



Model AUTOVEND-13
Operator's Manual
513716 Rev.1

Section 1: Introduction

INTRODUCTION

OPERATION

This manual provides basic information about the machine. Instructions and suggestions are given covering its operation and care.

The illustrations and specifications are not binding in detail. We reserve the right to make changes to the machine without notice, and without incurring any obligation to modify or provide new parts for machines built prior to date of change.

DO NOT ATTEMPT to operate the machine until instructions and safety precautions in this manual are read completely and are thoroughly understood. If problems develop or questions arise in connection with installation, operation, or servicing of the machine, contact Stoelting.

MAINTENANCE

TROUBLESHOOTING

PARTS



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Section 1: Introduction

This manual is divided into the following five sections:

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- A. Parts of the Machine
- B. Specifications

OPERATION

- A. Empty the Freezing Cylinders - Start here if cleaning a machine with mix in it
- B. Disassemble Parts - Start here if cleaning an empty machine
- C. Cleaning Disassembled Parts
- D. Cleaning the Machine
- E. Assembling the Machine
- F. Sanitizing
- G. Freeze Down
- H. Brushes for Cleaning
- I. Lubrication Points

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- B. Splash Panels & Trays
- C. Mix Hopper
- D. Topping Assemblies
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- B. Trays, Bins & Hopper Parts

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Section 1: Introduction

INTRODUCTION

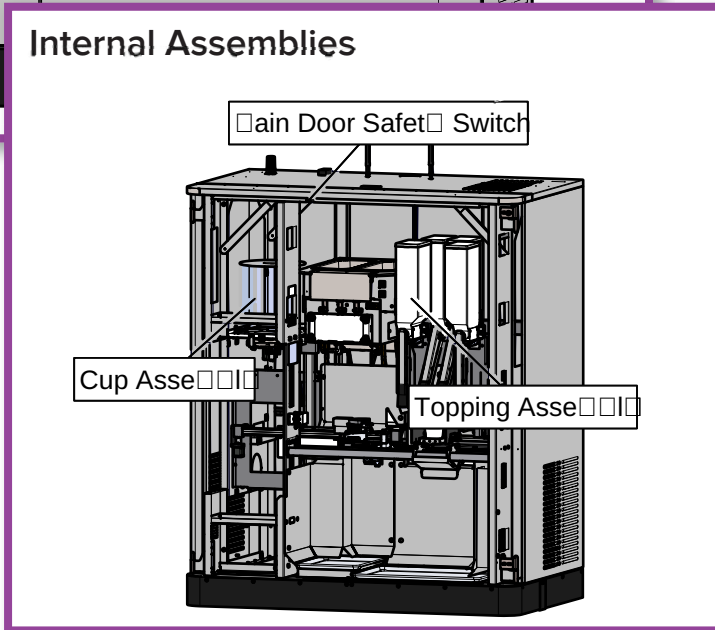
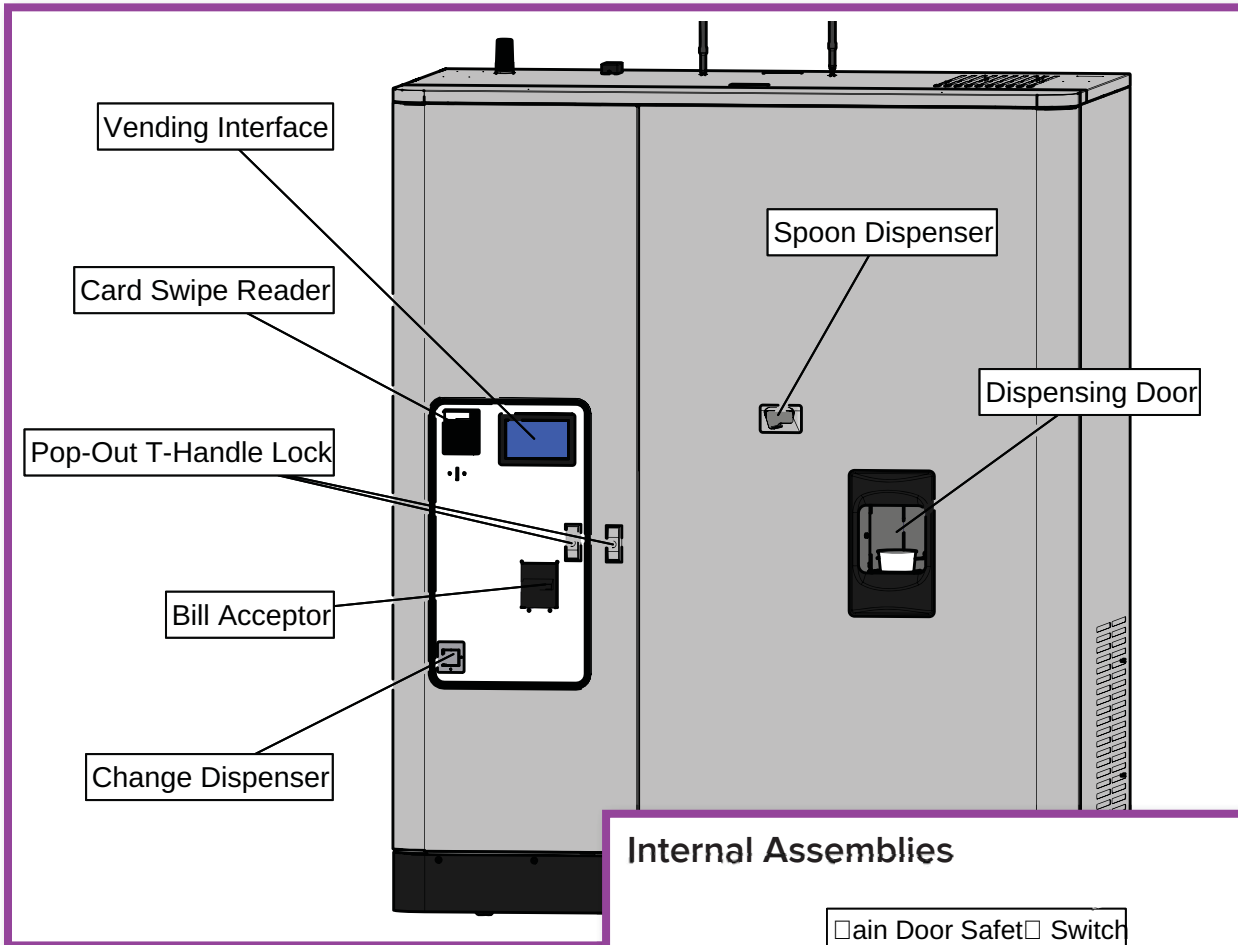
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A. Parts of the Machine



