



# **TACC-IIa Operator's Manual**



Tidel would like to thank you for the purchase of your TACC-IIa.

To maintain proper working order, we recommend you read this manual completely.

The Manufacturer's Warranty is limited to defects in workmanship and equipment hardware. Repairs due to lack of Preventive Maintenance (and Preventive Maintenance itself), are not covered by the Manufacturer's Warranty.

**Items not covered by warranty, but not limited to:**

Abuse

Coin Jams

Tube Jams

Bill Jams

Envelope Jams

Damage due to spillage

Equipment resets

Phone fixable problems

User operational problems

Equipment or software upgrades

Consumables - Dipsticks, vend tubes, envelopes, etc...

Copyright © 2004 by TIDEL ENGINEERING, L.P.

All rights reserved. No part of this manual may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, except as may be expressly permitted by the applicable copyright statutes or in writing by Tidel Engineering, L.P.

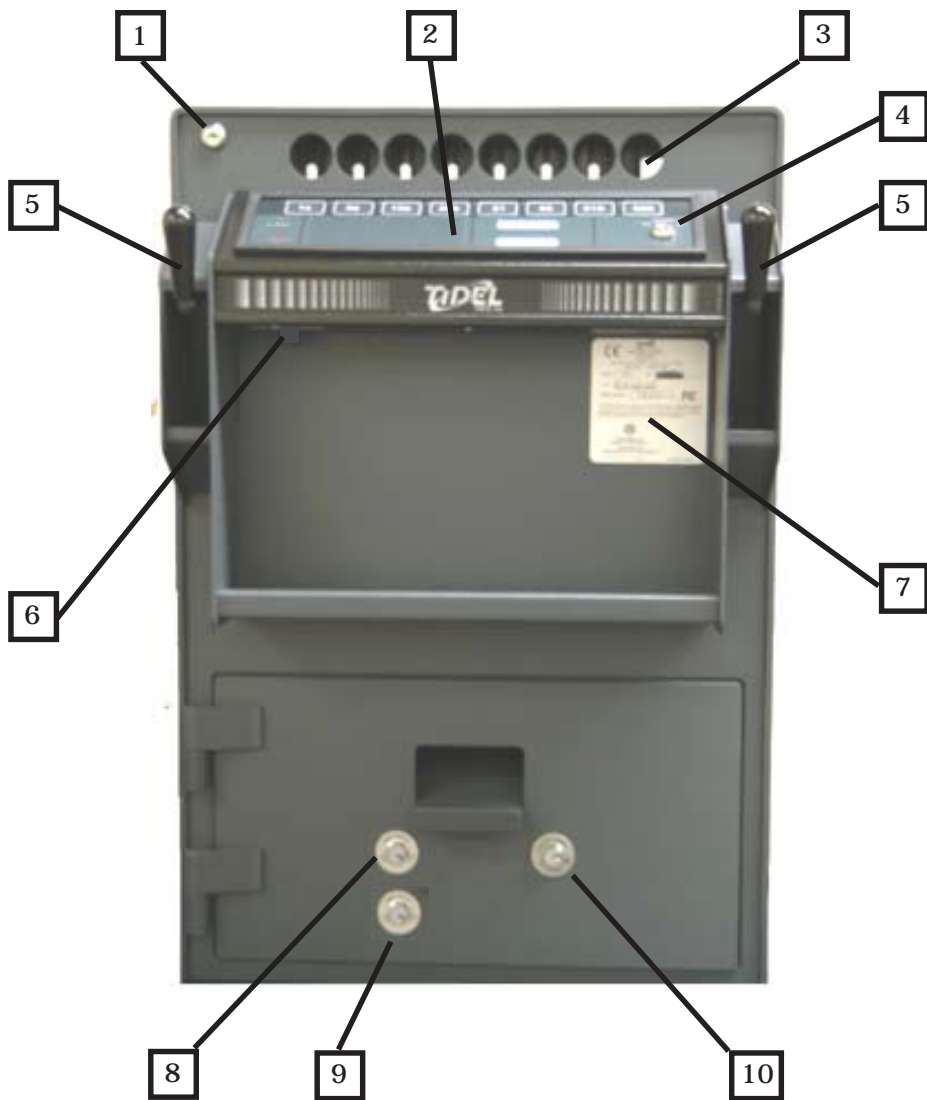
*For information, write:*

Tidel Engineering, 2025 W. Belt Line Rd, #114, Carrollton, TX 75006, (972) 484-3358

