ALTUROS
destinations

Alturos vending terminal
Evolis version

LEGAL NOTICE

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DISCLAIMER OF LIABILITY

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Content

1 General Information

1.1 Documentation notes

The following instructions are intended as a guide to the overall documentation.

These user manuals describe how installation, commissioning, service and repair work can be carried out by trained personnel.

Special tools are required to perform these activities.

1.2 Storage of documents

Keep this user manual and all other applicable documents in a safe place so that they are available when needed.

1.3 Copyright

The operating instructions must be treated confidentially. It is intended exclusively for the persons working on and with the device. All information, texts, drawings, pictures and other representations are protected by copyright and are subject to further industrial property rights.

Any misuse is liable to prosecution. Passing on to third parties as well as reproduction in any kind and form - even in extracts - as well as the exploitation or communication of the content is not permitted without the written consent of Alturos Destinations.

Contraventions obligate to compensation for damages. Further claims are reserved. We reserve all rights to exercise industrial property rights.

1.4 Symbols in this manual

1.4.1 USED PICTOGRAMS

⚠	**Note:** *Observe usage!*
⚠	**Note:** *Avoid damage!*
✓	**Note***: Correct use!*
✗	**Note***: Wrong use!*
💡	**Hint***: To facilitate the procedure*
ⓘ	**Information**
⚙	**Torque**
🌱	**Sustainability**

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NOTICE	**NOTICE** means, that damage to objects can occur.
⚠CAUTION	**CAUTION** means, that minor to medium personal injuries can occur.
⚠WARNING	**WARNING** means, that serious to life-threatening personal injuries can occur.
⚠DANGER	**DANGER** means, that serious to life-threatening personal injuries will occur.

1.4.2 USED WARNINGLABELS

⚠	**Hazard**: *Warnings of injuries.*
⚡	**Hazard**: *Hazards due to electrical voltage. Do not touch these parts until the power supply to the device has been disconnected.*
♨	**Hazard**: *Hazards due to heat development. Do not touch these parts when the device is switched on. It is essential to let them cool down before touching them.*
⚠	**Caution**: *Electrostatically sensitive components. Ensuring electrostatic discharge before contact by earthing, to avoid ESD damage.*
☀	**Warning**: *Risks due to optical radiation. Avoid direct eye contact. Optical radiation can damage your eyesight.*
🏋	**Warning**: *Lifting heavy objects causes strain on the human movement and support apparatus.*

1.5 Consumables / spare parts

NOTICE	*Incorrect or defective consumables or spare parts can lead to damage, malfunction or total failure of the device!*

The use of non-recommended consumables will void all warranty, service, compensation and liability claims against the manufacturer or its authorised representatives, dealers and agents.

(i)	*The consumables recommended for use are listed under point **3** (Technical Data) or must be approved by Alturos.*

2 Safety

2.1 Warranty and liability

The warranty period is based on national regulations and can be found at **www.alturos.com/agb/.**

Subject to all contractually agreed warranty and liability provisions, warranty and liability claims are excluded in the following cases:

- Improper use of devices

- Improper installation

- Lack of appropriate safety measures and warnings in the danger zone

- Irregular or insufficient maintenance

- Use of material not specified and tested by Alturos

- Lack of structural renovation measures

- Insufficient training of operators

- All structural, technical or other changes; interventions and/or additions to the system without the express consent of Alturos Destinations GmbH

- Disasters caused by external events and force majeure

This user manual must be read carefully before starting any work on and with the product! The manufacturer accepts no liability for damage and malfunctions resulting from non-observance.

The textual and pictorial representations do not necessarily correspond to the scope of delivery. The illustrations and graphics do not correspond to the scale 1:1. The actual content of the delivery may deviate from the information and notes described here and from the illustrations in the case of special versions, the use of additional ordering options or due to the latest technical changes.

If you have any questions, please contact **Alturos Destinations Customer Service**.

We reserve the right to perform technical modifications to the device in the course of improving its usage properties and further development.

2.2 Appropriate use

Appropriate use also includes correct compliance with the operating conditions and the information and instructions in this user manual. The device may only be operated with parts and original accessories supplied by the manufacturer.

2.3 Modifications and changes to the device

In order to avoid hazards and to ensure optimum performance, no modifications, additions or alterations may be made to the device that have not been explicitly approved by the manufacturer.

All pictograms, signs and inscriptions on the device must be kept in a clearly legible condition and must not be removed. Damaged or illegible pictograms, signs and inscriptions must be replaced immediately.

2.4 Staff requirements

The following activities may only be performed by **authorised and instructed** staff.

Responsibilities for working on and with the device must be clearly defined and complied with.

Do not work in any way that may compromise the safety of persons, the environment or the device.

Education	Definition
instructed person	An instructed person is a person who has been informed about the assigned tasks and possible dangers in case of improper behaviour and, if necessary, has been trained and instructed about the necessary protective equipment and protective measures.
trained user	A trained user is someone who fulfils the requirements for an instructed person and has also received system-specific training from Alturos Destinations or an authorised distributor.
Qualified specialist	A qualified specialist is defined as someone who, on the basis of his training, knowledge and experience and knowledge of the relevant regulations, is able to assess the work assigned to him and recognise possible hazards. Several years of activity in the relevant field of work may also be taken into account for the assessment of the technical training.
Qualified electrician	Due to their professional training, knowledge and experience as well as their knowledge of the relevant standards and regulations, qualified electricians are able to carry out work on electrical systems or equipment and to independently identify and avoid possible hazards. The qualified electrician has been specially trained for the working environment in which he/she works and knows the relevant standards and regulations. The qualified electrician must comply with the regulations of the applicable statutory accident prevention rules and regulations.
Customer Service	Customer service is defined as service technicians who have been trained and authorised by Alturos Destinations to work on the system or equipment.

The staff is obliged to immediately report any changes to the device that impair safety to the customer!

2.5 Safety at work

By following the specified safety instructions and instructions in this technical manual, personal injury and damage to property during work with and on the device can be avoided. Non-observance of these instructions can lead to danger to persons and damage or destruction of the installation.

In case of non-compliance with the safety instructions and instructions given in this manual as well as the accident prevention regulations and general safety regulations applicable to the area of application, any liability and damage claims against the manufacturer or his authorised representative are excluded.

Risk of injury due to the heavy weight of the equipment! Installation work must only be carried out with suitable lifting gear! All electrical connections and repair work on the units may only be carried out by a qualified electrician. The following rules must be observed before connecting the equipment:

> *1. Disconnect mains!*
>
> *2. Prevent reconnection!*
>
> *3. Test for absence of harmful voltages!*
>
> *4. Ground and short circuit!*
>
> *5. Cover or close off nearby live parts!*

Hazard! *Danger due to electric current: The electrical energy can cause extremely serious injuries. If the insulation or individual components are damaged, there is a danger to life from electric current.*

After completion of work, these steps are carried out in reverse order.