B. Specifications

	Model AUTOVEND	
Dimensions	Machine	as shipped
width	66-3/8" (168,6 cm)	77" (195,6 cm)
height	87-1/4" (221,6 cm)	92" (233,7 cm)
depth	41-7/8" (106,4 cm)	48" (121,9 cm)
Weight	1300 lbs (589,6 kg)	1950 lbs (884,5 kg)
Electrical	1 Phase, 208-240 VAC, 60Hz	
connection type	NEMA L6-30P power cord provided	
convenience outlet	1 Phase, 115 VAC, 60Hz	
outlet connection type	NEMA 5-15P	
Compressor	12,000 Btu/hr (R-404A)	
Drive Motor	Two - 3/4 hp	
Air Flow	Air cooled units require 6" (15,2 cm) air space on both sides	
Hopper Volume	Two - 3 gallon (11,35 liters)	
Freezing Cylinder Volume	Two - 0.85 gallon (3,22 liters)	
Topping Bin	Four - 9 quart (8,6 liters)	

Section 2: Operation

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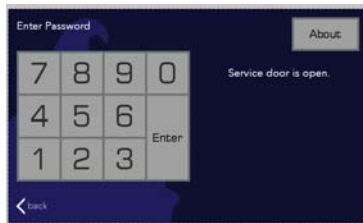
A. Empty the Freezing Cylinders

A.1

Open the main doors on the AutoVend machine

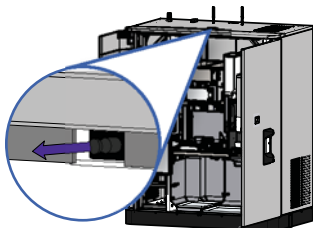
A.2

On the vending interface, enter 7654, and then press "ENTER".



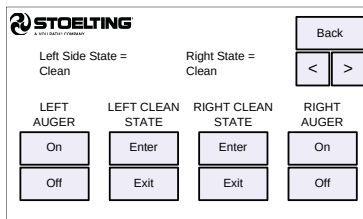
A.3

Pull the safety switch outwards until it clicks.



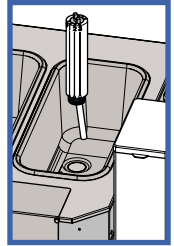
A.4

Go to the clean state screen and enter the clean state on the left and right sides then turn the augers on.



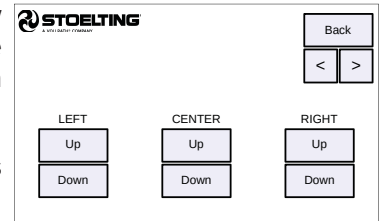
A.5

While in clean mode, remove the carburetors from the hoppers.



A.6

Press the arrow button to go to the spigot operation screen.



Press the Up buttons for the spigots, and drain the mix.

A.7

Once drained, press the Down buttons to close the spigots. Then press the arrow button to go to the clean state screen and turn off the augers

A.8

Fill the hoppers with cool tap water and start the augers. Let them rotate for at least 30 seconds. While the augers are rotating, scrub the hoppers with a clean brush

NOTE

Optional: Fill the bucket with Stera Sheen solution to make cleaning parts easier after disassembly.

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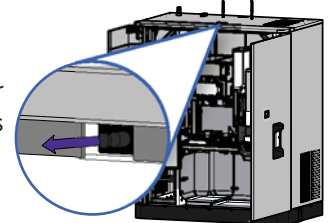
PARTS

A.9

Open the spigots and drain the water out of the machine then turn off the augers.

B.1

Push the main door safety switch inwards to the middle position.



B.2

Press the “Back” then “Home” buttons to go to the password entry screen.



B. Disassemble Parts

Before using the machine for the first time, complete machine disassembly, cleaning and sanitizing procedures need to be followed. Routine cleaning intervals and procedures must comply with the local and state health regulations. Inspection for worn or broken parts should be made at every disassembly of the machine. All worn or broken parts should be replaced to ensure safety to both the operator and the customer and to maintain good machine performance and a quality product. Check the wear line on the auger flights on a regular basis and replace as needed.

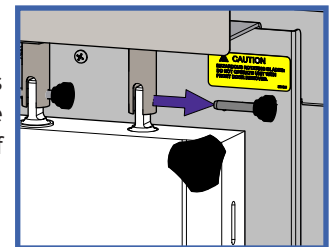


Auger Flight Wear

1. Front Door Disassembly

B.3

Pull out the spigot pins and remove the rosette caps from the bottom of the front door



B.4

Remove the front door knobs and remove the front door.

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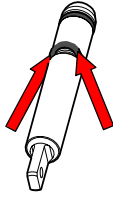
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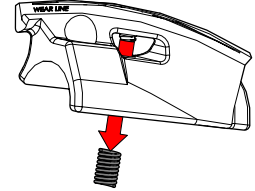
B.5

Remove the spigots then remove the spigot o-rings. To remove an o-ring, first wipe off the lubricant using a clean towel. Then squeeze the o-ring upwards to form a loop. Roll the o-ring out of the grooves.



B.8

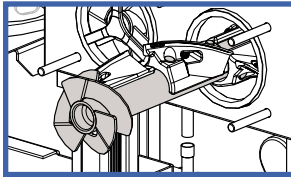
Unscrew springs from the auger flights.



2. Removing Auger

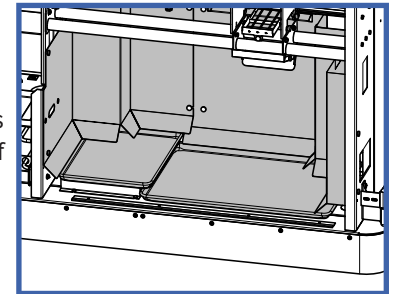
B.6

Remove the auger assembly from the machine. Pull the auger assemblies out slowly. Carefully remove the plastic flights as the augers are being pulled out. Keep the rear of the augers tipped up once they are clear of the freezing cylinders to prevent the rear seal assemblies from dropping.



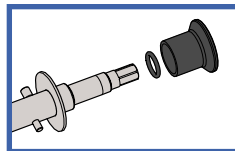
B.9

Remove the trays from the bottom of the machine.



B.7

Wipe any excess lubricant off the auger. Remove the rear seal and rear seal o-ring.

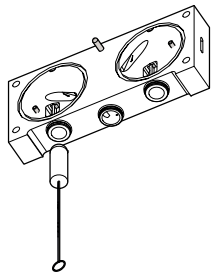


C. Cleaning Disassembled Parts

Disassembled parts require complete cleaning, sanitizing and air drying before assembling. Local and state health codes will dictate the procedure required. Some state health codes require a four sink process (pre-wash, wash, rinse, sanitize, air dry), while others require a three sink process (without the pre-wash step). The following procedures are a general guideline only. Consult your local and state health codes for the procedures required in your location.

C.1

Place all parts in 90° to 110°F (32°C to 43°C) mild detergent water and wash thoroughly. **Use the brushes that shipped with the machine** to clean all holes in the front door, flights, carburetor, etc.



NOTE

Be sure to use the brushes that shipped with the machine to properly clean the parts.

C.2

Rinse all parts with clean 90° to 110°F (32°C to 43°C) water. Then place all parts in a sanitizing solution for at least 1 minute, then remove and let air dry completely before assembling in machine.

D.2

Wrap the brush in a clean cloth and thoroughly dry the freezing cylinder.

