

Elite Ball Dispenser *Manual*



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

Introduction

The Elite 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 Elite 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.
-

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. This also protects the dispenser from harmful weather.
 3. Empty the coin box or bill acceptor magazine (if applicable) at least once a day, depending on volume.
-

Care

1. The Elite dispensers feature cold rolled steel with powder coating. Applying a liquid spray wax will lengthen the life of the 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 # 7311 and front access door with Key # R30160. 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.

Machine Start Up and Test Cycle

The following instructions are specified for each vending option available. Please test each option separately for full function prior to loading any golf balls into the dispenser.

1. 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 front access door and pull internal lever up to open the lower door to see all internal mechanism operate as testing proceeds.
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.

Test Vending options.

All Wittek Elite Ball Dispensers have the following vending options available: Token Mechanism, Bill Acceptor, Crossfire, and e-range System. Options can also be easily added to your dispenser later.

1. **Token only** – Place token in the coin mechanism and the dispenser should engage immediately.
2. **Bill Acceptor** – Place money in the bill acceptor. Once amount is met you will select the option on the keypad (1,2,3). The dispenser will engage and operate for different times based on selection.
3. **Crossfire** – Must have the system set up completely to run credit card test. Make selection and slide the credit card and machine will engage.
4. **e-range** – Must have system set up completely. Codes will need to be tested. Enter the code on the keypad and the dispenser should engage.

Vending Options

Token activated dispenser:

1. Token only adjustments will be made by opening front access door and making adjustments on the timer dial to increase or decrease the amount of balls dropping.
2. Token with e-range system. Follow instructions for Crossfire/Bill Acceptor/e-range.

Cross fire/Bill Acceptor/e-range

Quick Start Guide

1. Enter menu by pressing the small white button on the back of the keypad control system.
2. Press 8 (2 times) to scroll down to 'Pricing'.
3. Press # to enter Pricing sub menu.
4. Adjust pricing for Selection 1 – using the keypad instructions.
5. Press 8 and adjust pricing for Selection 2 (press 0 if using only one size).
6. Press 8 and adjust pricing for Selection 3 (press 0 if using only one size).
7. Press 8 and adjust if you are using an optional \$ bill currency validator. Press 6 to scroll through validator options, set to 'not available' if a validator is not installed.

Note: The optional \$ bill validator will accumulate money inserted into the validator and then require the customer to select 1, 2 or 3 to dispense their selection. The control system does not give change but will hold any \$ value below the price setting of selection 1 for up to 2 minutes, allowing the customer to insert enough money to make their selection.

Example: The system allows the accumulation of money so that customers can use cash to purchase any size available. If Selection 1 is \$4.00 and they insert a \$5 bill, and purchase selection 1, the system will keep the extra \$1 balance for 2 minutes allowing the customer to insert more money on the remaining cash balance.

Vending Options

8. Press * to back out of pricing –
Display shows 'Pricing' on the first line.
9. Press 8 to scroll down to 'Options'.
10. Press # and then press 8 to display
'Automatic Tokens'.
Setting 'Automatic Tokens' to (N)o will allow customers to insert more than one token for a larger basket but will require the customer to select their size basket using 1, 2 or 3 on the keypad to dispense balls or one of the optional large selection buttons installed on the door.
Setting 'Automatic Tokens' to (Y)es will activate selection 1 timing immediately, and Selection 1 will be dispensed.
11. Press * to back out of options –
Display shows 'Options' on the first line.
12. Press 8 to scroll down to 'Dispense Times'.
13. Press # to enter dispense times sub menu.
14. Set the dispense time for each selection –
the dispenser drops approximately 9.2 balls per second, however each dispenser will be slightly different, determine the time required to dispense the quantity of balls desired for each selection by dividing the ball count by 9.2 seconds.
Example: If you want 40 balls for selection 1, estimated time is $40/9.2 = 4.5$ seconds.
After setting the times and backing out of the setup to standby mode. Test each selection, count the balls dispensed and return to this menu item to adjust your ball count if required.
15. Press * * (Star twice) to go straight to the 'Exit' menu. Press # when 'Exit' is displayed on the first line of the display to return the ball dispenser to regular operation.

Instructions to change values using the keypad

Pressing the small white button on the back of the reader will put the reader into setup (or menu) mode. The reader will display the word 'Meters' when you press the button.

