

Models Affected: DN5800-3 & 4, DN3800-3 & 4

Dear Valued Customer,

This letter is a follow-up to our product notice released on April 2019.

This letter serves as a reminder, reinforcement, and slight clarification of our previous product notice. The original notice is attached in this addendum for reference and to answer specific questions.

As previously communicated, It has come to our attention that a specific series of fluorescent lamp ballasts used to illuminate BevMAX vending machines produced between 2009 and **2014** could under certain conditions, fail to prevent electrical arcing which may cause demand to the vending machine or its surroundings.

Crane has implemented a field replacement program for these particular ballasts to enable you to upgrade any of these ballasts that remain in use.

As we mentioned in our 1st letter, we have been working with our supplier to refine the dates, and this letter serves as a slight update based on information we have since learned.

Points of Clarification:

- **Date Range:** Our 1st noticed stated 2009 through 2011. We are now suggesting an inspection date range through 2014. While most shipments in the 2012 through 2014 production range have LED lighting we are recommending an inspection to confirm. Our records indicate ~ 10% increase in unit quantities based on this change.
- **Verbiage Clarification:** Product notice documentation specifies Rev. D (**should state "D & prior"**) as candidates for replacement and Rev. "E" to identify good units (**should state "Rev E & later"**).
- **Aftermarket:** Transition is unknown & could have been later; customers refurbishing machines should reference their internal records to understand which of their assets may require inspection based on aftermarket updates.

According to our records, you purchased machines during this date range. **Our records indicate that you have not ordered FREE replacement units as of this communication.**

As per our original communication, Crane strongly recommends you take the following actions:

- 1) As a part of your in-field service procedures, ensure your equipment service personnel check the conditions of the lighting in all equipment manufactured in the date range. Specifically check the condition of lamps, lamp holders, wiring, and wire routing for loose or dislodged lamps, damaged wiring insulation, pinched wires, stressed wire routing, or any other conditions that could result in a situation that could lead to fluorescent lighting system failure. Replace any

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suspect damaged or worn components and address any wire condition or wire routing issues immediately.

- 2) Identify, quarantine, and discard any existing service inventory of the referenced ballasts that you have in your possession
- 3) Begin a procedure of replacing both single and dual lamp ICN ballasts for all affected equipment you own. Crane will provide you at no charge, new replacement Type CC ballasts Anti-Arcing ballasts for all customers who follow the procedure in the attached addendum.

Please Note – To facilitate speed of upgrade we are enabling FLO's to order replacements for loaned assets where they contact us directly. If you have assets loaned to 3rd parties please actively communicate to those parties regarding what actions they must take. **Please understand Crane has no record of these parties and therefore cannot identify them or communicate directly with them.**

Attached: Product Notice Release Date April 2019

Product Notice

Models Affected: Model DN5800-3 & -4 and DN3800-3 & -4 **Release Date: April 2019**

Subject: Fluorescent Ballasts in BevMAX Machines

To Our Valued Customer,

It has come to our attention that a specific series of fluorescent lamp ballasts used to illuminate BevMAX vending machines produced between 2009 and 2011 could, under certain conditions, fail to prevent electrical arcing which may cause damage to the vending machine or its surroundings.

The impacted ballasts are identified as ICN-1P32-N (used for the single-lamp top horizontal lighting assembly) and the ICN-2P32-N ballast (used for the dual-lamp vertical lighting assembly) in BevMAX Model DN5800 and DN3800 vending machines produced between 2009 and 2011. The particular ballast can be identified using the information and images in the Supplemental Information Sheet included with this communication.

According to our records, you purchased XX of these machines during this date range. Not all machines produced during the range had the ICN-1P32-N and ICN-2P32-N ballasts in them, as their use was phased in and then out, by our supplier between 2009 and 2011. The above number assumes every machine purchased in the date range used the impacted ballasts. We are working with our supplier to refine these dates, and will update if and when we have additional information.

Crane is implementing a field replacement program for these particular ballasts to enable you to upgrade any of these ballasts that remain in use.

