CONTACT US

We hope this Dignity Vending Machine becomes a valuable resource for those who need it at your site. If you have any further questions, please do not hesitate to contact us.

pas@sharethedignity.org.au
www.sharethedignity.org.au
1300 PERIOD

sharethedignity

www.sharethedignity.org.au

sharethedignity

Ensuring that everyone is afforded the dignity in life that so many of us take for granted.

dignity*vending* machine

User Manual

pas@sharethedignity.org.au
www.sharethedignity.org.au
1300 PERIOD

Congratulations!

Congratulations on installing a Dignity Vending Machine at your site! This guide provides essential information about your machine, including details on its operation, refilling process, and troubleshooting.

Thank you for sharing the dignity.

Machine features

- The machine is equipped with a delayed timer function to ensure only one Period Pack is dispensed at a time.
- The timer is pre-set to 3 minutes but can be adjusted for between 1-10min if necessary. Email the Share the Dignity team at *pas@sharethedignity.org.au* who will assist with any adjustments.

Technical Issues

- For troubleshooting, refer to pages 5,6 & 7 of this guide.
- If the issue persists, contact Share the Dignity via:

pas@sharethedignity.org.au

1300 PERIOD (1300 737 463)

Period Pack Stock Information

Your machine comes installed with two cartons of stock supplied, each carton containing 200 Period Packs.

- Each mixed Period Pack contains 6 tampons and 2 pads.
- Each pad-only Period Pack contains 3 pads.

Important: *Do NOT mix pack types in the machine.*

- All Period Pack stock must be dispensed through the Dignity Vending Machine. The machine has built-in telemetry to monitor stock usage and report data.

Reordering Period Pack Stock

To order more Period Pack stock, use the QR code found on the inside of the machine door and/or on page 4 of this guide and follow instructions.

Thank you for your commitment to sharing dignity and supporting those in need!

FAQs

WHAT DO I DO IF MY MACHINE SAYS '*OUT OF ORDER. PLEASE CALL FOR SERVICE*'?

Reset the machine following instructions from point 3-8 noted on page 5.

WHAT DO I DO IF THE MACHINE ISN'T VENDING FROM ALL ROWS?

Complete a Motor Test:

1. Leaving the machine powered "ON" open door then press the RED button on the right-hand side of the keypad.
2. Press # to enter Settings Mode. The front screen will show "Delay Settings"
3. Press * five times. The front screen will read '6 MOTOR TEST'
4. Press # to initiate test. All motors 1 to 6 should activate
5. Close and lock the door.

I'VE LOST THE KEYS/RESET CARD (NAYAX).

Email *pas@sharethedignity.org.au* to organise a replacement. Please note a fee may be charged for lost key or reset card (Nayax) replacements.

WHAT DO I DO IF WE HAVE RUN OUT OF STOCK?

Place an order for Period Pack stock via the QR code found on the inside door of your machine and/or on page 4 of this guide. Close and lock the door.

WE ARE EXPERIENCING MISUSE OF THE MACHINE, WHAT CAN I DO?

Email the Share the Dignity team at *pas@sharethedignity.org.au* who will assist further to help reduce any misuse.

I AM A NEW CONTACT PERSON LOOKING AFTER THE MACHINE, WHO SHOULD I TALK TO ABOUT CARING FOR THE MACHINE?

Email *pas@sharethedignity.org.au* to notify of any contact changes. The team can provide resources and information to help care for the machine.



HOW TO SUBMIT A FAULT REPORT

In the event of any faults or maintenance issues, please submit a Fault Report / Maintenance Request.

1. Scan the QR code found on the inside of the machine door and/or on page 4 of the guide.
2. Under 'Type of Request', select 'Fault Report / Maintenance Request' from the dropdown menu.
3. Fill out details as required.
4. List the contact information of the best person for our contractors to contact regarding repairs or maintenance.
5. Select 'Fault Level' describing as much detail about the fault as possible and provide any images of any damage.
6. Select 'Send me a copy of my responses' for your records and press submit.