# Table Of Contents

<b>Component Location .....</b>	<b>2</b>
<b>Loading the Operating Cash: .....</b>	<b>3</b>
<b>Checking the number of tubes .....</b>	<b>4</b>
<b>Making Drops .....</b>	<b>4</b>
<b>Vending Operations: .....</b>	<b>5</b>
<b>Activate the Alternate Vend Delay Timer .....</b>	<b>6</b>
<b>Door Opening Procedures.....</b>	<b>7</b>
<b>Notes on Door Opening .....</b>	<b>8</b>
<b>To Open the Door (Instant Access): .....</b>	<b>9</b>
<b>To Open the Door (Dual Function): .....</b>	<b>9</b>
<b>Closing the Door: .....</b>	<b>9</b>
<b>Dumping Tubes From the Magazine .....</b>	<b>10</b>
<b>Troubleshooting .....</b>	<b>11</b>
<b>Early Production TACC-IIa.....</b>	<b>15</b>
<b>Warranty Policy.....</b>	<b>16</b>

# COMPONENT LOCATION



- |                           |                          |
|---------------------------|--------------------------|
| 1) Tube Loading Gate Lock | 6) 1 AMP, Slow Blow Fuse |
| 2) Control Panel          | 7) Serial Number Sticker |
| 3) Tube Loading Gate      | 8) Manager Keyswitch     |
| 4) Vending Keyswitch      | 9) Courier Keyswitch     |
| 5) Drop Chutes (2)        | 10) Door Bolt Lock       |

# LOADING THE OPERATING CASH

Each one of the 8 columns will hold:

12 tubes – Serial numbers beginning with A91, A92 or A93.

11 tubes – Serial numbers beginning with IA.

**Step 1:** All coins should be wrapped. Do not place tape over the end of the tube. Glue from the tape will eventually cause jams in the magazine.

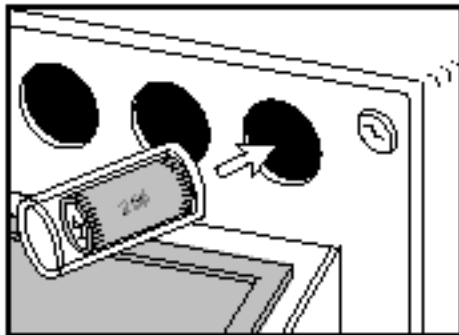
**Note:** If loose coins are to be loaded into the tubes, end caps for the tubes can be purchased.

**Step 2:** Bills loaded into the tubes should be folded lengthwise and inserted into the tubes.

Note: Approximately 30 bills can be placed in a tube, however, bills that are “packed” into a tube will be difficult to remove and will not lay flat in the cash register.

**Step 3:** Load tubes, closed end 1st, to prevent coins from falling out of the tube and into the magazine, causing jams.

- The key in the top right corner of the unit operates a “vend tube lock bar”. This prevents unauthorized loading, (empty tubes or the wrong denomination in the wrong column).



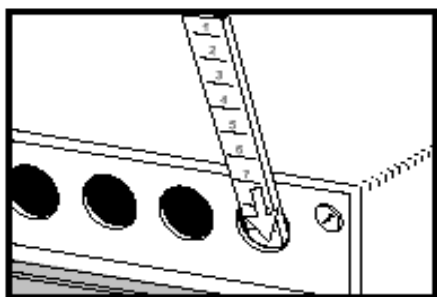
# **CHECKING THE NUMBER OF TUBES**

## **IN THE TACC-IIa**

**Step 1:** Insert the dipstick into the tube loading hole with the highest number first.

**Step 2:** The number at bottom of tube loading hole is the number of tubes in the magazine.

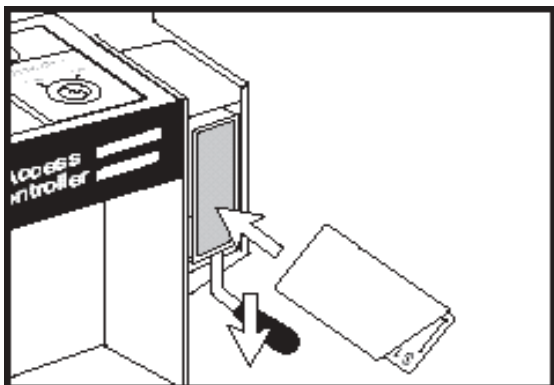
**Note:** Leaving the dipstick in the magazine may result in a jammed vend mechanism.



