Bike Fixtation LLC

Installation and Operating Manual

Planogram - CONFIDENTIAL - Not for Public Release

Bike Fixtation High Security Vending Machine
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For installation support or to purchase additional supplies:

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Chapter

1

Introduction

Thank you for purchasing a Bike Fixtation High Security Vending Machine!

This guide covers the following Bike Fixtation products:

- High Security Vending Machine
- High Security Vending Machine HD

This document will walk you through the technology behind the vending machines, the process of physically installing both types of vending machine (in chapters 3 and 4), initial configuration of the vending machine settings, filling your vending machine with products, how to work with the online reporting interface, general use, troubleshooting, and maintenance.

Both type sof High Security Vending Machine include an excellent operating manual from our contract manufacturer. This guide will not attempt to duplicate that manual, but will address items specific to installation and setup recommendations not included in the factory-supplied operating manual.

Canmore, Alberta

Kendall, Florida, USA

San Ramon, California, USA

Melbourne, Australia

Brooklyn, New York, USA

Chapter

2

Components & Technologies

As noted previously, two types of Bike Fixtation vending machines are covered in this document:

- Bike Fixtation High Security Vending Machine
    - Includes a ruggedized vending machine that bolts to the ground.
    - Physical installation of this model is covered in Chapter 4.
- Bike Fixtation High Security Vending Machine HD
    - Includes a vending machine security cabinet that bolts to the ground, and a vending machine that is housed inside the security cabinet.
    - Physical installation of this model is covered in Chapter 5.

Both High Security Vending Machines share underlying design and technology including the following:

Product Sensor Array

A product sensor array is located above the bin that vended products fall into. When a customer pays and then selects a product, the product helix (also known as a coil) spins slowly until the product falls and crosses the sensor array. If the product does not pass the sensors, the vending machine knows it, and the user receives a refund. Pretty slick!

Triple Pane Product Window

The product window consists of two layers of glass and an outer layer made of polycarbonate. This outer layer is highly impact resistant; this is the same material used in helicopter windshields. If a vandal tries to smash the glass with a sledgehammer or other heavy object, the outer polycarbonate layer will flex but should not contact and shatter the inner glass. This makes the High Security Vending Machines the most resilient and vandal resistant glass-front vending machines available.

Dual Locking Mechanisms

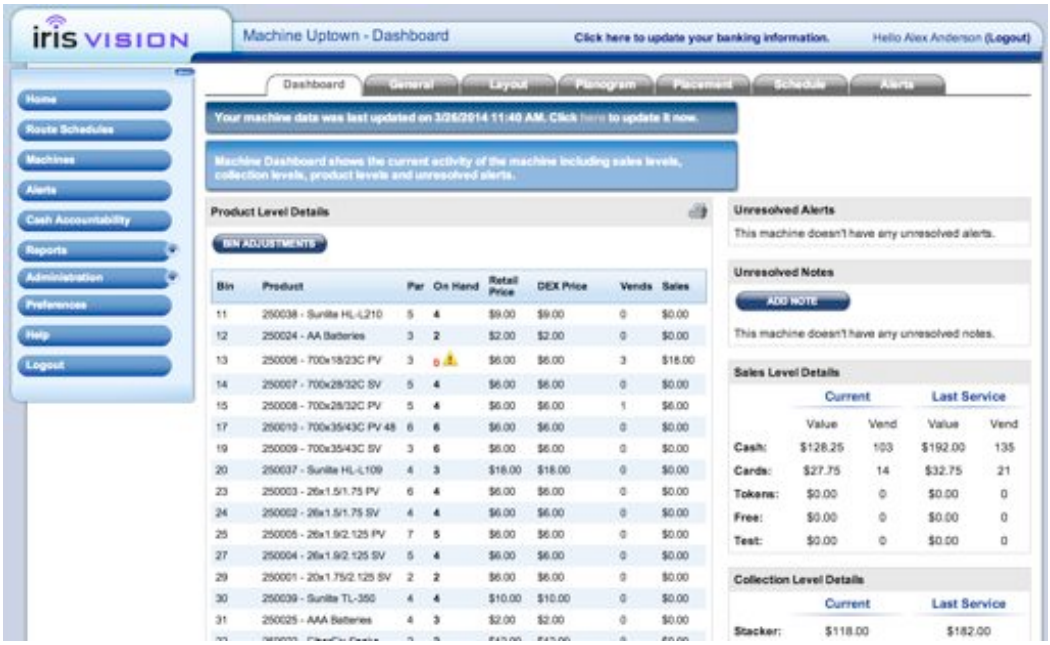
Both vending machines include dual locking mechanisms.

