



Standard

Change-Makers

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GUARDIAN XP (GXP)

GXP
Operating Guide
(Owner's Manual)

8M00585 Rev. 5

**RKU Standard, Inc. d/b/a Standard Change Makers
Two-Year Limited Product Warranty**

Effective September 1, 2021

RKU Standard, Inc., d/b/a Standard Change Makers ("Manufacturer") warrants the machine provided by Manufacturer (the "Product"), excluding any component(s) not manufactured by Manufacturer ("Third Party Products"), to be free from defects in material and workmanship solely if the customer properly installed, has serviced and operated the Product in the ordinary course of business and in accordance with Manufacturer's instructions and manuals, which are accessible by the quick response barcode on the Product (the "Manuals"). MANUFACTURER MAKES NO EXPRESS WARRANTIES WITH RESPECT TO, AND DISCLAIMS ANY IMPLIED WARRANTIES APPLICABLE TO, ANY THIRD PARTY PRODUCTS INCORPORATED INTO THE PRODUCT, INCLUDING, BUT NOT LIMITED TO, WARRANTIES AGAINST INFRINGEMENT, WARRANTIES OF MERCHANTABILITY AND WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE; provided that manufacturer of Third Party Products may have a warranty for any such Third Party Product and a request may be made in writing to Manufacturer to provide warranty information for such Third Party Products, if any.

No other warranty (express or implied), promise, or affirmation of fact concerning the Product and no other description, sample or model of the Product shall be construed as augmenting, supplementing, or included in any manner whatsoever as part of this limited warranty, and this warranty may not be modified, supplemented, or changed in any way without the written consent of the Manufacturer. The warranty period commences on the date the Product is sold by Manufacturer (whether sold to a distributor or directly to a third party) ("Sale Date") and automatically terminates twenty-four months after the Sale Date regardless of whether any owner purchased the Product after the Sale Date from a distributor or party other than Manufacturer.

During the first twelve months after the Sale Date, the Manufacturer agrees to repair or replace (without charge to the owner) the Product, or any component thereof (except Third Party Products), if, in the sole discretion of the Manufacturer, the Product has defect(s) in materials or workmanship.

During months thirteen to twenty-four after the Sale Date, the Manufacturer agrees to repair or replace the Product, or any component or part thereof (except Third Party Products), if, in the sole discretion of the Manufacturer, the Product has defects in materials or workmanship; provided that the owner shall pay all labor costs (and Manufacturer will pay for any replacement parts, except for Third Party Products).

1.0 THE MANUFACTURER SHALL ONLY BE OBLIGATED TO PERFORM WORK UNDER THIS WARRANTY IF THE PRODUCT, OR ANY COMPONENT OR PART THEREOF, IS RETURNED TO THE MANUFACTURER'S FACTORY AND TRANSPORTATION CHARGES ARE PREPAID BY THE OWNER.

Before shipping a Product to the Manufacturer for work as permitted herein, the owner must be certain that the source of defects in material or workmanship could not be corrected by performing one or more of the procedures described in the Manuals. If the Manufacturer finds, in its sole discretion, that defects in material or workmanship could have been corrected by following a procedure in a Manual, OWNER SHALL BE RESPONSIBLE FOR ALL COSTS AND EXPENSES INCURRED IN CONNECTION WITH SUCH WORK.

This limited warranty shall not apply for any of the following: (a) damages during transit, (b) repairs or replacements as a result of normal wear and tear, (c) damages because of the act or inaction of any person other than Manufacturer (regardless of whether misuse, neglect, accident, or otherwise), or (d) any Product that has been modified by any person other than the Manufacturer. The Manufacturer shall not be liable for any loss, damage, or expense (including, without limitation, the loss of money caused by inadvertent machine dispense or by the use of counterfeit or bogus money) caused from or related in any way to the use of the Product or from any other cause.

The Manufacturer reserves the right to make additional and subsequent design and/or operational changes to its products without any obligation to notify the owner or otherwise incorporate such changes into the Product sold to the owner and covered under this warranty.

2.0 THIS LIMITED WARRANTY APPLIES ONLY TO PRODUCTS THAT INCLUDE AND DISPLAY A SERIAL NUMBER THAT UNIQUELY IDENTIFIES THE PRODUCT AND SUCH SERIAL NUMBER IS ON FILE WITH THE MANUFACTURER AND MATCHES THE SERIAL NUMBER ORIGINALLY DISPLAYED ON OR ASSIGNED TO THE PRODUCT AS SOLD TO THE ORIGINAL OWNER. THIS LIMITED WARRANTY SUPERSEDES AND IS GIVEN IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES APPLICABLE TO THE PRODUCT (WHETHER ARISING UNDER STATUTE, COMMON LAW, CONVENTION OR TREATY), INCLUDING, BUT NOT LIMITED TO, WARRANTIES AGAINST INFRINGEMENT, WARRANTIES OF MERCHANTABILITY AND WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. THE MANUFACTURER'S OBLIGATION TO REPAIR OR REPLACE ANY PRODUCT, OR ANY COMPONENT OR PART THEREOF, AS SET FORTH ABOVE SHALL BE IN LIEU OF ALL OTHER REMEDIES. IN NO EVENT SHALL MANUFACTURER BE LIABLE FOR INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE DAMAGES.

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Introduction

Dear Valued Customer,

Thank you for your recent Guardian XP (GXP) Entry System purchase from Standard Change-Makers.

Within this manual you find Operating Instructions for the following products.

GXP (with specific emphasis on products built after October 2024)

For further information regarding Third-Party products (Nayax, Crytopay, PayRange, Monex, etc.), you should contact those Manufactures directly.

Again, thank you for choosing Standard Change-Makers as your carwash business partner.

If you have questions regarding our GXP products, please contact our offices:

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Website: www.standardchange.com



1.0 QUICK START GUIDE

Your machine has been shipped preprogrammed from the factory. All settings will be programmed to the factory default unless otherwise specified at the time of order. The majority of new machine owners need only read this section in order to learn the basic installation and operating features of your machine. For more installation assistance and information please refer to Manual #8M00551 – GXP SITE PLANNING AND INSTALLATION GUIDE – available on our website under the SUPPORT tab > Owner’s Manuals.

Not all of the features shown in this manual are available in every model. Software versions that have an E at the end (x.xxxE) support the email settings.

!!!! CAUTION !!!!

Always turn off the main power switch in the cabinet before adding or removing a module. Failure to do so can result in corrupt data and premature component failure.

1.1 Coin Dispenser

1.1.1 Load The Coin Dispenser

All coin dispensers have open tops and coins are simply poured into the hoppers. General Maintenance of the hoppers require you to visually inspect the mechanism at the bottom and clear any foreign debris and dirt that may accumulate during normal operation.



1.1.2 Emptying The Coin Dispenser

The majority of coins in a dispenser can be removed from the hopper using the *bulk dump* method. Bulk dumping refers to the manual method of tilting the coin dispenser forward in order to empty coins from a dispenser into a container. A few coins will remain in the dispense disk following a *bulk dump*; these coins can be removed by performing an *electronic dump*.

!!! CAUTION !!!

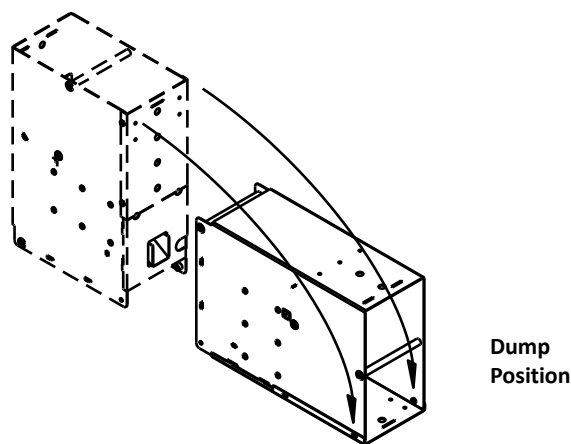
As a safety precaution you should never place your fingers in or near the coin dispense chute or in the coin storage area of the coin dispenser when power is applied to the dispenser.

Bulk Dump Method

Bulk dumping is performed the same way for all standard capacity (3200 quarters) coin dispensers. Coin dispensers in front load machines tilt forward. Always **TURN POWER OFF** before bulk dumping a hopper for safety purposes.

To tilt the coin dispenser, pull forward at the top edge of the dispenser. There is a handle in the middle of the opening to assist in bulk dumping. It is recommended to place your hand near the bottom of the hopper when tilting as well to keep it from “jumping” out of the mounting bracket.

Coin Dispenser – Bulk Dump



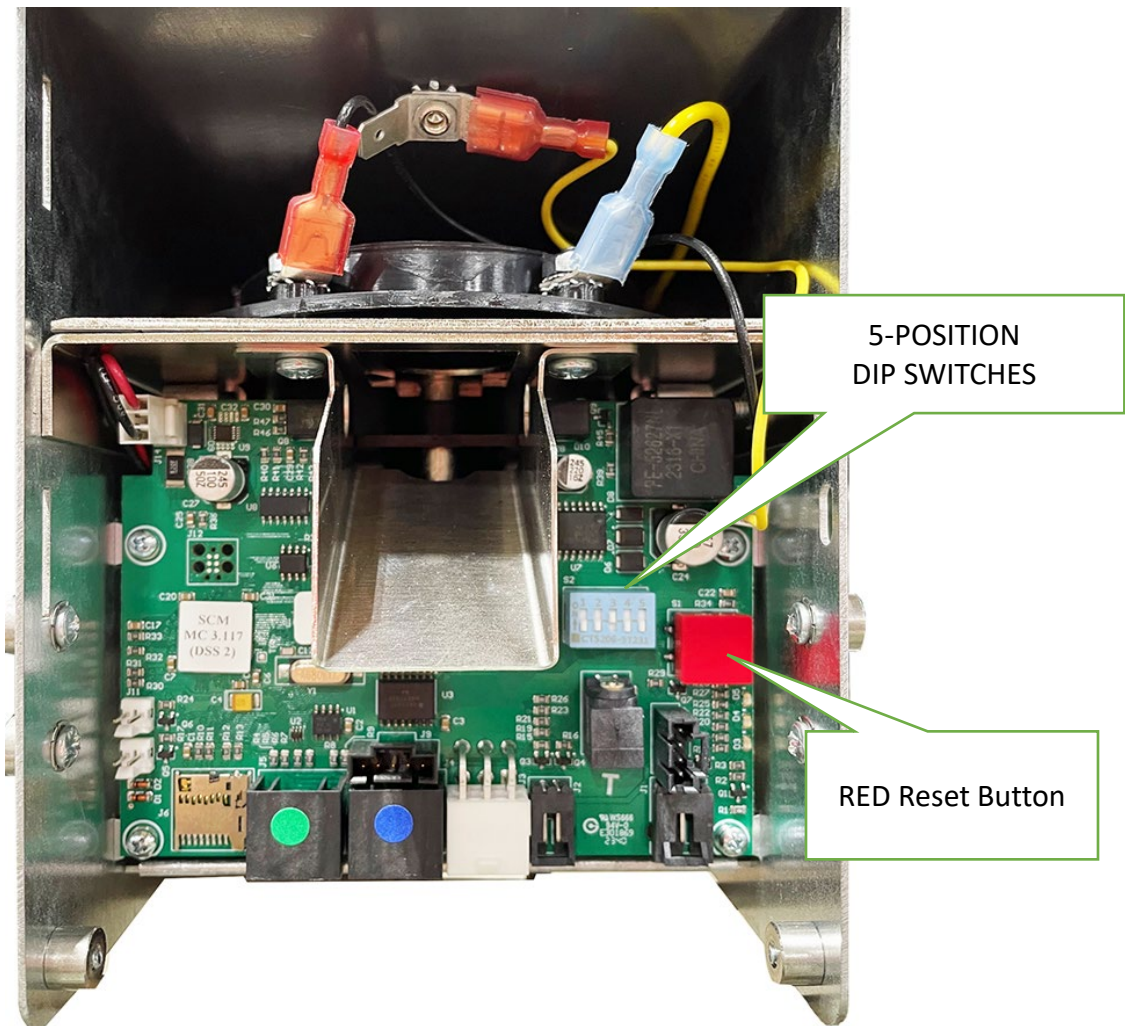
Electronic Dump - The coin dispenser must first be in a “Sold Out” condition and not in error. This condition occurs when the Sold-Out Sensors are not covered by coins. After a bulk dump operation, the remaining coins should be coins remaining in the dispense mechanism. The yellow diagnostic LED will be blinking at a slow steady pace indicating a Sold Out condition. To begin, turn the machine power off, then back on. Wait for the machines Out Of Service lamp to change from the constant ON state to a BLINKING or OFF state. Make sure that the dispenser is flashing a dispenser sold out code. If any other flash code is shown when pressing the red *Push Button* it will reset the dispenser. You will have to power cycle the dispenser again. Next, press and release the *RED Reset Button* (see diagram below for location). The dispenser will begin dispensing within 5 seconds. The coin dispenser will stop when all coins have been cleared.

Note: The *Reset Button* must be pressed within 5 minutes of the time the power was turned off on to the machine.

1.1.3 Programming the Coin Dispenser

If for any reason it becomes necessary to change the denomination of the coin to be dispensed, such as token values being greater than a quarter or dollar coin, you must first contact a factory authorized service center to determine if the hopper can dispense the new coin size with information on your token's diameter & thickness. If the mechanism can dispense your token, then you need only to change the DIP switch setting on the hopper dispenser board to program the hopper for the new coin value. Once this setting has been made, press the reset button to enter in that value. The DIP switch located on the hopper control board is used to identify the value of coin the hopper is to dispense. The table below shows the setting for each coin value. Also, note that the token setting is also included in the table.

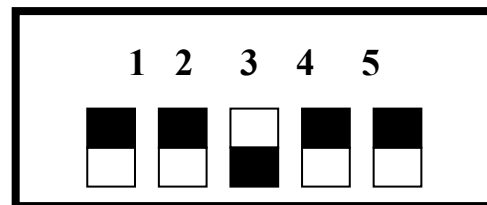
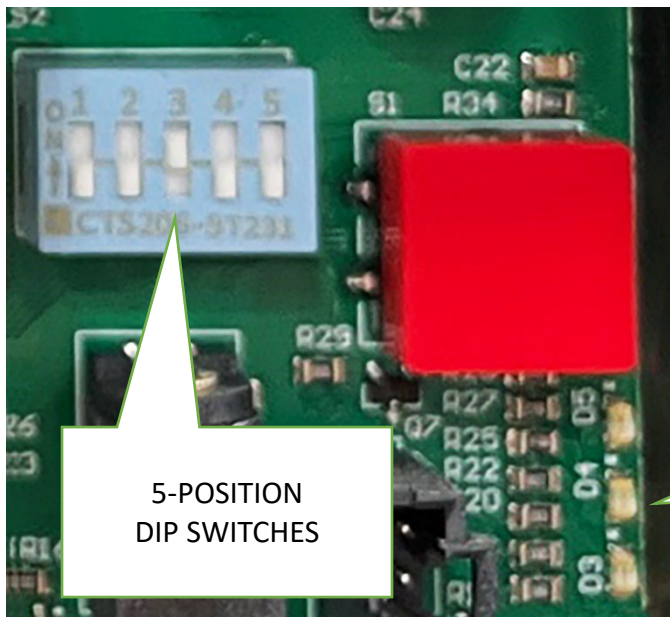
If you have changed the hopper value, you will likely need to reprogram your **Button Settings** from the **Main Menu** of the Guardian XP Control Module. This is necessary so that the Guardian XP will return the correct change for any refund due. Refer to Section 5.3 for information on Button Settings.



DISPENSER VALUE SETTINGS

Value	SW1	SW2	SW3	SW4	SW5
Token	<i>DOWN</i>	DOWN	DOWN	DOWN	DOWN
\$.05	<i>DOWN</i>	DOWN	DOWN	DOWN	UP
\$.10	<i>DOWN</i>	DOWN	DOWN	UP	DOWN
\$.20	<i>DOWN</i>	DOWN	DOWN	UP	UP
\$.25	<i>DOWN</i>	DOWN	UP	DOWN	DOWN
\$.50	<i>DOWN</i>	DOWN	UP	DOWN	UP
\$1.00	<i>DOWN</i>	DOWN	UP	UP	DOWN
\$2.00	<i>DOWN</i>	DOWN	UP	UP	UP
\$5.00	<i>DOWN</i>	UP	DOWN	DOWN	DOWN
\$10.00	<i>DOWN</i>	UP	DOWN	DOWN	UP
\$20.00	<i>DOWN</i>	UP	DOWN	UP	DOWN
\$50.00	<i>DOWN</i>	UP	DOWN	UP	UP

If you wish to use a value not in this Table, please see **Appendix C** to set the value. When done please set all the switches in the dispenser down to use this custom value. Usually this is done for tokens.