3 Technical specifications

3.1 Overview

TERMINAL MODUL   TICKET PICKUP MODUL

Webcam
(option)

Payment modules

Refill door

Display

Barcodescanner

RFID Reader

Withdrawal
Compartment (Receipt)

Withdrawal Compartment
RFID-Cards
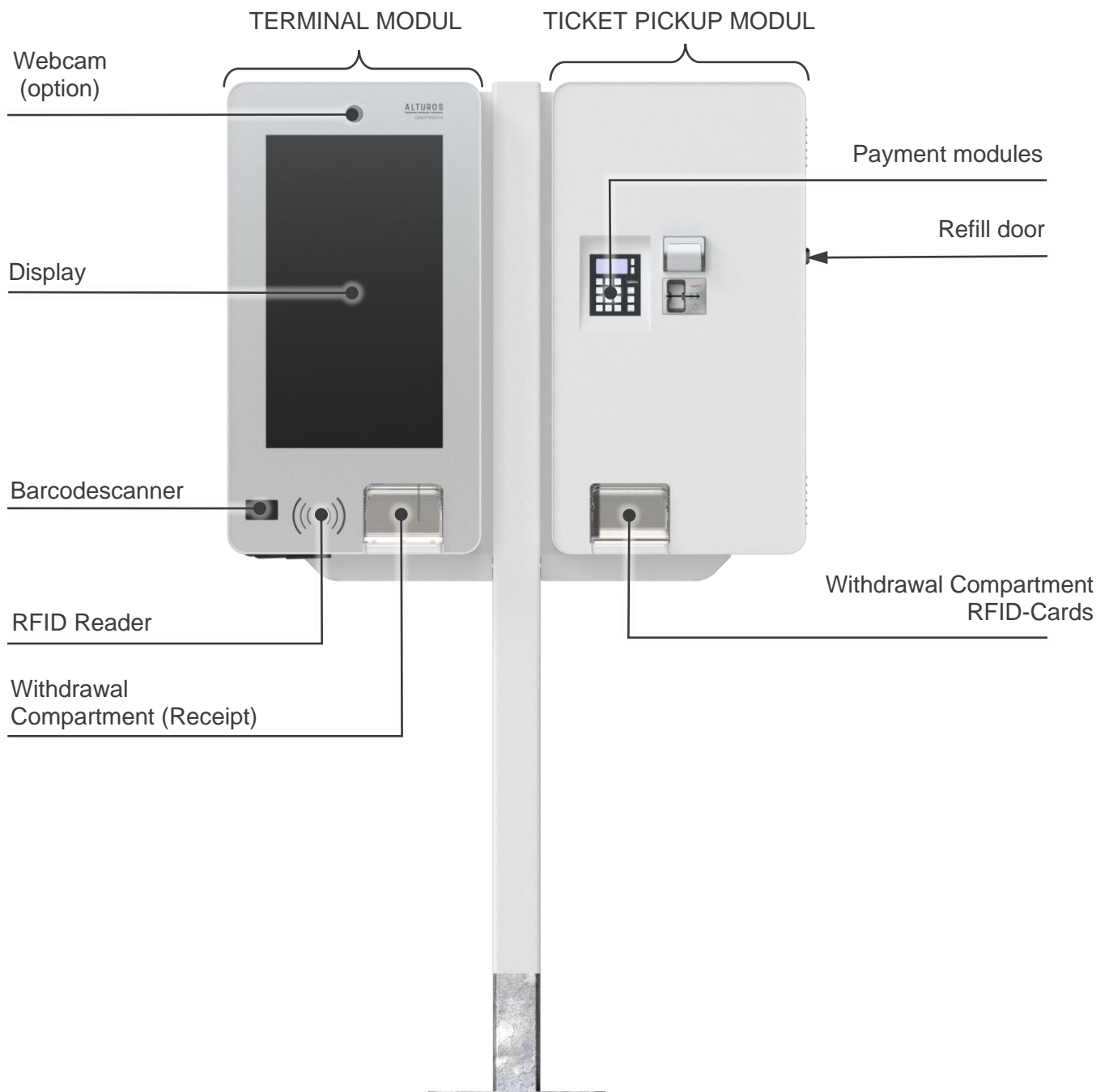
The equipment of the Skiline terminal may vary depending on the variant!

3.2 Data table Terminal

Parameter	Value
Dimensions	80x43x24cm
Weight	36kg
Supply voltage	230 V AC / 50 Hz
Internal low voltage supply	24 V DC / 240W
Power input	280 Watt at maximum load
Case	*Material: stainless steel* *Surface: powder coating RAL 9010 (standard)* *Front pane: ESG glass anti-reflective*
Protection class by casing according to EN 60529	IP34
Temperature range	*Storage*: -40°C to +70°C *Operation*: -20°C to +40°C
Data interface	RJ45 Ethernet connection
Thermal Printer	*Consumables*: • 3" / 80mm thermal paper 65 to150μm • rollers Ø max. 200mm • Roller core Ø12 or Ø50mm depending on the model. printing speed: max. 200mm/s
Display	*Size: 24" color TFT LCD display in portrait format* *Brightness: 1500 cd/m²* *Resolution: Full HD 1920x1080p*
Touchscreen	PCT Single Touch
RFID reader	*Operating concept: HF short-range RFID USB module* *Working frequency: 13,56 MHz* *reading range: up to 80mm* *RFID protocols: ISO 15693 incl. special functions*
Barcode reader	*Compatibility: 2D Barcodes and QR Codes* *Lighting: LED white* *Crosshair: Laser Class 2 IEC 60825*
Webcam	*Resolution: 1920 x 1080p configurable for landscape or portrait*

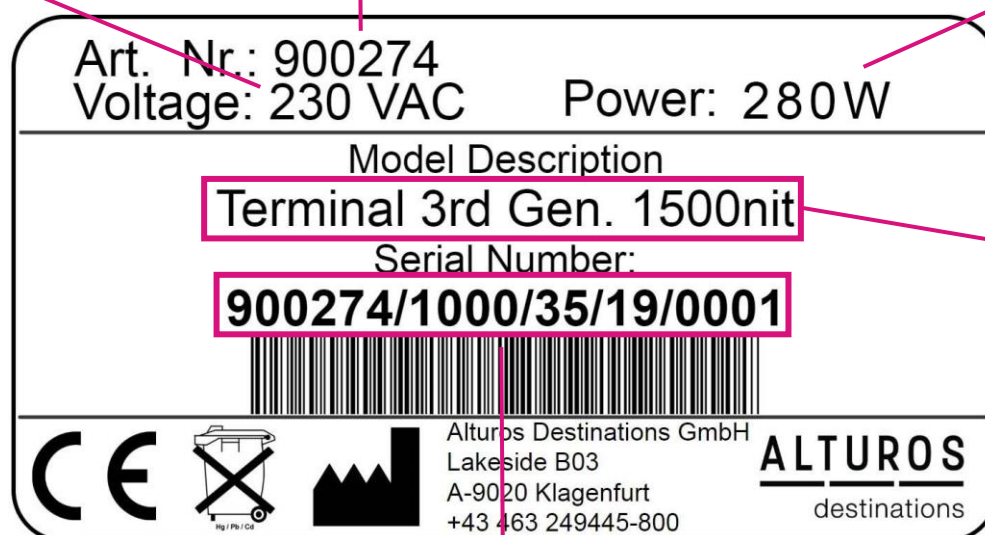| Heating	*100W PTC thermistor heater (PTC) optional*
Fan	*80x80 resp. 60x60 24V* *Insect guards on the fan gills*
Sound (option)	*Power: 30W* *Waterproof IP65 8cm speaker*