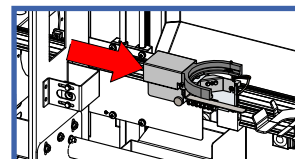
2. Cleaning Cup Transport Assemblies

D.5

Make sure the main door switch is in the middle position.

D.6

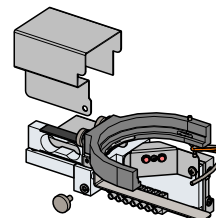
Manually move the cup assembly so that it can be cleaned.



D.7

Remove the cup shield cover and remove the cup holder.

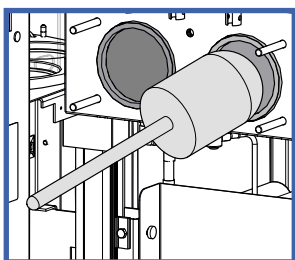
Do not lose the lock washers when removing the parts for cleaning.



D. Cleaning the Machine

D.1

Using a detergent solution and the large barrel brush provided, clean the freezing cylinders by dipping the brush in the solution and brushing the inside of the freezing cylinders.



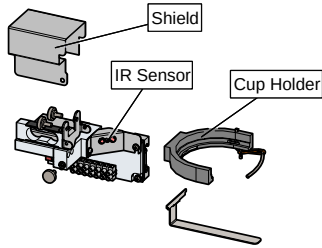
Make sure to thoroughly clean the rear seal surfaces on the inside of the freezing cylinders.

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D.8

Clean the shield, cup holder, and IR sensor.



OPERATION

D.8

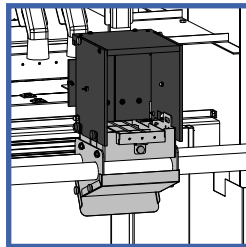
Install the cup holder and shield.

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3. Cleaning Shadowbox and Ramp

D.9

Wipe down the shadowbox and ramp.



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D.10

Vacuum the surfaces if any toppings have dropped.

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E. Assembling Machine

NOTE

Total Lube or equivalent must be used when lubrication of machine parts is specified.

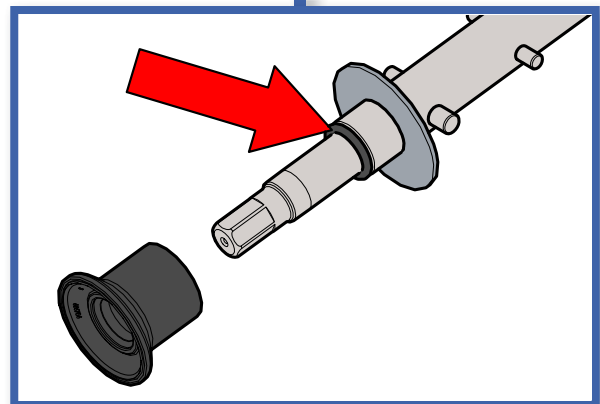
The USDA and FDA require that lubricants used on food processing equipment must be certified for this use. Use lubricants only in accordance with the manufacturer's instructions.



Make sure all parts have been allowed to air dry before assembling.

E.1

Install the rear seal o-rings onto the augers. Lubricate the outside of the o-rings with a generous amount of sanitary lubricant.

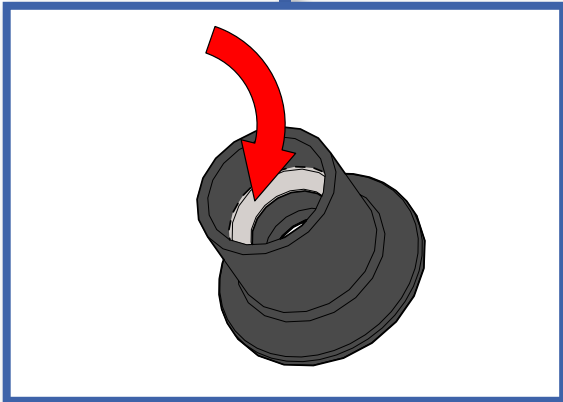


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E.2

Lubricate the inside of the adapter and install it onto the auger.

DO NOT lubricate the outside of the rear seal.



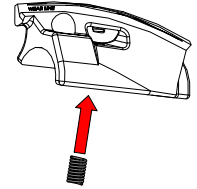
E.3

Lubricate the hex end of the auger with Total Blend.



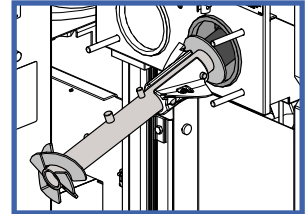
E.4

Screw the springs onto the studs in the plastic flights. The springs must be screwed into the flights completely to provide proper compression.



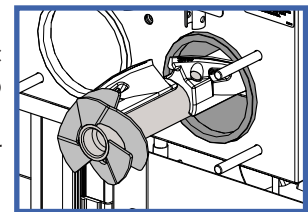
E.5

Install the two plastic flights onto the rear of the auger and insert it part way into the freezing cylinder.



E.6

Install the remaining plastic flights, push the auger into the freezing cylinder and rotate slowly until the auger engages the drive shaft.



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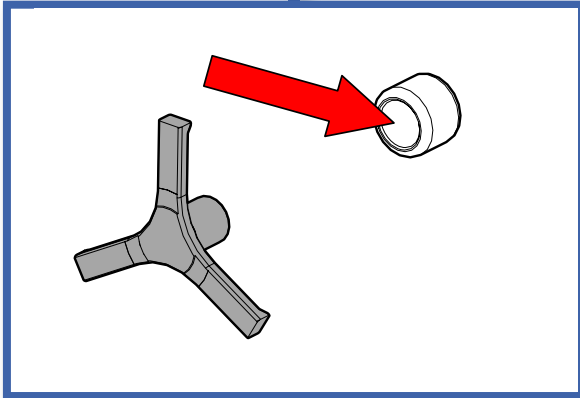
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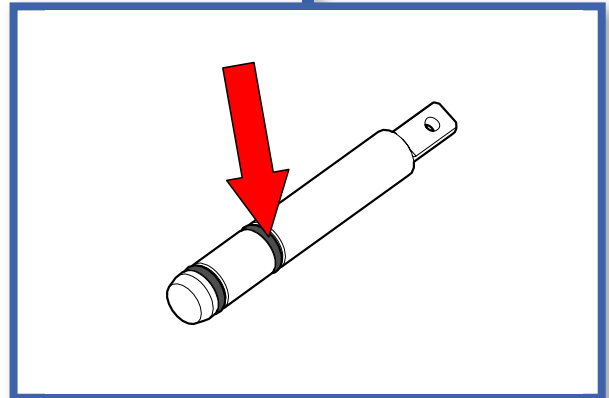
E.7

Apply a thin layer of sanitary lubricant to the inside and outside of the auger support bushing.



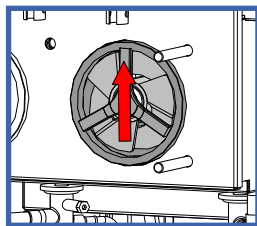
E.9

Apply a thin layer of sanitary lubricant to the o-rings on the spigot bodies and install the spigot bodies through the bottom of the front door.