Crane strongly recommends you take the following actions upon receipt of this communication:

- 1) As part of your in-field service procedures, ensure your equipment service personnel check the condition of the lighting in all equipment manufactured in the above date range. Specifically check the condition of the lamps, lamp holders, wiring and wire routing for loose or dislodged lamps, damaged wiring insulation, pinched wires, stressed wire routing, or any other conditions that could result in a situation that could lead to fluorescent lighting system failure. Replace any suspect damaged or worn components and address any wire condition or wire routing issues immediately.
- 2) Identify, quarantine, and discard any existing service inventory of the referenced ballasts that you have in your possession.
- 3) Begin a procedure of replacing both the single and dual lamp ICN ballasts for all affected equipment that you own. Crane will provide you at no charge, new replacement Type CC Anti-Arcing ballasts for all customers who follow the procedure outlined below.

Crane is taking the following actions to enable the replacement program:

- 1) We are working with our supplier to secure the initial run of the replacement sets. The current best estimate is that the first ballast replacement sets will be available by the beginning of June 2019.
- 2) We will ship XXX Type CC single and dual lamp replacement ballasts to the location of your choosing so that you may begin the replacement process. Information on how to order these ballasts is outlined in point 4 below.
 - a. This first shipment of XXX Type CC single and dual lamp replacement ballasts represents a proportion of the total ballasts that will be available in the beginning of June, based on the total number of machines we show you purchased. This first shipment quantity represents the full proportion of the current available replacement ballasts from our supplier.
- 3) Going forward, Crane will make available additional ballasts for your replacement needs based on supplier lead time and ballast availability. The timeline for the next available set of replacements is not known at this time, but is expected within 6 weeks of the initial shipment. We will update you with actual availability as soon as it is available.
- 4) To order replacements, place a part order with Crane in the same manner that you currently use today for standard part orders, or contact parts@cranems.com (our parts order e-mail address).
 - a. When you submit your first order, please return the attached Ballast Request Form completed with your specific information. To receive an electronic copy of this form, please e-mail us at parts@cranems.com
 - b. You will receive an additional set of ballasts for each set replaced in the field and properly tracked per your completed Ballast Request Form up to the total quantity of units shipped according to our records.
 - c. Subsequent shipment quantities will be determined by the remaining quantities required for your location and availability of ballasts from our supplier.

Supplemental Information Sheet

Models Affected: Model DN5800-3 & -4 and DN3800-3 & -4

Release Date: April 2019

Subject: Fluorescent Ballasts in BevMax Machines

The examples shown on the follow pages show how to identify the specific versions of ICN ballasts targeted for replacement. Two versions of the ICN ballasts were used with fluorescent lighting systems before converting all production to LED lighting. The earlier version of the ICN ballast is the product that **MUST** be replaced. These older ICN ballasts could have been sold with any of the following part numbers:

- Single-lamp ballast, AMP connector, ICN-1P32-N - new QAD part number: 102404; old Crane part number: 804,401.29
- Single-lamp ballast, JST connector, ICN-1P32-N - new QAD part number: 102402; old Crane part number: 804,401.26
- Dual-lamp ballast, AMP connector, ICN-2P32-N - new QAD part number: 102405; old Crane part number: 804,401.31
- Dual-lamp ballast, JST connector, ICN-2P32-N - new QAD part number: 102401; old Crane part number: 804,401.25

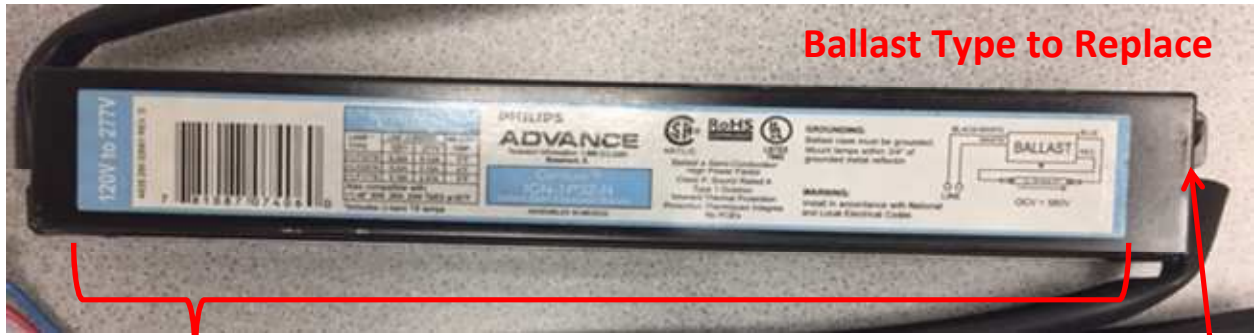
The fluorescent light ballasts will be located within the service compartment on the left-hand monetary wall facing the machine.