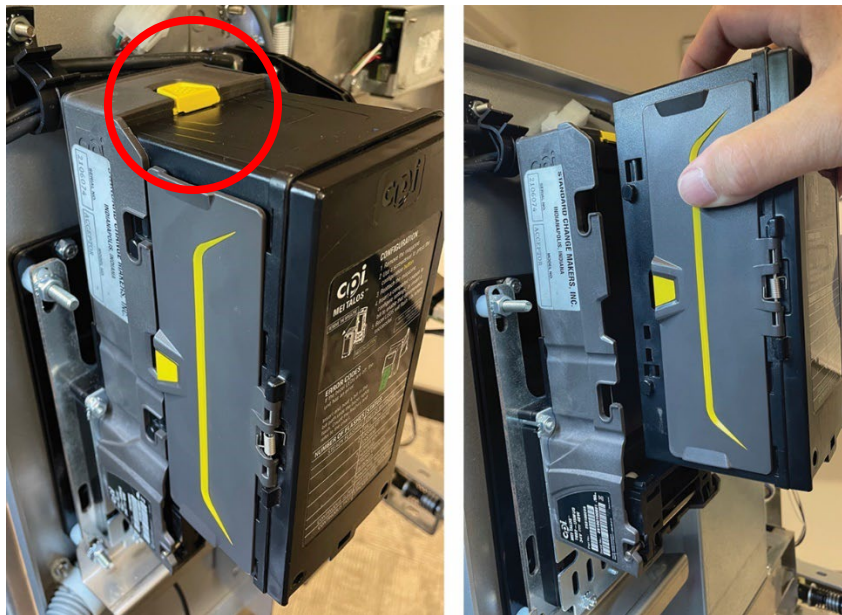


Default Settings
(Quarters)

1.2 Removing Bills from the Bill Acceptor Stacker Box

The bill box is attached to the rear of the bill acceptor. Each bill box will have an access door that can be easily opened to allow the accepted bills to be removed. Simply push the button, located at the top of the stacker box, forward and lift the stacker up slightly – then pull away from the acceptor housing.

**PUSH YELLOW
BUTTON
FORWARD,
LIFT UP AND
PULL BACK**



For operational features and maintenance please refer to the bill acceptor manual included in the Installation Instructions envelope included in all GXP machines.

For more information on the CPi T7 Talos Bill Validator:

<https://www.cranepi.com/en/products/payment-technology/note/validators/talos>

3.1.1 LOADING PAPER IN THE PRINTER

3.1 CUSTOM TG02H RECEIPT AND AUDIT PRINTER (2016 and later)

3.1.1 AUTOMATIC PAPER LOADING WITH POWER ON

Make sure that the printer cover is closed. Insert the paper into the back of the printer. When the printer senses the paper it will pull the paper in. This is a function of the printer and not the EF4 board. (See photo below).

3.1.2 MANUAL LOADING WITH POWER OFF

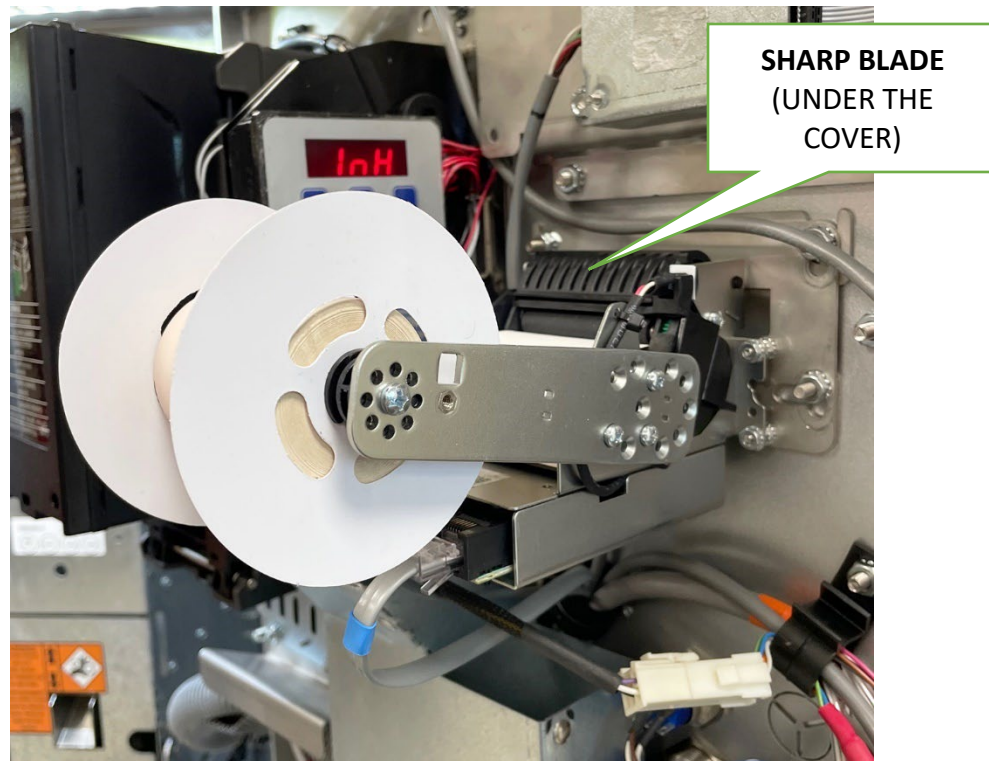
There is no way to manually load paper.

CAUTION: Be careful if you lift the cover up to clear any paper jams. There is a very sharp blade used to cut the paper.

SEE IMAGES BELOW FOR THERMAL RECEIPT & AUDIT PRINTER DIRECTIONS



CUSTOM TG02H Thermal Printer with 2" Wide Thermal Receipt Paper Roll



CUSTOM TG02H Thermal Printer

For more information on the CUSTOM Thermal Receipt Printer:
https://www.custom.biz/en_US/product/hardware/professional-printing-solutions/kiosk-receipt-printers/tg02h

1.3 Crank Lock Operation

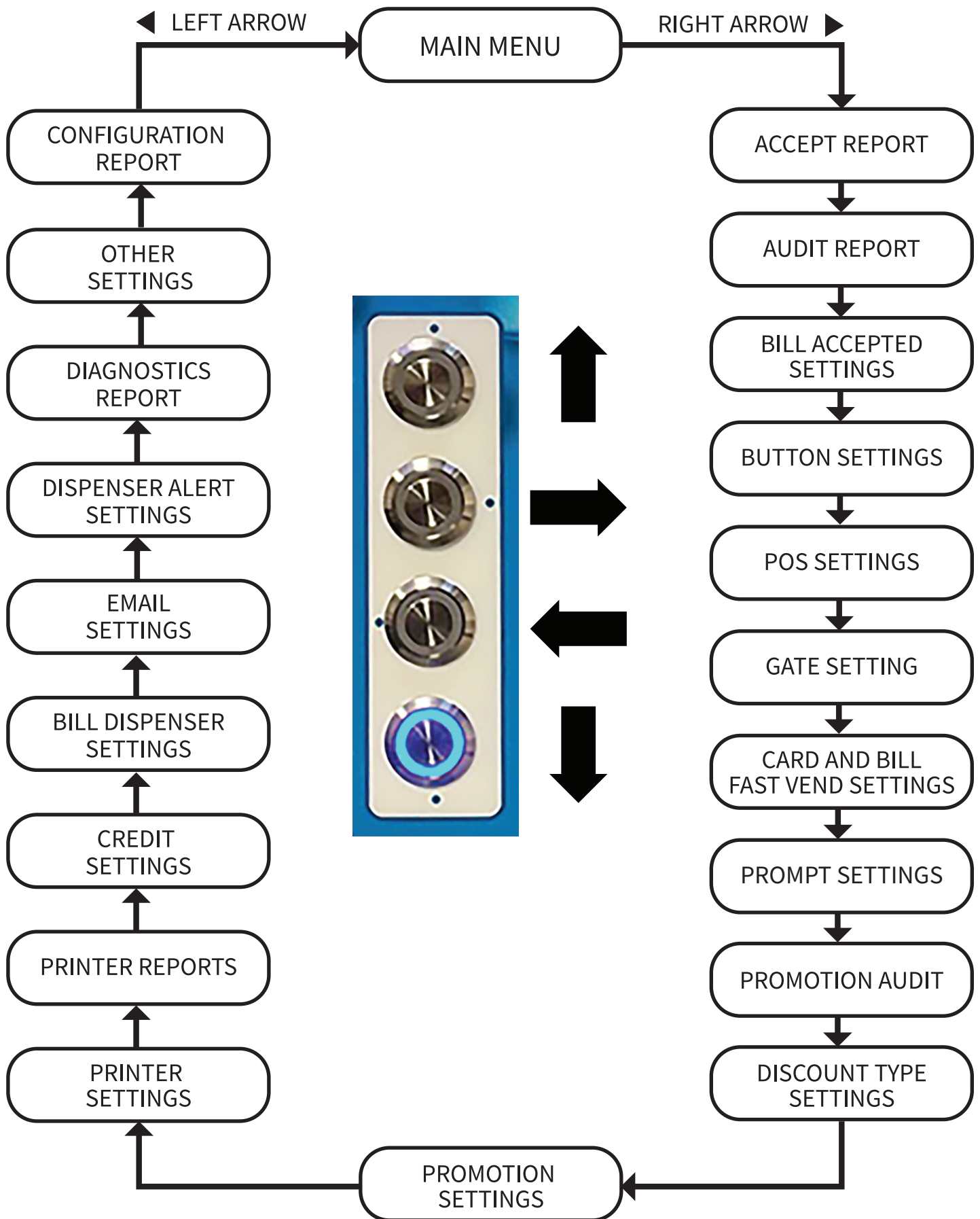
The Crank Lock is simple access to the interior of the cabinet with maximum security. To remove the plug locks it is only necessary to insert key and rotate ¼ turn. Next insert the Crank Lock Bolt Wrench (Part #2W00100), and turn the wrench handle counter clockwise until it disengages from the interior lock mechanism and then pull the door open. When opening and closing the door, it is important to turn the top and bottom lock bolts in equal amounts to avoid getting the door in a twist.

To lock the door, close door and turn the crank lock handle clockwise until door is closed tight. The crank lock handle can then be removed from door and replaced with plug locks. See photos below of Crank Lock Bolt Wrench and plug locks.



IMPORTANT SUGGESTION: Place the extra lock plug key and key number tag to the cabinet in a safe place in the event it is needed at a later date. The key number tag is the only place that this number is available. If you lose this number you will not be able to order duplicate keys and you will have to replace the locks.

GXP PROGRAMMING MODE MENU



2.0 HOW TO PROGRAM YOUR GXP

Overview of Owner Interface

The *Owner Interface* features allow you to navigate through the various programming and reporting menus and reset the machine from error conditions. **The User Keypad (pin pad), User Selection (Wash Selection) Buttons and User LCD Display located on the front of the machine will be used to navigate through the various Main Menu features available.**

Overview of Settings & Report Menu Items

There are a variety of menu items available. Each main menu item will be either a SETTING or a REPORT menu. Settings are nothing more than system parameters that can be used to establish the machine behavior. Settings will typically relate to the hardware modules that you have purchased. For example, the “Bills Accepted Settings” menu relates to the bill acceptor and can be used to set the bill denominations to be accepted. As a result you can change the acceptance and security behaviors of the machine.

Reports allow you to view records that are stored in the machine. These records are useful for accounting and troubleshooting. See the sections titled “Report Menus” and “Settings Menus” for an explanation of the benefits of each. Each setting type or report type can be viewed (on user display) or printed on receipt printer (if the GXP is equipped with a Receipt & Audit Printer).

Overview of Error Messages

If an error was detected in the machine the error condition will be the first thing displayed as you enter the Main Menu. If multiple errors have occurred the display will rotate through the errors. If you press the right or left arrow button you will be in the Main Menu. **Hint – you can also view the machine errors and events by accessing the Event Report menu item.** See the section of this manual titled Event Reports (Section 4.5.1) for more detail. For information regarding the errors, see the section of this manual titled Troubleshooting.

2.1 ACCESSING THE MAIN MENU

Enter the Main Menu by **pressing both RED buttons simultaneous for at least 3 seconds** and then release them. See the decal (below) located on the main control panel for the location of the two red buttons.

NOTE – you can return to the Main Menu screen at any time by pressing the CANCEL/REFUND button on the front of the machine door one or more times. Once in the Main Menu you will either see the first *main menu* item or you will see one or more errors that were issued by the machine. If you see errors you will need to clear them. See the Troubleshooting section of this manual before proceeding.



Find the desired Setting or Report by pressing the RIGHT (forward) arrow button. To view the previous main menu, item simply press the LEFT (back) arrow. Once you have found the desired setting or report, you can then go *down* into the *Details List* for this item to view additional details related to it. Note – the main menu headings are in CAPS (all capitalized letters).

1. IF THE **STATUS** LIGHT IS FLASHING A CODE OR IF YOU WANT TO ACCESS THE PROGRAMMING MENU. PRESS BOTH **TEST** AND **RESET** TO ENTER **MENU**. Note - see viewing errors below.

2. PRESS **RIGHT ARROW** TO VIEW REPORTS OR SETTINGS.

3. PRESS **DOWN ARROW** TO VIEW DETAILS.

Viewing Errors - Upon entering the menu the current error (if any) will be displayed. Dispenser errors will also be displayed as flash codes on the dispenser.

← STATUS - YELLOW
POWER - GREEN

6D00947

Press Both For **MENU**

TEST RESET

Exit by pressing the Cancel/Refund button on the front of the machine.

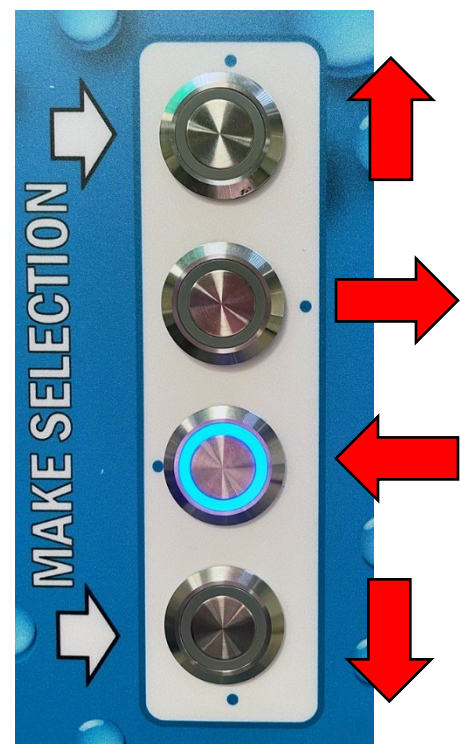
2.2 MENU NAVIGATION

Navigating the menus in the EF-II controller is similar to navigating a spreadsheet. There are left and right arrow buttons to move you to the different columns and up and down arrows to take you to items to set or view. There are numeric buttons for entering numbers and text, a clear button to clear entries, and a Cancel button to pop you out of a menu.

Arrow Buttons

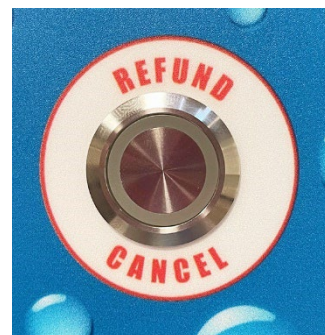
The RIGHT / LEFT arrows are used to change from one main menu item or to pick one of the multiple settings. The UP / DOWN arrows are used to move through the list of available settings for each main menu item.

Note the little dots next to the buttons as a reminder of the direction they take you.



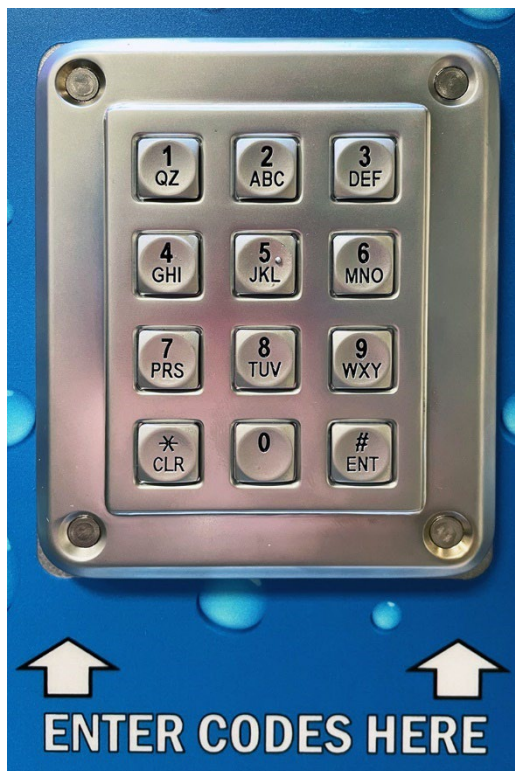
Cancel Button

The Cancel button is used to step back through the menus and then to exit the programming mode.



Number & Text Buttons

The Alphabetical / Numeric buttons on the User Keypad are used for T9 numeric and text entries. Press the key multiple times to access other letters. Symbols (“\$-&*<>...”) and Spaces are entered using the 0 and 1 buttons. The # symbol is entered using this button. It is important to note that the # button on the User Keypad is not used to enter the # symbol. Pressing the # button will display help information about the screen that is being displayed.



Numeric keys two through nine will cycle through the capitalized letters displayed on the key then the actual number then the non-capitalized letters. An example of the “2” key is A, B, C, 2, a, b, c, A, B etc. The “9” key is an exception in that it also has the letter “Z”.

The “0”key will display 0, period, ?, !, comma, @, double quote, dash, underscore, [,] (,) semi colon, colon, { , }.

The “1” key will display Q, Z, 1, q, z, \$, %, &, +, -, /, =, *, <, >, #, |, ^.