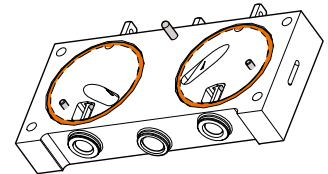
E.8

Install the bushing onto the auger support and install the auger support into the front of the auger. Rotate the auger support so that one leg of the support points straight up.



E.10

Fit the front door o-rings into the groove on the rear of the front door.



E.11

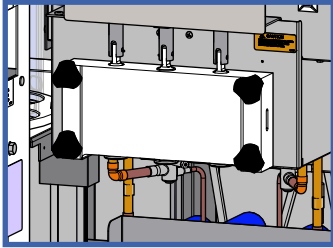
Place the front door assembly on the mounting studs and the push front door against the machine carefully.

NOTE

Make sure the pins on the front door do not touch the legs of the auger supports.

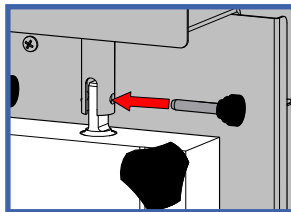
E.12

Secure the front door to the machine by placing the knobs on the studs and tightening until finger tight. Tighten in a crisscross pattern. Do not overtighten. Proper o-ring seal can be observed through the transparent front door.



E.13

Install the spigot pins through the actuators and spigots.



E.14

Install the rosette caps to the bottom of the front door.

F. Sanitizing

Sanitizing must be done after the machine is clean and just before the machine is filled with mix. Sanitizing the night before does not ensure sanitization the next day. However, you should always clean the machine and parts after using it.

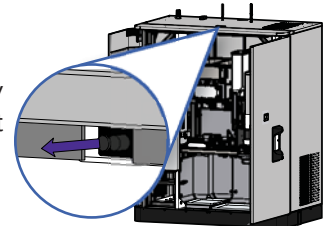
NOTE

The United States Department of Agriculture and the Food and Drug Administration require that all cleaning and sanitizing solutions used with food processing equipment be certified for this use.

When sanitizing the machine, refer to local sanitary regulations for applicable codes and recommended sanitizing products and procedures. The frequency of sanitizing must comply with local health regulations. Mix sanitizer in quantities of no less than 2 gallons of 90°F to 110°F (32°C to 43°C) water. Allow sanitizer to contact the surfaces to be sanitized for 5 minutes. Any sanitizer must be used only in accordance with the manufacturer's instructions and to provide a 100 parts per million strength solution.

F.1

Pull the main door safety switch outwards until it clicks.



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F.2

On the vending interface, press and hold the screen in the upper left corner until a passcode screen is displayed.



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F.3

On the vending interface, access the passcode screen, enter 7654, and press "ENTER".



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F.4

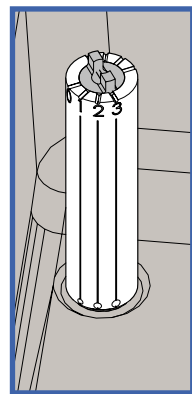
Prepare 2 gallons of sanitizing solution for each freezing cylinder. Following the sanitizer manufacturer's instructions for preparing the sanitizing solution.



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F.5

Install the carburetors into the hoppers so the lower tube is towards the right. Install the inserts into the regulators. Turn the inserts so the flow rates are set the number 3 position.



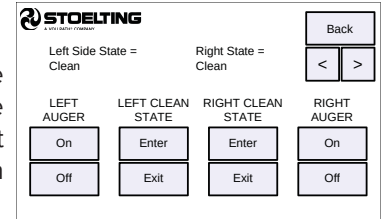
PARTS

F.6

Pour the sanitizing solution into the hoppers.

F.7

Go to the clean state screen and enter the clean state on the left and right sides. Then turn the augers on.

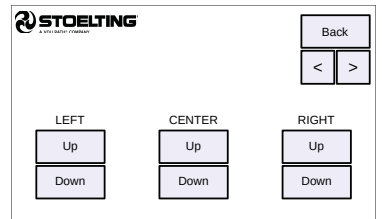


F.8

While the cylinders are being sanitized clean the hopper. Use a sanitized soft bristle brush dipped in sanitizing solution to clean the hopper sides, the carburetors, and the underside of the hopper covers.

F.9

After the five minute timer expires, press the arrow button to go to the spigot operation screen.



Press the Up buttons for the spigots, and drain the mix.

F.10

Once drained, press the Down buttons to close the spigots. Then press the arrow button to go to the clean state screen and turn off the augers

The machine is now sanitized and ready for adding mix.

G. Freeze Down

Sanitize immediately before use.

G.1

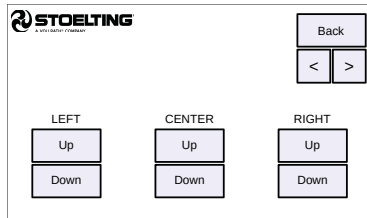
Fill each hopper with at least 2.5 gallons of mix.

G.2

Place a container under the spigots.

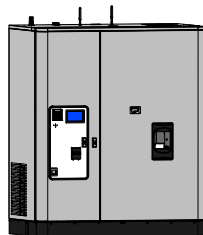
Go to the spigot operation screen.

Press the Up buttons for the spigots, and to allow the mix to flush out about 8 ounces (0.23 liters) of sanitizing solution and liquid mix. Then close the spigots



G.3

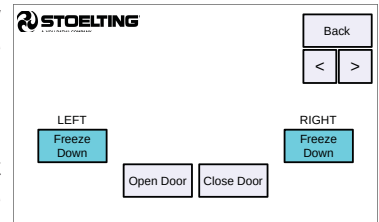
Close and lock the doors.



G.4

Press the arrow button to go to the freeze down screen.

Allow the freezing cylinders to fill about 3/4 full, then press the freeze down buttons.



G.5

Press the Back button then press the Home button to go to the vending screen.

G.6

When the freezing cycle ends, product is ready to serve.

NOTE

Make sure the product is ready before allowing customers to place orders.