On the High Security Vending Machine, there is an internal lock and a hasp lock that covers it. We recommend getting a Master brand puck lock (Google it) to secure the outer hasp lock.

On the High Security Vending Machine HD, the vending machine has a lock as well, but the whole machine is housed within a security cabinet that is also locked from the outside.

Credit Card Processing & Remote Monitoring

Finally, both types of vending machines use the same credit card processing system provided by InOne Technology. The credit card swipe box mounted on the front of the machine interfaces with a inside the vending machine called a telemetry unit. This combination allows for credit card payments, and the ability to remotely monitor product sales. This way, you do not have to visit the vending machine in order to know how much to bring with you to fill it. You can just look online!



InOne Vision remote monitoring web site.

Chapter

3

Pre-Delivery Checklist

Before you take delivery of the vending machine, you will want to do the following so you are ready:

InOne Technology Form – Fill Out and Fax/Email

It can take a few days for InOne Technology to set up your account to the online interface, so you will want to fill out the **InOne Technology Set Up Form.pdf** and fax or email to the contact listed on the bottom of the form.

To offset credit card transaction fees, we recommend using the Two tier pricing option on the form. Similar to an ATM machine service fee, credit card users will be charged an operator-determined service fee for using a credit card. The service fee of $0.10 is recommended but can be preset in $0.05 increments. This service must be set up and there is no fee for the service. If you choose to go this route, you will want to post a note on your vending machine noting the surcharge.

Electrical Service

Either High Security Vending Machine model will need electrical service. We recommend placing a 15-amp, 120 volt Ground Fault Circuit Interrupter (GFCI) outlet behind where you plan to put the vending machine.

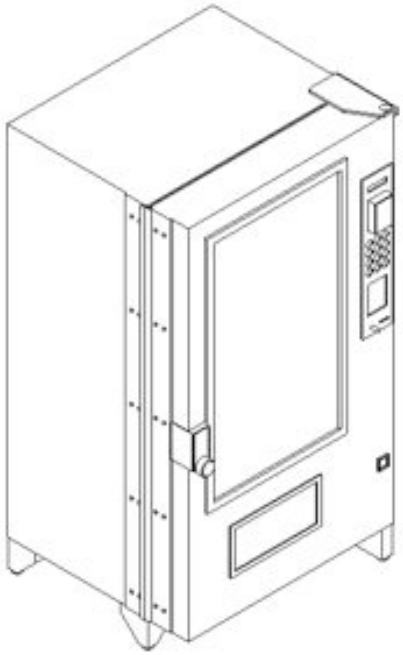
Order Product to Fill the Machine

A number of products have been tested to ensure they vend properly from Bike Fixtation High Security Vending Machines. Bike Fixtation has a recommended product listing. However, you do not have to order product from us, and you are encouraged to experiment and find the best mix for your specific customers.

Chapter

4

Physical Installation - High Security Vending Machine



The Bike Fixtation High Security Vending machine is delivered in one shipment. Factory packaging should be left intact until immediately before installation.

The vending machine weighs approximately 850 pounds and should be handled with a pallet jack or lift truck. The machine cannot be moved by hand. Attempting to do so could cause serious injury. The best way to move the vending machine is through the use of a pallet jack. It is definitely worth the expense to rent one for a day. The photo below shows the proper placement of the pallet jack.

Placement

The first step in a successful Bike Fixtation installation is to determine the proper placement. The vending machine is designed to be positioned against a wall. The machine should be positioned where it can be easily seen and where as many individuals as possible walk in front of it. The Bike Fixtation is a new concept in the sale of bicycle supplies. You must educate your customers that the machine exists and contains a full range of bicycle repair products (see the **Vending Planogram** section).

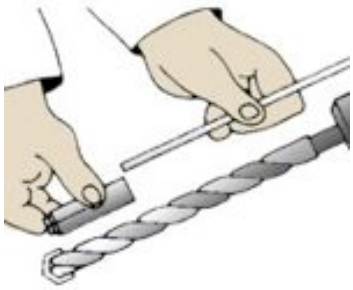
Concrete Pad

The Bike Fixtation High Security Vending Machine is designed to sit on a concrete pad with minimum dimensions of 45" x 45" and a minimum of 4" thick. The pad is required to ensure a secure mounting and anchoring platform for the machine. Approximately six inches of clearance should be left between the back of the machine and the wall. The space is required to ensure that the machine can have sufficient airflow through the perforated steel plate at the rear of the enclosure for cooling.

