



# SERVICE BULLETIN 402

426 Industrial Boulevard • Kearneysville WV 25430-2776 • USA  
 Telephone: +1 304 728 7056 • technicalinquiry@royalvenders.com  
 Toll-free in North America: 1 800 931 9214 • Fax: +1 304 725 4016  
 Canada: +1 905 738 5777 • Mexico: +52 55 5203 6887  
 Europe: +49 2158 95 1000 • Australia: +61 2 9890 5433

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Revision: 00

**SUBJECT:** Malformed GIII Adjustable Long Product Stops

**MODELS:** GIII Plus venders

Number of  
People  
Required



KIT NUMBER	KIT DESCRIPTION
N/A	N/A

**TOOLS REQUIRED:** None

**ESTIMATED INSTALLATION TIME:** N/A



The following areas of this vender contain voltage which can cause serious injury or even death: the main power cord, supplying 115-230 VAC to the evaporator, EMI filter, and refrigeration system; the power line from the EMI filter to the ballast and transformer; and the ballast, which can produce upwards of 600 volts. Remove all power from the vender before working in any of these areas.

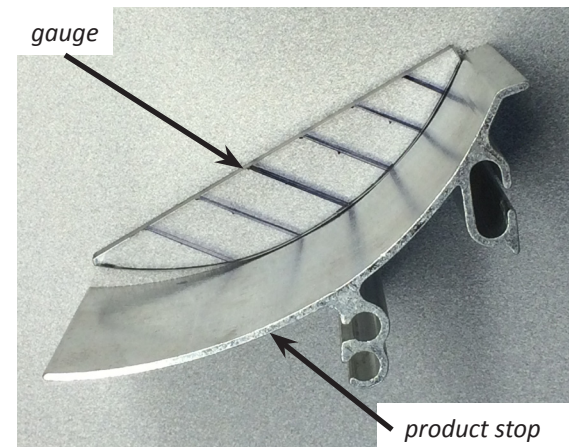
**BACKGROUND INFORMATION:** Some GIII Plus venders manufactured from production weeks 201544 to 201605 **may** have malformed long adjustable product stops. It is important to note that a majority of the product stops during this time period are formed correctly; the issue with malformed parts is intermittent. This issue will only be noticeable when vending cans and could cause double-vending.

**HOW TO IDENTIFY MALFORMED PRODUCT STOPS:**

To correctly identify any product stops that are suspected to be malformed, please contact Royal Vendors' Customer Service Department at 1-800-931-9214 (outside North America, dial +1 304-728-8363) to obtain a gauge. Using this gauge, verify that the curve of the long adjustable product stops is correct, as shown in the photographs at right and below.

Product stops that are not formed correctly will be replaced by Royal Vendors at no charge to the customer. To obtain replacement parts, contact the Royal Vendors' Customer Service Department with the serial number of the vender and the exact quantity of product stops to be replaced.

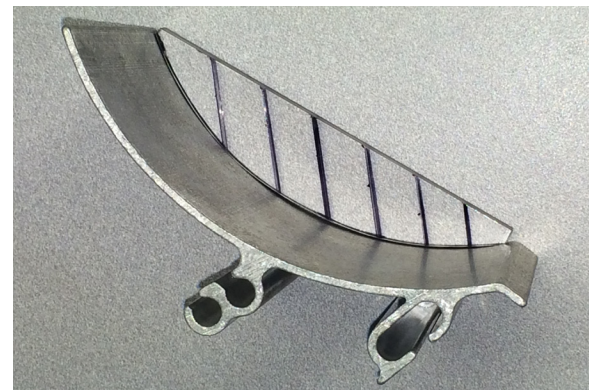
**Figure 1.** The product stop shown here is bad. It does not conform to the curve of the gauge.



**Figure 3.** The product stop shown here is good. It conforms with the curve of the gauge.



**Figure 2.** The product stop shown here is good. It conforms with the curve of the gauge. (Shown outside the vender in this photograph for clarity.)



In an effort to provide our customers with the latest information on our equipment, Royal Vendors sends service bulletins to customers using the original ship-to address or e-mail addresses, if supplied by our customers. We also post all service bulletins on our website at www.royalvenders.com. If for any reason a vender is moved to another location or is sold to another customer other than to whom Royal Vendors originally sent the machine, it is the responsibility of the original purchaser of the vender to notify the appropriate personnel of the service bulletin.

**ANY QUESTIONS? CONTACT ROYAL VENDORS' CUSTOMER SERVICE DEPARTMENT  
 IN NORTH AMERICA, CALL TOLL FREE 1 800 931 9214**