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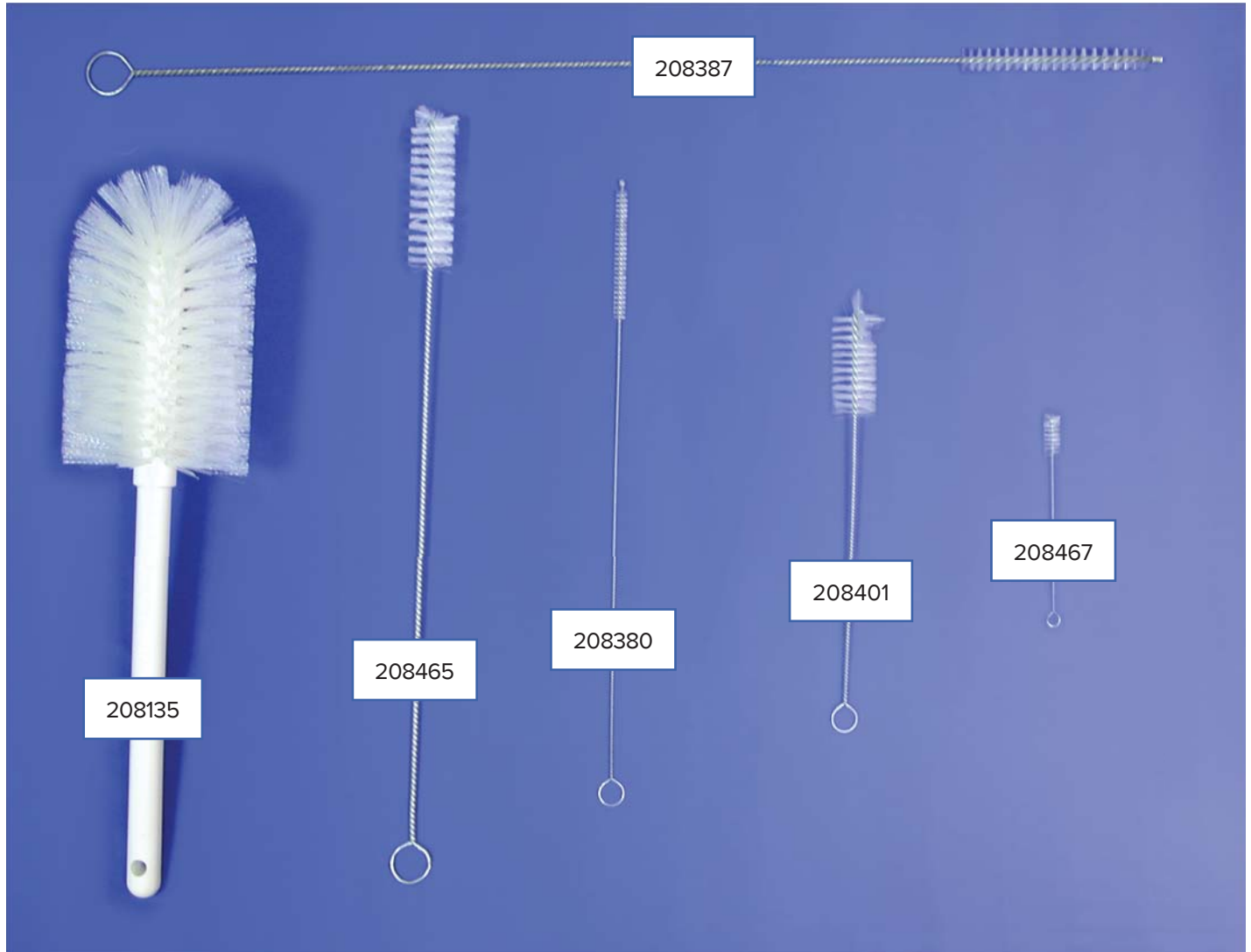
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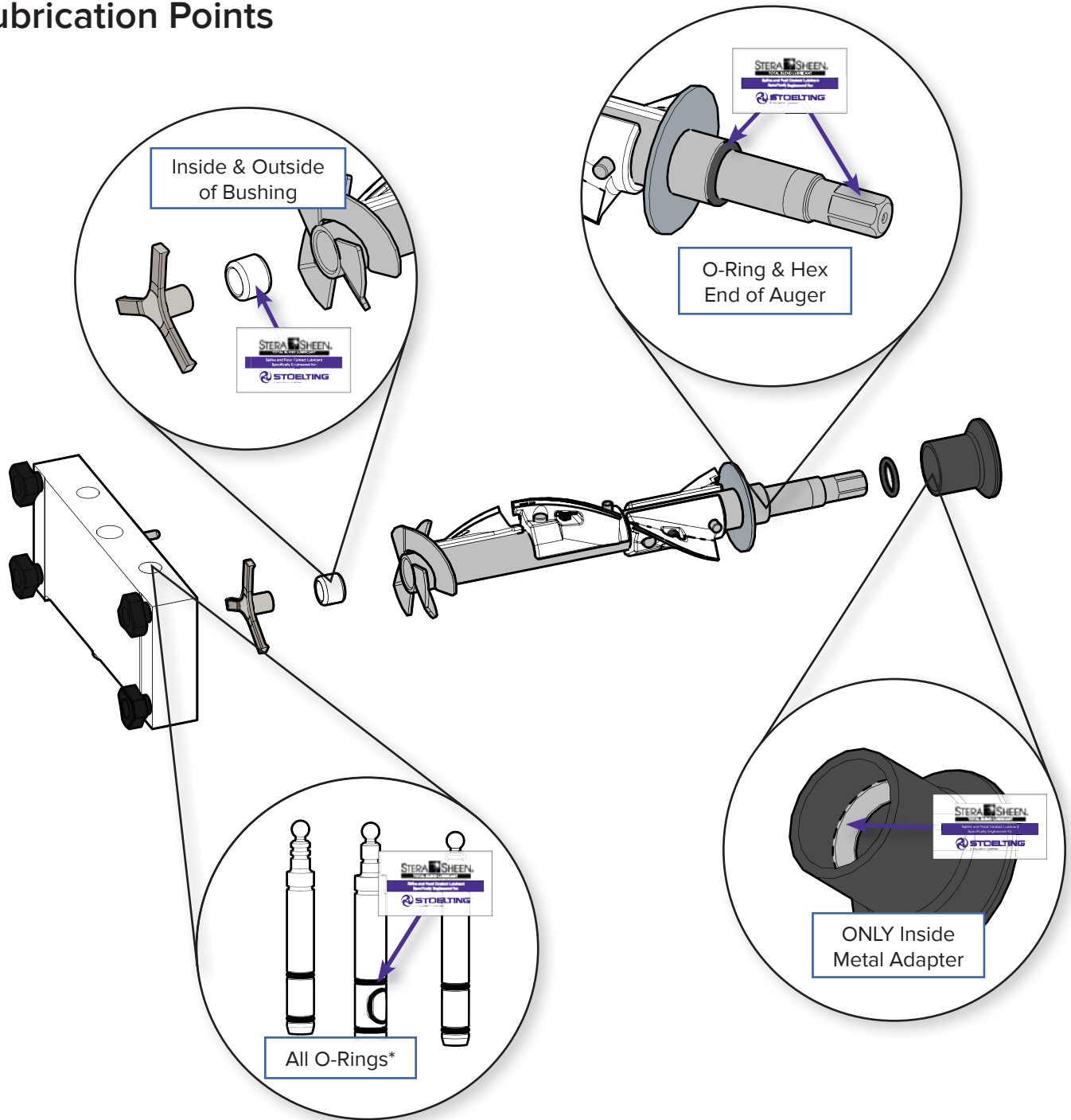
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H. Brushes for Cleaning



Part Number	Where Used
208135	Freezing cylinder
208380	Carburetor
208387	Front door, carburetor
208401	Front door, carburetor
208465	Front door, spigot holes
208467	Front door, side ports

I. Lubrication Points



Section 3: Maintenance

INTRODUCTION

Complete the following procedures daily to keep the machine clean and operating properly.