YES and NO Buttons

The “6” (MNO) button is used for ‘NO’ and the “9” (WXY) button is used for ‘YES’

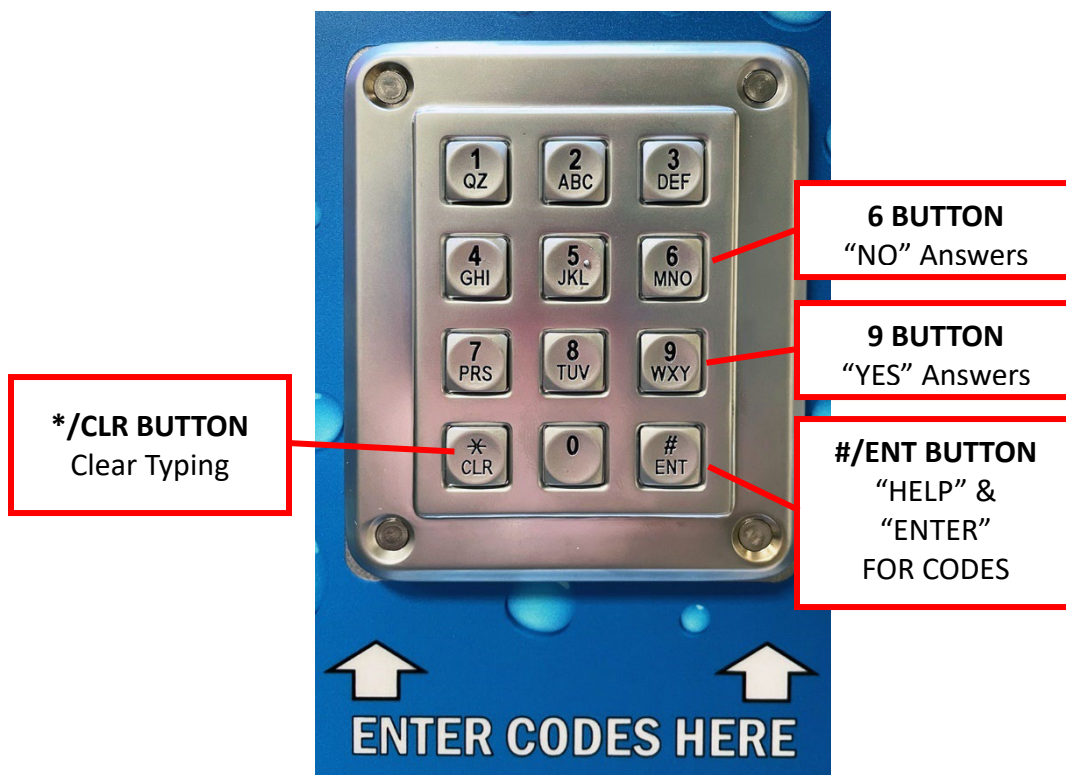
HELP Button

The Help button “#/ENT” is used to display help relating to the menu feature you are looking at. It will also provide navigation tips to let you know how to move through the menu to see available choices. If at any time you are not sure what to do next just press the Help button.

Some help screens will not fit on a single display screen so it may be necessary to press the question-mark button (?) a second or third time in order to view the next help screen. The help screens include detailed information that pertains to the feature you are viewing or setting.

CLEAR Button

The Clear button “*/CLR” is used to clear numeric entries or report totals.



2.3 DRILLING DOWN IN THE MENU

The UP and DOWN arrow buttons are used to navigate up and down through the list of details for a given *Feature Group*. You can move down in the list by pressing the DOWN arrow button. You can move up in the list by pressing the UP arrow button. When the end of the list is reached, the following message is displayed: “**end of list.**”

At this point you can press either the CANCEL or DOWN arrow button to get back to the top of the list. A feature group will wrap around. If you keep pressing the DOWN arrow will end up at the top. You can also press the UP arrow to come up from the bottom.

2.4 MENU ENTRIES / QUESTIONS

Entering information into a menu will be in the form of answering questions. There are four types of questions presented:

- Yes or No Question
- Questions that require a Numeric Answer
- Enter Text (when asked to name something)
- Multiple Choice Question (where you pick an answer from the available list of answers)

Here is how to identify which type of question is being asked and how to answer it:

- **Yes or No questions.** These can be quickly identified because they end with a question mark “?” symbol. They are answered with a YES (“9” Button) or NO (“6” Button). These are typically used to enable or disable certain functions within the machine.
- **Numeric Entries.** These can be quickly identified because they always have a number in the entry even if the number is zero. These are answered by entering in a number from the user keypad. Pressing the clear button will zero the entry. These are typically used to set vend amounts, time delays, alarm inputs, etc.
- **Text Entries.** These can be quickly identified because a cursor (underline or underscore symbol) will be blinking under the first letter of the entry. These are answered using the letters associated with each number on the user keypad. These are typically used to allow you to create a receipt header or footer, enter a wash name, enter a promotion name, etc.
- **Multiple Choice Entries.** This type of question can be identified by the current selection having arrows on each side of the ←answer→. To see the list of available choices press the LEFT or RIGHT arrow button and the next choice is shown. **Once you have found your answer just press the DOWN button to proceed to the next question and the choice you were viewing will be accepted as the answer.**

3.0 REPORT MENUS

3.1 PRINTING A REPORT

Reports can be printed by pressing/answering “YES” (Button 9 on User Keypad) when prompted (asked if you want to print a report?). Reports can be cleared by answering “YES” when prompted or by pressing the “CLEAR” (*/CLR) Button while at the Main Menu for the desired report.

EXAMPLE: If you want to clear the Audit Report, press the “CLEAR” (*/CLR) button while the “Audit Report” Main Menu item is showing on the display.

3.2 QUICK PRINT REPORTS

The Quick Print feature allows you to set a group of reports that can be quickly printed as a group. This saves you valuable time in obtaining reports.

To create a quick print group simply go to the Quick Print Settings under PRINTER SETTINGS and answer “YES” to the reports you want included. To initiate the printing of the reports in this group you can either press the “0” Button just after you have entered the Main Menu or you can print it from outside the machine if you have created a **Quick Print Code**. There is also a Quick Print Code for automatically clearing the reports that you have selected.

3.3 CONFIGURATION REPORT

This feature is used for troubleshooting only. It allows you to view the Software Version (Ver X.XXX) for the program in each of the machine modules: Dispensers, EF-4 Control Board, Acceptor, OEM Card Readers, etc. The type and value of each dispenser can also be found here. Other devices connected to the GXP will be displayed here also.

3.4 AUDIT REPORT

There are two Audit Report types available. The most commonly used audit is the RESETTABLE AUDIT REPORT. This audit can be cleared and will provide accounting for any machine activity from that point until it is cleared again.

The second Audit Report type is the PERPETUAL AUDIT REPORT. This audit cannot be cleared and represents all activity from the time the machine was manufactured. This audit is useful when verification of the machine accounting cannot be ensured using the resettable audit. Each of these reports are available in Detail or Summary formats.

Note - It is not unusual for the Revenue In to exceed the Revenue Out in a machine that is set to allow "Exact Change Only" operation in the event a hopper is not available for making change.

3.5 DIAGNOSTICS REPORT

Several reports have been grouped under “Diagnostics Report”. These reports are designed to help troubleshoot your machine.

3.5.1 EVENT REPORT

The Event Report provides valuable troubleshooting information. Each major machine event is logged with a date/time stamp in this report and can be used to find normal problem sources. Examples of events that are logged are power losses, machine resets, and normal machine errors. This report is viewable (or can be printed if machine is equipped with a Receipt & Audit Printer).

3.5.2 ENGINEERING REPORT

The Engineering Report is used to log easily identifiable problems that engineering wants to track. NOTE: THIS REPORT CAN ONLY BE PRINTED AND REQUIRES THE RECEIPT & AUDIT PRINTER.

3.5.3 DEBUG REPORT

The Debug Report is used to log occurrences in new features that engineering wants to track. NOTE: THIS REPORT CAN ONLY BE PRINTED AND REQUIRES THE RECEIPT & AUDIT PRINTER.

3.5.4 ALL REPORTS

This is used to print all of the settings that have reports. This would include Test Receipts, Promotion Reports, Configuration Reports and Button Settings. Be aware that a print out of this report can be long.

3.6 PROMOTION REPORTS

If you have set-up a Promotion, this report will show you what you have set-up. For information related to using the Promotion Features in this machine, see the section titled “Setting Up a Promotion” in **Section 5.13.2**.

3.7 PRINTER REPORT

This is a menu for reports that do not belong to another menu. These are explained below. Many of the reports available in other menus can also be printed here for convenience.

3.7.1 SUMMARY RESETTABLE AND PERPETUAL AUDIT REPORT

This reports the overall revenue in, wash sales and revenue out. These are the same reports as in the Audit Reports Menu.

3.7.2 DOOR OPEN HISTORY REPORT

If a door switch kit (Part #4K00439) is installed the machine can capture the Resettable Audit, Perpetual Audit, Event Report, Configuration Report and Accept Report for the LAST SIX (6) TIMES that the door was opened. From this menu you can print all six of the captured reports.

3.7.3 SHIFT REPORT

There are two shift audits that are independent of each other. They can be printed and cleared separately from each other.

The following example report is an Accounting Report that can be printed at the GXP machine. **The GXP machine will require a Portable Audit printer or Receipt & Audit Printer so it can provide the printed report.** This report identifies:

- 1) The total *cash or credit* sales activity from the GXP machine.
- 2) The total number of all *washes* that were issued from the GXP to the wash bay.
- 3) The total number of *wash codes* that were redeemed at the GXP machine.

```

/-----\
| SHIFT AUDIT 1 |
| location id 0 |
| 01/18/10 MON 1:07 PM |
\-----/

last cleared on
01/15/23 FRI 8:43 AM

WASH 1
Full Price qty=8
Discount 1 qty=0
Discount 2 qty=0
Rewash qty=0

WASH 2
Full Price qty=10
Discount 1 qty=0
Discount 2 qty=0
Rewash qty=0

WASH 3
Full Price qty=12
Discount 1 qty=1
Discount 2 qty=0
Rewash qty=1

WASH 4
Full Price qty=6
Discount 1 qty=0
Discount 2 qty=0
Rewash qty=0

Transactions
Total qty=38
Value=$93.00

Refund
Total qty=0
    
```

```

GXP Sales

WASH 1
Cash=$0.00
Card=$0.00
Wash Codes=0
Total qty=0

WASH 2
Cash=$0.00
Card=$0.00
Wash codes=0
Total qty=0

WASH 3
Cash=$0.00
Card=$0.00
Wash codes=0
Total qty=0

WASH 4
Cash=$0.00
Card=$0.00
Wash codes=0
Total qty=0

total
Cash=$0.00
Card=$0.00
Wash codes=0
Total qty=0

/-----\
| END OF REPORT |
\-----/
    
```

4.0 SETTINGS MENUS

UPDATE A SETTING

The Settings menus are used to “set” values and other operating parameters that are specific to your machine. You can also print a report for almost every setting menu and it is advisable to do so. This will be useful if you need to reprogram for any reason. To enter a new setting first find the Main Menu topic related to it and then press the DOWN arrow button until you find the setting you wish to change. The setting will be in the form of a YES or NO question, a numerical entry or a multiple-choice list. Once you have made the change you can continue to press the DOWN button to change another related setting in that menu or just press the “Cancel/Refund” button to go back to the top of the current Menu.

4.1 PRINTER SETTINGS (if Receipt & Audit Printer Installed)

This menu is used to set the Printer Model included in the machine, identify when you want receipts to be available to the user, add Header or Footer information to the receipt, and set-up a group of reports to include in the Quick Print Report.

Notes on formatting transaction receipts – You can customize the header and footer on your receipt. The header area is typically used to identify your business location. The footer is typically used for printing a “Thank You” to the patron. The footer will be printed with white text on a black background. See the directions at the beginning of this document for a reminder regarding the process for “Entering Text”.

4.2 BILLS ACCEPTED SETTINGS

This menu lets you set parameters that are associated with the CPi (Mars) bill acceptor. Use this to increase or lower bill acceptance security level (HI or LO), and disable or enable acceptance of certain bill denominations, etc.

4.3 BUTTON SETTINGS (SELECTION BUTTONS)

This menu lets you set the parameters of the Wash Packages (Selection Buttons 1-4) or *a la carte* items (Buttons 5-8) that you offer. *A la carte* items are upgrades that either come with the Wash Package, or the user can add to their selected wash package. Use this menu to set the NAME of the Wash Selection Button and whether the button is a Wash or an *a la carte* option. After all of the buttons have names and they are either a *package*, *a la carte* or a *quantity* (values or quantities can be assigned to the buttons). You can program the machine to automatically include *a la carts* with a wash package.

When the *a la carte* feature is used, we highly recommend that the machine be configured to operate in the PRESELECT Mode. This reduces the chance for a user to forget to include the *a la carte* item in their purchase. For example, in Preselect Mode our display prompts you to "MAKE A SELECTION" before depositing payment. This reduces the chance of someone first depositing payment, then pressing the wash package selection they want, and then trying to press the *a la carte* they want. If payment is deposited first, the sales cycle of the GXP will complete the moment they select their Wash Package; they never get a chance to press the *a la carte* button because the machine had no way of knowing that they "intended" to also purchase the *a la carte*.

In PRESELECT Mode we are prompting them to make the select (and *a la carte*) before they deposit payment so they have plenty of time press the *a la carte* button.

NOTE: At least one of the buttons must be configured (programmed) as a regular Wash Package selection.

4.3.1 SETTING THE NAME OF THE BUTTON

button name X
<SELECTION X >

The BUTTON NAME is a label that the user will see and it is used in Menus and Reports.

The top line of the display is generic and cannot be changed. The name you see on the bottom line of the display is the current choice. Use the right or left arrow button to see each of the name options. **Hint – this is a multiple-choice entry** consisting of names that are used in the default set of voice prompts. If you do not want to use any of the pre-programmed names available then select the “--Use Custom--” entry by pressing the down arrow button. Whatever you choose will be used in other menus, in reports and displayed to the user.

Custom Name, The cursor will be flashing under the first character of the “*button name.*” You can now change the “*button name*” using the text (T9) entry method.

4.3.2 CHANGING THE TYPE OF BUTTON

selection is
<package button>

A “*package*” Button is a complete wash package that may include an *a la carte* item. If an *a la carte* is not included with a wash package it WILL BE SELECTABLE as an *a la carte* or upsell button. You cannot exclude an *a la carte* from a Wash Package, but you can automatically include an *a la carte* with a Wash Package.

4.3.3 ENTERING THE VALUE OF THE WASH PACKAGE OR A La CARTE

“*button name*”
value=\$0.00

Enter the “*value*” of the Selection Button. This could be the Wash Package value or the *A la carte* value.

4.3.4 DISPENSING A BONUS CODE

“*button name*”
<NO BONUS CODE>

If you have setup one or more *Bonus Codes* under **Discount Type Settings** they will appear here. A *Bonus Code* is a one-time use code that can give a discount to your customer. Please see Discount Type Settings (Section 5.12) for more details.

4.3.5 ADDING AN A LA CARTE TO A WASH PACKAGE

*includes a la carte
“button name”?* **NO**

This is only asked of a wash if you have assigned button(s) as an *A la carte*. This allows you to always include the *A la carte* with a wash package. More than one *A la carte* can be included with a wash package.

ANSWERS:

YES – The *A la carte* is automatically included with the wash package.

NO – The user will have to select the *A la carte* to include it with the wash package.

4.3.6 SETTING THE ‘FORCED CHANGE’ AMOUNT

*update forced
change settings?*

Used to force particular change only when change is needed. This would help promote tips for employees.

ANSWERS:

YES - To make changes to the forced change settings.

NO – To go to Wash equipment signal time.

4.3.6.1 FORCING PARTICULAR CHANGE

*cancel uses
forced change?* **YES**

ANSWERS:

YES – Pressing the cancel button will pay change according to the forced amounts.

NO – The cancel button will not pay forced change.

NOTE: This is affected by the “cash cancel limit” in Other Settings.

4.3.6.2 FORCING CHANGE FROM CASH DISPENSERS

*“cash dispenser”
forced change=0*

For each money dispenser enter the number of items you wish to force out. The GXP will dispense as many of those items without exceeding the amount you entered and the amount of change to be given. After Forced Change is finished Make Best Change will apply.

4.3.7 ALTERNATE OUTPUT RELAY PATTERN

*use alternate
relay pattern?* **NO**

ANSWERS:

NO – Separate relay for each wash selection.

YES – Uses relay pattern shown in table.

ALTERNATE OUTPUT RELAY PATTERNS:

Wash number	No selected	Yes selected
	Relay Closed	Relay Closed
1	1	1
2	2	2
3	3	3
4	4	4
5	5	4 & 1
6	6	4 & 2
7	7	4 & 3
8	8	4 & 3 & 1

4.3.8 WASH EQUIPMENT SIGNAL TIME

vend duration
time 1 secs

The length, in seconds, that the wash signal will be active to the car wash equipment.

4.3.9 A LA CATRE SIGNAL DURATION

a la carte duration
<*vend cycle*>

- **Vend Cycle** – The *A la carte* signal will be on until the end of the wash signal is received
- **Timed** – Selecting this will allow an entry in seconds for the length of all *A la carte* signals.

4.3.10 ENTRY MESSAGE TIMEOUT

entry message
timeout 10 secs

The time in seconds that a driver will be prompted to pull forward.