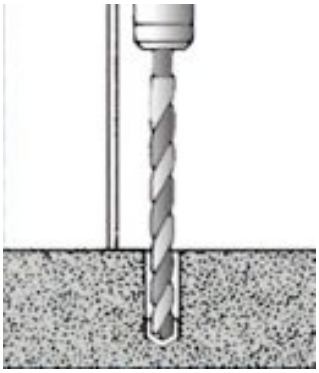
Installation of Bolt-In Feet

1. Once the vending machine is positioned, level the machine using the adjustable feet.
2. Mark the bolt in feet locations with a marker or pencil, move machine out of the way. We recommend checking the hole locations after each new anchor is placed. Ensure the holes are at least 6" away from any cracks in the base material.
3. The drop in anchor is a female anchor designed for use in solid concrete only and can't be used in brick or block base material. The anchor size is designated by the inside diameter of the anchor. The Bike Fixtation High Security Vending Machine comes with 3/8"-16 anchors. The diameter of the hole to be drilled is the same size as the outside diameter of the anchor which is ½".

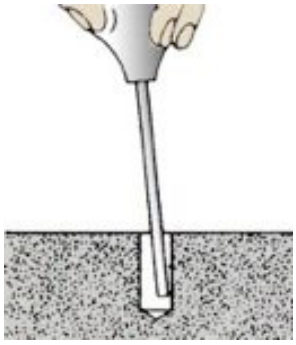
4. When fastening to solid concrete with a drop in anchor, a hole must be drilled into the base material. A hammer drill should be used as it will drill the best quality hole. Once the bit is chucked into the hammer drill, the depth of the hole to be drilled can easily be set by using the depth gauge on the drill or by wrapping the bit with tape at the required depth. We recommend a drill depth of 1-5/8" deep so that the anchor just sets down flush with the surface.



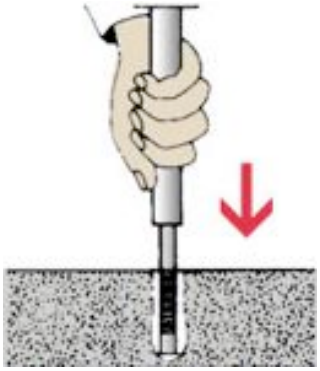
5. Before starting to drill the hole, it is important that eye and ear protection are used. Make sure the hammer drill is in the hammer mode and start drilling your hole. Continue drilling until the tape on the bit or the drill gauge meets the base material- this means that the required depth has been reached.



6. Before proceeding with installation, the hole must be cleaned of all concrete dust to ensure proper fastening. Use a wire brush, a vacuum or compressed air to clean out the hole completely.



7. Next, insert the drop in anchor with the open side up. Drop the anchor into the hole. Tap lightly to get the anchor flush with the base material.
8. Now, take the setting tool and insert it into the anchor. Strike the setting tool with the hammer to ensure the anchor is properly set.



9. Place the machine over the 2 anchors. Then using 3/8" fender washers, stack the washers between the vending feet and the ground. Using 3/8"-16 threaded rod, thread rod into anchor and cut to length. Install security nut (provided) to secure machine to the ground. You will thread the studs into the anchors prior to installing the nuts. When tightening the special tamper resistant triple slot nuts, always set and first tighten the anchors using the standard nuts. Once the stand/pump is installed, replace two nuts from the bracket (opposite sides from each other) with the tamper resistant fastener. DO NOT OVER-TIGHTEN the tamper resistant nut.

Cleaning

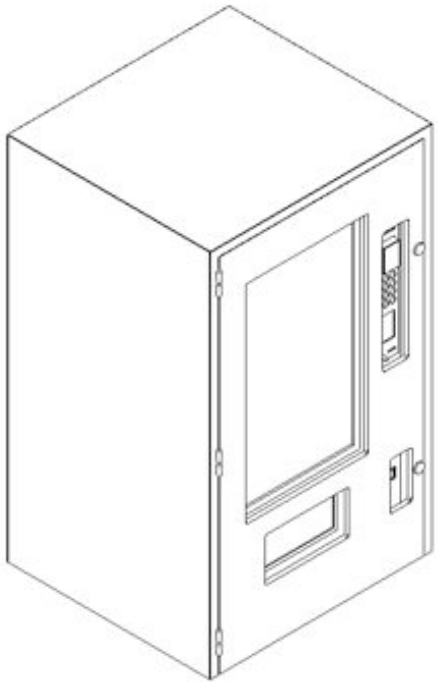
Now that the installation is complete, it is recommended that a microfiber towel (damp) be used to clean both sides of the polycarbonate window. This is also a good time to clean the inside and outside of the glass as well.

Do not use glass cleaners or ammonia to clean the polycarbonate security window. Harsh cleaners will damage the surface. Replacement polycarbonate panels are available from Bike Fixtation if the window should every need to be replaced.