3.3 Data table Ticket Pickup Modul

Parameter	Value
Dimensions	80x43x24cm
Weight	41kg
Supply voltage	230 V AC / 50 Hz
Internal low voltage supply	24 V DC / 65W
Power input	390 Watt at maximum load
Housing	*Material: stainless steel* *Surface: powder coating RAL 9010 (standard)* *Front pane: ESG glass anti-reflective*
Protection class by casing according to EN 60529	IP34
Temperature range	*Storage*: -40°C to +70°C *Operation*: -20°C to +40°C
Data interface	RJ45 Ethernet connection
Ticket printer	*Capacity: approx. 200 tickets* *Standard resolution: 300 x 300 dpi* *Print speed:* • *Color 20.5 sec per card* • *Black/White 7 sec per card*
Heating	100W *thermistor heater* (PTC) 20W *thermistor heater* (PTC) *50W thermistor heater (PTC)*
Fan	*80x80 resp. 60x60 24V* *Insect guards on the fan gills*
Payment modules	*Slot card reader* *Keyboard* *Contactless reader*

3.4 Typenschild

Supply Voltage Part number Max. device power

Art. Nr.: 900274
Voltage: 230 VAC   Power: 280 W
Model Description
Terminal 3rd Gen. 1500nit
Serial Number:
900274/1000/35/19/0001

Alturos Destinations GmbH
Lakeside B03
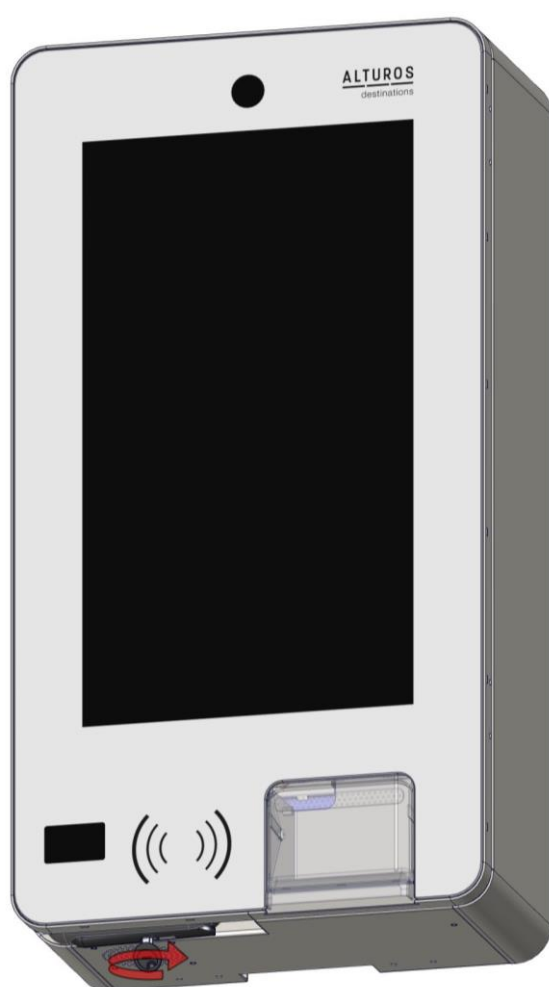A-9020 Klagenfurt
+43 463 249445-800
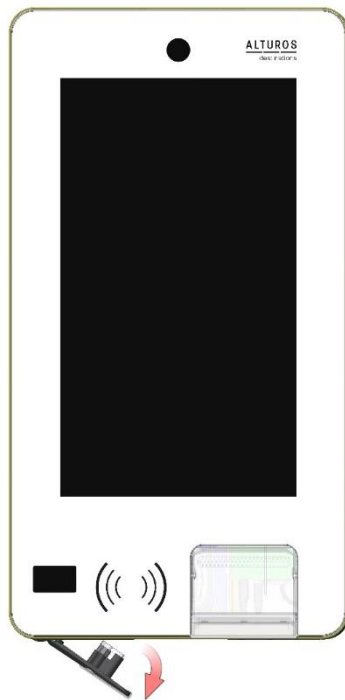
Description

Serial number

4 Operation Terminal
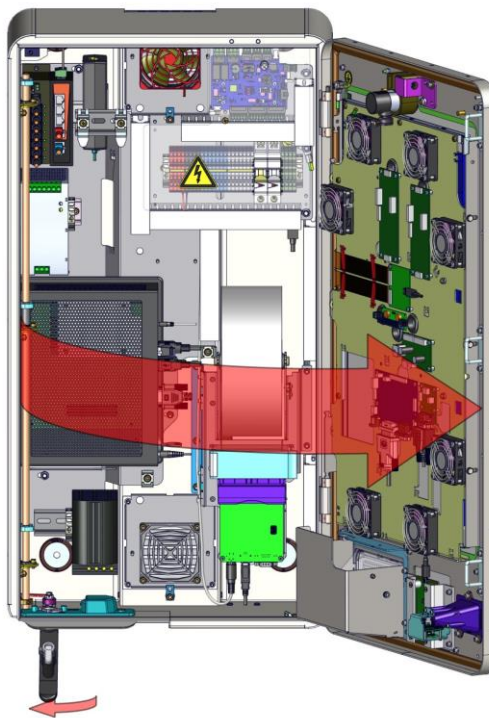
4.1 Opening the device

Unlock the door with the provided keys.

Pull down door latch.

Be careful when opening the latch to avoid scratches on the bottom side of the housing!

Turn door latch by 90° to the frontside and open the door.
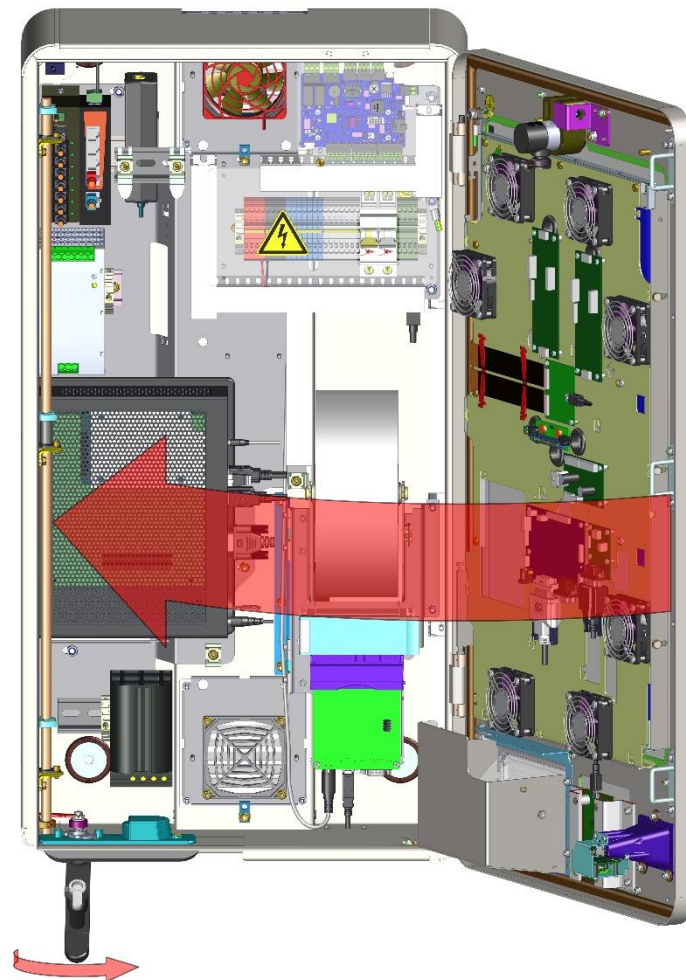
NOTICE	When opening the device in horizontal position, no load must be transferred to the door!