4.3.11 ENTRY DELAY

entry delay
time 1 secs

This feature is used to increase the amount of time the “Exit Prompt” will be displayed. It is particularly useful in the following circumstances:

- If the Wash Bays has a *purging cycle* that occurs after the washed car has exited the bay. In this example there may be a long delay before the next car (stacked car) is supposed to enter the bay.

NOTE – if the machine is equipped with a proximity sensor the Exit Prompt will shutoff as soon as the stacked car is no longer in front of the machine, regardless of the Exit Delay time.

4.3.12 STACKING CARS

car stacking

<single>

- **Single** – A second user can pay for his wash while a car is in the wash bay.
- **Multiple** – Up to ten users can pay for their wash.
- **None** – A second user cannot pay for his wash until the wash bay is empty.

4.3.13 AUTOMATICALLY REFUND UPON A WASH ERROR

Auto refund on equipment error? NO

ANSWERS:

YES - Will have the GXP automatically give a refund if a wash bay error occurs.

NO – No refund will be given if a wash bay error occurs.

4.3.14 MONITOR THE ‘WASH IN USE’ SIGNAL?

enable Equip In Use signal check? YES

ANSWERS:

YES - The wash bay will provide a feedback signal to the machine.

NO - There will not be a feedback signal and you want a timed output.

NOTE: The WASH IN USE/END OF CYCLE signal is typically used in automatic bays. This signal is routed to the PLC X1 input through the Cycle Inhibit relay. Tunnel bays typically do not use a feedback signal.

4.3.15 MONITOR THE WASH BAY FAULT SIGNAL?

Enable Wash Bay Pulse check? YES

ANSWERS:

YES - The brand of wash bay equipment allows the WASH IN USE/END OF CYCLE feedback signal to issue a pulse indicating the wash bay has encountered an error. When the pulse is detected, the machine will cancel any stacked washes and allow a refund. The Wash Bay Fault signal is not available with all brands of wash bay equipment. This requires a Bay Fault Relay. If this feature is installed this should be set to “NO.”

NO – The brand of wash bay equipment does not have a WASH IN USE/END OF CYCLE feedback.

4.3.16 WASH BAY BUSY TIMEOUT

Equip error Timeout 10 mins

Enter the maximum time, in minutes, that the Wash Bay Busy signal could be active. This should be one or two minutes longer than the longest wash cycle time. If the Wash Bay Busy signal is longer than this an ERROR will occur.

4.3.17 IGNORING A MISSED ‘WASH IN USE/END OF CYCLE’ FEEDBACK SIGNAL

end of cycle error
count 0

Enter the number of times to ignore a missed feedback signal before a Wash Equipment ERROR occurs.

The count is decremented if a Cycle Inhibit Signal is not seen within the Wash Bay Busy timeout. When the count reaches zero a Wash Equipment Error is generated. If you set the count to zero a Wash Equipment error will occur immediately.

4.3.18 DELAYING THE WASH SIGNAL

wash signal delay
0 secs

Enter a delay in seconds before the Wash Signal is sent to allow for a receipt printout.

4.3.19 WHEN TO PROMPT USERS TO UPGRADE THEIR WASH SELECTION

Use upgrade timer
< never >

ANSWERS:

- **never** – the user will never be prompted to upgrade his wash.
- **always** – the user will always be prompted to upgrade his wash.
- **stacked** – users will only be prompted to upgrade their wash if they are stacked.

The benefit of this feature is that it will allow the operator every possible chance to Upsell their wash services to the user thereby potentially generating more revenue per customer. To accomplish this every user, regardless of their payment method (cash, credit or pre-paid code), will be provided an opportunity to upgrade their wash package or add an *a la carte* service (Ex: *RainX™* or *Tire Shine*) to their initial selection. The Upsell time will be operator programmable. Users who wish to skip the Upsell time will be prompted via voice message to press the "ENT" button on the keypad.

4.4 POS SETTINGS

The POS systems supported are the Unitec POS4000 Pay-At-Pump Code interface. You should always contact your POS manufacturer with any questions regarding the operation of the POS terminal, the reports that are available through the terminal and for setup questions.

The POS system will show up in the configuration report if communication is active. If no communication occurs after 30 seconds a COMM LOST from POS code will occur.

NOTE: Synchronize the POS audit to the machine audit by clearing both the POS terminal audit and machine audit at the same time.

4.4.1 THE POS SYSTEM YOU ARE CONNECTING

POS type

< *NONE* >

If you are connecting the machine to a POS system then select the appropriate brand / model from the available list.

4.4.2 POS4000

4.4.2.1 GXP ADDRESS

GXP address

2

The address the GXP would use when communicating to the POS system.

4.4.2.2 USE POS NAMES AND PRICES?

Use POS names and

Prices? YES

With some POS systems the GXP can get the wash names and prices from the POS system.

ANSWERS:

YES – The GXP will use the names and prices entered at the POS system.

NO – The GXP will use the names and prices entered at the GXP.

4.4.2.3 SEND OFFLINE TO POS?

Send offline

to POS? YES

This will instruct the GXP to tell the POS system that the GXP is offline. Some POS systems will not issue codes if the wash entry system is offline.

ANSWERS:

YES – You cannot sell wash codes while the GXP is offline.

NO – You can sell wash codes while the GXP is offline.

4.4.2.4 SEND AUDIT TO POS?

Send audit

to POS? YES

This will instruct the GXP to send the sales information to the POS system.

ANSWERS:

YES – Send the sales information to the POS system.

NO – Do not send the sales information to the POS system.

4.4.2.5 AUTOMATICALLY ENTERING A CODE NUMBER

auto enter after

6 digits

ANSWER:

The number of digits that can be entered before a code will automatically be entered. This can be convenient for you customer so they do not have to press the ENTER (“ENT”) key. You need to make sure this is large enough for any codes, PIN numbers or external access codes.

4.4.2.6 OPERATING HINTS

- For information related to setting up and connecting a POS4000 terminal to the GXP machine, consult the “Installation Quick Guide”.
- **All POS4000 codes will end in "0"** As long as the code ends in a “0” and it is 5 characters in length, the GXP will be able to distinguish a POS generated code from a discount code. **Discount codes should not end with a “0” and be 5 characters in length.**
- **A discount code cannot be used in conjunction with a POS code.** The discount would have been applied at the time the POS code was sold, not at the time it was used at the machine.
- **The accounting information for the GXP is included in the POS4000 summary report.** The report generated by the GXP should not be used if the POS4000 is connected. The POS4000 is the master for the reporting.
- **The POS4000 is capable of generating wash codes and fleet codes.** Wash codes are one time use and have an expiration date assigned at the POS4000 terminal. Fleet codes can be used multiple times and typically do not have an expiration date assigned.

SOFTWARE & HARDWARE REQUIREMENTS: The controller in the GXP should have an EF-II board equipped with an RS485 header and connector, and a program version 2.009 or higher. The POS 4000 should be equipped with the Unitec version of software.

To enable the GXP to use the RS485 link to the POS4000, go to the **Other Settings** menu and set the Location ID to the next highest RS485 address number that was assigned to the POS4000. Example: if the POS4000 were assigned 1 POS is used, our location would be 2. Multiple POS locations may require us to try different location settings (2-99). These locations should be sequential.

- **POS TYPE - Set to POS 4000**

4.4.2.7 AUDITING

POS has its own capability to show the total monies in for the selection prices. It will not show any discounts so the total money in will be less any discounts at the machine (Ex. Code, Token, Coupon, and Early Bird). POS4000 and the GXP audits will need to be cleared separately and at the same time to match.

4.4.2.8 TROUBLESHOOTING POS4000

POS4000 will show up in the **Configuration Report**. If we lose communication with the POS, we will record a “*POS4000-com lost*” error.

POS4000 has a “link test” that the owner can use to confirm it sees our system. The POS will have a “time out” error if it loses communication with the GXP.

Make sure a number has been entered at the GXP address in “POS SETTINGS”.

On advance replacements for the GXP PCB board, make sure the Software and Rev board is used.

NO COMM - make sure the RS485 cable is terminated correctly and plugged into the correct locations.

For more information on Unitec POS4000 Pay-At-Pump Code Terminals, refer to:

<https://www.manualshelf.com/manual/unitec/pos4000/owner-manual-english.html>



Unitec (DRB) POS4000 Terminal

4.4.3 RFID SETTINGS – GXP is compatible with the XpresWash RFID System

This is located under POS Settings

4.4.3.1 RFID TYPE

RFID type
< *NONE* >

Only the Xpress Wash RFID system is supported

4.4.3.2 RFID ETHERNET IP ADDRESS

RFID IP address
000.000.000.000

This is the IP address of the RFID server and it must be set. Contact Xpress Wash for this address.

4.4.3.3 RFID ETHERNET PORT

rfid port
0

This is the port used by the RFID server and it must be set. Contact Xpress Wash for this port.

For more information on the XpresWash RFID Antenna and system, refer to:

<https://www.public.xpreswash.com>

4.5 AUXILLARY OUTPUT SETTINGS

This menu lets you set parameters for controlling a generic output. This output can be used to control an external gate.

4.5.1 WILL THE MACHINE CONTROL A GATE?

Issue aux out with
Button output? NO

ANSWERS:

YES - The machine will output a signal.

NO – The machine will not output a signal.

4.5.2 WILL THERE BE A FEEDBACK SIGNAL PROVIDED?

Is a feedback
signal used? NO

ANSWERS:

YES - The machine will output a signal until a feedback signal is received.

NO - A timed output signal will be sent as set below.

4.5.3 GATE OUT SIGNAL TYPE

*Aux output vend
time 1 secs*

The time, in seconds, that the auxiliary out signal from the PLC will be active. The auxiliary out signal goes out at the same time as the wash signal.

4.6 BILL FAST VEND SETTINGS

The machine is equipped with a feature that can detect unusual and excessive machine activity, usually indicative of fraudulent activity. This feature is called **Fast Vend Shut Off**. The machine will detect that the frequency of use is unusually high for a pre-determined period of time, and shut itself down for enough time to deter the thief. See the following paragraphs to learn how to set the number of deposits allowed, the time period they are allowed in, and the time the machine will be shut off if this feature is activated.

To see the Bill Fast Vend Settings you must have a bill acceptor connected.

4.6.1 FAST VEND SHUT-OFF SETTINGS

This is used to restrict machine usage to normal bill transaction amounts in a given time period. The primary benefit of this feature is in the added protection against stringing should the bill acceptor stringing detection devices become defeated. This feature allows you to set the “normal” amount of bills of each type that are accepted in a given time period. If this usage pattern is exceeded the machine will shut down and stay off-line until the reset button is pressed or until the Error Time Out lapses. See “Other Settings” for a description of Error Time Out and how to set it.

4.7 CREDIT SETTINGS

Use this menu to select the credit card processing system you want to use.

4.7.1.1 Choose the credit card system that you will be using
card system
< no card >

4.7.1.2 APPLICATION TYPE
Application type
host

Host is the only choice.

4.7.1.3 ALLOW DUPLICATE CARDS?
Allow duplicate
Cards? NO

ANSWERS:

YES - The user can use the same credit card in the same batch.

NO – The user can not use the same credit card until the batch is processed.

4.7.1.4 UPDATE YOUR NETWORK

Update Network Settings?

Press **YES** to start the update.

4.7.1.5 EXTRA SECURITY

*enable zip code
checking? NO*

ANSWERS:

YES - if you want the customer to have to enter their zip code.

NO - if you do not want the customer to enter their zip code.

4.7.1.6 VIEWING ERROR MESSAGES FROM THE CARD PROCESSOR

*View error
message?*

Press **YES** to see the message.

4.7.1.7 WARNING FOR POSSIBLE CREDIT CARD PROBLEMS?

*card usage
low = 20*

This is the maximum number of times cash can be used without a credit card being used. This will create a warning for the owner. This may indicate a card reader problem. Choose a number that fits your cash and credit card usage.

4.7.1.8 MDB CREDIT CARD MODULE

This document is for the set-up of MDB-compatible credit card systems including:

- **Nayax VPOS Touch**
- **CryptoPay Swipe / Tap +**

Under CREDIT SETTINGS then CARD SYSTEM TYPE, an option has been added for “MDB (ONLY)”.

This allows the system to report email alerts about its status. The Card system will then show up in the Configuration report as a CARD READER – X MDB indicating the dispenser it is plugged into – if we are able to talk to the device.



(Left to Right): Nayax VPOS Touch, Cryptopay TAP +, Cryptopay Swipe Reader

NOTE: *Standard Change-Makers does not supply any of these third-party credit card processing systems. The customer must contact the manufacturers to order the kits and set-up their merchant account with the required processor.*

It is therefore important that the customer contact Technical Support of the manufacturer when they have completed the installation of the machine to supply the serial numbers or their kit components and make sure that the devices are properly directed to deposit funds into their account.

When communicating with the Sales/Tech Support person – be sure that you tell them that you need the MDB-compatible devices. And the MAXIMUM CHARGE AMOUNT must be set higher than your expected highest selection or charge amount (to accommodate for future price changes if needed).

For example: The manufacturer may have a default maximum setting of \$25.00. If you plan to have a \$30 price package, you may request them to set the kit up for a \$50.00 maximum charge to allow for changes in the future.

**** IMPORTANT NOTE ** IMPORTANT NOTE ** IMPORTANT NOTE ****

Before you put the machine in service with the Third-Party MDB Credit Card Kit, be certain to contact the manufacturer or processor, of the credit card device and ask them to confirm the Serial Numbers of the Reader device in your machine are connected to your Merchant Account, and that they are ready for you to start processing cards.

Once you receive their approval – run a test transaction with a real credit card and check to see that it went through. You are now ready to proceed!

NOTE: The card system reporting provided by the credit card processor if available, will reflect card processing only. No information from the bill acceptor, coin acceptor, or machine in general

will be added to this report. Machine audits and alerts are available throughout the EF+ Module when properly connected to your high-speed network.

For more information on MDB Credit Card Systems, please refer to the manufacturer's websites:

Nayax VPOS Touch (Magstripe, Chip Card, Tap, Mobile Phone)

Nayax USA: <https://www.nayax.com/solution/vpos-touch/>

Cryptopay Swipe (Mag Stripe Only)

Cryptopay: <https://www.getcryptopay.com/index.php?page=components>

Cryptopay Tap + Reader (Tap Cards & Mobile Phones Only)

Cryptopay: https://www.getcryptopay.com/images/CryptoTapPlus%20Brochure_FINAL2.jpg

4.8 OTHER SETTINGS

This feature group is where all miscellaneous settings are located. Below is a list of each one.

4.8.1 OWNER LANGUAGE

Owner language

←English→

Used to set the language used when in MAIN MENU/programming mode.

4.8.2 USER FIRST LANGUAGE

user 1st language

←English→

This is the primary language that will be displayed to the user.

4.8.3 MACHINE TYPE

Machine Type

←Guardian XP→

This is used to identify if this machine includes any Expanded Function hardware modules. The Guardian XP should be the choice selected under the Machine Type setting.

4.8.4 ERROR TIME-OUT

Error timeout

15

This feature allows the machine to automatically reset from certain error types. At this time the Error Time Out only applies to Fast Vend Shutoff and a Stringing Detected Error, error conditions. For these errors the machine will be automatically reset following the time period in minutes that you have entered. If zero the machine will not automatically reset from an error.

4.8.5 HOLD MONEY THAT CANNOT BE DISPENSED FOR THE NEXT TRANSACTION?

Hold escrow?

NO

ANSWER:

YES - This will allow the overage to accumulate until there is enough “escrow” to load a wash.

NO - The escrow will be reset to \$00.00 after each transaction is completed. You will keep the change that could not be dispensed.

This feature sets the condition of how the machine will operate if an overage in payment cannot be returned in the “Exact Change Mode” or if change cannot be returned. Some type of signage must be used that states that the machine does not make change or no change given.

4.8.6 ALLOW EXACT CHANGE?

Allow exact change mode? YES

ANSWER:

YES - If you want to keep your machine online even if it can not make change.

NO – If you want the machine offline if you can not make change.

4.8.7 PRINT VOUCHER ON ERROR?

print voucher

on error? NO

ANSWER:

NO - This will not print a credit voucher if a dispenser error occurs. Credits will be transferred to the next available dispenser.

YES – This will print a credit voucher if a dispenser error occurs. No credits will be transferred to the next available dispenser.

4.8.8 ALLOW CUSTOMERS TO USE THE MACHINE AS A CHANGER?

cash cancel

limit = 3

Enter the number of times you will allow a user to insert cash and then press the cancel button to get change. A zero will always allow the user to make change. Version 2.010 or later.

4.8.9 BILL ACCEPTOR TAMPER LEVEL

acceptor tamper

←low→

ANSWERS:

- **low** - Only bill acceptor detection will be used. If the bill acceptor detects a possible stringing attempt it will not issue credit. The System Controller will ignore all MDB codes that may indicate a possible stringing attempt.
- **medium** - The controller will ignore MDB codes that may indicate a possible stringing attempt only when there are no credits. If there are credits or a payout is in progress, the machine will shut down with a bill acceptor error.

- **high** - The controller will go offline if any MDB codes indicate a possible stringing attempt is being made. The machine will shut down with a bill acceptor error. No further transactions will occur until the machine is reset. Note: This will cause a tamper if a customer tries to insert a second bill before the first bill acceptance cycle is complete.