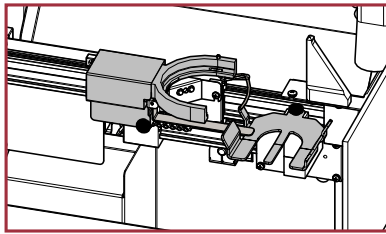
Cleanliness of the machine affects the overall quality of the product and helps prevent unnecessary service calls.

OPERATION

A. Cups & Cup Holders

A.1

Wipe cup holder and the splash shields daily.

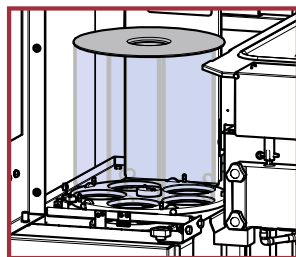


A.2

Check the thumbscrews on the cup holders to ensure they are tight. Tighten as necessary.

A.3

Make sure at least three cup tubes are filled with cups. Be sure to pull the cups apart before inserting them so they do not stick together.



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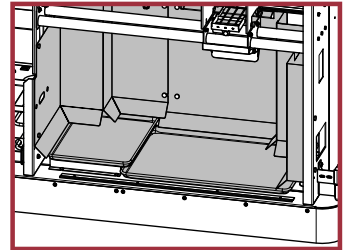
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B. Splash Panels & Trays

B.1

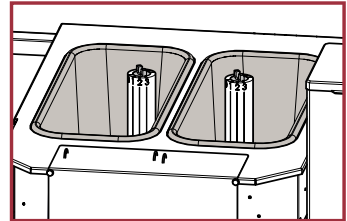
Wipe splash panels and remove and clean trays daily.



C. Mix Hopper

C.1

Remove any foam accumulation in the hoppers daily. Use a clean, sanitized utensil to remove and discard any foam. Make sure to thoroughly clean the area around the carburetor.



C.2

Make sure the hopper is at least 3/4 full of mix. Add mix as necessary.

C.3

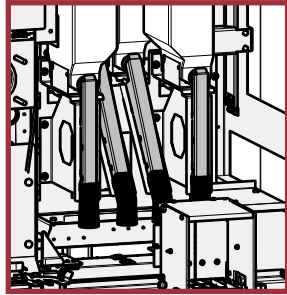
Some mix types require that the carburetor be cleaned daily. Remove the regulator, clean and sanitize it and replace it. Make sure to set the flow rate to the 3 position.

After removing the carburetor, reprime the freezing cylinder. Drain about 3/4 of the mix out of the freezing cylinder into a clean and sanitized container. Pour the mix into the hopper and allow mix to fill the freezing cylinder about 3/4 full.

D. Topping Assemblies

D.1

Remove chutes and inspect for blockages daily. The chutes are held to the ramp by notched tabs. To remove, push the chute upwards and pull it outwards.



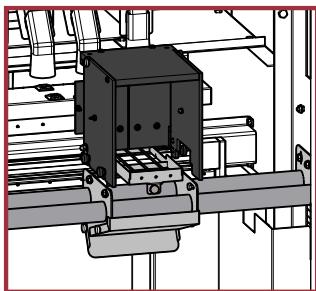
D.2

Check the topping levels and add toppings as necessary.

E. Ramp & Spoons

E.1

Remove any spilled toppings and wipe clean daily.



E.2

Check the level of spoons in the dispenser and add enough to fill at least one section.

Section 4: Troubleshooting

INTRODUCTION

OPERATION

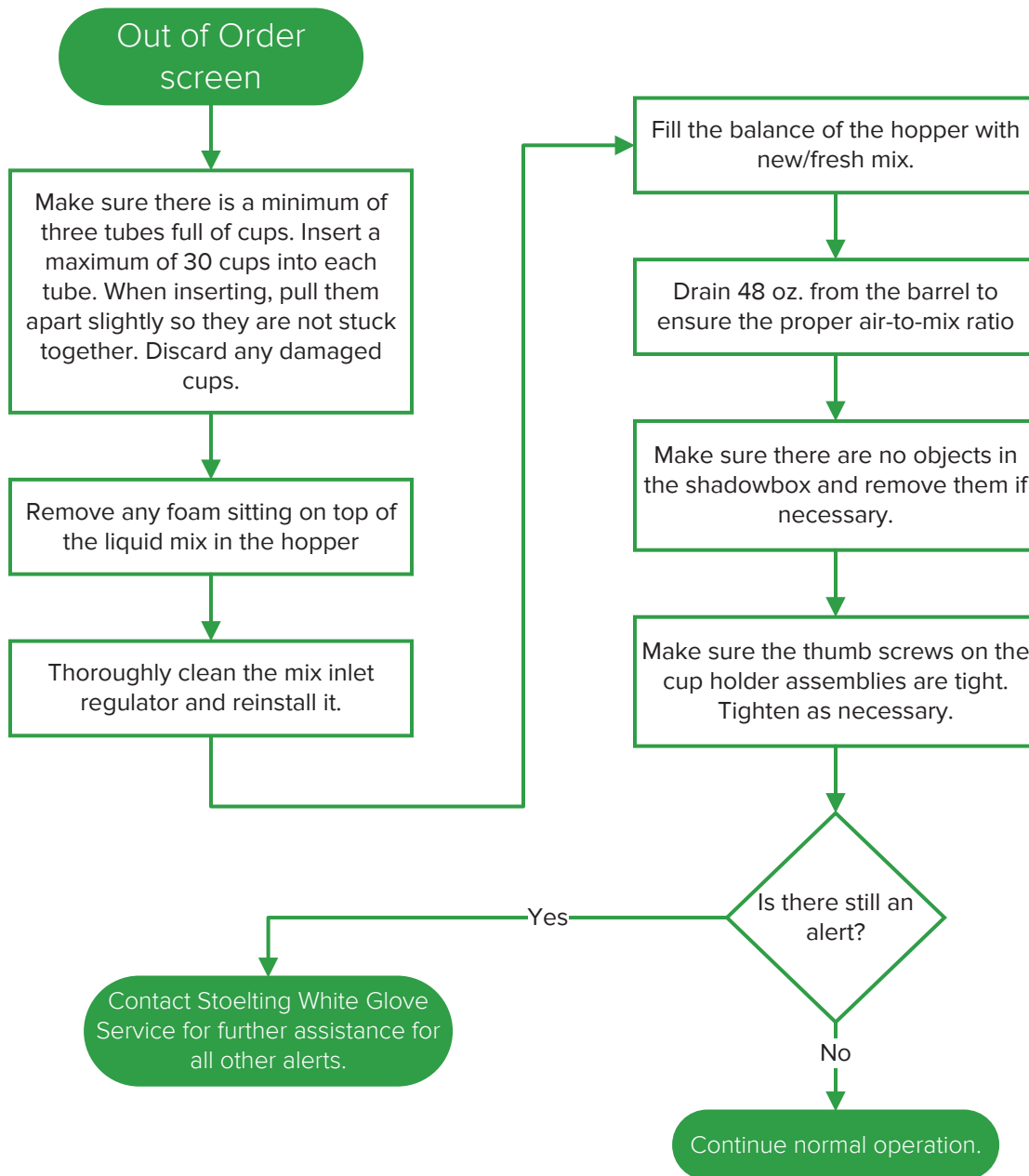
MAINTENANCE

TROUBLESHOOTING

PARTS

Section 4: Troubleshooting

If an the vending interface shows an out of order screen, complete the following checks before contacting Stoelting White Glove Service.