⚠CAUTION	Caution Risk of injury from falling terminal due to the changed center of gravity!

4.2 Close the device

The device is closed in the reverse order to that described in section **4.1**. described.

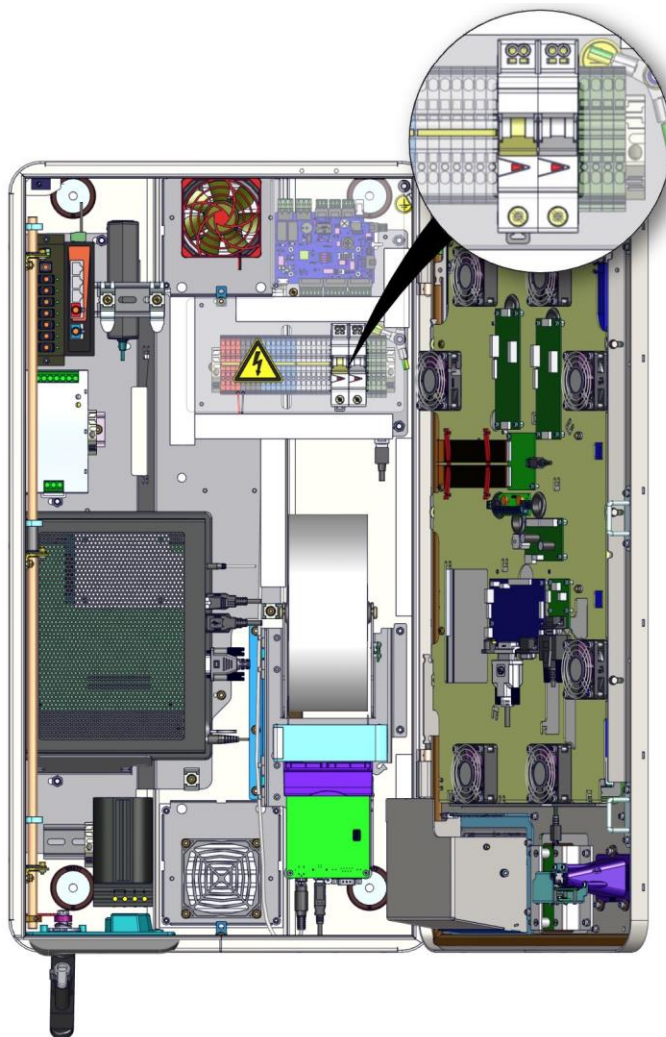## 4.3 Switching the device on and off

Open the device as described in chapter **4.1**.

> **(!)** *Initial commissioning may only be carried out by qualified technicians.*

- Turn the circuit breaker upwards to switch it on.

- Turn the circuit breaker down to switch it off.

> **(i)** Before intentionally shutting down the device for a long time, remove the printer paper and inform the technical support.

4.4 Changing the thermal paper roll

> (i) Thermal paper requirements:
> Width 80mm (3inch) | Thickness 65 to 150µm | Thermal print layer Outer
> innerØ min. 12mm | outerØ max. 200mm

> (!) **Fire hazard:** Do not store spare paper rolls in the housing, as some
> components can become very hot.

4.4.1 OPENING THE DOOR
Open the device as described in chapter **4.1**.

4.4.2 REMOVE EMPTY ROLL
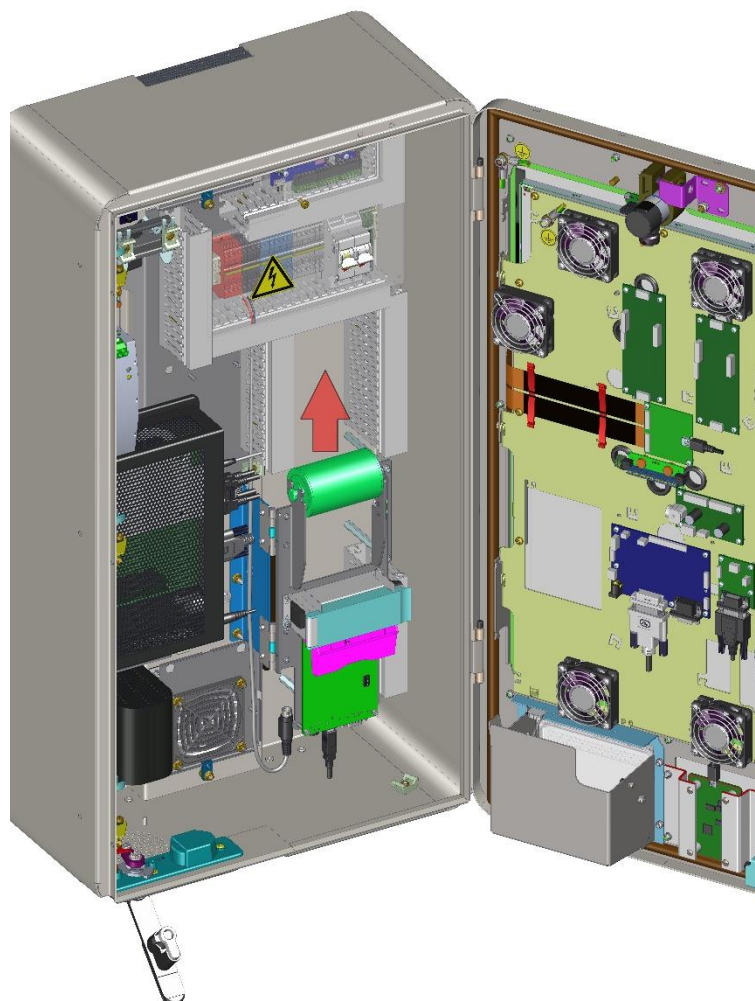
4.4.3 OPEN PRINTER FLAP
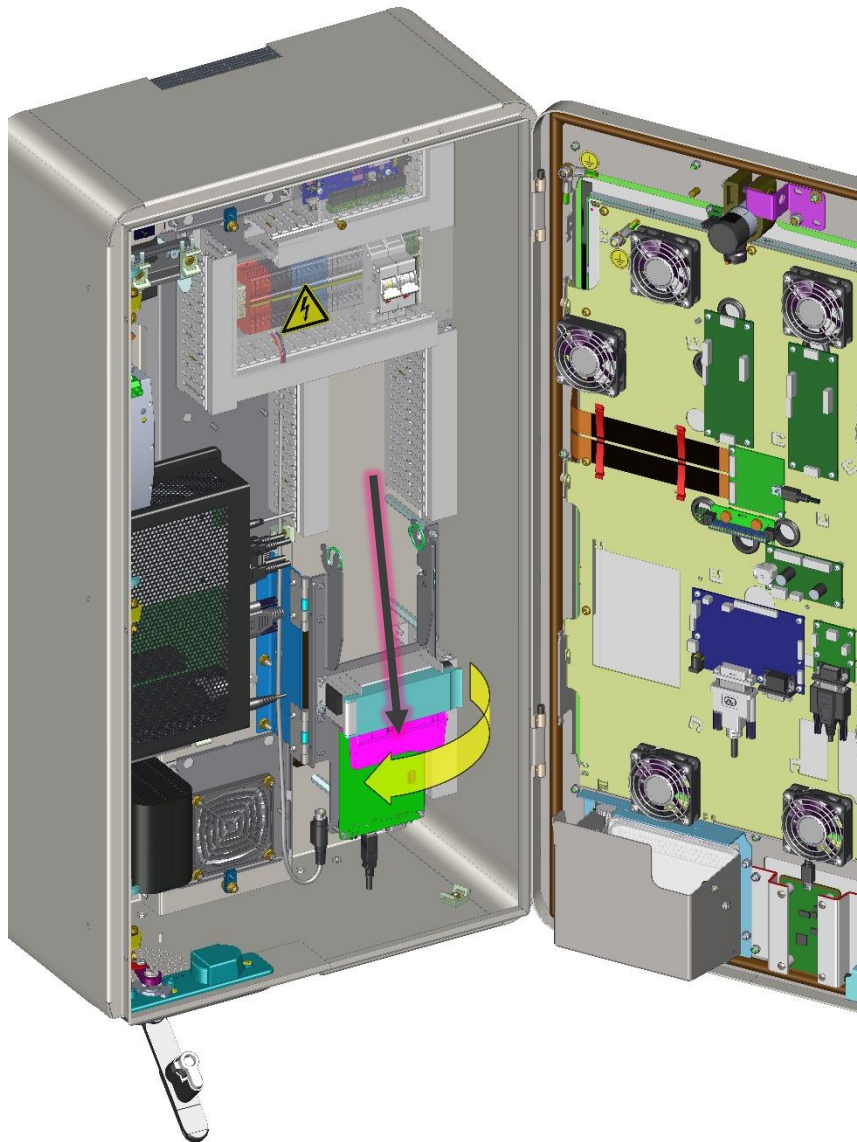
Open the printer flap on the right side by lifting the latch.