## **Making Drops**

**Step 1:** Pull the handle of the drop chute down.

**Step 2:** Insert the the drop FULLY into the drop chute and close the drop chute



# VENDING OPERATIONS

The Vending Key is located on the Control Panel.

When the Vending Key is OFF:

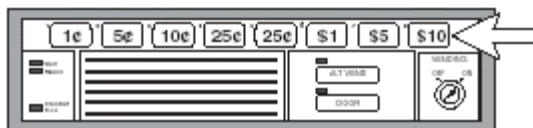
- The wait light will remain on.
- No tube can be vended.
- The time delay continues to advance. If the key is turned back to the ON position and the time delay was achieved while the key was OFF, the READY light will illuminate and a vend is possible.

The Vending Key should be turned OFF when leaving the area of the unit (to stock shelves or coolers, etc...). This prevents unauthorized vending.

**Step 1:** The Vending Key must be in the ON position and the vend delay time must be achieved before the READY light will illuminate and a tube can be vended.

**Step 2:** To vend a tube, press the button which corresponds to the column you wish to vend from.

**Step 3:** After a tube is vended, the vending time delay starts over, and the operator must wait another 2 minutes before another vend is possible.



# **TO ACTIVATE THE 30 SECOND ALTERNATE VEND DELAY TIMER**

The “Alternate Vend” feature allows the operator to change the vend delay time from 2 minutes to 30 seconds (for peak activity periods).

## **To activate the 30 second Alternate Vend feature:**

- Step 1:** Turn the Manager Key ON and release it. (the Manager Key is spring loaded and should return to the off position).
- Step 2:** Press the “ALT VEND” button on the Control Panel.
- Step 3:** The ALT VEND light will illuminate momentarily.
- Step 4:** After a 10 minute time delay, the ALT VEND light will illuminate.

The delay time between vends will be 30 seconds as long as the ALT VEND light remains lit.

## **To return the unit to the standard 2 minute timer:**

- Step 1:** Turn the Manager Key ON and release it. Then press the “ALT VEND” button on the Control Panel.
- Step 2:** The ALT VEND light will go out and the unit will instantly return to the standard 2 minute time delay.

**Note:** The Alternate vend timer cannot be activated while the door is in an unlocked position.



# **DOOR OPENING PROCEDURES**

Overflow from the cash register is deposited in the drop chutes on left and right sides of the unit.

A divider is placed in the bottom of the unit to separate the 2 sides.

To retrieve items deposited into the drop chutes, the door must be opened.

## **To open the door (Time Delay):**

**Step 1:** Turn the Manager Key ON and release it, (the Manager Key is spring loaded and should return to the off position).

**Step 2:** Within 30 seconds of turning the Manager Key, press the "DOOR" button on the Control Panel.

**Step 3:** The DOOR light will illuminate momentarily.

**Note:** Early A91 series units did not require pressing the door button after turning the Manager Key to start the door timer.

**Step 4:** A time delay of 10 minutes (units may be set for 3, 10 or 30 minute delay times), must be achieved before the door can be opened.

**Step 5:** When the door delay time has been achieved, the DOOR light will illuminate.

Door opening will be accessible for an additional 10-minute window. During this 10-minute window, the door light will remain lit.

**Step 6:** Turn the Door Bolt Key and open the door.

**Note:** units can be equipped with 3 or 30-minute door opening delay timers.

# **NOTES ON DOOR OPENING**

- If the door is opened without waiting the door opening delay time or if power is disconnected from the unit while the door is open, the WAIT light will illuminate and no vends will be possible.

To activate the vending functions again, turn the Manager Key and release it.