Section 5: Replacement Parts

INTRODUCTION

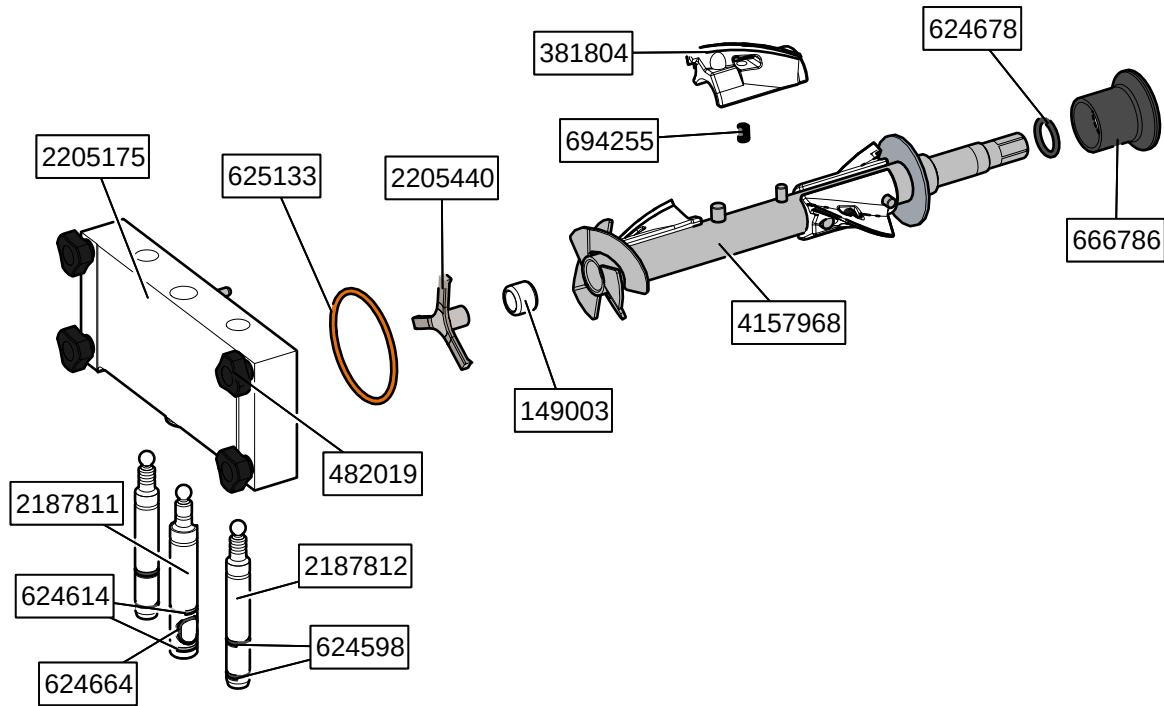
OPERATION

MAINTENANCE

TROUBLESHOOTING

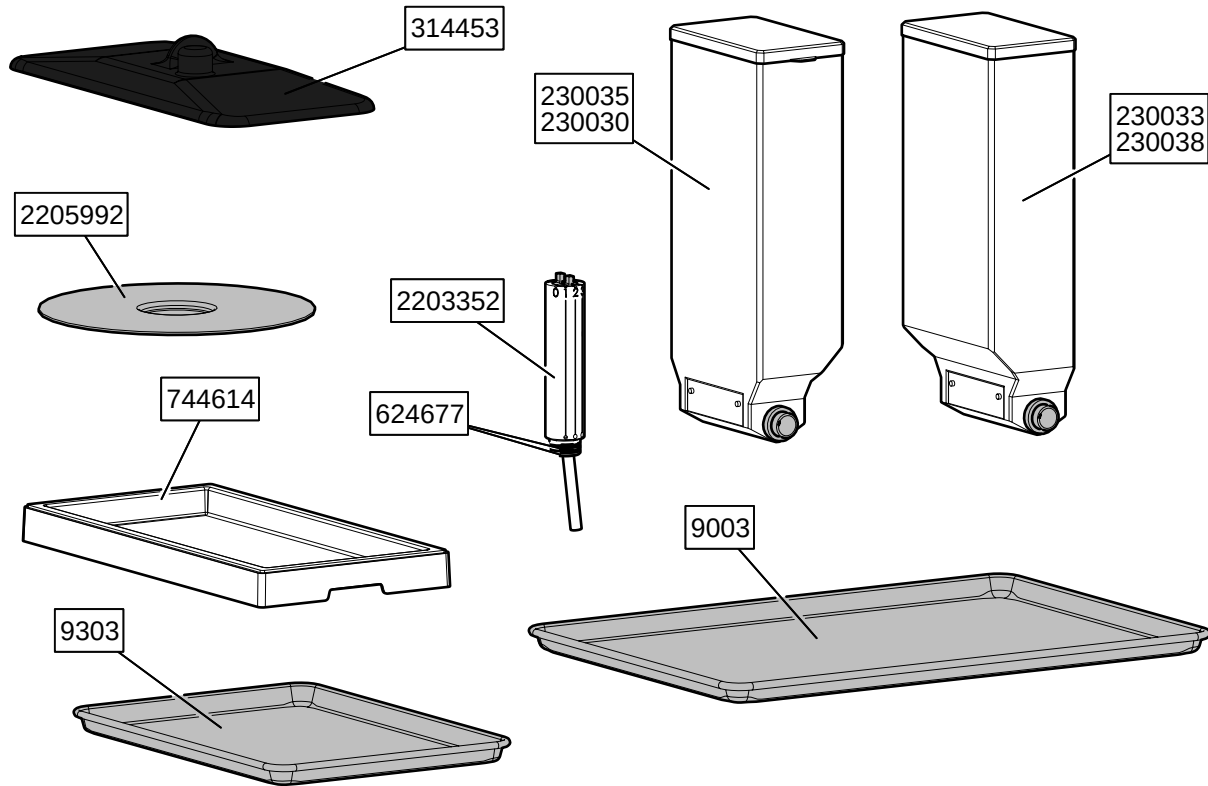
PARTS

A.1 Auger Shaft & Front Door Parts



Part	Description	Quantity
149003	Bushing - Front Auger Support	2
381804	Auger Flight	10
482019	Knob - Front Door (Black)	4
624598-5	O-Ring - Outside Spigot - Black (5 Pack)	4
624614-5	O-Ring - Top & Bottom Center Spigot - Black (5 Pack)	2
624664-5	O-Ring - Middle Center Spigot - Black (5 Pack)	1
624678-5	O-Ring - Rear Seal - Black (5 Pack)	2
625133	O-Ring - Front Door - Red	2
666786	Seal - Rear Auger - Black	2
694255	Spring - Auger Flight	8
2205175	Door w/Pins	1
2187811	Spigot Body - Center	1
2187812	Spigot Body - Outer	2
2205440	Support - Front Auger	2
4157968	Auger Shaft	2

A.2 Trays, Bins & Hopper Parts



Part	Description	Quantity
9003	Tray - Topping Overflow	1
9303	Tray - Drip	1
230030	Topping Bin - Right w/Agitator	1
230033	Topping Bin - Left	2
230035	Topping Bin - Right	1
230038	Topping Bin - Left w/Agitator	*
314453	Cover - Hopper	2
624677	O-Ring - Carburetor	4
744614	Tray - Drain	1
2203352	Carburetor	2
2205992	Cover - Cup Tubes	1



**DOMESTIC WARRANTY
(Including Mexico)**

1. **Scope:**

Stoelting, A Vollrath Company ("Stoelting") warrants to the first user (the "Buyer") that the Stoelting-branded freezer equipment (the "Equipment") will be free from defects in materials and workmanship under normal use and proper maintenance for the period listed below in the Warranty Period section. All warranty periods begin on the date of original install or one (1) year from the shipping date, whichever occurs first. This warranty is subject to all conditions, exceptions, and limitations contained herein.