Chapter

5

Physical Installation - High Security Vending Machine HD



The Bike Fixtation High Security HD vending system is delivered in two shipments. The vending machine is in one shipment and the security enclosure is sent in the second shipment. Factory packaging should be left intact until immediately before installation.

The vending machine weighs approximately 750 pounds and should be handled with a pallet jack or lift truck. The machine cannot be moved by hand. Attempting to do so could cause serious injury. The first step in a successful Bike Fixtation High Security HD vending system installation is to determine the proper placement. The security enclosure was designed to be positioned against a wall. The machine should be positioned where it can be easily seen and where as many individuals as possible walk in front of it.

Concrete Pad & Security Enclosure

The Bike Fixtation High Security HD vending system security enclosure is designed to sit on a concrete pad with minimum dimensions of 54" x 54" and a minimum of 4" thick. The pad is required to ensure a secure mounting and anchoring platform for the enclosure. Approximately six inches of clearance should be left between the back of the security enclosure and the wall. The space is required to ensure that the machine can have sufficient

airflow through the perforated steel plate at the rear of the enclosure. The security enclosure weighs approximately 550 pounds and **must be bolted to the foundation**.

Using the Security Enclosure

Once the security enclosure is positioned, use a hammer-drill to drill holes in the concrete at the four corners. One-half inch concrete anchors are recommended. See anchor setting procedure from Chapter 3.

The door of the security enclosure contains high strength ultra-security plug locks. Keys and a wrench are provided to open the security enclosure. The keys and wrench are located inside a metal box bolted to the pallet inside the enclosure. Reach through one of the openings in the front of the enclosure, clip the plastic zip ties and open the box.

After opening the door and unbolting the security enclosure from the pallet, the enclosure may be moved into position. Check to ensure that the security enclosure is level. If the concrete pad is not level, use metal shims or washers in the four corners to make the enclosure level and plumb. This step is critical to ensure proper alignment of the vending machine and ease of operation of the front security door.

After the security enclosure has been anchored to the concrete, sweep the inside thoroughly to remove all of the concrete dust. The best way to insert the vending machine is through the use of a pallet jack. It is definitely worth the expense to rent one for a day. The vending machine cannot be moved by hand. The vending machine alone weighs over 700 pounds.

Place Vending Machine Inside Security Enclosure

The next step is to roll the vending machine in front of the open security enclosure door. Ensure that the power cord for the vending machine is placed through the rubber grommet in the back of the security enclosure. The vending machine is shipped with a small cover that can be screwed in place over the power cord to ensure that it cannot be accidentally unplugged from the rear of the machine. It is recommended that the cover be installed. Before rolling the vending machine into the security enclosure, position the pallet jack so that no more than one inch or the forks extend beyond the rear of the vending machine. This will ensure that the machine can be positioned deep enough into the security enclosure so that the door can be closed.

While the pallet jack is in place, ensure that the machine is aligned properly to match the opening of the security enclosure front door. This is also the time to ensure that the adjustable feet on the vending machine are set to the position that you like. This is also a good time to clean the inside and outside of the glass in the vending machine.
Do not use glass cleaners or ammonia to clean the polycarbonate security window. Harsh cleaners will damage the surface.

Chapter

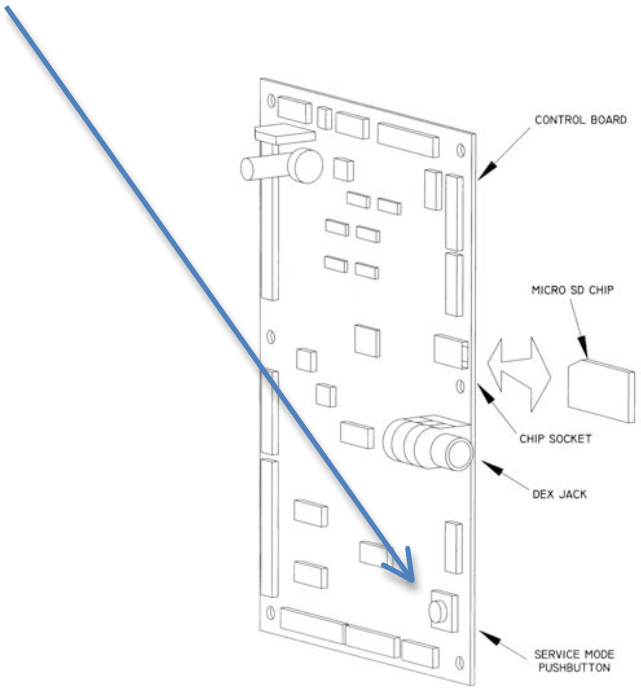
6

Initial Vending Machine Setup

After the High Security Vending Machine (chapter 3) or High Security Vending Machine HD (chapter 4) is physically installed, initial setup is relatively simple.