Use of the built in telephone style keypad to change menu items and values:

- Use 2 to scroll up the menu items
- Use 8 to scroll down the menu items
- Use # to select the menu item displayed (same as 'Enter' on a computer)
- Use * to {escape} back out of the menu item on the display (go to the 'top' of the menu)
- Use 4 to decrease numbers or values by 1 shown on the display and/or toggle Yes/No values
- Use 6 to increase numbers or values by 1 shown on the display and/or toggle Yes/No values
- Use 3 to increase numbers or values in pricing by \$0.25 shown on the display
- Use 9 to increase numbers or values in pricing by \$1.00 shown on the display
- Use 1 to decrease numbers or values in pricing by \$0.25 shown on the display
- Use 4 to decrease numbers or values by 1 shown on the display and/or toggle Yes/No values
- Use 7 to decrease numbers or values in pricing by \$1.00 shown on the display
- Use 0 to set the currently selected item to 0 or pricing to \$0.00 (not available) if in pricing.

Keypad Controller Menu Items - Summary

The menu items shown below are displayed in a menu/submenu format. A main menu item is displayed with a bullet beside it, any sub menu items (accessed by using the 'enter' on your keypad), are displayed indented below the main menu item. To access menu items use the up and down method. To access sub menu items, use the 'enter' (#) on a menu item. To go back one or more sub menu levels, use the 'back out' method listed above by pressing '*' (star).

Start-up Information:

When first powered up, the display will show the firmware version and 'In Service Date' which is automatically recorded by the reader when it is put into operation at your facility. This in-service date will determine if the controller is under warranty if problems occur with the hardware.

Meters:

View all meter readings here.
Display will also show the Serial Number of your dispenser control system.

Security: * OPTIONAL settings *

* These settings are only used if you have purchased the optional eRange payment system.

Vendor: (security) 180-200

Location: (security) 0 to 800 by 1
(your exclusive code)

Season: (security) 0 to 255 by 1 (allows you to restart your year or rebuild your database)

Club Sat ID: (security) 0 to 255 by 1 (to isolate the use of Club keys between related courses)

Dispenser No: (security) 1 to 10 by 1

PIN Encryption: (security) 1 to 255 by 1

PIN valid for (minutes): (information) 0 to 1440 by 1 – PINs expire at midnight regardless.

NOTE: IF Club Sat ID: (security) is set to anything but 0 (zero), customers using eRange ekeys may see the message 'Cannot be used at this course'. Set Club Sat ID: (security) = 0 if not used.

Pricing

Should be set to some value for each size even if you are only using tokens. Should be set to proper prices when using a \$ bill validator, or the optional eRange payment System.

Selection 1: \$0.00 to \$650.00 – by \$0.05

Selection 2: \$0.00 to \$650.00 – by \$0.05

Selection 3: \$0.00 to \$650.00 – by \$0.05

Pressing the 0 key or pricing a selection at \$0.00 makes the selection Not Available.

Bill Acceptor:

pulse \$0.25, pulse \$1.00 or not installed...

This is the value of the pulse from the paper currency validator if one is installed. (note: value should be = 'not installed' if you do not have a paper currency validator.)

Allow eKey Revalue: Y/N

If also using the optional e-range payment system, this allows ekey users to add value (revalue) on their ekeys using the currency validator.

Options

Empty Dispenser:

Press 5 to Start (any other key to stop).

Automatic Tokens:Y/N

Yes will allow dispensing without making a selection.

No allows the customer to insert multiple tokens into the ball dispenser to accumulate a number of tokens before dispensing a medium or large basket.

Allow Club Keys:

Press 5 to Start (any other key to stop).

Automatic Tokens:Y/N

*eRange Option - Y/N - Turn off Club (automatic daily revalue) Keys.

12 Month Expiry:

*eRange Option -Y/N - Automatically expire keys not used in 1 year.

Dispense Times

Controls the number of balls dispensed for each basket size. Times will vary, but most dispensers deliver 9.2 balls per second.

Size 1: 0 to 25 by 0.10 (100ms). The number of seconds to drop all the balls for selection 1.

Size 2: 0 to 25 by 0.10 (100ms). The number of seconds to drop all the balls for selection 2.

Size 3: 0 to 25 by 0.10 (100ms). The number of seconds to drop all the balls for selection 3.

S3 Add: Add extra seconds to selection 3 for ball drops longer than 25 seconds

Pressing 3 or 9 – increments dispense time by 1 full second.

Pressing 6 – increments dispense time by 0.1 (100 milliseconds).

Pressing 1 or 7 – decrements dispense time by 1 full second.

Pressing 4 – decrements dispense time by 0.1 (100 milliseconds).

Time/Date

Set the time and date in the reader here. Use the 2 and 8 to scroll through month, day, year, hour, minute, day-of-week. It is important that this date AND TIME is accurate as this time is recorded for your warranty, is used by the optional eRange Payment System.

If the date is incorrect, PINS will not work, and recorder customer transactions will not have proper purchase history for your customers.

Internal Markers

Records: Number of transaction records currently stored in the controller waiting for download with the carrier. The optional eRange payment system can display and print detailed reports of cash inserted, tokens, and all dispenser events.