This sets the stringing level for all connected bill acceptors. Version 2.010 or later.

4.8.10 EXPANDED USER PROGRAMMING

Expanded prog?

NO

This feature is intended for advance users only and for very unique machine operating requirements. *We strongly recommend that this feature is not activated.*

4.8.11 DISABLE CARD ACCEPTOR IS CASH ACCEPTED?

Disable card if

cash used? YES

ANSWERS:

YES - If you want to disable the card reader if cash has been accepted. Money and credit cannot be combined in a transaction.

NO - The cash may be dispensed to the customer or retained.

4.8.12 DISPLAY ITEMS THAT WERE DISPENSED?

Display dispensed

Items used? NO

ANSWERS:

YES - If you want dispensed items to be displayed on the external display after a payout.

NO - If you do not want dispensed items to be displayed on the external display after a payout.

4.8.13 DATE

current date

(mm/dd/yy) 01/04/10

If incorrect, enter the current date. This must be correct for proper credit card and email operation.

4.8.14 DAY OF WEEK

day of the week

←Monday→

If incorrect set the current day. This must be correct for proper credit card and email operation.

4.8.15 TIME

current time

(hh:mm) 10:45 AM

If incorrect set the current time. To toggle AM or PM use the numeric keypad while the cursor is under the A or the P. This must be correct for proper credit card and email operation.

4.8.16 SLEEP SETTINGS

This setting allows you to automatically place the machine in a sleep mode (offline) during periods of the day when you do not want it to be used or when it is not supposed to be used. One start time and sleep duration time setting is available for each day of the week.

4.8.17 LIMITING ADMINISTRATIVE ACCESS

This is used to control access to certain feature groups based on a PIN identification number. This feature is used primarily when non-machine owners will have access to the machine. You can program up to six PINs to allow access to be able to view or view and edit machine features.

4.8.18 LOCATION ID

This setting is use to set a unique identifier for each machine. This number will show up on audit reports to identify the location of the machine or can be used as a unique identifier for 3rd party card or POS systems.

4.8.19 COIN ACCEPTOR TAKES MACHINE OFFLINE

Disable if coin

errored? NO

ANSWERS:

YES – The machine will go offline if the coin acceptor has an error.

NO - The machine will continue to operate if the coin acceptor has an error.

4.8.20 BILL ACCEPTOR ERROR TAKES MACHINE OFFLINE

Disable if bill

errored? NO

ANSWERS:

YES – The machine will go offline if the bill acceptor has an error.

NO - The machine will continue to operate if the bill acceptor has an error.

4.8.21 CARD SYSTEM OR CREDIT CARD ERROR TAKES MACHINE OFFLINE

Disable if card

errored? NO

ANSWERS:

YES – If the machine loses communication to the card reader or if the card system has an error the machine will go offline.

NO - The machine will continue to operate if the card reader or card system has an error.

4.8.22 DISABLE THE KEYPAD AND CASH VOICES

Disable keypad &

cash voices? YES

ANSWERS:

YES – Disables the audio for the numeric keypad and when cash is inserted.

NO – The machine will say every numeric button press and for each coin and bill inserted.

4.8.23 BUTTON LIGHT MODE

Btn Light Mode

←Flash Down→

ANSWERS:

- **Flash Down** – The button lights will flash individually starting from the top selection to the bottom selection and then repeat.
- **Flash Up** – The button lights will flash individually starting from the bottom selection to the top selection and then repeat.
- **Flash Up Down** – The button lights will flash individually starting from the bottom selection to top selection then back down to the bottom selection and then repeat.
- **Lights OFF** - All button lights will be OFF.
- **Lights ON** - All button lights will be ON.

Sets the way the selection buttons light when the machine is in an idle state.

4.8.24 BUTTON LIGHT DELAY

Btn Light delay

0 secs

Enter the delay in seconds before the button light pattern will repeat. If you enter a 0 there will be no delay.

4.8.25 HOW CAN I TAKE THE GXP OFFLINE FROM OUTSIDE THE MACHINE?

Offline code

0000

Enter a four-digit code that can be entered through the numeric keypad. When entered it will place the GXP offline. Entering the code again will put the GXP online. Cycling power will also place the GXP online.

4.8.26 CREDIT CARD TAX

Credit tax

0.00

If you are required to collect tax on credit card purchases in your state, county, or municipality, then enter the applicable percentage here.

4.8.27 CREDIT CARD SWIPE FEE

Credit swipe

00

Enter the cost of swiping a credit card in cents – commonly referred to as a swipe fee. This is usually a flat amount such as \$0.05 or \$0.10 per swipe. The fee is collected by the processor with each the card is swiped and transaction data is sent.

4.8.28 CREDIT CARD TRANSACTION FEE

Credit fee

0.00

Enter the amount of your processor’s transaction fee here (percentage). This will work only if your Transaction Fee is a set rate. If your processor offers a variable fee rate – where your rate decreases as the amount of the transaction increases

4.8.29 DEMO MODE ENABLE

Demo Mode

Enabled? YES

ANSWERS:

YES - will allow credit cards to be used **without authorizing the card**. The DEMO MODE will be active until the machine is reset, or a power cycle resets the whole machine.

NO - is entered at *demo mode enabled* or five minutes has elapsed. This would allow a user to use the same credit card in the same batch. This is used when troubleshooting or testing communication of the credit card system.

DEMO MODE WARNING

Do not leave the machine in this mode during normal operation. Anytime the machine is in the DEMO mode, it will payout for virtually any card with a magnetic strip. No credit will be deducted from the cardholder’s account. This mode will allow the machine to issue tokens for free.

4.9 PROMPT SETTINGS

A **PROMPT** is the message, voice and/or text, that is given to the user to instruct them on what to do next or to advertise something to them. The *Welcome Prompt* in particular can be a very effective advertising tool for letting users know that you are running a promotion. This section explains how to select a pre-programmed prompt (from a list of preset messages), create a custom prompt, or disable a prompt.

If your machine includes the optional Voice Module you will want to make sure the displayed message and voice message correspond to each other.

4.9.1 CHANGING A PROMPT

To change a PROMPT SELECTION you will first enter the Main Menu, find “*Prompt Settings*” and then press the DOWN arrow button to find the prompt you would like to change. See the list below for the available prompts. You can set the prompt to one of the four preset prompts or you can set it to display a “CUSTOM” prompt or “NO PROMPT”. Also, if your machine is equipped with a Voice Module option you can play the voice prompt for each of the preset prompts to make sure it matches the displayed prompt. Both male and female voice prompts are available. You will need to specify which you would prefer when ordering the optional Voice Module.

There are 4 preset messages available for each prompt. The first message in the list of welcome prompts is labeled “Welcome 1”. To view the text that will be displayed on the top line of the user display when this prompt is played, press the down arrow button. **NOTE:** If your machine is equipped with the optional Voice Module, the corresponding voice message will play at this time.

You should now see the portion of the **Prompt Message** that the user will see on the top line of the User Display. Press the DOWN arrow button again to see the portion of this message that will be displayed on the second line of the display. It is important to note that some messages are large enough that they cannot be displayed all at one time. When this occurs, the user will see the first part of the message on the display and then the display will change to display the next part of the message. For large messages you will need to press the DOWN arrow button multiple times to see the entire message that the user will see.

In addition to the four preset messages, the prompt can be disabled, or a custom message can be created. Choosing the “**Welcome None**” message option will disable the Welcome Prompt. Choosing the “**Custom**” message option will allow you to enter a custom prompt message. See the section below for information about *Entering a Custom Prompt*.

WELCOME PROMPT:

The **Welcome Prompt** is used to greet your customers when they pull up to the machine or after they press a button or make a deposit. You can also disable this prompt by setting the it to “**None**”

- **Welcome 1:** “*Hello*”
- **Welcome 2:** “*Welcome, have you checked out our specials today*”
- **Welcome 3:** “*Welcome*”
- **Welcome 4:** (reserved for future expansion)
- **Custom:** (see section below for entering a custom prompt)
- **Welcome None:** (disable this prompt)

UP SELL PROMPT:

This prompt is used for advertising. It is played when a patron has purchased a wash but is being held (stacked) until the wash bay becomes available.

- **Up Sell 1:** “*For drying towels, window cleaners and air fresheners please visit our vending area*”
- **Up Sell 2:** “*For drying towels please visit our vending area*”
- **Up Sell 3:** “*We now have a pet wash bay*”
- **Up Sell 4:** (reserved for future expansion)
- **Custom:** (see section below for entering a custom prompt)
- **Up Sell None:** (disable this prompt)

EXIT PROMPT:

The **Exit Prompt** is used primarily for instruction. It is played when a patron has purchased a wash and the wash bay becomes available.

- **Exit 1:** “*Thank you and have a nice day*”
- **Exit 2:** “*Drive forward and have a nice day*”
- **Exit 3:** “*Have a nice day*”
- **Exit 4:** “*Please wait for green light to pull forward*”
- **Custom:** (see section below for entering a custom prompt)
- **Exit None:** (disable this prompt)

‘OUT OF SERVICE’ (OOS) PROMPT:

This prompt is a status prompt. It is played whenever the machine cannot process transactions and therefore requires service. If the machine was unable to complete a refund the amount owed to the user will also be displayed.

- **Out Of Service 1:** “Please see attendant for car wash”
- **Out Of Service 2:** (reserved for future expansion)
- **Out Of Service 3:** (reserved for future expansion)
- **Out Of Service 4:** (reserved for future expansion)
- **Custom:** (see section below for entering a custom prompt)

OFFLINE PROMPT:

Offline Prompt is also a status prompt. It is played whenever the wash bay is not available to use. This can occur when the machine is in “Sleep Mode” or when it is placed off line.

- **Off line 1:** “We are sorry, the carwash is now closed”
- **Offline 2:** “Our carwash is currently closed”
- **Offline 3:** (reserved for future expansion)
- **Offline 4:** (reserved for future expansion)
- **Custom:** (see section below for entering a custom prompt)
- **Offline None:** (disable this prompt)

4.9.2 ENTERING CUSTOM DISPLAY PROMPTS

If the available “*Standard Display Prompts*” do not meet your needs, a custom prompt can be created. To create a custom prompt, press the DOWN arrow while the display is at the “CUSTOM” setting for the prompt. Using the User Keypad on the front of the machine, you can now enter the text message using T9 alpha-numeric method. Keep in mind that the user will see a top line and a bottom line on the User Display. Enter the text, including spaces, exactly as you want it to appear to the user. If the message is longer than two lines (top and bottom) you can enter additional message text on another display screen (top and bottom). To get to the next display screen simply press the DOWN arrow button. **You can have up to a maximum of 4 display screens.**

We recommend short and concise messages so the message is displayed quickly and is easily understood. Use the Display Template below to layout the custom prompt message you wish to display. The Display is 20 x 2 – Two Lines of 20 Characters each (40 Total Characters) per display screen.

DISPLAY TEMPLATE EXAMPLE:

					W	E	L	C	O	M	E		T	O					
		S	U	N	S	H	I	N	E		C	A	R	W	A	S	H		

4.9.3 CUSTOM VOICE PROMPTS

Custom voice prompts are available. These can be added to the machine at any time. If the available “*Standard Display Prompts*” do not meet your needs, a custom prompt can be provided. For custom voice prompts, contact the factory or your distributor.

4.10 Discount Type Settings

This is used to set-up CODES, TOKENS, and COUPONS that can be used in all of your promotions. When used, the NAME of the *Discount Type* will be used on the User Display and on printed receipts (if the machine is equipped with a Receipt & Audit Printer).

4.10.1 DISCOUNT CODES

Entering a DISCOUNT CODE using the keypad can give a REPEATABLE DISCOUNT towards one or more washes. The discount cannot accumulate.

NOTE: After entering all Codes on the Keypad, the User must press the “ENT” button before the machine will process the code number.

There are **THREE STEPS** required to setup the **DISCOUNT CODES**:

1. *Identify* the number of different Codes to be used
2. *Name* each Code
3. *Create* the Code Numbers

The maximum number of Discount Codes is twenty (20).

Step 1 – Identify the number of different discount codes to be accepted

Press DOWN button on the Menu until you see [*maximum number*] on the top line of the Display and [*of codes*] on the bottom line. Enter the number of different discount codes you plan to use. Up to 20 different discount codes can be used. Setting this to zero will bypass setting up codes.

Press DOWN arrows button in the Menu after answering this question.

Step 2 - Setup a custom Name for each different code used

Each code has a *generic label* and a *name* associated with it. The default *name* assigned to each code is the same as the *generic label*. Changing the name can make it easier to distinguish one discount code from another when you are viewing the associated *Promotion Audit*. The audit totals will be listed under the *Name* of the discount type, not the *generic label*. The top line of the display will now show [code 1 name], which is the *generic label* for this discount. The generic label cannot be changed, and the bottom line of the display will show [CODE 1]. The cursor will be flashing under the first character of the *name*. You can now change the name using the T9 alpha-numeric text entry method.

Press the DOWN button to go to the next step.

Step 3 – Create the code number

The display will show the *Code Name* you entered in Step 2 on the top line and the bottom line will show [# # # #]. **Enter the code number to be used.** The code can only include numbers, no characters or symbols. The *User Code Numbers* can have as few as one number or as many as six numbers in the code. *We recommend the code length be at least four digits long.*

Press the DOWN button to go back up and repeat Steps 2 and 3 for each discount code you want to enter at this time.

4.10.2 BONUS CODES

Entering a BONUS CODE using the keypad will give a ONE-TIME DISCOUNT to a wash. **Bonus Codes** are stored by this machine and only this machine will know about the bonus codes and other machines will not recognize the code. You cannot share a Bonus Code with another GXP by entering it only in this machine.

There are THREE STEPS required to setup the BONUS CODES:

1. **Identify** the number of different Codes to be accepted
2. **Enter** the number of days the code will be valid
3. **Create** the Bonus Code Numbers

The maximum number of Bonus Codes is four (4).

Step 1 – Identify the number of different codes to be accepted.

Step DOWN into the menu until you see [maximum number] on the top line of the display and [of bonus codes] on the bottom line. Enter the number of different bonus codes you plan to use. Setting this to zero will bypass setting up bonus codes.

Press DOWN arrow button in the menu after answering this question.

Step 2 – Enter the Number of Days that the Bonus Code will be valid. The maximum number of days allowed is 30.

Press the DOWN arrow button in the menu after answering this question.

Step 3 - Setup a custom name for each different code used.

Each code has a *generic label* and a *name* associated with it. The default *name* assigned to each code is the same as the *generic label*. Changing the name can make it easier to distinguish one code discount from another when you are viewing the associated **Promotion Audit**. The audit totals will be listed under the *name* of the discount type, not the *generic label*. The top line of the display will now show [bonus code 1 name], which is the *generic label* for this discount. The generic label cannot be changed, The bottom line of the display will show [BONUS CODE 1]. The cursor will be flashing under the first character of the *name*. You can now change the name using the text entry method.

Press DOWN arrow in the menu, and enter a name for each Bonus Code you wish to use.

4.10.3 TOKEN DISCOUNTS

This discount uses acceptance of the tokens to either give a discount towards a wash or credit towards a wash.

There are five steps required to set-up the token discount:

- *train* the coin acceptor to recognize the token to be accepted
- identify the token to be used
- *name* the token
- *determine* if it will be used as a credit or a discount towards a wash package(s)
- *programming* the GXP to recognize the token

The maximum number of tokens that can be used is one.

Step 1 – Program the Slugbuster III coin acceptor to accept the token. The following procedure is used to accomplish this. You will need one sample of the token to be used. When the acceptor has been trained for the token type, proceed to the next step.

- Remove the coin acceptor assembly from the machine. The coin acceptor is held in by either four #6-32 nuts or two #10-32 nuts.
- Set the sample Token in the middle Coin Clamp of the Slugbuster III. Channel 2 is reserved for token acceptance. (Channel 1 = Quarters, Channel 2 = Tokens, Channel 3 = Dollar Coins).
- Install Slugbuster III back into its place on the door of the GXP.

Step 2 – Go to ***Discount Type Settings*** in the GXP.

Set the number of tokens = 1

Press the DOWN arrow button to proceed to the next step.

Step 3 - Setup a custom *name* for the token type accepted.

Each token type has a *generic label* and a *name* associated with it. The default *name* assigned to each token type is the same as the *generic label*. Changing the name can make it easier to distinguish one discount from another when you are viewing the associated audit. The audit totals will be listed under the *name* of the discount type, not the *generic label*. The top line of the display will now show [token 1 name], which is the *generic label* for this discount. The generic label cannot be changed, The bottom line of the display will show [TOKEN 1]. The cursor will be flashing under the first character of the *name*. You can now change the name using the text entry method.

Press the DOWN arrow button to proceed to the next step.

Step 4 – Select if the token can give credit towards a wash package or it will give a discount to a wash package.

- If you select YES, multiple number of the same token can be used to purchase a wash. Next you must enter a value this token is worth. This token will not show up as a selection in *Promotion Settings*, but it can be used towards the purchase of a wash package in a promotion. If cancel is pressed the user will not get change back for this credit.
- If you select NO, the Token will give a discount to a wash package. If cancel is pressed the user will not get change back for this discount.

Press the DOWN arrow button to proceed to the next step.

Step 5 – *Associate* the token to the *generic label* you want to use for it.