Entering into Service Mode

1. Open the main vending machine door. The lock
2. Open service door, inside the main door panel.
3. Find the main control board.
4. Press the **Service Mode** button on the main control board.



5. Leave the main door open!

Service Mode Navigation

From the front of the vending machine, the 12-button keypad controls the menu options shown on the two-line display. The **#** and ***** buttons to navigate back and forth through the menus. The

display will show what number to press to enter into a menu item. This is not unlike working through a telephone options tree, but you get to read the options instead of listen to them. Many options are available; these are documented in the AMS manual, but the following will get you started.

Set Scrolling Display Message (Optional)

You can set a message that will show on the display to customers. This could show a welcome message, your store hours, etc.

Scrolling display message (better image forthcoming)

To set this value, when in **Service Mode**, use the **#** or ***** button to navigate to the Options menu. Read the message on the second line of the display; the first option should be Message. Press the **1** key on the keypad to enter this menu item.

You may find it helpful to write out the desired message first. The message to be displayed on the scrolling display can be up to 50 characters, including letters, numbers, punctuation and spaces. New messages erase old ones.

Select the message option and the controller will prompt the user to press the **1** key on the keypad to change the message, or press "**#**" to exit.

To enter a message, the user should rapidly tap a particular key to cycle through a list of characters for that key. Stop at the desired character. When the keypad is left idle, the last- displayed character is moved over to the end of the message. Continue to select the next character. The key definitions are similar to those of telephones and cell phones.

Pressing the ***** key will back space through the message. Pressing the **#** key will save the message.

Configure Temperature Set Point

If you plan to sell foods and drinks, you will want to make sure the product stays cold. To set the temperature above which the refrigeration unit operates, when in **Service Mode**, use the **#** or ***** button to navigate to the Temperature menu. Read the message on the second line of the display;

the second option should be Setpoint. Press the **2** key on the keypad to enter the menu item. We recommend a 40° F setpoint, but you can change this value from this menu option.

Set Product Prices - Electronic

For pointers on what products fit where, see **Appendix A – Vending Planogram**.

Prices of up to $99.95 may be programmed for each product. We recommend pricing products at the market rate as customers will be turned off by perceived price gouging for emergency items. Keep in mind that tax is not charged on top of the advertised vend price.

This section explains how to set prices in the machine's electronic settings.

1. When in **Service Mode**, use the **#** or ***** buttons to navigate to the Price Settings menu.

2. Read the message on the second line of the display; first option should be Set Prices. Press the **1** key on the keypad to enter the menu item.

3. Enter the **product number** for the item you want to set.

4. As indicated on the display, press the **9** key to edit the price for that item. For example, for a price of $15, press **1 5 0 0** on the keypad.

5. To save, press the ***** key, then ***** again to confirm.

6. Repeat steps 4 through 6 for all products.

Exiting Service Mode

To exit service mode, press the service button (as you did to enter service mode), or close the main vending door. Be sure to close the service door before closing the main door!

Set Product Prices – On Tray

Once prices are set in the menu options, you will want to mark the values on the trays. Inside the vending machine there is an envelope containing price and product number labels. You can snap these off the labels and insert them in front of each vending item to let the customer know your selling price. Price points and labels are changed easily to accommodate your market needs. Again, we recommend pricing products at the market rate.

Chapter 7

InOne Vision Online Reporting

Accessing InOne Vision

1. In a web browser, go to http://www.inonetechnology.com.
2. In the upper right, click the **Vision Login** link.
3. Enter the username and password you received from InOne Technology.

Initial Setup

Add the Vending Machine to Your Profile

1. Click the **Add Machine** button.
2. Enter values on the form:
    a. Number (give it a short name)
    b. Click the checkbox for "Credit Card enabled"
    c. Under "Remote Device ID", click the "Select Device ID" button.
3. Click **Save**.

Add Products

1. Click **Administration.**
2. Click **Products.**
3. Click the **Add Products** button.
4. Enter a product number, description, and unit price default.
5. Click the **Save and add another product** button.
6. Repeat for all products you plan to sell.

Note: You must set prices electronically in BOTH the High Security Vending Machine and in the InOne Vision web site.

