



RVM Maintenance Obligations and Troubleshooting Tips

RVM Maintenance Obligations

For retailers, regular maintenance of your RVM must be a priority to ensure it remains operational and available to consumers at all times.

Maintenance of your RVM protects your investment and the associated income it generates. A fully functional RVM will ensure customer retention while having an RVM that is not working at optimum levels may result in loss of customers and revenue.

RVM Maintenance

1. Cleaning Frequency:

- The machine should be cleaned thoroughly 3 times a day to prevent the build-up of sticky residue, which can affect its operation.

2. Cleaning Supplies:

- Cleaning supplies should be readily available to cleaning staff and include:
 - Bucket and warm water
 - Non-abrasive brush
 - Cloth and dry lint-free cloth
 - Non-ammonia glass cleaner
 - Broom and dustpan

3. Cleaning Process Checklist:

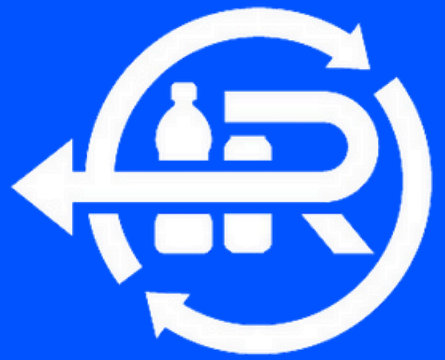
- Put the RVM machine into 'Maintenance/Cleaning' mode before cleaning
- Remove any visible debris or liquids
- Sweep away any debris from the machine
- Clean the following components:
 - Receiving Tray/Conveyor Belt (including the walls around it)
 - Spill Tray
 - All sensors and reflectors
 - Barcode scanners (reference maintenance video for locations)
 - Bin full sensor and reflector
 - Voucher dispensing area
- Replace the infeed module if necessary
- After cleaning, ensure the RVM is returned to 'Normal' mode
- Close door securely
- Wipe away any visible spills on the outside of the machine
- Change printer roll when required

Bins and Storage

RVMs bins should be emptied when full. Retailers must ensure that all storage bins are secured safely. If additional Bins are required, please contact our collections partner, LPP at drscollections@lpp.ie

Retailer Rules

Retailers must comply with schedule 1 (1.3) "The Retailer is responsible for ensuring that the automated collection procedures comply with all applicable laws and regulations and that **the RVM(s) is available during agreed hours and is properly maintained and calibrated.**"



Re-turn

RVM Maintenance & Troubleshooting Tips

To ensure Reverse Vending Machines (RVMs) operate at optimum level and consumers have a positive experience, the following RVM maintenance and troubleshooting tips are detailed below.

A fully functional RVM will ensure customer retention while having an RVM that is not working at optimum levels may result in loss of customers and revenue.

*Please note that regular maintenance is required as part of the Re-turn retailer rules.

Maintenance & Troubleshooting Tips

Potential Issues

- **Jammed/Stuck Items**
- **Sensor Malfunctions**
- **Network Connectivity**
- **Power Interruptions**
- **Software Glitches**

General Maintenance

- Ensure RVM bin emptied when full
- Clean intake areas/sensors regularly
- Schedule inspection

Safety Reminders

- Follow safety protocols
- Contact technical support if required

Troubleshooting Steps

Jammed/Stuck Items

- Inspect the intake area
- Use manual release mechanism
- Follow safety procedures

Sensor Malfunctions

- Check for debris
- Calibrate sensors per guidelines

Network Connectivity

- Verify settings/connections
- Restart networking devices

Power Interruptions

- Ensure secure plug
- Check circuit breakers/fuses

Software Glitches

- Restart/RVM software



Scan here or visit www.re-turn.ie/RVM for RVM Maintenance Videos and / or guidance documents.