Carefully open the printer flap to the left. (yellow)

!

Check whether there are paper residues in the bezel funnel (black arrow)!

4.4.4 CLOSING THE PRINTER FLAP
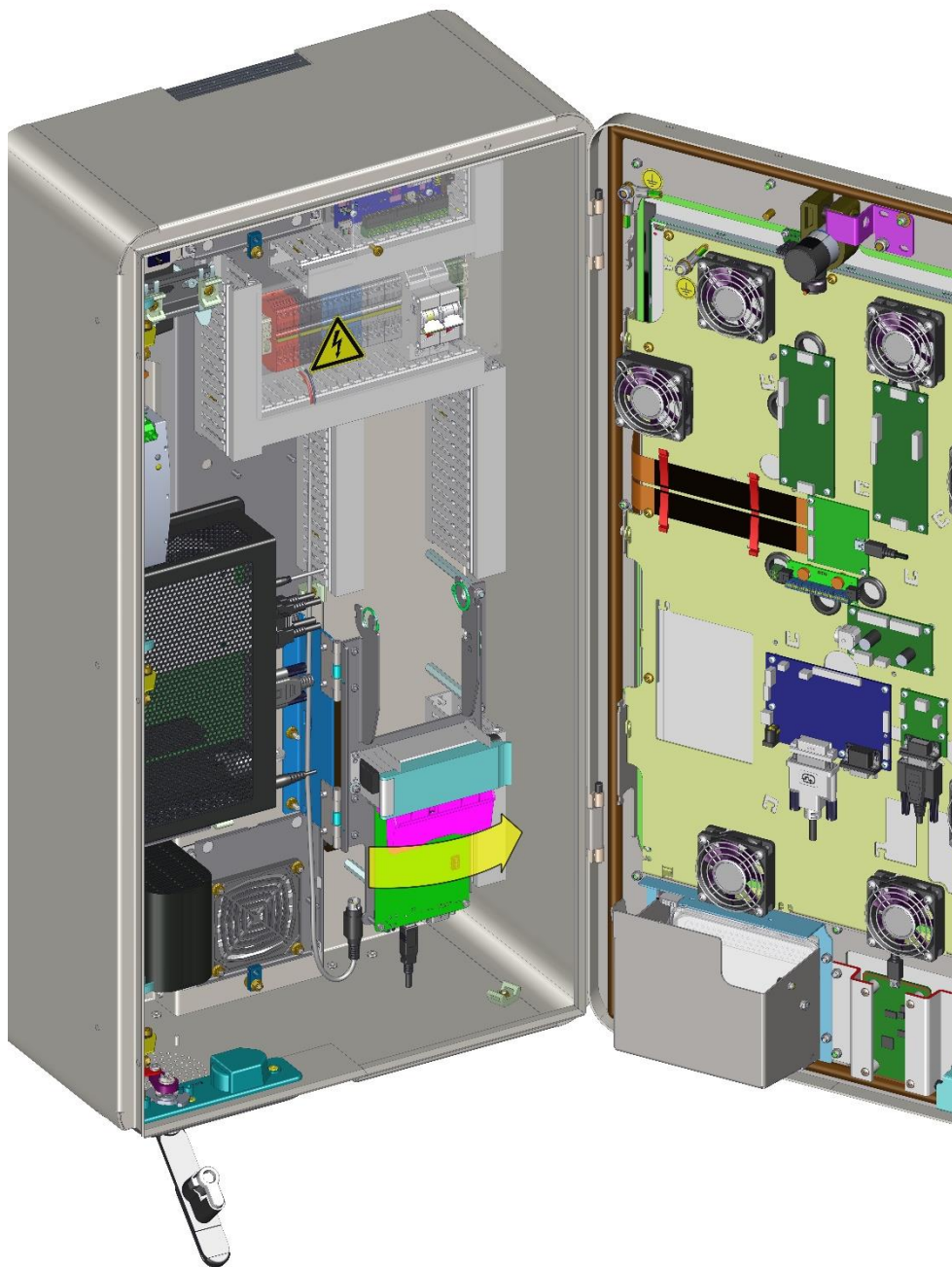
4.4.5 INSERTING THE NEW THERMOROLL
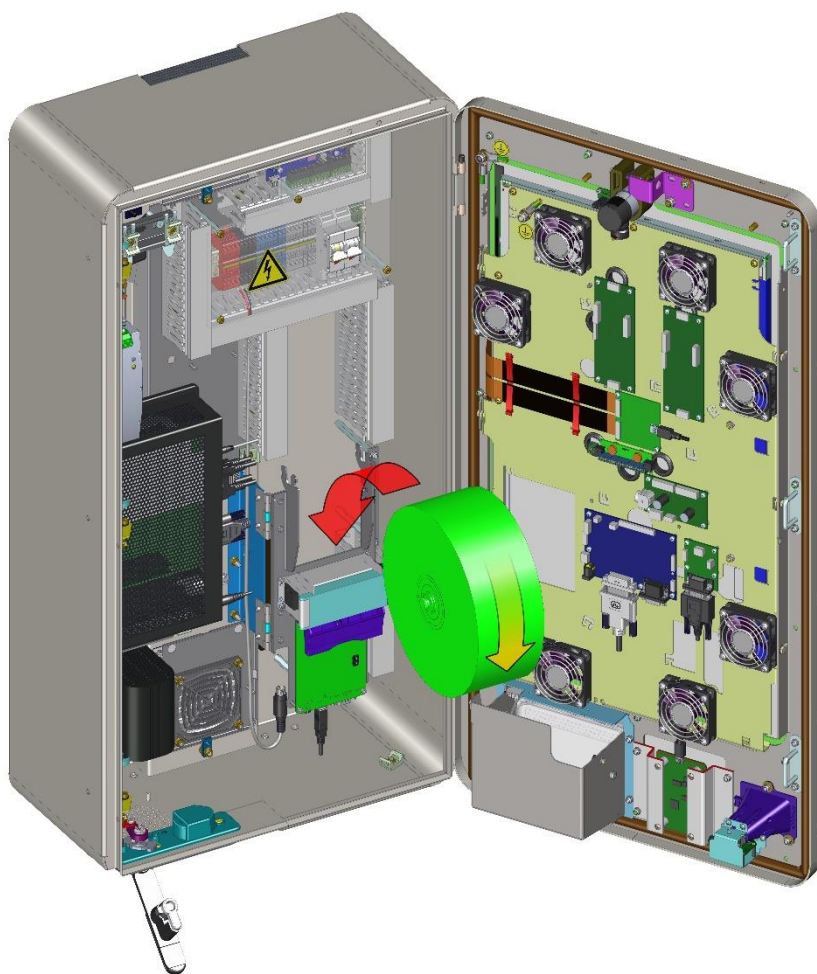
Insert a new thermal paper roll into the printer with the start of the paper at the front (orange arrow).