- If the Manager Key is held in the ON position for more than 30 seconds, all the lights on the Control Panel will begin flashing.

Operations cannot be performed while the unit is in this lockout feature.

To return to normal operations, perform a power reset.

## **During the door opening delay time:**

- Tubes may be vended if the Vending Key is ON and the READY light is illuminated.
- The door opening procedure can be cancelled by pressing the “DOOR” button on the Control Panel 3 times.

## **After the door is opened:**

- The DOOR light will remain on as long as the door is open.
- There is no time limit on how long the door can stay open.
- The Vending Key must be ON to vend tubes while the door is open.

## **If the door bolt is extended while the door is open:**

- Turn the Manager Key and release it, then turn the door bolt key to retract the door bolt.

**Note:** To activate the door locking bar solenoid on an early A91 series unit, you must press the “DOOR” button on the Control Panel.

## **TO OPEN THE DOOR** **(INSTANT ACCESS)**

- Step 1:** Turn the Instant Access (Courier), key and release it, (the Courier key is spring loaded and should return to the off position). The DOOR light will illuminate.
- Step 2:** Within 10 minutes, turn the Door Bolt Key and open the door.

## **TO OPEN THE DOOR** **(DUAL FUNCTION)**

- Step 1:** Turn the Instant Access/Courier Key and release it, (the Courier key is spring loaded and should return to the off position).
- Step 2:** Within 30 seconds, turn the Time Delay/Manager Key and release it, (the Manager key is also spring loaded and should return to the off position). The DOOR light will illuminate.
- Step 3:** Within 10 minutes, turn the Door Bolt Key to open the door.

## **CLOSING THE DOOR**

- Step 1:** Close the door and turn the Door Bolt Key to lock the door.
- Step 2:** The DOOR light will stay on for a 30-second grace period. (Unless power was removed from the unit while the door was open).

During this grace period, the door can be re-opened by turning the Manager key and then turning the door bolt key before the 30 seconds expires.

**Note:** Early A91 series units required pressing the “DOOR” button on the Control Panel, then turning the Door Bolt Key to open the door during the 30-second grace period.

### **If the door bolt is extended while the door is open:**

- Turn the Manager key and release it, then turn the Door Bolt Key to retract the door bolt.

**Note:** To activate the door locking bar solenoid on an A91 series unit, press the “DOOR” button on the Control Panel.

# **DUMPING TUBES FROM THE** **MAGAZINE**

**Step 1:** The door must be opened and the READY light must be illuminated to dump tubes.

If the door is open, but the READY light is not illuminated:

- a) Insure the Vending Key is in the ON position.
- b) Turn the Manager Key to the ON position and release it. (it should return to the OFF position).

**Step 2:** Select the button which corresponds to the column you wish to dump.

**Step 3:** The unit will vend from the selected column 12 times (regardless of the number of tubes in the unit).

**Note:** On units with serial number prefixes A91, A92, A93 and prior to serial number IA-00092, tubes can be vended with no time delay by pressing the column button repeatedly.

**Step 4:** To stop the column dump procedure:

**Serial # IA-29419 or earlier** - Press the corresponding column button

**Serial # IA-29420 or later** - Turn the Vending Key to the OFF position.

- If the “DOOR” button on the Control Panel is pressed 3 times while the door is open, the dump feature will be de-activated, tubes cannot be vended until the door is shut and locked or the Manager key is turned.
- If the door is opened without waiting the door opening delay time or if power is disconnected from the unit while the door is open, the WAIT light will illuminate and no vends will be possible.

To activate the vending functions again, turn the Manager key and release it.

# **TROUBLESHOOTING**

## **ALL LIGHTS ON CONTROL PANEL FLASHING**

- 1) Unit is in LOCKDOWN mode. This condition is caused by the unit detecting the Manager Keyswitch in the ON position for more than 30 seconds. Perform a power reset and wait 30 seconds.
  - If the lights begin flashing again, the unit detects the Manager Keyswitch in the ON position.
- 2) Manager Keyswitch may be sticking.