Note: Optional wired or wireless connection can download information automatically.

Total Lost: * eRange option - number of Lost eKeys in the list stored in the controller. (Uses eRange Data Carrier to update).

Warranty Expiry: Date of first service with warranty period of +12months or +6 months.

Exit

Firmware: Firmware version installed in the control system.

Current version as of Dec 2018 is 207.5.

Helpful Hints

Helpful hints for proper operation of your ball dispenser:

Electrical noise and interference on the circuit providing power to the dispenser can cause the reader to lose its settings and or change the clock randomly.

Avoid having cart chargers, soda machines, halogen lighting or other devices that draw a lot of electrical current having their power source from the same electrical panel (breaker box).

If the dispenser is located more than 200 feet away from the electrical panel, (breaker box), you will need to confirm that the gauge of wire used, (thickness or diameter), is large enough for the current loss over the long distance. If the distance is greater than 200 feet, make sure the wire used is not the standard household/ commercial 14 gauge wire. Distances of 300 feet or more from the panel should be using 10 gauge wire to support a 15AMP circuit load. If uncertain please consult an electrician.

Make sure the 'Bill Acceptor' menu item is turned off, (not installed), if you do not have a paper currency validator on the machine.

Make sure that the price for Selection 1 is set to something more than \$0.00 (not available), even if you are using only tokens.

Setting 'Automatic Tokens' to (N)o will allow customers to insert more than one token for a larger basket, but will require the customer to Select 1, 2 or 3 on the keypad to dispense balls or use one of the optional large selection buttons on the door.

Setting 'Automatic Tokens' to (Y)es will activate selection 1 timing immediately, and Selection 1 will be dispensed.

Helpful Hints

Helpful hints: When using the optional e-range Payment System

If you are not using the data carrier to download the controller the 'Lost Listed' Accounts will not be deactivated and will still be able to be used by anyone if the ekey is found.

Pressing the # key on the reader first before trying to make a selection will display the current number of transaction records stored in the reader.

If you change the Lost List, you need to update the Lost List on the carrier by downloading the carrier on the computer first and then taking the carrier to the dispenser to 'teach' the reader the new Lost List.

Download the reader often using the data carrier to keep your computer records up to date and 'teach' the reader the latest Lost Listed accounts list.

e-range Payment System – an industry wide leader in prepaid and membership control for your range. Print one-time use PINs directly on your Point of Sale receipt. (Check to see if your POS supports this eRange feature.) PINs can be printed directly from the eRange software as well.

Paper currency validator – Allow you to accept cash at your ball dispenser. Customers can insert cash and accumulate the cash inserted to make any basket selection available.

Crossfire Credit Card System - Accept credit cards right at your dispenser.
(requires an internet connection in the pro-shop)

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 and dry golf balls.
2. Place a bucket inside the ball exit chute.
3. Cycle dispenser once by running a test cycle for each of the vending options.
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.

Maintenance

The Elite Electric 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. Dispenser will be ready for use. Proceed to the Machine Start Up Section of this manual.

Troubleshooting

This section covers most of the typical malfunctions of the Wittek Elite Ball 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.	Try with a different token.
Token inserted, machine motor engages, balls will not dispense.	Dispenser is empty. Check to see if an obstruction is interrupting the flow of golf balls to the ball tray assembly.	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, ball count is consistently higher or lower.	Time needs to be adjusted.	Token only adjustments will be made by opening front access door and making adjustments on the timer dial to increase or decrease the amount of balls dropping. Token/e-range adjustment is made on the keypad as per instruction under vending options.
Dollar bill accepted, machine will not operate.	Dollar bill acceptor is dirty. Accumulator board lost its settings. Dollar bill acceptor lost its setting.	Call to order cleaning cards. Clean dollar bill acceptor with slight air pressure. Reset the accumulator board. Reset dollar bill acceptor by reinserting coupon.

Replacement Parts

PART NO.	Item Description / Quantity
74759-1	Motor/Gearhead
74759-2	Plastic Block with Shafts
74759-3	Dispenser Shaft Assembly
74759-4	Ball Tray Assembly
74759-5	Bearings for 1" Shafts
74759-6	Dispenser Shaft Fingers
74759-7	Keypad Door Panel
74759-8	Timer Relay and Socket for Coin Mechanism
74759-9	Belt
74759-10	Rubber Door Bumper
74759-11	Bill Acceptor
74223	Drop Coin Mechanism
74128	Replacement Key Door Panel #7311
74130	Replacement Key #R30160
M-74-237	Front Door Lock with 7/8" Long Barrel w/2 keys #7311
74256	"A" Token
74257	"B" Token
74258	"C" Token
74259	"D" Token
74260	"E" 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