The display will now show [token 1] on the top line of the display. If the token has already been *associated* for this position the bottom line of the display will show [programmed]. The display will show you drop a token in the coin acceptor and the GXP will have “learned” the token as the associated discount.

4.10.4 ONE-TIME USE (OTU) CODES

One-Time Use Codes are meant to be given for customer complaints in cases where there was a wash bay error, and the customer paid for a wash they did not receive. They were not intended to replace a POS system.

There are THREE STEPS required to setup the ONE-TIME USE CODES (OTU):

1. **Identify** the number of different Codes to be available
2. **Name** all the OTU Codes
3. **Create** the OTU Code Numbers

The maximum number of One-Time Use Codes is twenty (20).

Step 1 – Identify the *number* of different codes to be accepted.

Step DOWN into the Menu until you see [maximum number] on the top line of the display and [of codes] on the bottom line. Enter the number of different codes you plan to use. Up to 20 different codes can be used. Setting this to zero will bypass setting up codes.

Press DOWN arrow in the Menu after answering this question.

Step 2 - Setup a custom name for all of the One Time Use codes. The default *name* assigned to the OTU codes is the same as the *generic label*. Changing the name can make it easier to distinguish one code discount from another when you are viewing the associated Promotion Audit. The audit totals will be listed under the *name* of the discount type, not the *generic label*. The top line of the display will now show [OTU code], which is the *generic label* for this discount. The generic label cannot be changed, The bottom line of the display will show [OTU]. The cursor will be flashing under the first character of the *name*. You can now change the name using the text entry method.

Press the DOWN arrow button to go to the next step.

Step 3 – Create the code number.

The display will show the code name you entered in step 2 on the top line and the bottom line will show [# # # #]. Enter the code number to be used. The code can only include numbers, no characters or symbols. The user code numbers can have as few as one number or as many as six numbers in the code. We recommend the code length be at least four digits long. This is also where you can see if the code has been used.

Press the DOWN arrow button to enter the next code.

4.10.5 TIME-BASED DISCOUNTS

Time based

Discounts? NO

This is the simplest discount to create. Answer **YES** to allowing Time-Based Discounts. Your customer will get a discount based upon the discount amount you enter in the promotion and the time of the promotion.

4.11 PROMOTION SETTINGS

An effective promotion can help you increase revenue. An effective promotion will provide the user with either a discount that can be applied toward the purchase of one or more of the wash packages you intend to promote, or with the ability to direct a “charitable contribution” toward a charity that you are collecting funds for.

Multiple promotions can be offered during the same time period. When designing the promotion keep in mind that you can quickly check the effectiveness of a promotion by viewing the ***Promotion Audit Report*** associated with each promotion. It is helpful to give each promotion a different name so you can view the report associated with each promotion. Example: you can run a code-based promotion and advertise it on a billboard at the same time you are running a code-based promotion that is being advertised through a mass mailer coupon company. By using separate codes for each promotion you can determine which one is most effective by viewing the report for each promotion.

4.11.1 PLANNING A PROMOTION

Care should be taken to think through all of the factors related to developing an effective promotion. Below are the factors related to developing an effective promotion and marketing campaign. Review all of these before attempting to setup a promotion in the GXP machine. Once you have a plan, proceed to setting up the discounts using the ***Discount Type Settings*** Menu and then set-up the promotion using the ***Promotion Settings*** Menu.

Identify the Goal of the Promotion: Identify the overall objective of your promotion. Marketing and promotions are susceptible to time and conditions. What works great at one time, may not work as well at a different time. There are many factors that can affect the success of a promotion. Common goals of a promotion are: new customers, maintain existing business, promote new products and services, encourage existing customers to utilize your wash during the slower periods (“load balancing”), and to cross-promote for another nearby business (so they do the same for you).

Advertising your promotion: **There are a variety of advertising methods that can be used to get the word out about your promotion. You should always consider using the Welcome Prompt and Receipt Printer to let existing customers know about your promotion. The Welcome prompt, text and voice, should let the user know about anything you are promoting at your site. The receipt printer can be setup to include a message that advertises your promotion as well. You can also use some of the advertising methods shown below.**

- Letters to local fundraisers like school organizations, school bands, athletic teams, youth sports leagues, etc..
- Radio & newspaper
- Mass Mailers
- Co-Marketing with another local business
- Word of mouth – secret code that no one knows about but be sure to tell everyone. Human nature is to take advantage of a good thing before it is gone.

Naming the Promotion: Give the promotion a name that you can be easily recognized and distinguish. Common examples are: Early Bird Special, Night Owl Special, Coupon Promotion, Mailer Promotion.

Duration of Promotion: Identify how long do you plan to run the promotion, start and end dates and times.

Following is a list of discounts that can be used with the GXP machine.

- ***Time of Day / Day of Week*** –
Ideal and economical way to “Load-Balance.” Load-balancing is encouraging customers to use your wash during slow periods, so full price customers are not turned away during peak usage periods.
- ***Code*** –
Codes are ideal and economical way to *gain new customers*. It allows a user to enter a code and receive a discount off of any or all wash selections. Code based promotions are a very cost-effective way to promote your business. You can advertise a code promotion using billboards, newspapers, mailer coupons, etc. Codes can be 4, 5 or 6 digits long. A 4-digit code is typically used.
- ***Tokens*** –
Custom Tokens (with your wash name) are ideal for providing a dissatisfied existing customer with a free wash.

4.11.2 SETTING UP A PROMOTION – Promotion Settings Menu

- **Up to 20 discounts can be applied during each promotion.**
- **Up to 16 promotions can be active at any given time.**

A Promotion is typically defined as having a **beginning date/time** and an **ending date/time** and some number of discounts that apply during the **promotion date/time period**. Multiple promotions can be setup to run during the same time frame if more than the allotted discounts (20 total per promotion) are needed.

To set up a Promotion you will first setup the DISCOUNT TYPES to be used. See the section of this manual titled “**Discount Type Settings**” (Section 5.12) for directions on setting up discounts properly. Do this before proceeding with the **Promotion Setup** process.

It is important to note that the user of the machine can only apply one discount toward the purchase of a given wash. They cannot for example, deposit two tokens, or a code and a token, or a code and a coupon, and receive multiple discounts toward the purchase of a single wash. If multiple discounts are deposited, the one that would provide them with the greatest value will be applied toward the wash purchase.

Note: If you have setup a token as a *credit* then the user can accumulate credit along with a discount used in a promotion.

After the Discount Type Settings are setup, find the “**Promotion Settings**” Menu. Press DOWN arrow button on this Menu and answer the questions using the information from the promotion

that you have designed. You will be asked some basic questions related to which days of the week the promotion will be active, how long during the day it will be active, and which discount types will be applied during the time that the promotion is active. If at any time you have a question just press the help button (# / ENT) button on the user keypad.

IMPORTANT NOTES:

- Remember that it is very important to design the promotion on paper before trying to set it up in the machine.
- It is a good idea to CLEAR the *Promotion Audit* after you have made changes, so your accounting starts at zero.

4.11.3 PROGRAMMING STEPS:

- Enter the Main Menu mode by pressing the two red buttons simultaneously on the EF4 (control board inside machine) and holding both simultaneously for three or more seconds.
- Using the RIGHT arrow button find the “*Promotion Settings*” menu item.
- Using the DOWN arrow button, drill down into the *Promotion Setting* menu until you find the “*Edit Promotion?*” question and answer YES (Button 9 on User Keypad).

If this is your first time you will be prompted to create a promotion:

Enter an answer for each question and then press the down arrow button to proceed to the next one. Following is a list of the entries you will make. Remember that there are only four types of entries and each can be quickly identified by the message on the display. See the section of this manual titled “Menu Entries / Questions” for directions on how to enter information into a menu.

Below is a list of the questions you will be asked:

- *enter name* – enter the name of your promotion.
- *promo begin* – enter the date the promotion will start.
- *promo end* – enter the date your promotion will end. If you do not want to set an actual end date just set it very far into the future.
- *Sunday* – enter the duration the promotion will run on Sunday’s. IF you want it to run on Sunday answer YES (Button 9 on User Keypad). Next answer if you want it to run all day. If you select NO (Button 6 on the User Keypad), then you will be prompted for a *Starting Time* and *Ending Time*. Repeat this for each day of the week.
- *use/edit discount?* - This is where you select a discount type that will be valid during the promotion. The discount types are: time, code 1-20, bonus code 1-4, and tokens 1-4, and One Time Use (OTU) codes 1-20. If the discount type displayed is not the one you want to apply then answer NO (Button 6 on user keypad). Step through each discount type until you find the one (or ones) you want to apply during this promotion. Press YES button (Button 9 on user keypad). *Note – if you select “Time’ as the discount type, the time you set for the promotion is the time the discount amounts (next step) will be active.*

- **“Selection 1 \$X.XX \$x.xx discount off”** this is where you enter the discount to the wash package you are viewing. The wash name will appear here along with the normal price of the wash package. Enter the amount of discount to be applied. If this wash package will not be discounted then leave the discount amount set to zero. Repeat this for each wash package. **Press the down button to advance to the next step.**
- **“Selection 1 \$X.XX \$x.xx to charity”** this is where you enter the amount to go to a charity for the wash package you are viewing. The wash name will appear here along with the normal price of the wash package. Enter the amount of to go to the charity. If money will not be applied towards a charity then leave this amount set to zero. Repeat this for each wash package. **Press the down button to advance to the next step.**
- **Enable Promotion** – This is the last step. You can activate the promotion at this time if it uses “time” based discount types or if you have already programmed (associated) the code or tokens with the generic labels for each. You can also come back later and disable this promotion without clearing everything you have entered.

4.12 EMAIL SETTINGS

“**Email Settings**” can be found near “Other Settings.” You can enter up to six email recipients to receive reports and alarms. **All reports are sent at the same time.** You can receive alarms and reports on your smart phone as well. We recommend that reports be sent to a computer, where the text information can be copied to a database program.

It is important that the GXP is connected to an internet router so that it can acquire an IP address. The IP address can be viewed in the “Configuration Report”. The email settings can be protected from edit and/or viewing by using a PIN. This is found in “**Other Settings**”.

Select the account you wish to edit. They can be in any order. Reports and alarms are sent out starting with **Recipient 1** and ends with **Recipient 6**.

4.12.1 RECIPIENT

Name - You can change the name from the generic “Recipient” to a more recognizable name. This is only for your reference.

Address - Enter the email address to receive the reports and alarms. If you want to send reports or alarms to your smart phone as a SMS text message please see the section on Free Email to SMS Gateways. *The ‘@’ can be entered by pressing the zero key multiple times.*

Test Alarm – By pressing the YES button (Number 9) you will send a test alarm to the email address you entered in the previous step. Please watch the emailing process to ensure that the email was sent correctly. As long as the address resembles [name@domain.extension](#) and you have a good connection the email will be successful so check your spelling. If there is an error make a note of the error message. Some of the possible errors are listed below.

4.12.2 ALARMS

All alarms default to NO. If you wish to receive an alarm press the YES button (number 9). You will receive the alarm when condition is activated, and an alert when the condition is deactivated, if the deactivated is available.

Machine offline – Offline is sent if the GXP has an error that prevents it from operating. Online is sent when the error causing the offline goes away.

Exact Change – Exact Change Active is sent if all dispensers are sold out or in error. Exact Change Not active is sent if one or more dispensers become not sold out or in error.

Door Status – A door switch kit can be connected at J6 to monitor when the GXP door is opened and closed.

Reset Pressed – Only sent if the reset button on the GXP is pressed.

Power Returned – Only sent when power returns to the GXP.

Credit Card Low – This will send an alarm when the number of cash transactions with out a credit transaction exceeds the “card usage” setting under credit settings. As an example the default setting is 20. If 20 cash transactions occur without a single credit card transaction

occurring the alarm will be sent. When a credit transaction occurs the credit card usage normal alarm will be sent. ***NOTE:*** *Under the new MDB (Third-Party) compliance standards, the control board isn't notified when a credit card is swiped until the transaction has been closed. This software feature is a work around.*

Bill Acceptor Error – Any bill acceptor or stacker error.

Printer Error – Sent if the printer runs out of paper or jams.

Fast Vend – This will send an alarm if the Bill Fast Vend levels are exceeded. A Bill Fast Vend error will take the GXP Out Of Service and will require a reset to remove the error. The Bill Fast Vend levels can be changed in “BILL FAST VEND SETTINGS”.

Card Reader Communication – “card reader communication bad” is sent if communication is lost to the card reader. “card reader communication good” is sent when communication returns.

Card System Communication - “card system communication bad” is sent if communication is lost to the card system. “card system communication good” is sent when communication returns.

4.12.3 REPORTS

The sending of reports default to NO. If you wish to receive a report press the YES button (Number 9). The reports being sent are the same as the reports viewed and printed at the GXP.

Resettable Audit – This is the same summary audit that can be viewed or printed at the GXP. If the report is cleared at the GXP then the report that you receive will be cleared.

Perpetual Audit – This is the same summary audit that can be viewed or printed at the GXP. This can only be cleared at the factory. Eventually the numbers will rollover at 10,000. You will have to do the math accordingly.

Promotion Audit – This is the same as the Summary Promotional Audit at the GXP.

4.12.4 Enable Account

Please enable the account to receive any of the reports and alarms that you have set. The sending of reports and alarms to an account will be turned off if this is set to NO.

4.12.5 REPORT SEND TIME

It is necessary that the GXP has power at the time the reports are to be sent. If the GXP does not have power during the Report Send Time you will not receive your reports.

Day – Select the day of the week to send the reports. If “None” is selected no reports will be sent. This can be useful if you only want to send reports using the Access Code. “Everyday” is the selection to choose if you want to receive reports seven days a week.

Time – Enter the time of the day that you want to send the reports. It is recommended that the reports go out after closing. The time is a 12 hour clock. Pressing any numeric button while the cursor is under the A in AM or the P in PM will cause it to toggle.

Clear All Reports – After the reports are sent the reports that were sent and that can be cleared will be cleared at the GXP. This will affect anybody viewing or printing the reports at the GXP.

4.12.6 EMAIL CODE

By entering up to a six-digit number you can force an immediate sending of the selected reports. The Clear All Reports flag will not cause the reports to be cleared as it does when reports are sent with the Report Send Time.

4.12.7 Send Service Reports

This is a built in feature that will email the needed reports to the service department so they can help you with your problem. The problem could be something other than an email problem. Please contact the service department about your problem They will not contact you upon receipt of the email. It also helps to have a location ID entered in Other Settings so the reports can be identified.

4.12.8 FREE EMAIL TO SMS GATEWAY (Major US Carriers)

AT&T

[10-digit phone number]@txt.att.net

Example: 1234567890@txt.att.net

Verizon

[10-digit phone number]@vtext.com

Example: 1234567890@vtext.com

Boost Mobile

[10-digit phone number]@myboostmobile.com

Example: 1234567890@myboostmobile.com

T-Mobile

[10-digit phone number]@tmomail.net

Example: 1234567890@tmomail.net

For networks not listed above, please refer to your carrier website and search “sms text messages email”

4.12.9 STEPS IN SENDING AN EMAIL

"connection" - making a connection to the email server

"hello" - initial handshaking to the server

"authorization" - sending the username and password, this is for our server

"from" - sending the from information, this would be "report@guardianxp.com"

"recipient" - this is the email address entered by the owner

"message" - created by the GXP, this would be the report or alarm

"termination" - terminating the data

"closing" - closing the email connection to the server

4.12.10 SMTP Error codes

These are some of the possible errors that could be returned by our server and displayed if an error occurs.

