



## **The Vacuum Vending Machines are showing SOLD OUT but have detail kits loaded.**

**Issue:** The Vacuum Vending Machines are showing SOLD OUT but have detail kits loaded in them are sometimes caused by a stuck rod or blockage in the vending machine.

### **Items needed:**

- None

### **Procedure:**

1. Unlock the vending machine and open it up.
2. Check to see if for some reason the top shelf dropped. If not skip to step 3. If it is lift it up until it clicks and the display should read correctly again.



3. Unplug the circled plug. If it returns to normal continue on. If it continues to read sold out try power cycling. If that does not work the board needs to be replaced. (Pictured above)
4. Loosen the 3 bolts but **DO NOT REMOVE THEM**. After loosening the 3 bolts lift up and pull the mechanism out (you may need to finagle the mechanism out just remember to be careful and don't force it).



5. Check to see if the blue plastic piece is off-center. The flat part should be right in line with the black switch underneath it. Pictured is one that is in the wrong place.

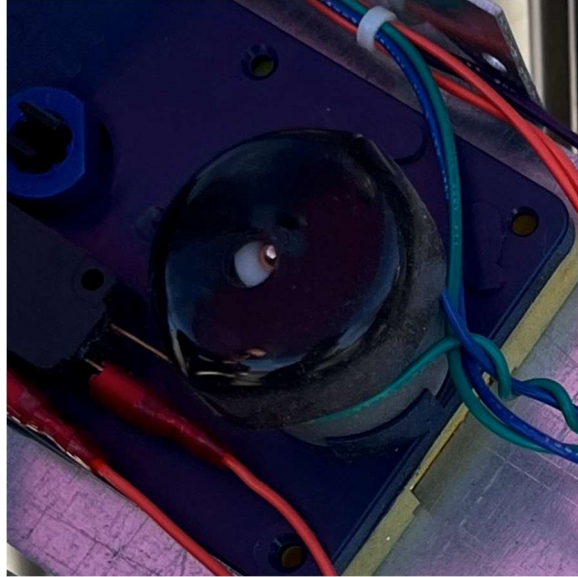


6. If the blue piece is not in the downward position power cycle the vending machine. Watch to see if the motor moves by itself and resets. If it does continue to step 7. If it does not, the coin mechanism will need to be replaced. Contact the vendor for a replacement.
7. If it does move back to the home position check the rubber cap pictured below. If the hole is punched off-center and the rubber is touching the main motor shaft we will need to get a utility knife and widen the hole so it does not touch the motor shaft.

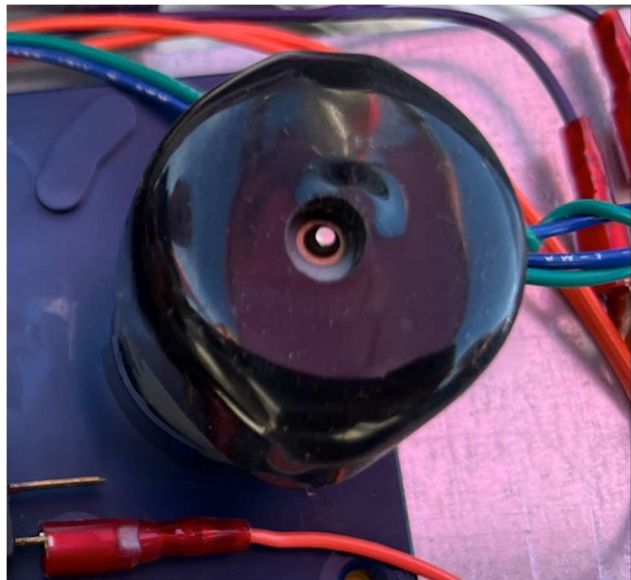


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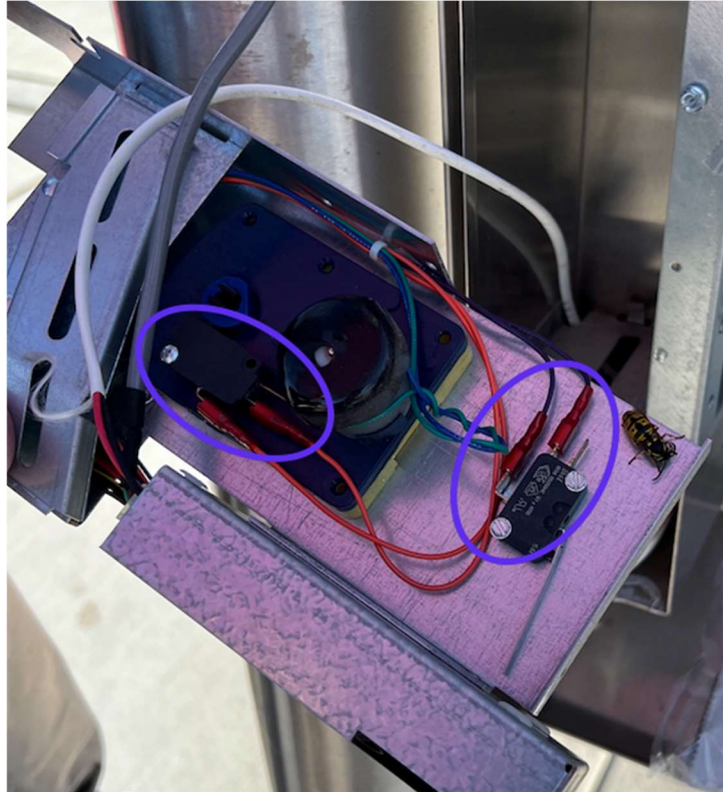


**BAD**



**GOOD**

8. If the hole is punched correctly please double-check the wiring pictured below. Make sure the site's wiring matches up.



9. If everything above matches up and sold out keeps happening please contact Chip Kent from Laurel Metals at (888) 528-7358 and explain the steps you've taken and exactly what you see happening.

If the issue persists or if you need further assistance, please contact Equipment Support at 616-795-4892 or [Support@TommyCarWash.com](mailto:Support@TommyCarWash.com)