet
6. Water supply barrel
7. Power switch

4

Installation and Operation

4.1 Installing the machine

- Remove all packaging material and check the machine for external damage and the internal components for completeness.
- Install and operate the machine indoors in a well-ventilated place, away from heat sources and direct sunlight.
- Place the machine on a level surface.
- Leave enough space around the machine for cleaning, routine maintenance and repairs.
- Keep a distance of at least 20 cm between the machine and the wall on all sides.

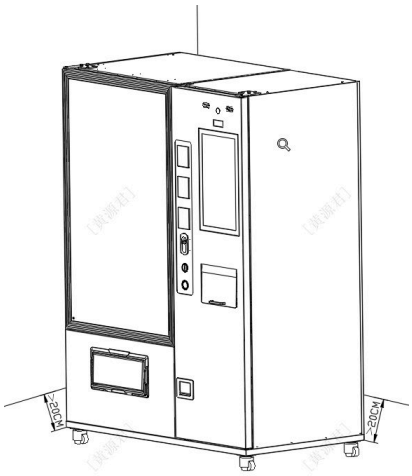


Fig. 4.1 Levelling feet on the base



Fig. 4.2 Turn the wheel to adjust the height of the levelling foot

4.2 Switching on the machine

Connect the machine to a dedicated 16 A socket. Once power is supplied, push the power switch upwards to start the machine.

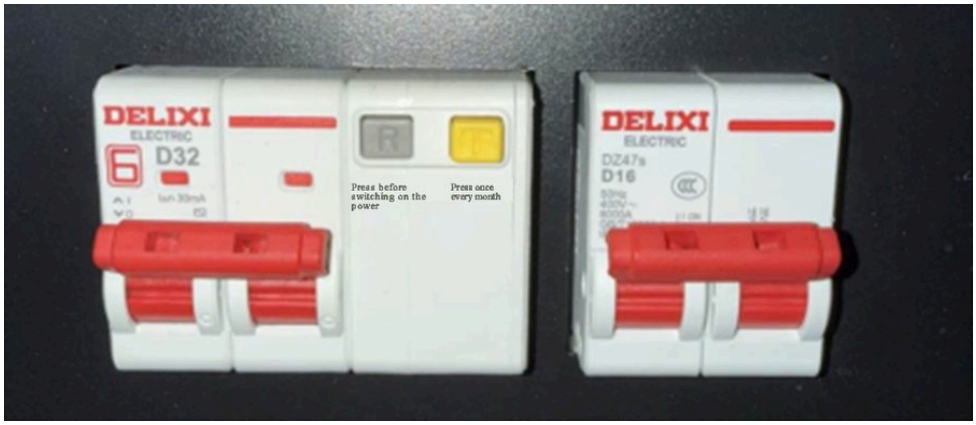


Fig. 4.3 Power switches in the machine

4.3 Refilling

Refilling powder

1. Open the main door with the key.
2. Remove the thermal insulation plate.
3. Turn the discharge nozzle 90° anticlockwise – this prevents powder from spilling.
4. Remove the clamp of the ingredient box.
5. Lift the box gently from below and take it out.
6. Open the lid of the ingredient box and refill the powder.