## **DOOR LIGHT DOES NOT COME ON WHEN DOOR IS OPEN**

- 1) Perform a power reset and insure all lights on Control Panel illuminate for a moment.
- 2) The door sensor may be sticking or popped out of it's bracket

## **DOOR LIGHT DOES NOT COME ON WHEN THE DOOR TIMER IS STARTED**

- 1) Perform a power reset and verify all lights on the Control Panel illuminate for a moment.
- 2) Later TACC-IIa models require you press the "DOOR" button within 30 seconds after the Manager Keyswitch is turned to start the door timer. Earlier models required turning the Manager Keyswitch only to start the door timer.

## **DOOR LIGHT ALWAYS ON**

- 1) Insure the door sensor is secured in it's bracket. Possibly may have popped out of it's bracket or is broken.

## **NO LIGHTS ARE ILLUMINATED ON THE CONTROL PANEL**

- 1) Perform a power reset, verify all lights illuminate momentarily. If not:
  - a) Insure AC power is correct and the unit is plugged in.
  - b) Check the 1 amp slow-blow fuse.

**Note: The Door Switch and bracket are located inside the door frame.**

# **TROUBLESHOOTING**

## **READY LIGHT WILL NOT COME ON, WAIT LIGHT STAYS ON**

- 1) The Vending keyswitch is off or may be defective.
- 2) If the door light is illuminated:
  - a) The door sensor may be popped out of it's bracket or may be defective.
  - b) If the door is opened without waiting the 10 minute time delay or if a power reset is performed after the door has been opened, the unit will require turning the Manager Keyswitch to activate the READY light.

## **WAIT LIGHT FLASHES WHEN A VEND BUTTON IS PRESSED**

- 1) Perform a power reset.
- 2) Check the vend mechanism for jams or obstructions.
- 3) Perform a power reset and attempt to vend again when the ready light illuminates. If the Vend motor binds or makes a loud popping noise - Probable jammed vend mechanism.

**Note:** Always disconnect AC power prior to attempting to remove a jam or obstruction from the vend mechanism.

## **DOOR BOLT EXTENDED WITH DOOR OPEN**

- 1) The solenoid must be activated to allow the Door Bolt Key to be turned:
  - a) On early production Tacc-IIa's, press the "DOOR" button on the Control Panel and within 30 seconds, turn the Door Bolt Key.
  - b) On early production Tacc-IIa's equipped with instant access, while holding the door sensor in, turn the instant access keyswitch and within 30 seconds, turn the Door Bolt Key.
  - c) On later version Tacc-IIa's, turn the Manager Keyswitch and within 30 seconds, turn the Door Bolt Key.

## **DOOR CAN BE OPENED WITHOUT THE 10 MINUTE TIME DELAY, (DOOR BOLT KEY TURNED ONLY)**

- 1) Check for the presence of the solenoid disable strip. If present, remove it.

## **DOOR WONT OPEN - TIMER STARTS - DOOR LIGHT DOES COME ON AFTER TIME DELAY**

- 1) Insure the correct key is being used in the Door Bolt Lock.

# **TROUBLESHOOTING**

## **DOOR WONT OPEN - TIMER STARTS - DOOR LIGHT DOES NOT COME ON AFTER TIME DELAY**

- 1) Perform a power reset and re-start door timer. Insure the DOOR light illuminates and goes out when timer is started.
- 2) Insure no power interruption during time delay.
- 3) If the DOOR button on the Control Panel is pressed 3 times during the time delay, the door timer will be aborted.
- 4) Check for a dedicated circuit or a Tidel approved surge protector.

## **TIME DELAY (2 MIN) APPLIES TO VENDING TUBES WHEN DOOR IS OPEN**

- 1) Possible door sensor popped out of it's bracket or defective.

## **TUBES DUMP WHEN BUTTON IS PRESSED (DOOR CLOSED AND LOCKED)**

- 1) Possible door sensor popped out of it's bracket or defective.

## **TUBES STAND ON END WHEN LOADED INTO MAGAZINE**

- 1) Insure the correct tubes are being used. Older style tubes will not work in "I" serial number units.