4.4.6   INSERT PAPER
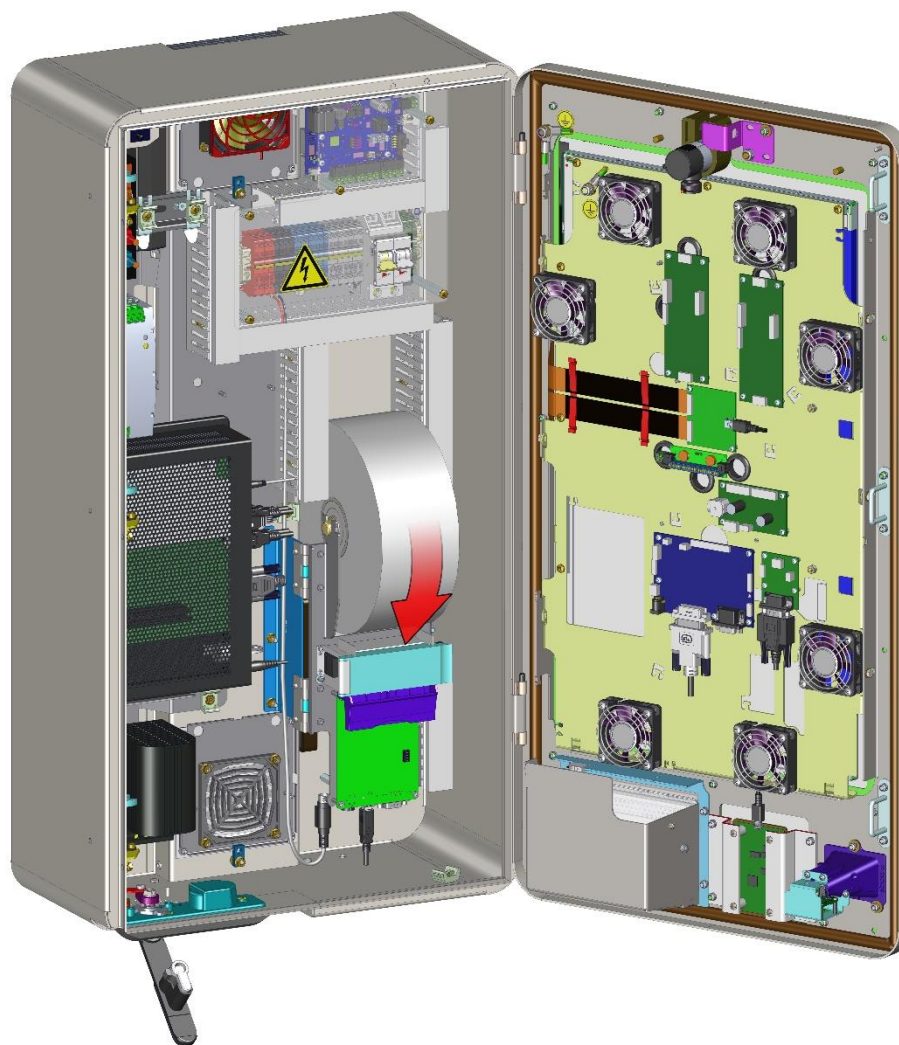
Inserting the thermal paper into the slot of the printer - it automatically feeds the paper, prints "TEST PRINT" and cuts off the test paper.