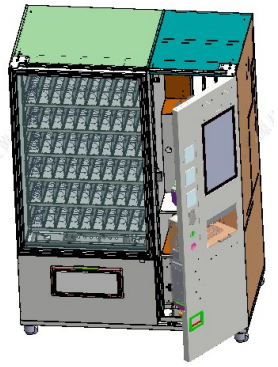


Fig. 4.4 Open the main door



Fig. 4.5 Remove the insulation plate

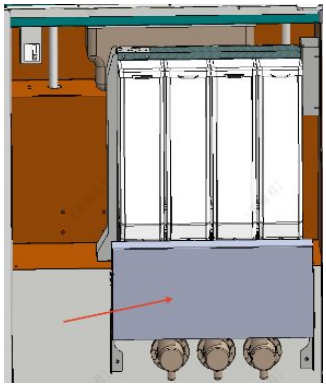


Fig. 4.6 Turn the nozzle 90° anticlockwise

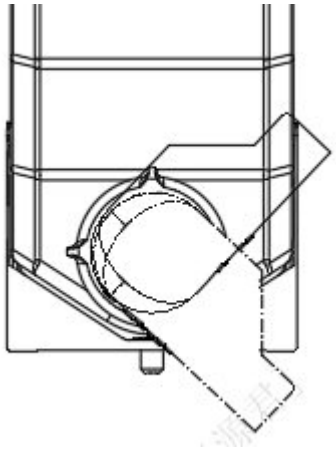


Fig. 4.7 Turning the nozzle prevents powder from spilling



Fig. 4.8 Remove the clamp



Fig. 4.9 Lift out the box

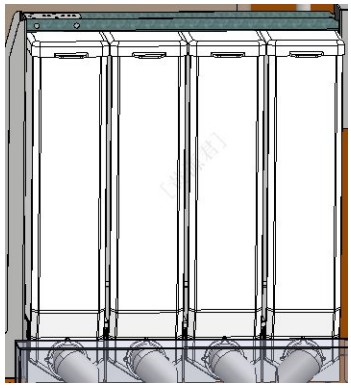


Fig. 4.10 Open the lid

After refilling, reassemble all parts in reverse order.

Refilling the slots

1. Open the main door, then the glass door.
2. Place the products in their designated slots.
3. Close the glass door again after refilling.

> ★ **Tip**
> Put carbonated drinks in the lower slots. Pressurised drinks such as cola belong in the lowest possible slots – otherwise they are shaken when dropping and spray when opened.

- Never place products tilted outwards – they must stand upright or lean slightly inwards. This prevents jams caused by products touching the top of the dispensing compartment.
- Load only identical products into the same spring slot and never leave the front positions empty.
- The spring pitch must match the product size: 75–80 mm is common for bottled drinks, 35 mm for small items such as cigarettes or playing cards. This way products neither jam nor fall through gaps.
- Fill each slot completely if possible. If it cannot be filled completely, leave the rearmost position empty – never the front one.

Refilling cups

Open the main door and insert the cups into the cup dispenser with the openings facing upwards.



Fig. 4.11 Cup opening facing upwards



Fig. 4.12 Cup dispenser

Refilling water

Pull the inlet hose out of the water barrel, remove the empty barrel, put in a new full one and insert the inlet hose into the new barrel. Keep everything hygienic throughout.

4.4 Recording refills in the software

After refilling, enter the remaining quantities in the backend so that the machine knows its current stock.

1. On the shopping screen, tap **Keypad** and enter 73194653.
2. Press and hold the area above **Back** to open the backend login.
3. Enter the password 888888 in the password field and tap **Login**. In the backend, tap **Replenishment**.
4. Enter the actual quantity under "Remaining quantity" and tap **Confirm** to complete the refill.
5. Select **Slave cabinet1**, tap **Replenishment** and set the remaining quantity of the snack slots according to the actual quantity.