## **TUBES WONT DUMP WHEN DOOR IS OPEN**

- 1) Check for presence of the solenoid disable strip. (If the door is opened without utilizing the time delay, the Manager Key must be turned before the unit will dump tubes).
- 2) Verify the DOOR light is on. If not, check the door sensor. Possibly popped out of it's bracket or defective.
- 3) Insure the Vending Keyswitch is on.
  - a) If power was disconnected after the door was opened, the Manager Key must be turned before the READY light will come back on.

## **TUBES WONT VEND, READY LIGHT IS ON, MOTOR DOES NOT OPERATE**

- 1) Perform a power reset and attempt to vend again when the READY light illuminates.

## **VENDS ALL TUBES WHEN BUTTON IS PRESSED. (DOOR CLOSED AND LOCKED)**

- 1) Possible door sensor popped out of it's bracket or defective.

# **TROUBLESHOOTING**

## **WILL NOT VEND 1 COLUMN, MOTOR OPERATES, NO TUBE DROPS**

- 1) Probable obstruction in magazine. With the door open, press the vend button for the column which will not vend. When the vend motor begins to run, disconnect AC power from the unit. This action should stop the cradle in a half open position. Insert a ruler or similar device up into the magazine (around the cradle) to dislodge the obstruction.

**WARNING: Keep hands away from the vend area when AC power is re-applied.**

## **WILL NOT VEND FROM 2 COLUMNS, MOTOR DOES NOT OPERATE**

- 1) Perform a power reset and check for the following:

VEND MOTOR RUNS, 1 TUBE MAY DROP.

- a) A tube may have been jammed, and released when power reset was performed. Attempt to vend from that column again. The unit should now work properly.

VEND MOTOR BINDS OR MAKES A LOUD POPPING NOISE.

- a) Probable jammed vend mechanism.

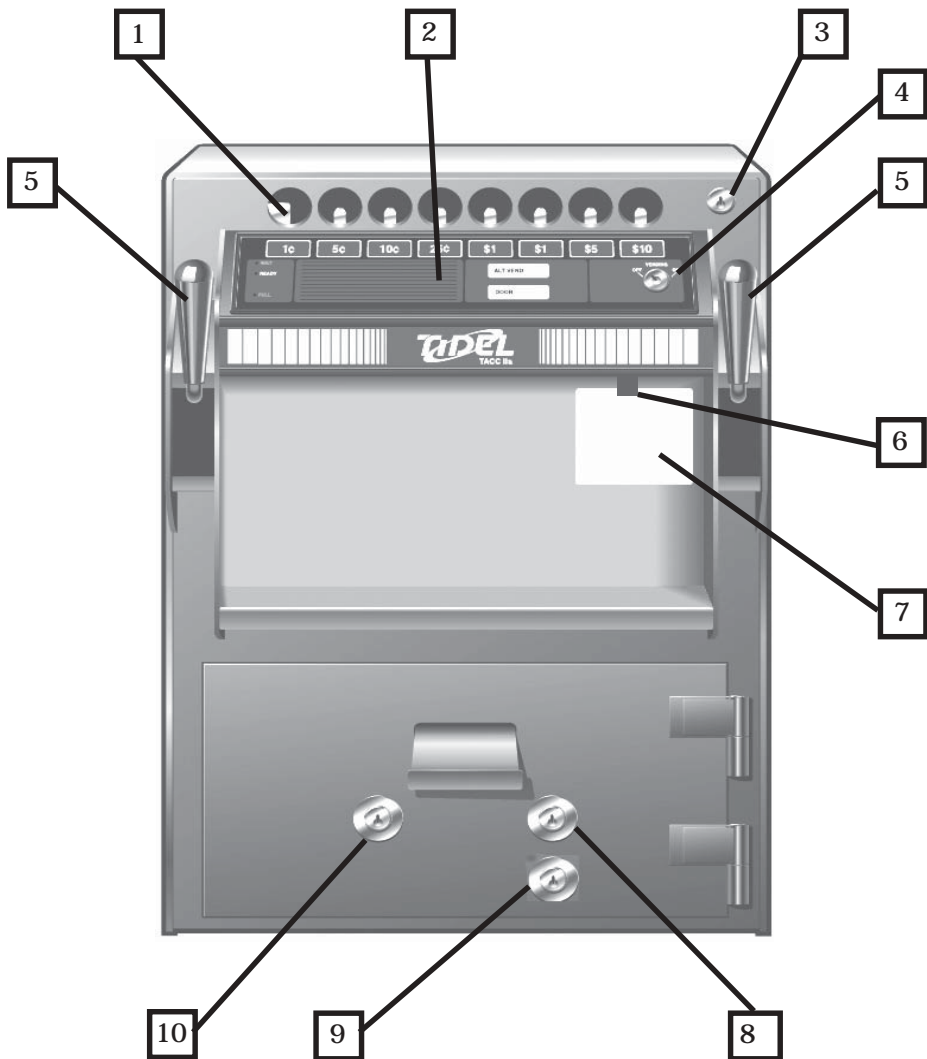
*Note: Always disconnect AC power prior to attempting to remove a jam or obstruction from the vend mechanism.*



