

Service Bulletin

To: All Fastcorp Vending Operators

From: Fastcorp3 LLC

Date: August 9th, 2024

Subject: Replacement of Faulty GFCI Power Cord on Divi Vending Machines

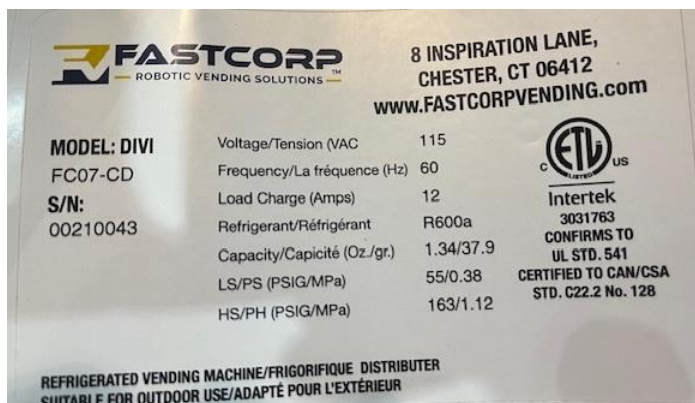
Attention Operators:

This service bulletin is to inform you about a critical issue identified with the GFCI power cords on certain Divi vending machines. It has come to our attention that some units may be equipped with faulty GFCI power cords that could affect the operational state of the machine.

Issue: The affected GFCI power cords may experience intermittent power loss or complete power failure, potentially disrupting machine operations. This **does not** have a safety risk due to inadequate ground fault protection. The GFCI power cords internal sensing circuitry had an updated design in the products latest revision, which can malfunction and provide a false reading of current to ground which trips the internal switch.

Affected Models:

- Divi Vending Machine (Model Numbers: FC01-01-WH-DD, FC01-02-WH) – Serial Numbers [00150225-00150308, 00160359-00160360]



Action Required:

1. Identification:

- Inspect the GFCI power cord on your Divi vending machines.
- The affected power plugs are shown in this picture. You can identify the cord when the power is on and there is a green LED light up and the machine has

power on. The two variations of the cord have Red and white buttons and both black buttons.



2. Immediate Replacement:

- If your machine is equipped with a GFCI power cord from the identified batch, it must be replaced. The machine can be operated with a faulty cord, however there is risk that the machine may turn off and result in loss of product.
- Fastcorp Vending will supply the replacement power cords at no cost to you. Please contact our VP of Sales Colleen Morris at colleen.morris@fastcorpvending.com to request your replacement cord(s). In addition, we will be contacting customers and operators to arrange shipment and any questions for replacement.

3. Installation Instructions:

- Once you receive the replacement cord, follow the detailed installation instructions provided in the package. Ensure the machine is unplugged from the power source before beginning the replacement process.
- If you require assistance, our technical support team is available to guide you through the process.

4. Return of Defective Cords:

- Please return the faulty GFCI cords to Fastcorp using the pre-paid return shipping label included with your replacement cord. This will help us investigate the issue further and prevent future occurrences.

Safety Reminder: Always ensure that your vending machines are equipped with functional GFCI protection to safeguard against electrical hazards. Regularly inspect all power cords for wear, damage, or signs of malfunction.

Contact Information: For any questions or concerns, or to request replacement cords, please contact Fastcorp Vending LLC at:

- **Phone:** +1 203 739 0301 ext. 401
- **Email:** colleen.morris@fastcorpvending.com

We apologize for any inconvenience this may cause and appreciate your prompt attention to this important safety matter.

Thank you for your cooperation.

Sincerely,

Michael Cocuzza

Chief Technology Officer

Fastcorp Vending LLC

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