

Signature

Signature Ball Dispenser *Manual*



Call 1-800-869-1800 or go online at www.wittekgolf.com to order!

Introduction

The Signature Series Dispensers will vary with the individual characteristics of each range installation. There are, however, some important general principles that will help ensure optimum dispenser use.

Efficiency

1. Place the dispenser in a place convenient for customers. For example, close to the tee line or near the pro shop.
 2. Keep the dispenser on a level surface. This will minimize erratic ball counts.
 3. Keep the dispenser on a hard surface. A fully loaded Signature Dispenser will weigh over 1300 pounds. The weight of the dispenser will cause it to sink into open ground.
 4. Gauge the amount of balls in the cabinet with the volume of the range. This will keep a balance between loading frequency and movability.
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Security

1. Keep the dispenser in a visible location. This will discourage abuse and attempts at theft or vandalism.
 2. If possible, keep the dispenser in a closeable shelter, concealing all but the front of the unit. This discourages vandalism and allows for convenient storage.
 3. Empty the coin box or bill acceptor magazine (if applicable) at least once a day, depending on volume.
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Care

1. The Signature Dispenser features an all galvanized steel construction with a special "E-coating" lifetime undercoat shield and two separate powder coat finishes. Applying a liquid spray wax will lengthen the life of the galvanized steel cabinet while providing an attractive finish.
 2. Use clean, dry golf balls in the dispenser. Mud, dirt, or bits of debris from golf balls will accumulate in ball tray assembly and hinder the performance or possibly cause damage.
 3. Gently pour balls (especially the first basket) when refilling the dispenser to reduce wear on the upper baffle plate.
 4. Follow the suggested precautions for storage during winter months. Extreme cold and frost can affect controls.
 5. A shelter around the dispenser will also serve as effective protection from climatic conditions. If a shelter is used, keep the cabinet top vents clear of obstructions. This will allow airflow, which will help in facilitating drying of damp golf balls.
- NOTE: When building the shelter, be sure to allow enough clearance for the top lid of the dispenser, which opens when loading golf balls.**
6. Certain climatic conditions, such as excessive salty air or abrasive desert air, can increase wear on the dispenser internal mechanism.
 7. Locate the dispenser away from sprinklers.

Receiving your dispenser

WITTEK Ball Dispensers are shipped in a corrugated shipping crate, which is designed to protect the dispenser during shipment. As long as the machine is securely banded to the pallet, the machine should be undamaged.

NOTE: Remove the dispenser carton and SAVE for use as a protective covering during installation and storage.

IMPORTANT

INSPECTION

If, when unboxed, the dispenser is not attached to or is moved from the pallet, there is the possibility of damage. If this or any other visible damage to the machine is discovered during inspection, **immediately** notify the shipping carrier and take the appropriate action.

Customer is responsible for filing any damage claims with WITTEK GOLF.

Unpacking and Inspection

Make a visual inspection of the machine:

1. Make sure the machine is securely banded to the pallet.
2. Check the vending mechanism portion of the machine for any visible damage.
3. Remove the steel bands that secure the machine to the pallet and dismount the machine from the pallet. The machine is now ready for installation.

Installation

Select a working location with:

1. Adequate working space
(a minimum of 50 square feet is recommended).
2. A hard-stable surface.

NOTE: The machine may be used outdoors; however, **DO NOT PLACE THE MACHINE DIRECTLY ON OPEN GROUND.**

3. Remove 1 set of keys tied to the bottom grate of the ball exit chute.
4. With the correct keys, open the top lid with Key # 4657 and front access door with Key # 7311. Check to see that the lid and front access door unlocks and locks properly.
5. While the front access door is open, remove the box containing the leveling legs, extension cord, and second set of keys.