A member of the Share the Dignity team will then be in touch to troubleshoot the problem.

HOW TO HARD RESET

If a standard reset is unsuccessful, you can Hard Reset the machine by following the instructions below:

1. Switch off and unplug the machine at the outlet.
2. Wait 1 minute before plugging the cord back into the power outlet, switch power back on and wait 1 minute for modem to restart.
3. Perform the standard reset once again, following instructions from point 3- 8 noted on page 5 of this guide

If this still does not resolve the issue, please submit a Fault Report / Maintenance Request via the QR code found on the inside door of the machine and/or on page 4 of this booklet and a member of the Share the Dignity DVM team will be in touch to troubleshoot the problem.

Keys, Keyrings & Reset Card

You have been provided with:

- Two keys
- Two keyrings
- A reset card (Nayax) with a carry pouch

Important: *Keep these items in a secure place, as they are required for restocking the machine.*

Replacement Fees

Lost keys and reset cards (Nayax) may incur a replacement fee.

Promoting your Dignity Vending Machine

To help advertise the location of your Dignity Vending Machine you have been provided two window decal stickers that say, "Dignity Vending Machine located here."

The team at Share the Dignity can assist with further collateral to assist promoting your machine if needed. Please email the team at *pas@sharethedignity.org.au*

Telemetry

The Dignity Vending Machine is equipped with telemetry, which:

- Tracks the number of Period Packs dispensed.
- Allows many technical issues to be resolved remotely.

Ensuring Telemetry Reports Work Properly

- Reset the machine following the keypad instructions on page 5 & 6 of this guide.
- Submit a refill notification using the QR code found on the inside of the machine door and/or on page 4 of this guide.

If needed, contact the Share the Dignity DVM team for assistance via phone at *1300 PERIOD* or email at *pas@sharethedignity.org.au*

By following these steps, you can maintain smooth operation and ensure your machine is effectively supporting those in need.

How to

ORDER PERIOD PACKS

Scan the QR code below to order Period Packs using your device.

TO ORDER PERIOD PACKS

1. From the drop-down menu select ‘Period Pack Stock Order’

2. Select your Machine Number from the dropdown list.
Start typing your site name to easily find your machine number.

3. Select your State

4. Enter your contact details, delivery name and address.

5. Enter the number of Mixed and/or Pad-only Period Pack boxes required.
Note: (1 box = 200 period packs)
We suggest ordering a new box when you open your last one.

6. Select ‘Send me a copy of my responses’ for your records.

5. Submit!



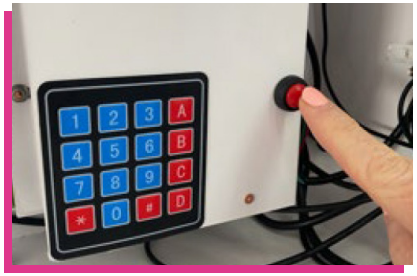
How to

REFILL & RESET

1. Leaving the machine powered on, unlock the door using the key provided.

2. Fill the machine to capacity, making a note of how many Period Packs you have added to the machine.

3. Once filled, press the **RED** button on the right-hand side of the keypad.



4. The LED screen on the front of the machine will read ‘MAINTENANCE MODE’

5. On the keypad, press # * #

6. The front screen should read ‘FILL FIXED QTT’

7. Scan the NAYAX card in front of the black and yellow circle next to the keypad. Wait until you hear a beep and see 4 green lights appear.

8. The LED screen will now read ‘HAVE A GOOD DAY! FREE VENDING’

9. Scan the Maintenance QR code on the inside of the machine door (or on the previous page) to open a Maintenance/Restock form.



10. Under ‘Type of Request’, select ‘Refill Submission’ from the dropdown menu.

11. Fill out details as required and press ‘submit’



If you experience any further issues, complete a Hard Reset (page 6) and/or submit a Fault Report / Maintenance Request via the QR code found on the inside door of the machine or on page 4 of this guide. A member of the Share the Dignity team will be in touch to troubleshoot.