Add Layout

1. Click **Machines**.

2. Click the machine number you entered in the "Add the Vending Machine to Your Profile" section.

3. Click the **Layout** tab.

4. Under number of trays, enter 6, then click **Preview Trays**. The page will refresh.

5. Click **Save**.

Add Planogram

1. Click the **Planogram** tab.

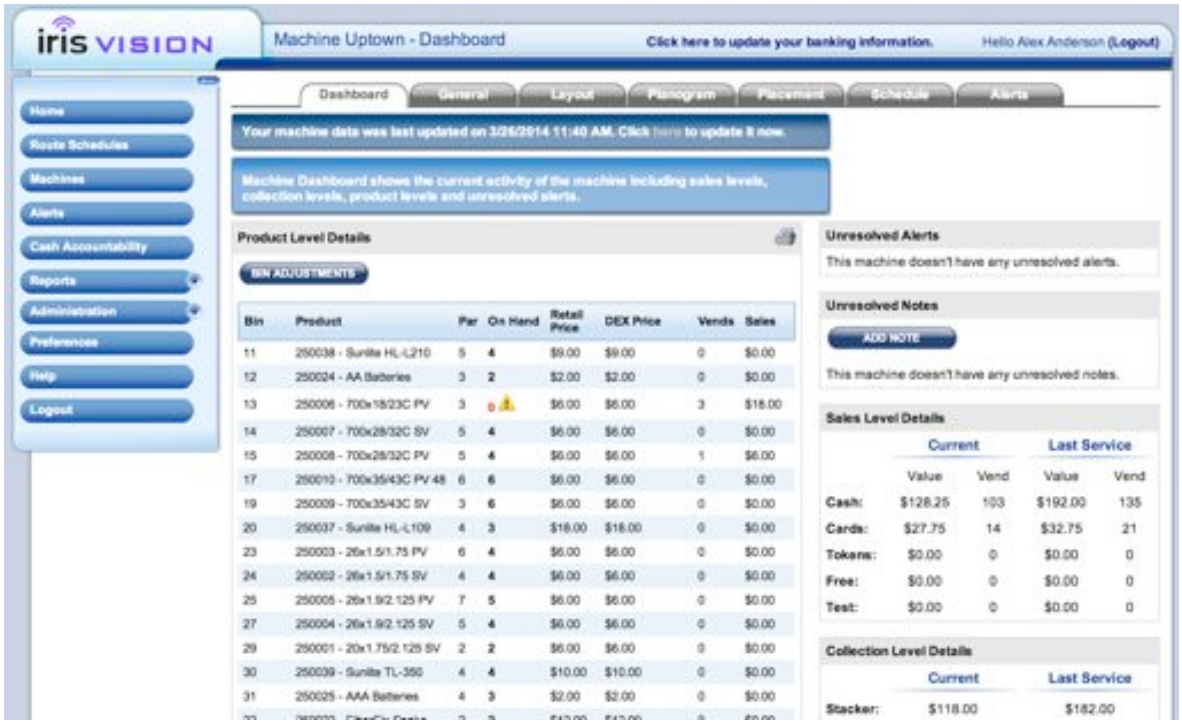
2. Click a product on the right, then click the plus (+) sign next to the bin number it is in.

3. Repeat these steps for all products and bins.

4. Click the **Save** button.

Monitoring Sales Levels

To see how many of what product is available, click **Machines**, then the link in the Machine Number column.



The screenshot above is an example of what the InOne Vision Dashboard will look like. This screen shows the following for each product:

- "**Bin**" is the product number.

- "**Product**" is the description.
- "**Par**" is the number that is expected when restocking.
- "**On Hand**" is the number of that product present in the vending machine.
- "**Retail Price**" is the price set for the item in the InOne Vision interface.
- "**DEX Price**" is the price that the vending machine reported for that item.
- "**Vends**" is the number of that product that has sold since the vending machine was last restocked.
- "**Sales**" is the total value of sales for that item since the vending machine was last restocked.

Chapter

8

Restocking the Vending Machine

Before Visiting the Vending Machine

Before you make a trip to restock your High Security Vending Machine, log in to InOne Vision at http://www.inonetechnology.com (click the Vision Login link). Click the machine number next to your machine and you can see the vending machine's Dashboard. This shows which items need to be restocked in what quantities. This is explained in detail on the previous two pages.

For each product, take the number sold since the last visit with you when you visit the vending machine. Ask us if you want pointers on how to do this on a bike!

Enter Service Mode

When you visit the machine to restock it, press the **Service Mode** button as described in chapter 6. Check the front of the machine to see if there are any errors (stuck motor, etc).

Restocking Product

Slide out each tray and put products in, making sure everything fits without getting caught or wedged in the vending helices/coils. If you have a camera or smartphone, you might find it handy to take a photograph of each tray after you have filled it, in case you need to edit totals on the web site later on.