To assemble the leveling legs:

1. Close and lock all doors.
2. Because of the weight of the dispenser, 3-4 people should perform this in order to prevent personal injury. Place the dispenser carton on the ground behind the dispenser. Lay down the dispenser on its backside on top of the carton to protect and prevent damage to the unit.
3. Assemble the legs and sleeves into the four threaded corners of the machine.
4. Place the dispenser into its upright position.
5. Level the dispenser by turning the leveling legs.

Tokens:

Depending upon the amount of tokens shipped, they will be found in either the box found in the front access or in a separate shipping carton. Refer to your packing list for the total number of cartons shipped.

Machine Start Up and Test Cycle

The following instructions are for the Token Activated Ball Dispenser. If your dispenser has other options installed on the dispenser, please test each option separately.

1. Connect supplied extension cord into the 3 prong male receptacle located on the right side of the dispenser (front view).
2. Plug the other end of the extension cord into a standard 110 V, 3-prong wall receptacle or other UL approved extension. Be careful to keep electrical power source clear of water.

Check internal operation:

1. Open top lid and front access door.
2. Make sure that the vending option(s) chosen have power and are set to desired function. If any of the desired amounts were not preset correctly at the factory, go to the Vending Options section of this manual.

Dollar Bill Validator:

Observe that the LED status indicator on the back of the bill validator is on and not flashing. This condition indicates that the unit is ready to accept bills. If the light is flashing, refer to the label located on the back of the magazine for a description of diagnostic codes. Observe that the accumulator board option switches are set to your desired amounts.

1. Locate the red test button on the white Actuator Control Box and press button once.
2. While the Dispenser is operating, observe the actuator arm and dump tray. Make sure all components of the actuator arm and the dump tray move smoothly and return to their original position. **Normal time for the dispense cycle to return to its original position is approximately 3 to 4 seconds. If longer, please refer to the trouble shooting section of this manual.**
3. Insert token into the token slot to check to see if the dispenser operates.
4. The dispenser is now ready to be tested with golf balls.

Loading and Operation

All dispensers are preset at the factory with specific ball count as desired by the customer. This count is the amount of golf balls that will be dispensed in one dispense cycle (when a vending option is activated on the machine).

It is possible, however, that the count on the first cycle could be erratic. It is important to run a few test cycles before official operation.

To do a test cycle:

1. Fill the dispenser with a partial load of clean golf balls.
2. Place a bucket inside the ball exit chute.
3. Cycle dispenser once by putting a token through the token slot or pressing the red test button.
4. After the golf balls are cycled through and there are no problems found with the ball count, close front access door and fill dispenser to your desired level. Close top lid.
5. Dispenser is ready for use.

Note: Count can vary by two golf balls. If the count is off by more than five golf balls, please refer to the troubleshooting section of this manual.

There is no allowance for emptying golf balls from the dispenser other than normal cycling through the exit chute.

DO NOT ATTEMPT ANY OTHER METHOD OF RETRIEVING GOLF BALLS OR EMPTYING THE DISPENSER.

It is important to make sure that the golf balls are clean and free of debris. Accumulation of debris and foreign objects can cause a problem with correct ball count.

Vending Options

All Wittek Signature Series Dispensers have three vending options available: Token Mechanism, Bill Acceptor, Crossfire & e-range. Options can also be easily added to your dispenser at a later date.

All vending options are preset at the factory to desired setting.

The following will highlight each vending option and explain how to program each option.

Bill Acceptor:

High Acceptance Rate. Accepts torn, wrinkled, faded, damp, dirty, limp or folded bills.

Low Maintenance. With the streamlined recognition system, debris build-up and the need for cleaning is reduced.

Accepts bills in four different directions, face up or down.

Takes \$1 and \$5 dollar bills.

Programming for Bill Acceptor:

Note:

The switches on the side should read as follows:

- 1 - On
- 2 - Off
- 3 - Off
- 4 - On
- 5 - On
- 6 - On
- 7 - Off
- 8 - Off

All programming for the bill acceptor is done through the coupon configuration and setting of the option switches on the accumulator board.