# **TACC-IIa with Serial # prefixes**

## **“A91, A92, A93 and IA”**

**(Production models prior to Serial # prefix “SA”)**



1) Tube Loading Gate

2) Control Panel

3) Tube Loading Gate Lock

4) Vending Keyswitch

5) Drop Chutes (2)

6) 1 AMP, Slow Blow Fuse

7) Serial Number Sticker

8) Manager Keyswitch

9) Courier Keyswitch

10) Door Bolt Lock

## TACC IIa PRODUCT LINE WARRANTY

### LIMITATIONS OF WARRANTIES AND REMEDIES FOR PRODUCTS DELIVERED TO LOCATIONS WITHIN THE UNITED STATES AND CANADA

- A. LIMITED WARRANTIES - SUBJECT TO THE TERMS SET FORTH BELOW, TIDEL ENGINEERING, L.P., A TEXAS LIMITED PARTNERSHIP ("Tidel") WARRANTS ONLY TO THE PERSON OR ENTITY WHO PURCHASES THE PRODUCT DIRECTLY FROM TIDEL OR FROM A TIDEL AUTHORIZED RESELLER THAT, should the Product prove defective by reason of improper workmanship or materials, Tidel will replace all necessary electrical, electronic and mechanical parts with new or factory reconditioned replacement parts, without a charge for the parts for twenty four (24) months, and without a charge for the authorized service dealer labor for twenty four (24) months after the original installation of the Product, PROVIDED, HOWEVER, THAT IN NO EVENT SHALL THIS LIMITED WARRANTY EXTEND FOR MORE THAN THIRTY (30) MONTHS AFTER THE DATE THE PRODUCT IS SHIPPED FROM TIDEL'S FACTORY IN CARROLLTON, TEXAS. It shall be Tidel's sole decision whether to use new, factory, reconditioned or replacement parts in any such repair or replacement. THE REMEDIES DESCRIBED HEREIN SHALL BE THE SOLE, EXCLUSIVE AND ONLY REMEDIES OF DIRECT BUYER AND END USER FOR BREACH OF THIS LIMITED WARRANTY.
- B. DISCLAIMER OF WARRANTIES - TIDEL DISCLAIMS ANY WARRANTY WHATSOEVER AND THE LIMITED WARRANTIES CONTAINED HEREIN WILL BE VOID OR VOIDABLE BY TIDEL IF: (i) the Product or any parts, including, without limitation, its electrical, electronic or mechanical parts, specifically including all dispensing materials, have been installed, relocated, repaired or serviced by any individual or other entity not authorized by Tidel to provide such services; (ii) the serial number on the Product or any parts have been altered or removed; (iii) the Product or any parts have been subjected to accident, misuse, abuse, or negligence; (iv) the Product or any of its parts have been used or operated contrary to or in violation of the instructions, warnings, or manuals accompanying the Product or any of its parts, including without limitation the failure to timely or properly clean the Product or any of its parts or to timely or properly perform any preventative maintenance of the Product or any of its parts; or (v) the Product is not connected to a dedicated, grounded electrical outlet or installed with a line conditioner approved by Tidel. Parts that are considered consumable (including, but not limited to, dipsticks, keys, vent tubes, and envelope) are not included in this limited warranty except to the extent that these items are shipped in new, proper working condition from the Tidel Factory with the Product. This limited warranty does not cover any currency jam in any mechanism that is a part of the Product. THE LIMITED WARRANTIES STATED HEREIN INCLUDE PARTS AND LABOR ONLY AS SET FORTH IN PARAGRAPHS ABOVE AND EXCLUDE ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE RELATING TO THE USE OR PERFORMANCE OF THE PRODUCT AND THE PARTS, WHETHER OR NOT PURPOSES OR SPECIFICATIONS ARE DESCRIBED OR PROVIDED BY TIDEL WITH RESPECT TO THE PRODUCT OR PARTS.