Reset Product Counts

After you are done restocking each product, on the InOne Telemetry unit inside the service door, press the Restock (yellow) button.

After you press that button, there will be a series of audible tones while the vending machine communicates with the InOne Vision web site. After about 30 seconds, you will hear four escalating notes; this indicates that communication was successful. At this point, the InOne Vision web site assumes that youhave filled all products to the "Par" level described in the previous chapter.

Remove Cash (If Applicable)

If your Bike Fixtation vending machine has a bill acceptor, remove the cash box, take out the cash and discretely stow it, then put the cash box back in. On the InOne Telemetry unit inside the service door, press the Cash (red) button. This will tell the InOne Vision web site that you have taken cash from the machine and that the cash in the machine is now back to $0.00.

Close the High Security Vending Machine

Now it is time to close up the vending machine. Close the **Service Door**. Make sure no wires will be pinched when you close the door. Close the main door. Turn the screw lock to pull the door to the cabinet, then press in the lock. On the High Security Vending Machine, close the lock hasp

and reattach the puck lock if you use one. On the High Security Vending Machine HD, close the security cabinet door and lock it.

Chapter

9

Troubleshooting

Help with the occasional problem.

The Bike Fixtation vending machines have proven to be very dependable and trouble free. The AMS Operating Manual is an excellent source of help to diagnose a problem with the vending machine itself. If it should become necessary to reset the electronics in the vending machine, there is a fuse panel inside the AMS vending machine in the lower right hand wall of the machine. The fuse at this location should be pulled and reinserted to reset the machine. This is much better than pulling the power plug. The fuse only resets the circuit boards and coin / bill acceptors and does not recycle the refrigeration system in the vendor.

While this installation manual is not intended as a replacement for the AMS operating manual, there is a yellow button on the lower part of the circuit board in the door of the vending machine. When pressed once, the vending machine will either display "No Errors" or indicate the current error that can be addressed through the help of the AMS manual.

There is a one-year warranty on the vending machine itself and a three year warranty on the compressor in the refrigerated models. All warranty items are shipped by UPS ground unless specifically requested by the owner. In all cases, a credit card is requested to cover the replacement part if the old part is not returned within 30 days.

Chapter

10

Frequently Asked Questions

Q: Will Bike Fixtation want a percentage of my sales?

Since this is not a franchise, Bike Fixtation will not expect to receive any of your profits or sales.

Q: Won't someone just vandalize the kiosk?

All of Bike Fixtation's equipment has been designed to be extremely vandal resistant. However, a small business insurance policy is recommended to cover liability and severe cases of vandalism.

Q: Will the machine work with proprietary university cards or Google Wallet?

Yes, it can be configured for these types of systems.

Q: How much does it cost to operate the machine?

Depending on the municipality, a Bike Fixtation kiosk may need a vending permit. Vending permit costs vary by area but are typically around $30 per year. Electricity averages $32 per month but this is usually paid by the property owner.

Q: How do I get the location installed if I am not the property owner?

A contract is established with the property owner of your choice. Generally a contract is established with 5-15% revenue sharing in exchange for the space and electricity. In our experience, organizations are very open to the concept and it is not difficult to get an established location. Since the kiosk offers a service, more favorable terms can be negotiated.

Q: How do you find the best locations?

We recommend locations that are along major cycling corridors and transit routes. Key attributes are high pedestrian and cycling traffic.

Q: What if I have a problem with the equipment or it needs service? How often will the equipment need service?

Bike Fixtation is here to support our products after the sale. There is a minimum 1 year limited warranty on all equipment and a 3 year warranty on some major components. If service is needed, your nearest Bike Fixtation installation and service partner can help with service needs. The equipment is very reliable and we stock a full line of service parts.

Q: Your literature says the machine's color options are red or black. Is it possible to change the color?

The machine's paint color cannot be changed from red or black. However, we can get your desired color by starting with a black machine and then wrapping it in colored vinyl. The only drawback is it the additional expense. The work stands can be powder coated in whatever color (other than red or black) you want for a small additional fee.

Appendix

A

Vending Planogram

Our refined bicycle specific product offering.