4.4.7 REMOVE TEST PRINT SECTION
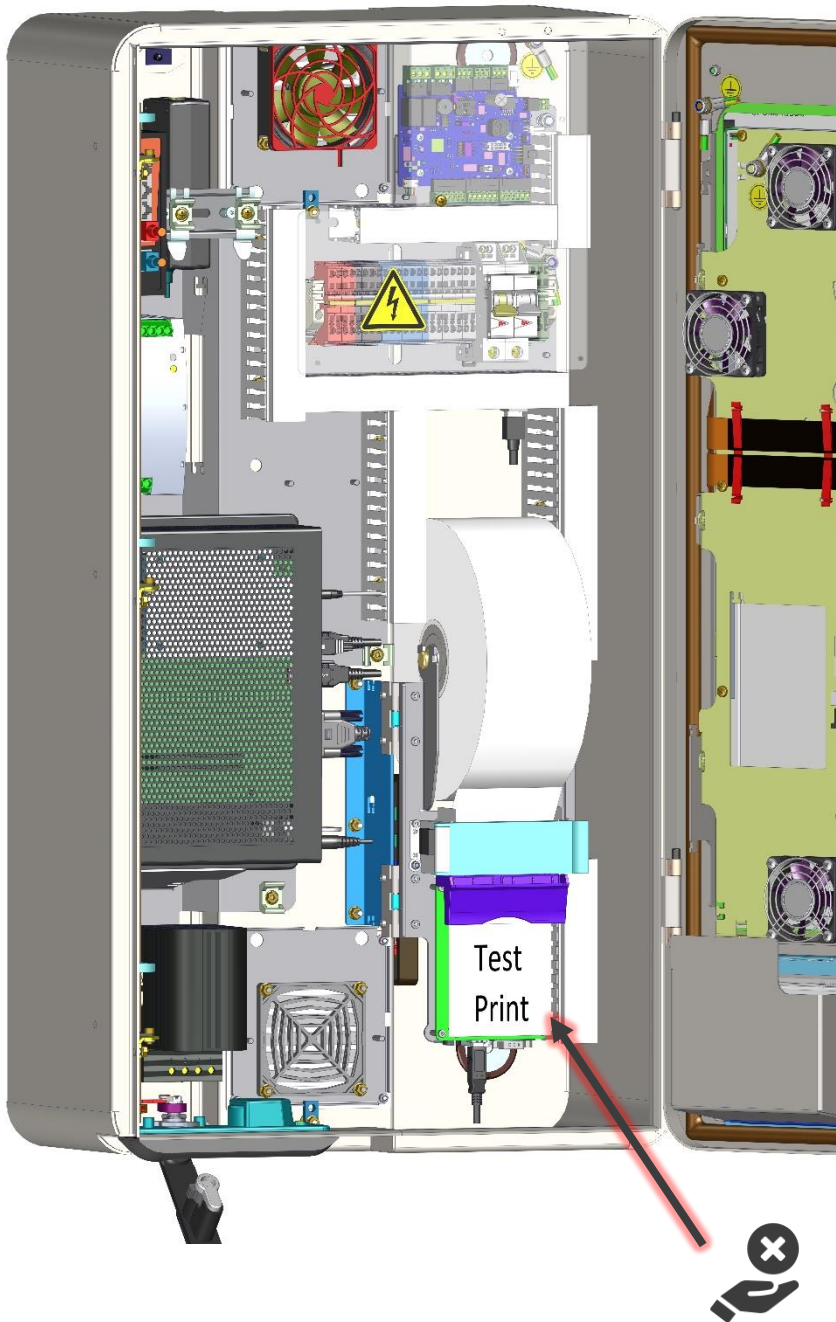
Be sure to remove test print section!

4.4.8 CLOSE THE DOOR
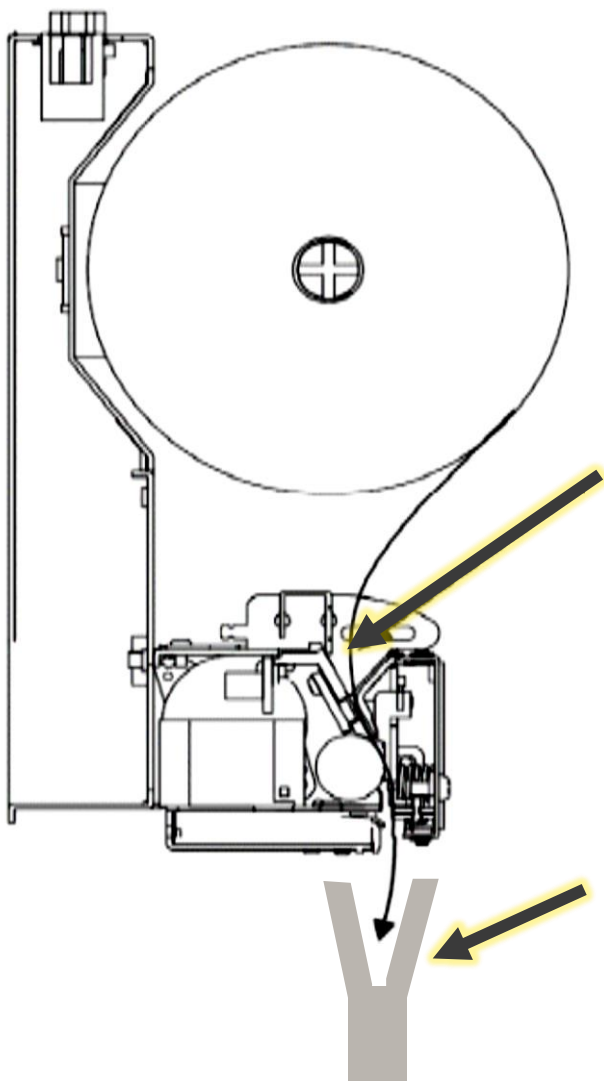
Schematic representation of a correctly inserted paper roll.

Schematic representation Bezel funnel

Then close the device again as described in section Fehler! Verweisquelle konnte nicht gefunden werden.

4.5 Maintenance screen

After switching on the device, the maintenance screen appears when the door is open, which is necessary for the further steps of commissioning. The maintenance screen provides information about system-relevant data and is required for the network configuration; in addition, test prints can be performed here.

> (i) The design of the maintenance screen can vary depending on the equipment!
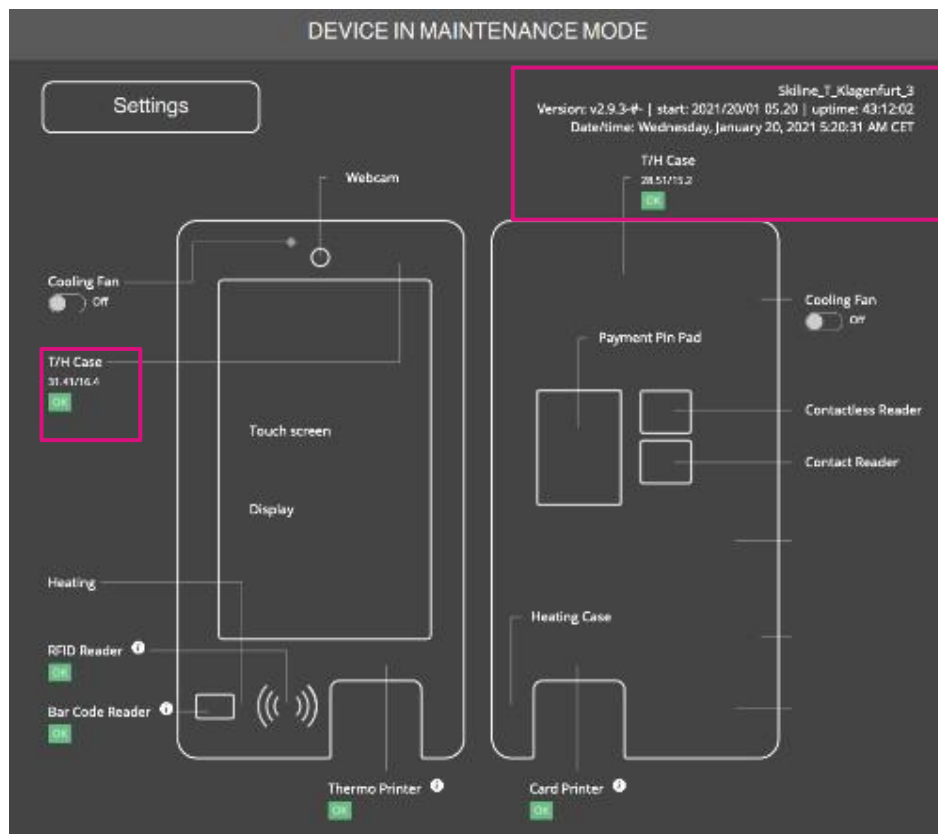
4.5.1 LANGUAGE

The language can be set in the lower part of the maintenance screen, English, French, Italian and German are available.