220 - service ready

221 - service closing

250 - requested action taken/accepted

251 - recipient not local message accepted

252 - recipient not verified will attempt to deliver

354 - start of message input end with <CRLF>.<CRLF>

421 - not available

450 - requested command failed, mailbox unavailable

451 - command aborted server error

452 - command aborted server has insufficient storage

500 - syntax error

501 - syntax error in arguments

502 - command not implemented

503 - bad sequence of commands

504 - parameter not implemented

550 - mailbox unavailable

551 - recipient not local server gives forward address to try

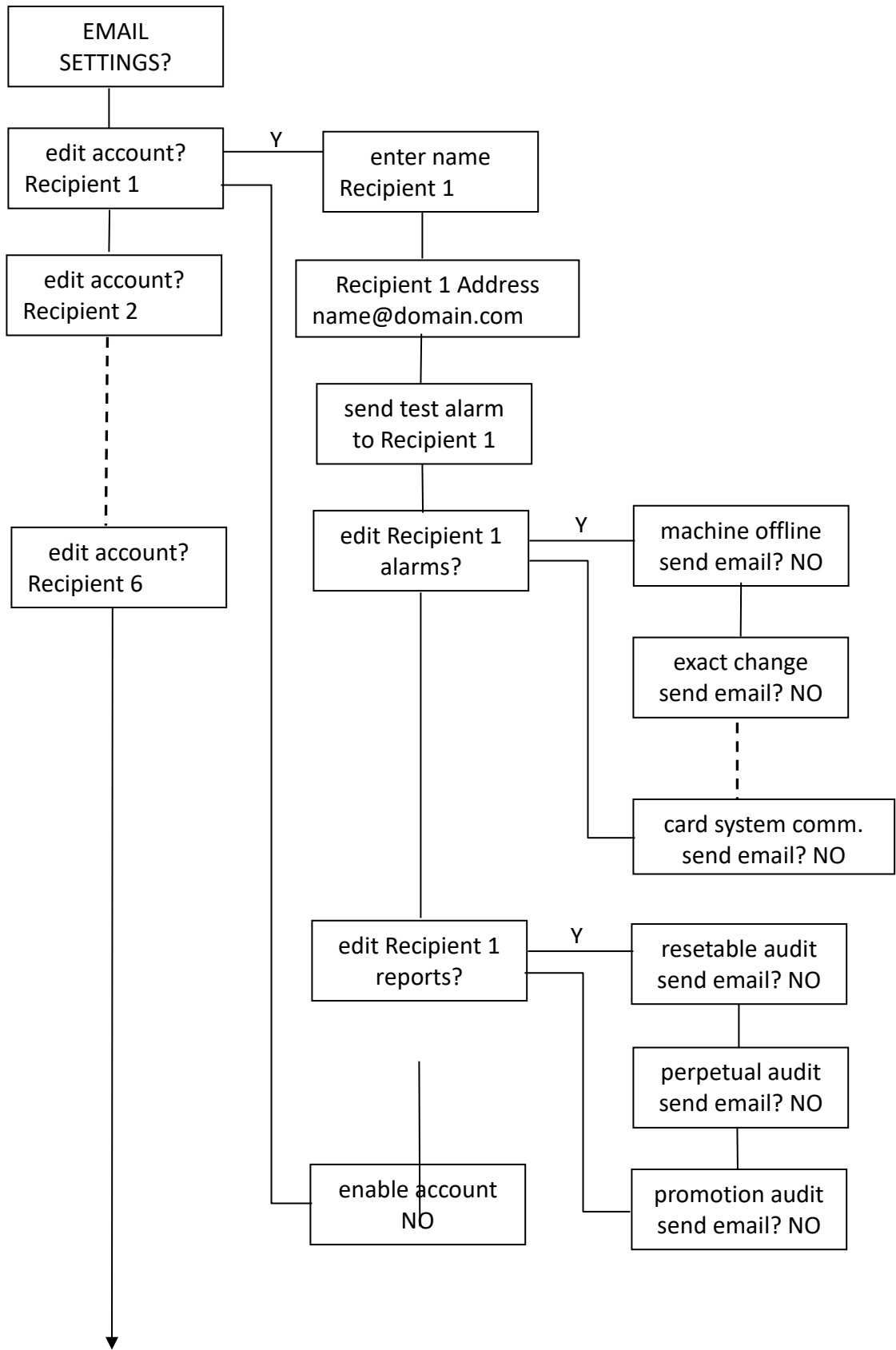
552 - storage exceeded

553 - mailbox name invalid

554 - transaction failed

4.12.11 Troubleshooting

- If there isn't a local IP address in the Configuration Report email will not work. This should happen automatically when you connect the GXP to your router.
- There is a 30 second time out for the initial connection of email.
- You will receive a "No server Ack" if there is not an ethernet connection.
- A server error will be displayed as a combination of the step in the sending an email and the SMTP error code. An example error is shown in figure 2 if the '@' is left out of the email address.



5.0 REPLACING THE PRICING PLACARD

The pricing placard is simple to make and to replace. You can use a simple text editing program like *Microsoft Word* to design the new placard and then laminate it for water protection. Use black inks in place of color ink, as the black will hold up longer when exposed to the UV rays from the sun. To replace the old placard simply release the associated placard nuts on the back of the cabinet until the placard is free enough to slide out of the holder. It is not necessary to remove the screw, just loosen it. Remove the old placard and install the new one and then tighten the four nuts securely. See the picture above for details.

If you wish to create your own placard you can download a placard template from <http://www.standardchange.us/manuals.html>

6.0 TROUBLESHOOTING & MAINTENANCE

6.1 CONDITION OVERVIEW

General error conditions that occur in the “*machine*” will be shown on the user LCD display as soon as the “Menu Mode” is accessed. These errors along with other “events” can be viewed or printed from the Event Report menu. These are general error conditions that were encountered by the *machine*. A complete list of these errors is listed in the **Machine Troubleshooting Chart** found in section 12.1.5.

Some modules included in the machine can also report more details pertaining to their own error condition. The reporting methods used to identify these are referred to as “Flash Codes” because they use a series of LED flashes to provide troubleshooting information. As an example, a complete list of dispenser error “flash codes” is listed in the Flash Codes & Troubleshooting Chart in section 12.1.8 of this manual. The CPi (Mars) bill acceptor used in the Guardian XP has a decal on the bill cassette, which includes a list of flash codes for that device.

Machine error conditions can either be “Soft Errors” which are errors that DO NOT result in the machine going out of service, or “Hard Errors” which are errors that DO cause the machine to be placed out of service. “Help” for some error conditions can be accessed much the same way as accessing the Help for Setting or Report menu items. To view the help information, press the “ENT” (same as Help) button on the user keypad while viewing the error condition. If you do not see the troubleshooting help information on the display after pressing the “ENT” (Help) button then additional help information has not been included for the error condition you are troubleshooting.

6.2 VIEWING MACHINE ERRORS

To view a machine error you must first enter the “Main Menu” mode by pressing the two red buttons on the main control module and holding them for a minimum of 3 seconds. Upon releasing the buttons you will see the most recent error displayed on the User Display of the machine. If multiple errors exist, you can view the next one by pressing the Right Arrow button (selection 2 button). Repeat this until you see the “Main Menu” screen.

6.3 RESETTING MACHINE ERROR CONDITIONS

Error conditions can be cleared by first resolving whatever *caused the error*, and then pressing the button labeled “RESET” on the main control module. To determine the *error cause*, you must first

identify the device that is in error. When entering the Main Menu mode, the device in error is shown on the top line of the display. If there are multiple devices of the same type, it may be necessary to view the flash code LED on each of the devices to determine which one caused the error.

6.4 CONFIGURATION REPORT

The configuration menu is a powerful tool that can be used in diagnosing the root of most failures. The main control module of the GXP communicates to all other components connected to it through serial communication. By simply viewing the Configuration Menu, you will be able to determine what components are available in the system, including information on the component type and software revision. Other information such as the Internet IP address for machines with Third-Party card systems can be viewed, as well as a POS4000 system if applicable.

To access the Configuration Menu, enter the Main Menu and press the left arrow (selection 3 button) to “Configuration Report”. Press the down arrow button (selection 4 button) to view the report and verify all the components found in the machine are displayed in the report.

If any component is not being displayed, (example –No Bill acceptor found) check that component for failure. Most components will also have a status indicator for more detailed troubleshooting.

6.5 MACHINE TROUBLESHOOTING CHART

Shown below is a list of the *Error Conditions*, probable causes, and corrective actions for machine error conditions. Note that some of the error conditions indicate that you should contact the nearest factory authorized service center.

"SOLDOUT"	Indicates a dispenser does not have enough product to complete a vend. Check device.
"EMPTY"	A dispenser did not dispense in the allowed time and was not detected as sold out. Check device.
"JAMMED"	A dispenser is jammed and unable to dispense. Check device.
"PROGRAM"	Note the device in error and contact the nearest factory service center.
"EEPROM"	EEPROM failing. Note the device in error and contact the nearest factory service center.
"MOTOR"	Device has reported a motor error. Note the device in error and contact the nearest factory service center.
"SENSOR"	If device in error message is a bill acceptor, clear the bill path and clean sensors. If device in error message is a coin dispenser, contact the nearest factory service center.
"ROM"	Note the device in error and contact the nearest factory service center.
"PLC RUN"	The PLC operating mode switch is not in the run position.
"BILLBOX"	The bill acceptors' billbox has been removed. Replace the billbox then press the reset button on the control module to clear the error message.
"BILLBOX FULL"	The bill acceptor billbox is full.
"OVERPAY"	A dispenser has detected an overpay. Check device for debris at the output sensor.
"FAST VEND"	The total number of bills accepted has exceeded preprogrammed limit in the preprogrammed allowable time period. Adjust the Fast Vend Settings if necessary.
"TAMPER"	The bill acceptor has detected a stringing attempt. Clear the bill path and clean sensors.
"PLC DEVICE –EF "COMM LOST"	The control module can not communicate to the PLC. Check the cables connecting these two devices.

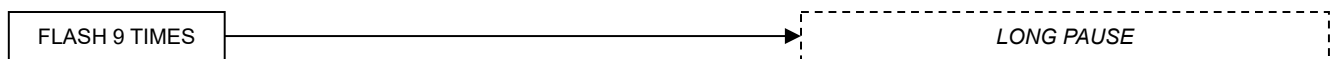
"POWER LOST"	Power was lost during a dispense. This is a "soft error" and the machine will stay online. Check all power connections in the machine. If this error condition occurs frequently, have the power source to the machine checked for faulty wiring, poor grounding, etc and add a power surge filter (same as used for computers) to the machine.
"ILLOGICAL"	Bills accepted and/or vend settings conflict with standard operating patterns. Common examples: No bills programmed to be accepted or revenue to be dispensed exceeds the value of the revenue to be deposited. Check ALL Vend and Accept settings.
"BILL ACC. - EF"	This message is displayed if the control module doesn't see any acceptor (Bill or Coin) in the system. Check acceptor cables and connections.
"PLC DEVICE –EF "WASH EQUIP"	The wash equipment has not acknowledged the wash or an error has been returned from the wash equipment.
"ETHER DEVICE –EF NETWORK ERROR"	Most likely a bad or disconnected ethernet cable.
"ETHER DEVICE –EF "COMM LOST"	The control module can not communicate to the XPort ethernet device. Contact our service department for a replacement.

6.6 VIEWING DISPENSER ERRORS

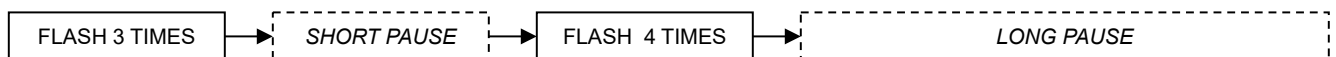
If an error condition is present on any dispenser, the *status LED* will be flashing at a rate of one flash per second and there will be a brief delay (LED will be off for approx. 3 seconds) between consecutive flashes. This flash pattern indicates an error condition. If this occurs, count the number of flashes between the pause. Do this several times to verify the correct *Flash Code* (number of consecutive flashes before the pause). Refer to the FLASH CODE DECAL easily viewable on the front of the junction box cover directly above the coin dispenser.

Following are examples of a dispenser flash code:

EXAMPLE OF A FLASH CODE ERROR 9

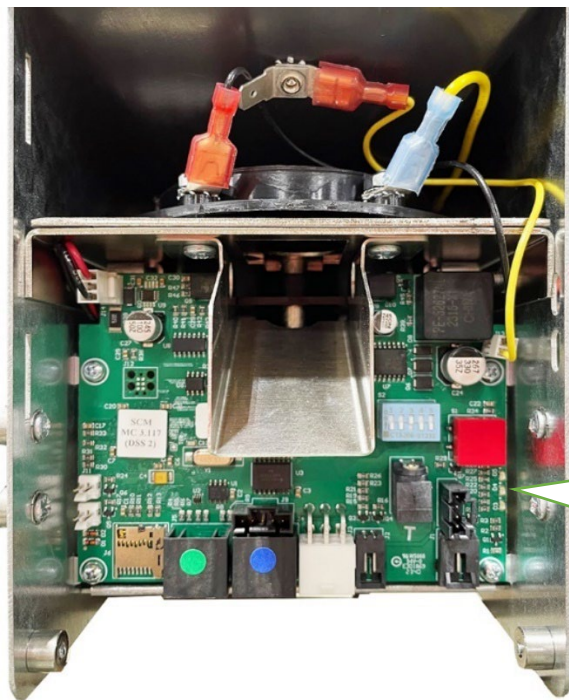


EXAMPLE OF A FLASH CODE ERROR 34



6.6.1 FLASH CODE TROUBLESHOOTING

Flash Code Troubleshooting - The purpose of Flash Codes are to assist you in troubleshooting failures that may occur during normal usage, and that do not require factory repair. *Example: a bent coin or a coin bag string that is stuck in the coin dispenser mechanism.* If you cannot resolve the issue in the field, contact your nearest service center or send the faulty module in for repair. Be sure to include a note that indicates the flash code error that was displayed as well as a detailed description of the circumstances (clues) surrounding the failure. These clues will assist the technician in quickly and accurately diagnosing the fault. This will ultimately reduce the cost of the repair.



LED Indicators
 Each dispenser’s control board has three LED indicators to help determine the statuses of that device. The top **LED (yellow)** is a status light that will display a flash code error if the dispenser is in fault. The middle **LED (green)** is the power LED and should be on whenever power is applied to the device. The bottom **LED (red)** turns on whenever the coin sensor is blocked.

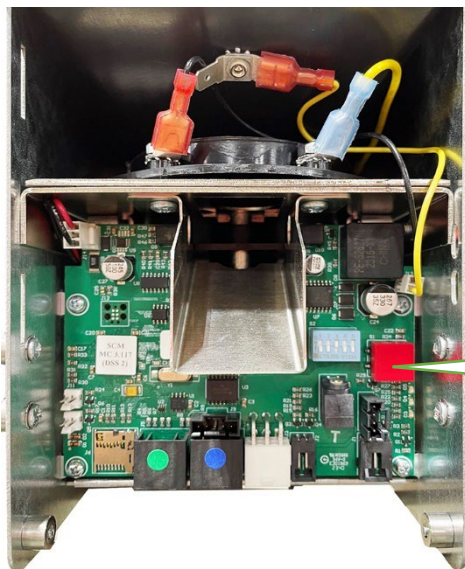
LED INDICATOR LIGHTS
 TOP: YELLOW (STATUS)
 MIDDLE: GREEN (POWER)
 BOTTOM: RED (COIN SENSOR)

6.6.1.1 DISPENSER FLASH CODE CHART

Flash Code	TROUBLESHOOTING HELP & COMMON FAILURE SOURCES
1	THE DISPENSER IS SOLD OUT . This is a normal operating condition and it indicates that the dispense compartment needs to be refilled. Once refilled the error condition will automatically go away (reset). If this error is issued and the device is not sold out (near empty), check the device sold out sensing contacts / circuit for debris.
2	A BILL ACCEPTOR ERROR WAS DETECTED . The bill acceptor has detected an error. Check the items listed below. If this does help identify the problem source, note the flash code displayed on the bill acceptor and refer to the bill acceptor owners' manual for additional troubleshooting assistance. <ul style="list-style-type: none"> • Ensure the bill acceptor cable is plugged in properly. • Check the data cable (gray phone style cable labeled 4C00299) to ensure it is plugged in properly. The cable is color coded at each end. Be sure the blue cable end is connected to the blue connector on the circuit board.
3	THE BILL STACKER IS MISSING OR FULL – Empty the Bill Stacker and press the reset button on the Primary Device. If the problem persists, remove the bill stacker and look for dirt or debris in the acceptors bill path. Reinstall the bill stacker, making sure it latches securely in place.
4	A BILL JAMMED ERROR – The bill acceptor has detected a stuck bill or foreign object in the note path (path bill travels through the Note Acceptor). Remove the item from the note path. Note: If this problem persists, check the note path drive roller system for excessive wear (missing, cracked or stretched) on the belts or O-rings. Clean or replace as necessary.
5	A FAST VEND SHUT-OFF ERROR – An abnormal sequence (quantity in certain time period) of bills was deposited and the machine was automatically disabled. See section of this manual that discusses the Fast Vend Shut-off setting, for more details regarding this feature.
6	STRINGING WAS DETECTED – The stringing detection software has determined that a bill has been pulled out or attempted to be pulled out. Look for string, tape or debris. Balance (reconcile) your machine revenue.
7	A COIN ACCEPTOR ERROR WAS DETECTED . Check to ensure that a bent coin or piece of debris is not interfering with the coin deposit path. Check the associated cable (s) and connections.