Fig. 4.13 Tap Keypad on the shopping screen

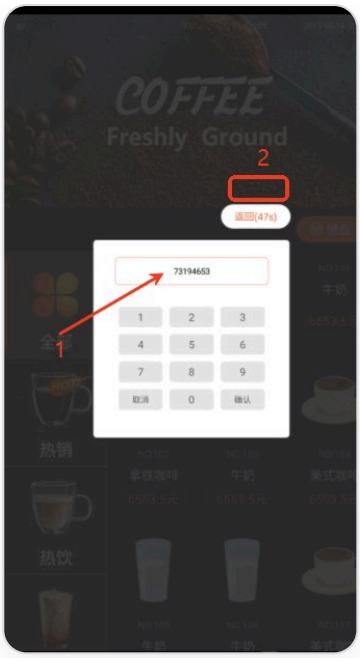


Fig. 4.14 Enter the code and press and hold the area above Back

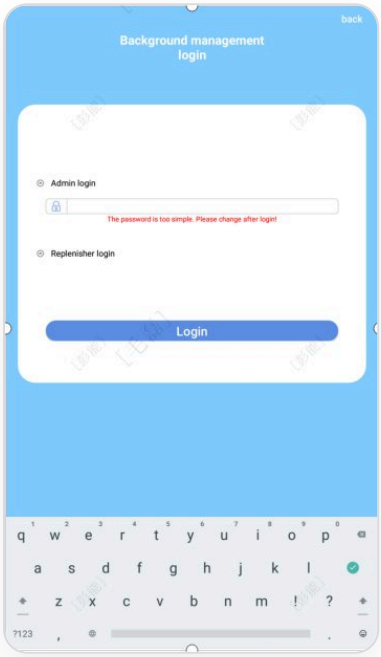


Fig. 4.15 Backend login

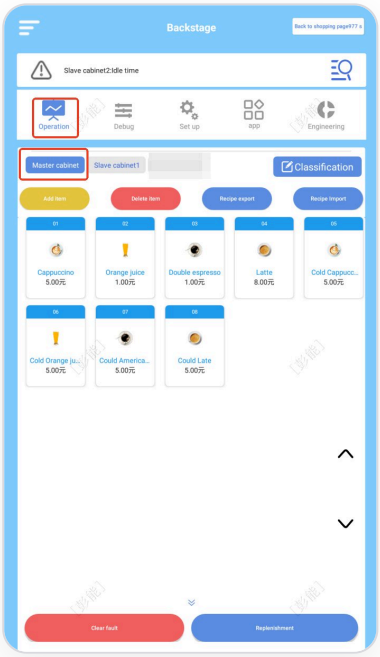


Fig. 4.16 Backend with Replenishment button

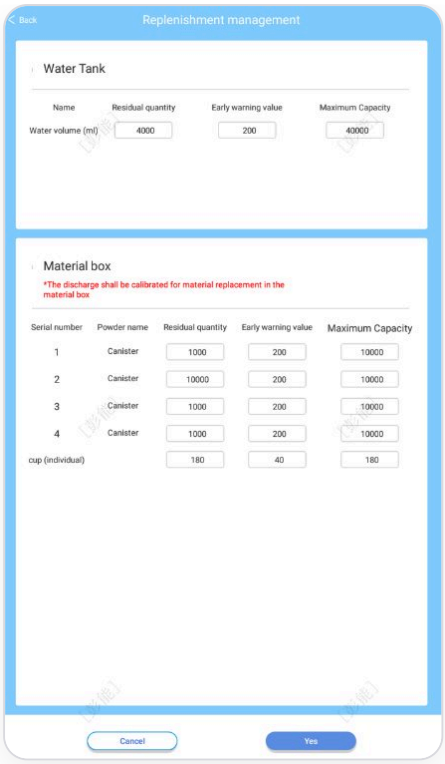


Fig. 4.17 Remaining quantities for water tank, ingredient boxes and cups

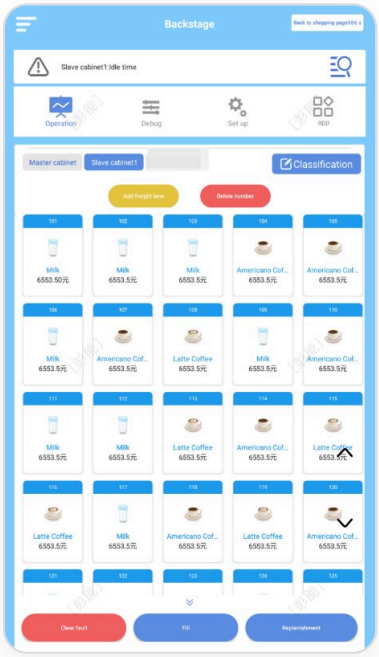


Fig. 4.18 Slave cabinet 1 (snack slots)

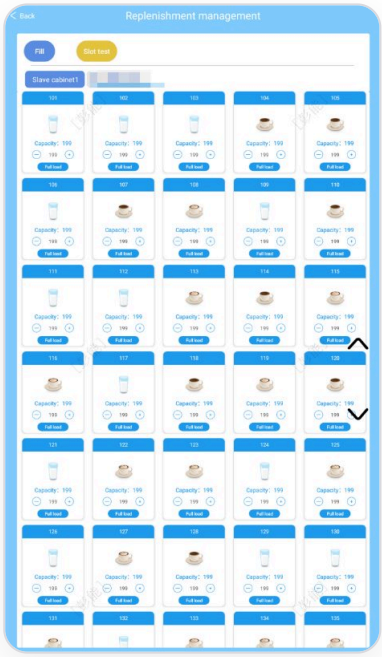


Fig. 4.19 Replenishment of the snack slots

Important

Change the default password after your first login (see Operator Manual, Set up › Password log).

5

Cleaning and Maintenance

Important
For safety reasons, always unplug the machine before any maintenance.

- Keep the machine clean. Wipe metal and plastic parts such as the cabinet and slot trays with a soft cloth or sponge dampened with warm water. Clean electrical components such as switches and relays with a dry cloth only, and dry wet surfaces with a dry cloth.
- Check that the coin return button and all other buttons work properly.
- Check that there are enough coins and products, and refill them in good time.
- Regularly check that the door lock, mechanical parts and gears run smoothly, and lubricate them.
- Check that all fasteners are tight and retighten any loose ones immediately.
- Have the condenser cleaned of dust professionally: open the machine door and clean the condenser below the slot tray with a blower or vacuum cleaner.
- The air filter under the base cannot be removed. Clean it by reaching under the base with a brush.