Vending Options

Coupon Configuration:

1. Fill out the coupon using a #2 pencil with the following settings. Fill in only one block for each line. Do not mark the back of the coupon. Before filling out coupon, make copies on a standard, carbon-based, non-color copier.

Copies can be usable if cut to match the size of the original coupon.

Note: Coupon can be found in the carton in the front access door.

- 1a. Section 1 – Bill Direction. Fill in block “4.”
This will accept dollar bills in all directions.
- 1b. Section 2 – \$1 Bill Denomination. Fill in block “HIGH ACCEPT” for \$1, fill in block “OFF” for \$2, and fill in block “OFF” for \$5.
- 1c. The only time you would fill in block “HIGH ACCEPT” for \$5 is when \$5 or more dollars per dispense cycle is desired.
- 1d. Section 3 – Pulse. Fill in block “SHORT”
- 1e. Section 4 – Pulses per Dollar. Fill in block “1”
- 1f. Section 5 – Bezel Lights On / Flashing. Fill in block “F”

2. Locate the service button on the back of the bill validator. Depress the button once to enter coupon setup mode.
3. Insert coupon and verify settings were accepted.

Accepted:

Coupon returned immediately and LED flashes 10 times when coupon is pulled out.

Rejected:

Coupon returned after ten seconds. LED flashes number of times corresponding to section improperly filled out.

Example:

Three flashes for improper section three. If rejected, review coupon and instruction and retry coupon or try to fill out a new coupon.

Setting the accumulator board:

There are three sets of option switches on the accumulator board.

1. Vend 1 – will set the amount desired to accept before dispensing. To set for \$4 per dispense push the 4th switch towards Vend 1 and push all of the other switches away from Vend 1. This set of option switches will accept up to \$8 per dispense cycle.

2. Vend 2 – All these switches should remain in the OFF position away from VEND 2.
3. The third set consists of 3 switches with initials T/P, S/D, and M/A. This set of option switches should always be set at P, S, and A.

If more than \$8 per dispense is desired please contact Wittek Golf for instructions.

Maintenance

The Wittek Signature Series Dispenser is intended for continuous, maintenance-free, high-volume use in a variety of locations and is therefore designed for careful use and regular monitoring. Proper storage and care will extend the efficiency and effectiveness of the dispenser.

Winter Storage:

1. Clean all coated surfaces (baffle plates, guides, dump tray, etc.) with a multipurpose type cleaner (such as 409). Make sure they are free from all dirt, grime, and moisture.
2. Use a spray type wax on the outside of the dispenser cabinet.
3. Cover with plastic and / or saved corrugated shipping carton.

Spring Installation:

1. Remove plastic cover and / or saved corrugated shipping carton.
2. Reclean all coated surfaces with a multipurpose type cleaner.
3. Cycle dispenser a few times by pressing the red test button on the white control box, for testing purposes.
4. Dispenser will be ready for use. Proceed to the Machine Start Up Section of this manual.

Changing the Ball Count

The number of balls dispensed in one dispense cycle is termed “ball count”.

Although set at the factory to original customer specification, the ball count is adjustable in increments of 5 balls, with the minimum being 25 and the maximum being 75.

To adjust the ball count:

1. Using its normal cycle, remove all balls from the dispenser.
 2. After all balls have been dispensed, unplug the unit from its power source to prevent injury or shock.
 3. Open top lid and front access door.
 4. Remove the two 10/32 self-tapping screws from the left side of the ball count control cover.
 5. Loosen, but do not remove the two or three 10/32 nylon locknuts on the top of the ball count control cover assembly.
 6. Slide the ball count control cover to the desired position and reinstall the original mounting screws in the appropriate holes.
 7. Tighten the 10/32 nylon lock nuts.
 8. Remove the two 10/32 self-tapping screws from the ball guide rail assembly on the left side of machine.
 9. Removal of upper baffle plates may be necessary to access the 10/32 self-tapping mounting screws.
 10. Removal of upper baffle plates may be necessary to access the 10/32 self-tapping mounting screws.
 11. Slide and extend the ball guide rail to the position corresponding to the relocated ball count control cover. Install using the same screws.
- Note:** It is possible that a repositioned ball guide rail will not precisely align with the pre-tapped holes in the baffle plate. In these cases, it is recommend to drill another hole. Use a 5/32” bit and the original self-tapping mounting screw to secure the repositioned ball guide rail.
12. Tighten the ¼-20 hex nut on the side of the ball guide rail.
 13. Reinstall baffle plates if removal was necessary.
 14. Plug dispenser into its power source.
 15. Place a few dozen golf balls in the dispenser and cycle. After the golf balls are cycled through and there are no problems found with the ball count, close front access door and fill dispenser to your desired level. Close top lid.
- Note:** Count will usually vary by two golf balls. If the count is off by more than five golf balls, please refer to the troubleshooting section of this manual.

Troubleshooting

This section covers most of the typical malfunctions of the Wittek Signature Series Dispenser. Make sure power source is unplugged before making any kind of adjustments.

Problem	Probable Cause	Remedy
Token inserted, machine will not operate.	Token was not accepted. Power failure.	Try with a different token. Press the red test button on the white control box to see if dispenser activates. If so check the connection is tight to the wire harness. Check to be sure the power switch is in the on position and lit. If not, press the reset button on the power switch.
Token inserted, actuator arm runs, machine will not dispense.	Dispenser is empty. Check to see if an obstruction is interrupting the flow of golf balls to the dump tray.	Fill the dispenser. Clear any obstruction around the ball tray assembly.
While dispensing, ball count is erratic.	An obstruction is interrupting the flow of golf balls to tray. Golf balls are full of dirt and debris. Dispenser is not level.	Clear any obstruction around the dump tray. Clean golf balls. Level the dispenser by checking the leveling legs and making sure the dispenser is resting on a hard surface.
While dispensing dump tray doesn't return to its original position in the normal 3 to 4 seconds time allowed.	Timing mechanism in the white control box lost its setting.	Open white control box. Locate blue chip with white dial. Turn dial clockwise until it can't go any further, then turn dial counter clockwise ¼ of a turn. Plug dispenser back into its power source and press the red test button. If the dispensers dump tray returns to its original position less than 4 seconds then unplug dispenser and slightly turn dial counter clockwise. Retest dispenser.
Dollar bill accepted, machine will not operate.	Dollar bill acceptor is dirty. Accumulator board lost its settings. Dollar bill acceptor lost its setting.	Clean dollar bill acceptor with slight air pressure or call to order a cleaning card. Reset the accumulator board. Reset dollar bill acceptor by reinserting coupon.

Replacement Parts

PART NO.	Item Description / Quantity
74126	Replacement Key #4657
74128	Replacement Key #7311
M-74-154	Replacement Coin Box
74223	Drop Coin Mech Token
74233	Bill Acceptor Only
74234	Actuator Arm (2")
74231	Actuator Arm (4")
74241	Control Box
74242	Actuator Cable
74243	Accumulator Board
74329	E-reader
74330	Credit cards swipe with 3 buttons and display for crossfire
M-74-240	2 Pole male cord set 1.5'
M-74-242	4 Pole male cord set 1.5'
M-74-244	6 Pole male cord set 1.5'
74256	"A" Token
74257	"B" Token
74258	"C" Token
74259	"D" Token
74260	"E" Token
74331	Medium Brass Token
74332	Large Brass Token
74333	Small Silver Token
74334	Medium Silver Token
74335	Large Silver Token
74325-B	E-Range e-key Blue
74325-BK	E-Range e-key Black
74325-G	E-Range e-key Green
74325-Y	E-Range e-key Yellow