- C. LIMITATIONS OF REMEDIES - TIDEL'S LIABILITY TO DIRECT BUYER AND TO END USER, FOR ANY CAUSE WHATSOEVER, AND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR IN TORT (INCLUDING NEGLIGENCE ACTIONS), OR OTHERWISE, ARISING IN CONNECTION WITH THE PRODUCT, PARTS OR THE FOREGOING LIMITED WARRANTIES SHALL BE LIMITED TO THE COST OF REPAIR AND REPLACEMENT OF THE PRODUCT OR PARTS IN ACCORDANCE WITH THE LIMITED WARRANTIES. TIDEL SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO, DAMAGE OR LOSS OF OTHER PROPERTY OR EQUIPMENT, LOSS OF PROFITS OR REVENUE, LOSS OF SAVINGS, LOSS OF OR INABILITY TO USE OF THE PRODUCT OR ASSOCIATED EQUIPMENT, COST OF CAPITAL, COST OF PURCHASED OR REPLACEMENT PARTS OR EQUIPMENT, LOSS OF OPPORTUNITY, LOSS OF BUSINESS, DOWNTIME, INJURY TO PROPERTY, PERSONAL INJURY, OR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES ARISING IN CONNECTION WITH CLAIMS OF THIRD PARTIES.
- D. INSPECTION OF THE PRODUCT OR PARTS; TIME LIMIT FOR CERTAIN CLAIMS - Direct Buyer and End User are responsible for inspecting and shall inspect the Product and any parts upon receipt and shall notify Tidel at 2025 W. Bellline Road #114, Carrollton, Texas 75006-6453 in writing by certified mail, return receipt requested (postage prepaid, deposited with the United States Postal Service) of any claims, including claims for breach of limited warranties, within thirty (30) days after the Direct Buyer or End User discovers or should have discovered the facts upon which the claim is based. The failure to give written notice of a claim to Tidel within this time period shall constitute a waiver and relinquishment of such claim.
- E. REGISTRATION OF THE PRODUCT - The registration card enclosed with the Product must be mailed by the Direct Buyer (if the Product is sent from the Tidel Factory to the Direct Buyer) or by End User (if the Product is sent from the Tidel Factory to the End User) to Tidel Engineering, L.P., 2025 W. Bellline Road #114, Carrollton, Texas 75006, within ten (10) days after the date of original installation of the Product. If the registration card is not on file at Tidel, the installation date will be presumed to be thirty (30) days after the Product is shipped from the Tidel Factory.
- F. LIMITATION OF LIABILITY - The limited warranties of Tidel shall be subject in all respects to the limitations, disclaimers, and exclusions set forth herein. No action, regardless of form, arising out of this limited warranty may be commenced more than one (1) year after the cause of action has occurred.
- G. CHOICE OF LAWS; VENUE - This document shall be construed, interpreted and enforced by applying the law of the state of Texas and without applying principles of conflicts of laws and without giving regard to any international convention for the sale of goods. The provisions stated in this document shall be enforced against Direct Buyer and End User to the maximum extent permitted under applicable law. All disputes arising hereunder shall be submitted to a state or federal court of competent jurisdiction within Dallas County, State of Texas.

For the name of your nearest Tidel service dealer or to contact Tidel about a claim or otherwise, contact  
972-484-3358 (Toll Free: 1-800-678-7577)  
Tidel Engineering, 2025 W. Bellline Road #114  
Carrollton, Texas 75006-6453

# **Notes**



2025 W. Belt Line Rd, #114  
Carrollton TX 75006  
1-800-678-7577 (phone)  
972-484-1014 (fax)  
[techserv@tidel.com](mailto:techserv@tidel.com)