5.1 Preventing the cooling system from icing up

Regularly check and clean the condenser and evaporator so that no dust or dirt builds up. This keeps the air circulating freely, improves cooling efficiency and prevents the evaporator from icing up due to poor ventilation.

5.2 Cleaning the pipes

In the settings, tap "Comprehensive machine cleaning – Start cleaning" to clean the internal pipe system of the coffee unit.

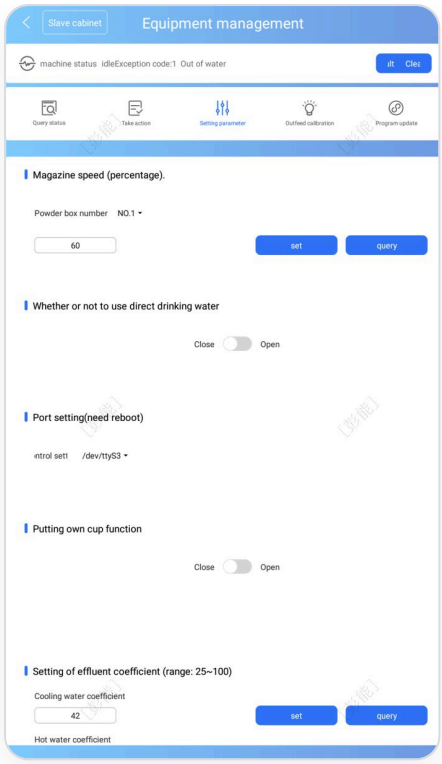


Fig. 5.1 Equipment management with cleaning functions

> **Important**
> Do not use hard brushes, wire brushes or organic solvents (e.g. strong acids or alkalis), and never spray the machine with water – this can impair the electrical insulation.

5.3 Recommended maintenance intervals

Component		During refilling	Daily	Monthly	Every 6 months
Cleaning	Machine body	✓			
	Auxiliary box	✓			
	Slot channels	✓			
	Evaporator			✓	
	Powder boxes	✓			
	Door lock			✓	
	Transport channel			✓	
	Mechanical parts			✓	
	Panel			✓	
	Water circuit		✓		
	Cup drop module	✓			
	Pickup port		✓		
Inspection	Residual current circuit breaker			✓	
	Installation condition				✓

6

Troubleshooting

No power

Possible cause	Solution
The power cable is not connected.	Connect the power cord correctly.
The residual current circuit breaker is switched off.	Check whether the circuit breaker is set to ON.
The fuse has blown.	Replace the fuse.
The power switch is off.	Switch on the power switch.

No cooling

Possible cause	Solution
The cooling switch is off.	Switch on the cooling switch.
After long continuous operation, the refrigerant level may be too low.	Contact VENDY1 Support.

Set temperature not reached

Possible cause	Solution
The condenser is dusty.	Clean it with a non-metallic brush.
The products have not had enough time to cool down.	Pre-cool best-selling products in advance.
High ambient temperature due to direct sunlight or nearby heat sources.	Move the machine to a different location.
The machine is poorly ventilated.	Keep at least 20 cm of clearance at the back and on both sides and make sure there is good ventilation.

Speaker too quiet or silent

Possible cause	Solution
The volume is set too low or muted.	Set the volume again.
The audio cable is loose.	Reconnect the audio cable.
The speaker or audio amplifier is faulty.	Contact VENDY1 Support.

Cups are not dispensed correctly

Possible cause	Solution
Foreign objects are blocking the cup outlet.	Check the inside of the machine for anything unusual.
Deformed sheet metal causes inaccurate cup dispensing.	Straighten the sheet metal.
The drum is not positioned correctly.	Check the position of the drum microswitch.

Note

If you cannot solve a problem yourself, please contact VENDY1 Support (info@vendy1.de).

7

Warranty and Maintenance Record

7.1 Manufacturer's warranty terms

The warranty covers products made by the manufacturer that are damaged during normal use. Within the warranty period – one year from the purchase date on the invoice – free repairs are provided. Damage caused by people or by force majeure (e.g. earthquake, flood, fire, lightning) is not covered.

The following are excluded in particular:

- Products without a serial number or with an altered serial number or model designation.
- Products that have been disassembled, repaired or attempted to be repaired by persons not authorised by the manufacturer.
- Products damaged by accidents, improper use or force majeure.
- Products damaged while being handled by the user.

7.2 Maintenance record

No.	Date	Fault description	Technician
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			