8	<p>A DISPENSER ERROR WAS DETECTED.</p> <ul style="list-style-type: none"> If the Sold-Out contacts for the dispenser have been bypassed, this error will occur when the dispenser becomes completely empty. Press reset after refilling the dispenser. Check for debris in the dispense path of the associated dispenser - If blocked or dirty, remove debris. Check the counting optics (device eyes) and remove excessive dust or debris. Check the associated cable (s) and connections. Check the dispensing mechanism for debris - bent coin, coin bag string, stuck bill...
9	<p>A FATAL MEMORY ERROR WAS DETECTED – Warning: the memory device that stores all critical setup information (dispense amounts, security settings...) is failing. DO NOT reset the associated device or place it back into operation!!! Replace the device logic board or send it in for repair with a note stating the following – “<i>The EE memory has failed and will need to be replaced</i>”.</p>
10	<p>POWER FAULT DETECTED – Power was lost during a dispense. Check for intermittent connections or a faulty power line condition, i.e. loose plug, corroded connections, or too much load on one circuit. Warning: Power faults can result in short pays.</p>
11	<p>AN UNKNOWN OR UNDOCUMENTED ERROR WAS DETECTED – Contact a service center for an updated error code list, and/or reset the machine and check for proper performance before placing back into service.</p>
12	<p>ILLOGICAL – An illogical setup was detected. Examples – All bill acceptance is turned off, the dispenser type is invalid, the dispenser was told to dispense more than 200 “things”.</p>
13	<p>DATA BAD ERROR – The machine has lost a portion of temporary memory. This error is not fatal and the machine will remain on-line. If a vend was in progress when the error was detected, the vend amount and associated count were cleared. This error is typically caused by excessive power surges. Install a surge filter on the power line to the machine.</p>
14	<p>OVERPAY LOGIC ERR – The device calculated it was told to dispense to many items. Check Dispense limit settings for the affected device. Check the Program settings.</p>
15-30	<p>TRACKING CODES – These codes are intended for use by SCM troubleshooting personnel. If code persists, contact the nearest SCM service center.</p>
31	<p>DISPENSER OUTPUT BLOCKED – The dispenser (coin, bill, ticket) sensor is blocked. Check the dispenser counting sensor and associated connections.</p>
32	<p>DISPENSER IS EMPTY – The dispenser (coin, bill, ticket) is empty. If dispenser is not empty, check the sold out sensor connections.</p>
33	<p>DISPENSER IS JAMMED – The dispenser (coin, bill, ticket) is jammed. Check the dispense path.</p>
34	<p>DISPENSER HAS OVERPAID – The dispenser (coin, bill, ticket) has issued an extra item. Check for debris mixed in with the coins or bills. Debris can be counted as an extra “item”. If the error is from a ticket dispenser, check the tickets for tears in the area around the ticket notch. Extra notches (tears) can be counted as a ticket.</p>
35	<p>BILL DISPENSER COMMUNICATION ERROR – The bill dispenser is not talking. Check the communication (data) cable connections. Make sure the dispenser has power to it as well.</p>
36	<p>Not Used – Contact factory if error persists after resetting.</p>
37	<p>Not Used – Contact factory if error persists after resetting.</p>
38	<p>Not Used – Contact factory if error persists after resetting.</p>
39	<p>BILL DISPENSER CARTRIDGE IN WRONG POSITION – One of the bill cartridges in a multi-note dispenser is in the wrong position. Check position of all bill cartridges.</p>

6.6.1.2 RESETTING DISPENSER ERROR CONDITIONS



You can either reset a dispenser error condition by pressing the red reset button on the dispenser board or you can press the Machine reset button on the main control module.

RED RESET
BUTTON

6.7 COIN ACCEPTOR TROUBLESHOOTING

The coin acceptor used in the Guardian XP is the **Slugbuster III** electronic coin acceptor. The coin acceptor has been set-up at the factory to your specifications. The Factory Default settings is to accept Quarters or Dollar Coins ONLY. It will not be programmed to accept Nickels and Dimes.

It can be programmed to accept a specific Token. Only one Token can be programmed for the SlugBusterr III to accept. The programming steps are as follows:



6.7.1 PROGRAMMING SLUGBUSTER III ELECTRONIC COIN ACCEPTOR

1. **First, set the value of the smallest coin to be accepted.**
Push and hold the 'Program' button until the display reads **A .25**. Push the 'advance' or 'decrease' button to change the coin value. Ex: If a quarter is the smallest coin you will accept, set the value to 'A .25'.
2. **Next, set the value of coin Channel 1.** Push the 'Program' button one time, so the display reads **b .25**. Use the 'advance' or 'decrease' button to change the coin value. The value will be changed in increments according to the smallest coin accepted, as set in Step 1.
3. **Set the value of coin Channel 2.** Push the 'Program' button one time, so the display reads **C 2.00**. Use the 'advance' or 'decrease' button to change the coin value for Channel 2. The value will be changed in increments according to the smallest coin accepted, as set in Step 1.

4. **Set the value of coin Channel 3.** Push the ‘Program’ button once again, so the display reads d 1.00. Use the ‘advance’ or ‘decrease’ button to change the value for Channel 3. The value will be changed in increments according to the smallest coin accepted, as set in Step 1.
5. Push and hold the ‘Program’ button until a flashing dot appears in the lower center of the display. Your Slugbuster is now ready to accept coins.

VIEWING AND RESETTING AUDIT CHANNELS:

To review the audit channels, press and hold the ‘Program’ button until the display reads A .25, as in step 1 above. Continue pushing the ‘Program’ button and cycle through the display, past d 1.00.

- The display will then flash CH-1 and read the number of coins accepted on Channel 1.
- Push ‘Program’ once more and the display will flash CH-2 and read the number of coins accepted on Channel 2.
- Push ‘Program’ again and the display will flash CH-3 and read the number of coins accepted on Channel 3. To reset the audit channels, press and hold the ‘advance/delete’ button until the display reads zero while viewing each channel’s audit as described above.

7.7.2 TURNING A CHANNEL OFF / ADJUSTING SENSITIVITY:

Turning a Channel Off

During programming, press the ‘advance/delete’ button until the display reads OFF for the desired channel. The unit will now reject the coin; however, you must leave the sample coin in the unit.

IMPORTANT: DO NOT use the sensitivity adjustment to turn a channel off. Sensitivity potentiometers should only be adjusted as a last resort for acceptance problems.

Slugbuster III must have sample coins installed in all three Channels, whether or not they are to be accepted. Do not use the same sample coin in more than one Channel.

Channel 1 – Quarter

Channel 2 – Token or Nickel

Channel 3 – Dollar Coin (Susan B. Anthony or Golden Dollar)

Adjusting Sensitivity:

Sensitivity adjustment potentiometers (pots) are factory set for use with US Quarters, 85/15 Tokens and US Dollar Coins. If it is necessary to adjust pots:

1. Remove the rubber plug for the desired channel
2. Using a small plastic stylus, turn the pot. The safe range for adjustment is between ‘10 and 2 o’clock’ Do not adjust the pot beyond these ranges to avoid credit and acceptance problems.
3. Replace the rubber plug.

If the unit is accepting incorrect coins, turn the pot counter-clockwise on the channel being credited. If the unit is rejecting good coins, turn the pot clockwise for the channel not accepting coins.

For more information on the Slugbuster III Electronic Coin Acceptor, please refer to the manufacturer website:

Parker Engineering & Manufacturing

<https://slugbuster.com/slugbuster-iii/>

6.8 PRINTER TROUBLESHOOTING

If the TG02H CUSTOM RECEIPT AND AUDIT PRINTER is not in an error mode, but will not print receipts or reports or the print out is the wrong text size, check the PRINTER SETTINGS menu for proper programming.

If paper is being ejected but not printed you should check to see if the paper is loaded upside down. The thermal paper prints on the coated side only!

3.1.3 Printer Fault Conditions

There are no indicators on the printer for a fault condition. When the printer is low on paper the green led to the right of the connectors will blink. When the paper is full it will be on constantly.

Thermal Paper Specifications

Thermal roll with the heat-sensitive side on the outside of the roll.

Paper Width: 57mm +- .5mm (2 ¼ inch)

Paper Thickness: 63µm to 65µm

External Roll Diameter: 90mm (3 ½ inch)

Paper Weight: 55 g/m² to 60 g/m²

6.9 VOICE MODULE TROUBLESHOOTING

The optional voice module should be very maintenance free. There is nothing to clean and no moving parts. If for some reason you do not hear voices from your voice module try the following.

- Check to see if the Micro SD card is seated properly in the EF4 Control Board.
- Check that the cables are connected to Speaker – behind the coin acceptor collection cup.

If both are secure, contact the factory for more information.

7.0 PART ORDERING INFORMATION

To obtain service on a component or module, please follow these instructions.

1. Locate the fault to a specific component or module. See the troubleshooting section of this manual for assistance.
2. Call the service department at Standard Change-Makers. You will need to give the service representative the following.

MODEL NUMBER OF YOUR MACHINE
SERIAL NUMBER OF YOUR MACHINE

3. If you cannot furnish these numbers it will be extremely difficult for the service department to help you. The serial number and model number are located on a label inside your machine.
4. You will need to contact the factory to obtain a Return Authorization Number (RMA) to mark on your carton and documentation inside the carton, prior to returning the component for repair.
5. Always remove power from your machine prior to removal of a component.
6. Remove the faulty component from the changer cabinet.
7. If the component is to be returned to the factory or service center, pack the component in the original factory packaging if possible. If the original packaging is not available, use a suitable substitute. Care should be taken to prevent damage to the components from electrostatic discharge and mechanical shipping damage.
8. RETURN ADDRESS:

STANDARD CHANGE-MAKERS
ATTN: RMA # _____
3130 N. MITTHOEFFER ROAD
INDIANAPOLIS, IN 46235-2400

NOTE: Please avoid the use of Styrofoam “peanuts” when packing. If peanuts are used, the component should be encased in a plastic bag to prevent clogging the mechanism.

Appendix A. CUSTOM ENTRY TEMPLATE

The user display in the Guardian XP is an alpha/numeric 2 line, 20 character per line display. The template below can be used by the machine owner to map out the possible messages you would like to display. Custom displays can be used for the welcome prompt, up sell prompt, exit prompt, off line prompt, out of service prompt, as well as custom wash names.

Below is an example of a custom welcome prompt “WELCOME TO BIG J CAR WASH”

WELCOME NAME TEMPLATE

Welcome Message 1 Example

W1T					W	E	L	C	O	M	E		T	O					
W1B				B	I	G		J		C	A	R		W	A	S	H		

Welcome Message 1 Top and Bottom																			
W1T																			
W1B																			
Welcome Message 2 Top and Bottom																			
W2T																			
W2B																			
Welcome Message 3 Top and Bottom																			
W3T																			
W3B																			
Welcome Message 4 Top and Bottom																			
W4T																			
W4B																			

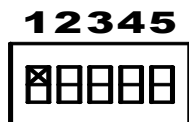
Appendix B. SETTING DISPENSER TYPE

(The Factory Default Setting for Dispenser Type is “COIN”).

To make a change to the Dispenser Type feature, follow the step-by-step procedure outlined below.

NOTE: The five-position DIP switches and red selection button are located on the dispenser control board. **For machines with multiple dispensers, these settings must be set on each dispenser control board for the feature to be activated.**

IMPORTANT: Please note the original switch settings before starting this procedure. You will need to return the switches to this original setting to assure proper operation after making any changes. As a convenience, you can enter these original settings in the diagram to the right by simply marking an “X” for UP (ON) or DOWN (OFF) on each switch.



1. **Activate the Dispenser Type programming mode by setting:**
Switch 1–ON; Switch 2–OFF; Switch 3–OFF; Switch 4–ON; Switch 5–ON
2. **Press the red selection button one time.**
3. **Advance to the Dispenser Type selection step by setting;**
Switch 1–ON; Switch 2–OFF; Switch 3–OFF; Switch 4 –OFF; Switch 5–OFF
4. **Press the red selection button ten times.**
5. **Now set switches to desired setting Choice numbers 1 through 5 as per the chart below. Once you’ve made your selection, press the red selection button one time.**
Example: Set switches to match Choice 2 if you want the Dispenser Type set to “TOKEN”.
6. **End the programming sequence by resetting the switch to their original settings, and then press the red selection button one time to put the machine back into service.**

PARAMETER TABLE – DISPENSER TYPE

CHOICE	SETTING	SWITCH POSITIONS			
		SW2	SW3	SW4	SW5
1	COIN	OFF	OFF	OFF	ON
2	TOKEN	OFF	OFF	ON	OFF
3	BILL	OFF	OFF	ON	ON

Appendix C. CUSTOM DISPENSER VALUE

(The Factory Default Setting for Dispenser Value is “ \$00.00”).

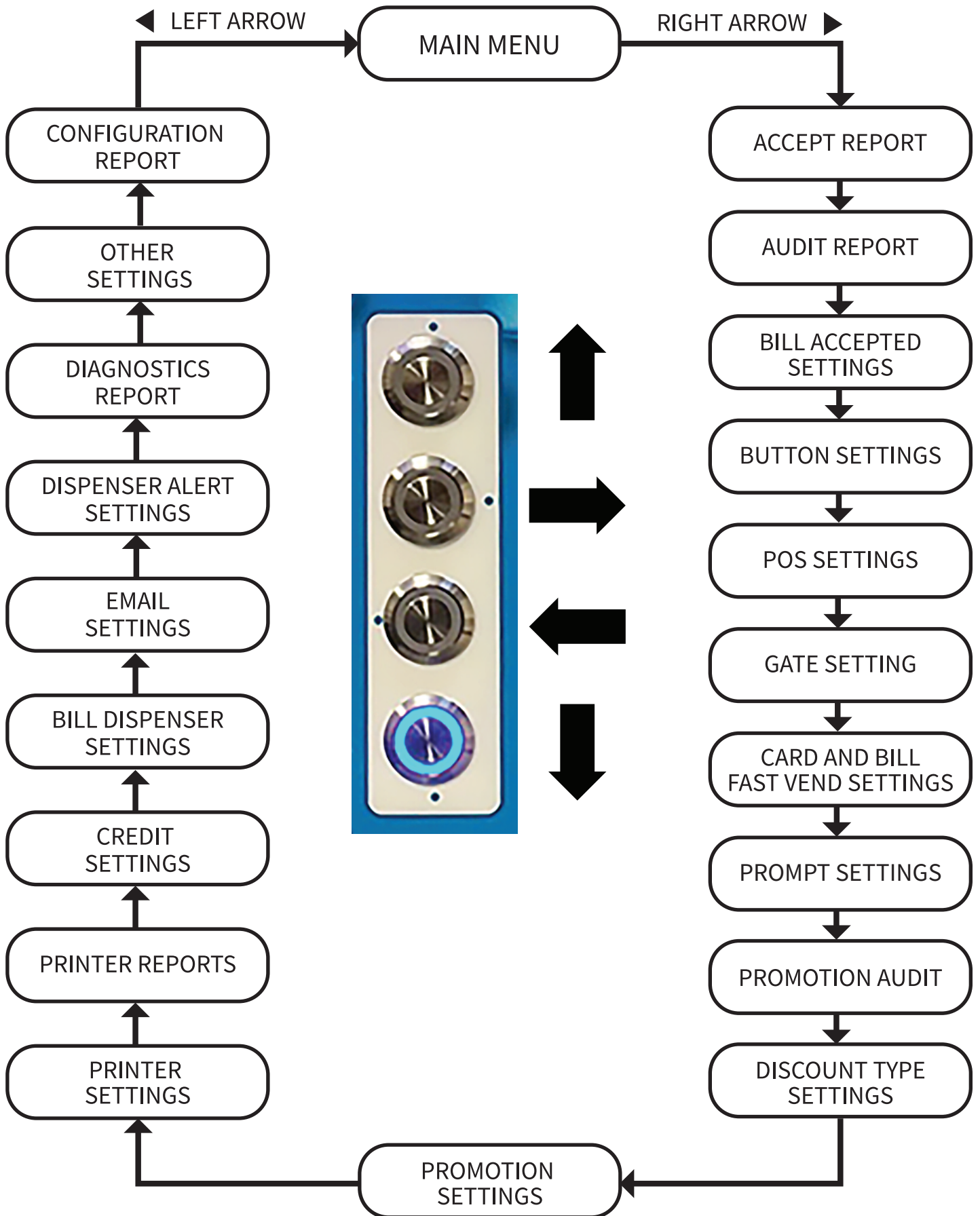
To make a change to the Dispenser Value, follow the step-by-step procedure outlined below.

NOTE: The five-position DIP switches and RED RESET button are located on the dispenser control board. **For machines with multiple dispensers, these settings must be set on each dispenser control board for the feature to be activated.**

1. **Activate the Dispenser Value programming mode by setting:**
Switch 1-ON; Switch 2-OFF; Switch 3-ON; Switch 4-OFF; Switch 5-ON
2. **Press the RED Reset button one time.**
This advances you to the “Tens” digit of the dollar amount.
3. **Now set switches to desired setting from the Choice numbers 1 through 10 below.**
4. **Press the RED Reset button one time.**
This advances you to the “Ones” digit of the dollar amount.
5. **Now set switches to desired setting from the Choice numbers 1 through 10 below.**
6. **Press the RED Reset button one time.**
This advances you to the “Tens” digit of the cents amount.
7. **Now set switches to desired setting from the Choice numbers 1 through 10 below.**
8. **Press the RED Reset button one time.**
This advances you to the “Ones” digit of the cents amount.
 (“Ones” digit can only be set to either 0 or 5.)
9. **Now set switches to desired setting from the Choice numbers 1 through 10 below.**
10. **Press the red selection button one time.**
11. **End the programming sequence by resetting the switches to the OFF (down) position, and then press the red selection button one time to put the machine back into service.**

DISPENSER VALUE CHOICES					
CHOICE	SETTING	SWITCH POSITIONS			
		<u>SW2</u>	<u>SW3</u>	<u>SW4</u>	<u>SW5</u>
1	1	DOWN	DOWN	DOWN	UP
2	2	DOWN	DOWN	UP	DOWN
3	3	DOWN	DOWN	UP	UP
4	4	DOWN	UP	DOWN	DOWN
5	5	DOWN	UP	DOWN	UP
6	6	DOWN	UP	UP	DOWN
7	7	DOWN	UP	UP	UP
8	8	UP	DOWN	DOWN	DOWN
9	9	UP	DOWN	DOWN	UP
10	0	UP	DOWN	UP	DOWN

GXP PROGRAMMING MODE MENU



Standard Change-Makers
SERVICE CENTER

Standard Change-Makers
Factory & Headquarters
3130 North Mitthoeffer Road
Indianapolis, IN 46235-2400

Toll Free: 1-800-968-6955

Phone: 317-899-6966

Email: service@standardchange.com

parts@standardchange.com

rma@standardchange.com

Website: www.standardchange.com

Record these numbers from your machine – reference when ordering parts:

Serial #: _____

Model #: _____