2. **Disclaimer of Other Warranties:**

THIS WARRANTY IS EXCLUSIVE; AND STOELTING HEREBY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE.

3. **Remedies:**

Stoelting's sole obligations, and Buyer's sole remedies, for any breach of this warranty shall be, at Stoelting's option, one of the following: repair or replacement of the affected component at Stoelting's plant in Kiel, Wisconsin, or refund of the purchase price of the affected Equipment. Stoelting, through an Authorized Stoelting Provider, will deinstall/reinstall the affected component from/into the equipment ("Labor") for the period listed below in the Warranty Period section. These obligations/remedies are subject to the conditions that Buyer (a) signs and returns to Stoelting, upon installation, the Start-Up and Training Checklist for the affected equipment, (b) gives Stoelting prompt written notice of any claimed breach of warranty within the applicable warranty period, and (c) delivers the affected equipment to Stoelting or its designated service location, in its original packaging/crating, also within that period. Buyer shall bear the cost and risk of shipping to and from Stoelting's plant or designated service location.

4. **Warranty Period:**

Equipment	Part	Part Warranty Period	Labor Warranty Period
Soft Serve & Shake	Freezing Cylinders	Five (5) Years	Twelve (12) Months
	Hoppers		
	Compressors		
	Drive Motors		
	Speed Reducers		
	Augers		
Frozen Uncarbonated Beverage	Evaporator	Five (5) Years	Twelve (12) Months
	Compressors		
	Drive Motors		
	Speed Reducers		
Custard & Batch	Freezing Cylinders	Two (2) Years	Twelve (12) Months
	Hoppers		
	Compressors		
	Drive Motors		
	Speed Reducers		
	Auger Shafts		
Dipping Cabinets & Display Cabinets	All components	Twelve (12) Months	Twelve (12) Months
Frozen Beverage / Granita Dispenser	Compressors	Five (5) Years	Twelve (12) Months
	Electronic Board	Three (3) Years	
	All other components	Two (2) Years	
AutoVend	All components	Twelve (12) Months	Twelve (12) Months
Crème Whippers	Compressors	Two (2) Years	Twelve (12) Months
	Motors		
	Condensers		
All equipment	All other components not specified above	Twelve (12) Months	Twelve (12) Months



**DOMESTIC WARRANTY
(Including Mexico)**

5. **Conditions:**
- a) If the date of the original installation cannot be verified, these warranty periods begin one (1) year from the shipping date. It is the responsibility of the seller to disclose this information to the Buyer at the time of sale.
 - b) Stoelting shall not be responsible to provide any remedy under this warranty with respect to any component that fails by reason of negligence, abnormal use, misuse or abuse, faulty repair made by others, use with parts or equipment not manufactured or supplied by Stoelting, any modification or alteration of any parts or equipment, or damage in transit.
 - c) This warranty is valid only if the Equipment is installed and serviced by an Authorized Stoelting Provider and only if new, genuine Stoelting parts are used.
 - d) The Equipment installation location must have suitable conditions as explained in the Stoelting operators manual, specification sheet, and/or technical manual including but not limited to, ambient temperature, water supply parameters, and space requirements.
 - e) The Authorized Stoelting Provider must return defective parts, at Stoelting's discretion, for credit.
 - f) Any refrigerant other than that specified on the Equipment model identification nameplate voids this warranty.
6. **Exceptions:**
This warranty does **NOT** cover any of the following
- a) Costs associated with installation labor, disposal of equipment being replaced, and shipping costs of replacement parts or Equipment.
 - b) Cleaning, maintenance or lubrication of the Equipment as outlined in the Stoelting operators manual.
 - c) This warranty does not extend to parts, sometimes called "wear parts", which are generally expected to deteriorate and to require replacement as equipment is used, including but limited to o-rings, auger flights, auger seals, auger support bushings, and drive belts. All such parts are sold **AS IS**.
 - d) External components including but not limited to hoses, piping, or electrical equipment.
 - e) Labor and travel charges due to return trips or waiting if the Authorized Stoelting Provider is prevented from promptly starting service work upon arrival. This exception includes labor charges incurred for limited access facilities including, but not limited to, government and military buildings, and airports.
 - f) Failure, damage, or repairs due to faulty installation, misapplication, abuse, lack of service, or improper service, unauthorized alteration, improper operation as indicated in the Stoelting operators manual, including but not limited to failure to properly assemble and/or clean, improper tool usage, or use of unapproved lubrication, or cleaning and sanitizing supplies.
 - g) Any costs associated with electricity, including utility increases, from any reason whatsoever.
 - h) Damage resulting from the use of refrigerant other than that specified on the Equipment model identification nameplate.
 - i) The use of this equipment as a rental asset negates all warranties associated with the equipment.
 - j) Any special, indirect or consequential property or commercial damage of any nature whatsoever, if the jurisdiction allows this exclusion.
 - k) Costs not covered by the Stoelting Travel Pay policy. Stoelting covers only the first trip travel which is a flat rate by mileage one-way from the service company's home location to the job site. The flat rate is calculated as follows:
 - o 0-50 Miles \$85
 - o 51-110 Miles \$127
 - o 111-160 Miles \$165
 - o Over 160 Miles The maximum reimbursed by Stoelting is \$165Any travel costs not covered may be invoiced to the customer.
7. **Limitations:**

THE REMEDIES SET FORTH IN THIS WARRANTY SHALL BE THE SOLE LIABILITY STOELTING AND THE EXCLUSIVE REMEDY OF BUYER WITH RESPECT TO EQUIPMENT SUPPLIED BY STOELTING; AND IN NO EVENT SHALL STOELTING BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING AS EXAMPLES BUT NOT INTENDED TO BE LIMITED TO DOWNTIME, OVERHEAD, MATERIALS, PERFORMANCE PENALTIES, LOST SALES, LOST PROFITS, PRODUCT LOSS, OR PROPERTY DAMAGES, WHETHER FOR BREACH OF WARRANTY OR OTHER CONTRACT BREACH, NEGLIGENCE OR OTHER TORT, OR ON ANY STRICT LIABILITY THEORY.