1. Before initiating any service, switch off power to the machine or unplug the power cord before proceeding with this service replacement activity.
2. With the power off to the machine, disconnect the wire harnesses of each of the ballast assemblies from the harness connection going to the AC power distribution box and the harness connection going to the individual lamp assemblies.
3. With the harnesses disconnected, you can now remove the ICN ballast assemblies from the service area by removing the screws and lifting the ballast from the slot in the monetary wall.
4. Check the condition of the lamps and lamp holders on both the horizontal lamp and the two vertical lamps. Check for any signs of arcing such as carbon build-up or pitting. Check the length of the sleeving and wiring looking for any signs of nicks, cuts, abrasion or thinning of the wire insulation or exposed conductors. Replace any suspect damaged components.
5. Replace the ICN ballast assemblies with the new Type CC ballast using the same screws removed from the existing assemblies.
6. Reconnect all harness connections, check all connections to ensure they are secure. Ensure all lamps are seated securely in the lamp holders.
7. Reapply power to the machine observing for proper operation of the fluorescent lighting systems.
8. Dispose of the removed ballasts properly according to local requirements for disposal of electronics waste.

The following pages show some of the unique, identifying features between the two ICN ballast versions.

ICN ballasts with these identifying features **MUST** be removed and replaced:

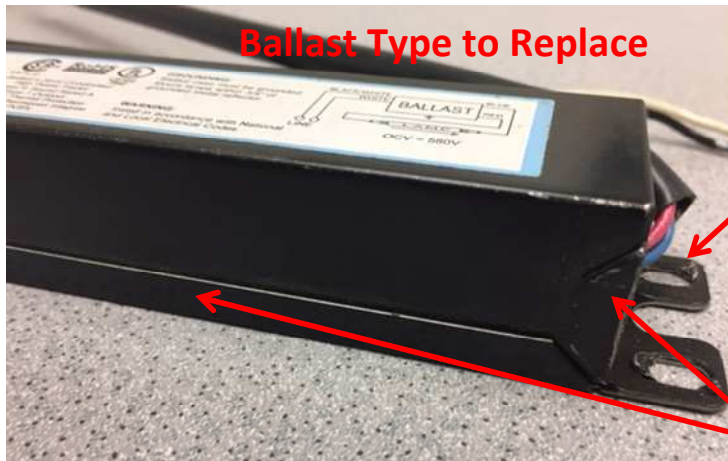
Distinguishing features:



Ballast Type to Replace

Full length label

Date code appears stamped on rear of metal case



Ballast Type to Replace

Holes for attachment in end

Flanges on bottom of case



Ballast Type to Replace

"Rev D" identification

ICN ballasts with these identifying features DO NOT need to be removed and replaced:

Distinguishing features:



Ballast Type to Not Replace

Shorter length label

Date code appears stamped on front of metal case



Ballast Type to Not Replace

Attachment no longer has hole

Case cover snaps on top



Ballast Type to Not Replace

"Rev E" identification

**Product Notice
Ballast Request Form**

		Date: _____
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Business Name: _____

Location (Address, City, State): _____

Contact Person: _____

Contact Phone Number: _____

Total Quantity of Machines Shipped To This Location In 2009-2011: _____

Quantity of Replacement Ballasts Requested with This Order: _____

In completing this form you are validating that the replacement of the ICN ballast identified by the Product Notice issued on April 2019 has been completed for the listed machines.

Quantity of Machines Completed: _____

	Completed Machine Serial Number	Date Replacement Completed	Notes
1			
2			
3			
4			
5			
6			
7			
8			
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10			
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12			
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14			
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