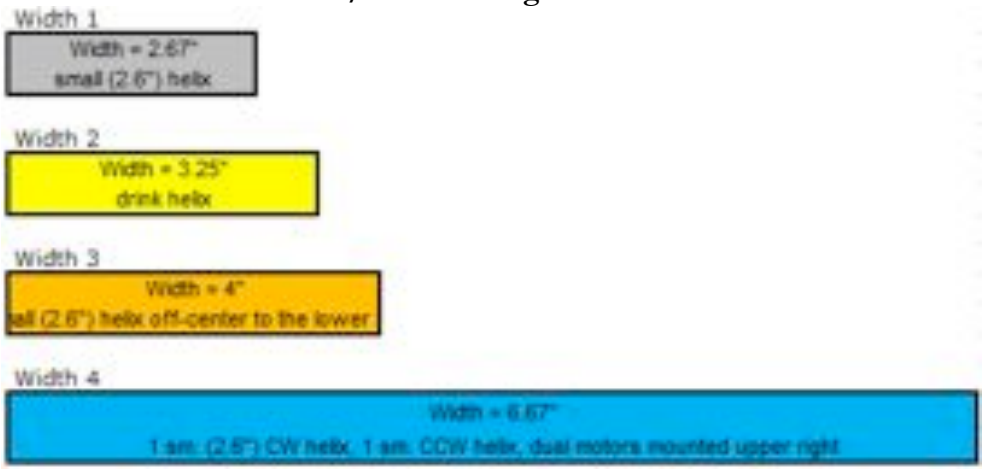
Bike Fixtation High Security Vending Machines can be stocked to meet the needs of your market but we provide this planogram specifically for maximizing service to cyclists and revenue generation. You are encouraged to experiment and find the best mix for your specific customers.

Planogram - CONFIDENTIAL - Not for public release

Coil Count and Product listing

700x18/23 Presta 48mm stem Qty. 7	700x28/32 Schrader Qty. 7	700x28/32 Presta 48 mm stem Qty. 7	Presta Valve Adapter Qty. 15	700x35/43 Schrader Qty. 7	700x35/43 Presta 48 mm stem Qty. 7	20x1.75/2.125 Schrader Qty. 7	
26x1.5/1.75 Presta Qty. 7	26x1.5-1.75 Schrader Qty. 7	26x1.9/2.125 Presta 48 mm stem Qty. 7	Vittoria Rim Strips 18mm Qty. 10	Park VP-1 Patch Kit Qty. 18	26x1.9-2.125 Schrader Qty. 7	First Aid Kit 0.5 Qty. 10	
Park TB-2 Tire Boot Qty. 10	Tri-Flow Dry Lube Qty. 10	Action Wipes Qty. 24	Chamois Butt'r Qty. 24	Sunscreen or Heat Pack Qty. 18	Batteries AAx2 Qty. 24	Batteries AAAx2 Qty. 24	NiteRider TL-5.0 Rear light Qty. 7	Sigma Micro LED headlight Qty. 7
Insulating bulkhead assembly right underneath tray #3								
Snack (Snickers) Qty. 18	Snack (M&M peanut) Qty. 18	Snack (Kar's Trail Mix) Qty. 15	Snack (CLIF Shot Bloks) Qty. 15	Snack (CLIF Shot Bloks) Qty. 15	Snack (CLIF Bar) Qty. 18	Snack (CLIF Bar) Qty. 18	Snack (Trail mix bar) Qty. 18	Snack (Granola bar) Qty. 18	Snack (Fruit Leather) Qty. 18
Water Qty. 6	Water Qty. 6	Water bottle Qty. 6	Drink (Vitamin Water) Qty. 6	Drink (Vitamin Water) Qty. 6	Drink (Red Bull can) Qty. 6	Drink (Gatorade) Qty. 6	Drink (Gatorade) Qty. 6	
On Guard Bulldog Mini U Lock 3.5" x 5.5" Qty. 10 (Double motor in 6.67" width column)		CO2 Inflator Qty. 9	Threaded 16oz CO2 Qty. 15	Trail Map Qty. 24	Park TL-4C Qty. 18	FiberFix emergency spoke Qty. 15	

Column Widths and helix/motor configuration



Row Heights (top to Bottom)

6.5"
7"
7"
7.25"
9"
9"

Bicycle Products

The products are specified to help cyclists in an emergency situation. Following that theme, tubes and lights are top sellers in this category. If you have new product needs, we recommend that you test vending a couple items of a product to ensure the product reliably vends. Items like U locks should not be moved in the machine to avoid vending problems.

If you have any questions on this, please contact us. We have additional products besides this list that we have experience vending. Products such as chain lubricant should be sold with some discretion as these can cause a mess. Bicycle products are available through Bike Fixtation direct or through your preferred bicycle retailer (ex. QBP).

Food Products

Food products are available from your local food product distributor. Alternatively, a smaller variety of products are available at good prices at your local Costco, Sam's Club, BJ's Wholesale Club, or other warehouse club store.

To avoid the mess, we strongly recommend not selling gum.

Pay special attention to expiration dates as some items may sell faster than others.