4.5.2 SYSTEM DATA

The **SYSTEM DATA** field provides system-relevant data for the operation of the device. A constant temperature in the device is crucial for trouble-free operation.

4.5.3   NETWORK CONFIGURATION

The configuration of the network can be done in the **SETTINGS** field.
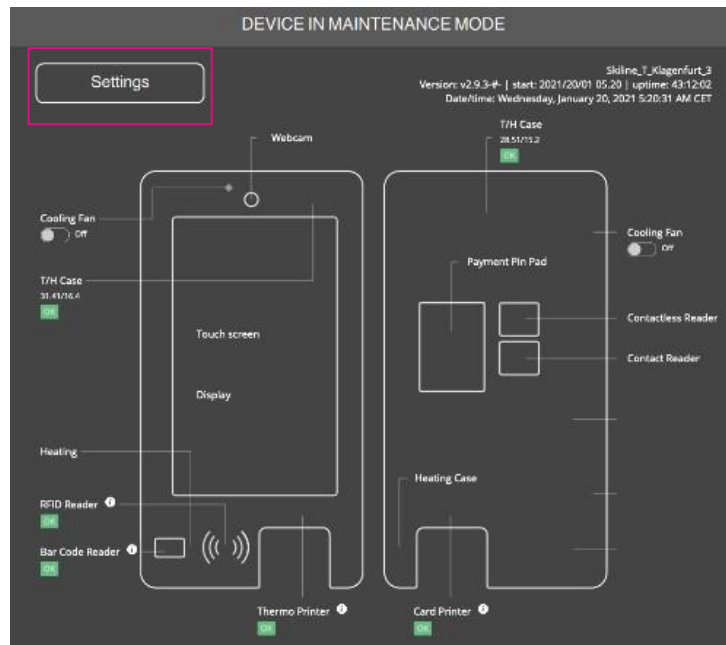
The data is entered via the integrated touch screen function.

If the device is in a network with DHCP, the network configurations are automatically assigned to the device, so no further network settings are necessary.

The following steps must be carried out during network configuration:

1. Enter network data.

2. Press the **APPLY** button after the entry is complete.

3. Perform network test by pressing the **TEST** button.

NOTICE   *The network configuration may only be carried out by qualified staff!*

4.5.4 OUT OF ORDER MODE

If the device is in "Out of order" mode, it is no longer possible to use it in operation. This mode can be switched on and off in the bottom field of the maintenance screen. If the slider is moved to the right, the dot appears in green, so the out of order mode is activated, for deactivation the slider must be moved to the left again.

Out of order mode
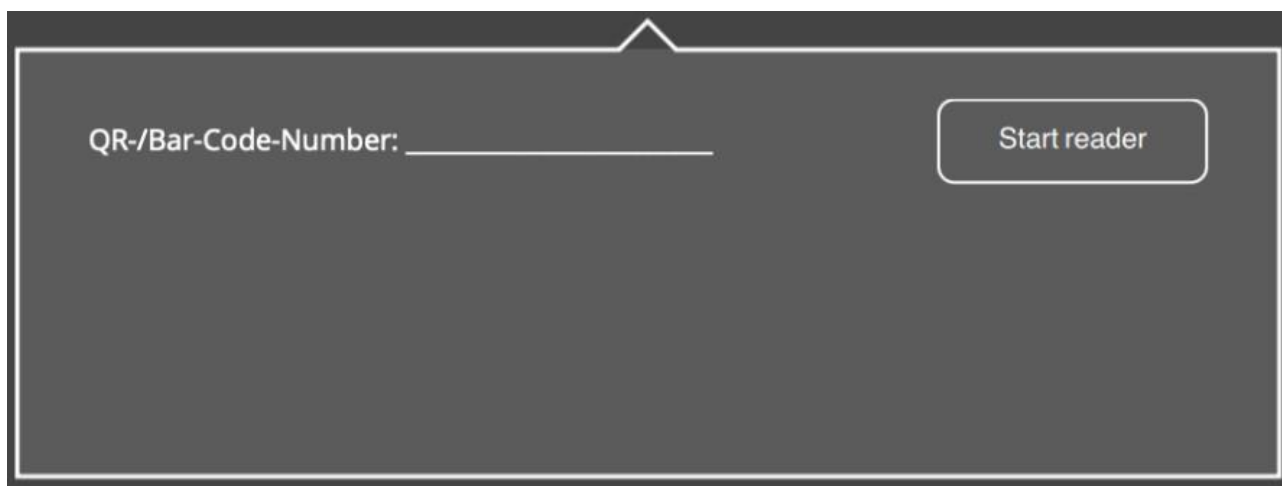
4.5.5 TEST PRINT

One print can be performed in each of the two **"PERFORM TEST PRINT**" fields in order to test the function of the installed thermal printer. Make sure that the paper is properly inserted.
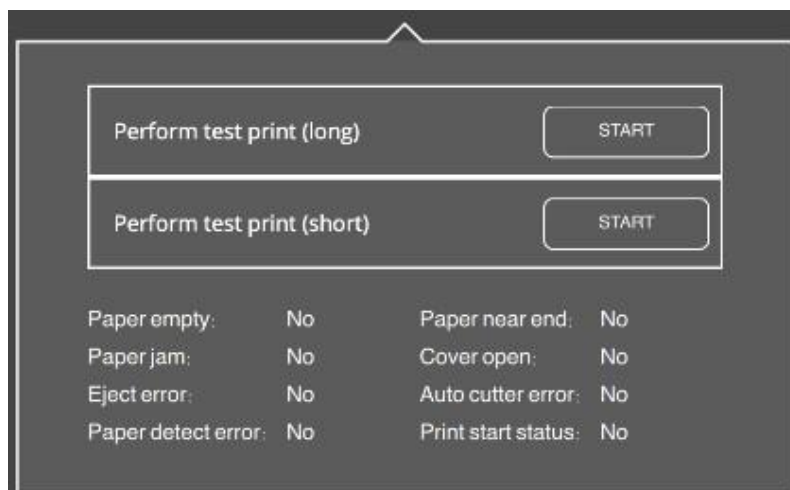
For information about loading paper rolls, please refer to the enclosed User manual.

4.5.6 BARCODE READER TEST

Via the "**Barcode reader**" field, a QR code can be read out via a test printout (short) printed on the thermal printer.

QR-/Bar-Code-Number: _____

Start reader

4.5.7 RFID READER TEST

Via the field "**RFID reader**" a key card number can be read from a RFID ticket.

Keycard-Number: _____

Start reader

4.6 Remote access

The following settings can be configured remotely by an Alturos employee:

- General backlight setting of the display.

- Configuration of 2 different backlight settings depending on daytime.

- Display switch-off times.

The remote setting options can vary depending on the equipment.

Configuring switch-off times saves resources and can increase the service life of display and cooling components.

Alturos can put the device into "out of order" mode, switch it off completely or restart it, and receive software updates.

5 Operation Ticket Pickup Modul

5.1 Open refill door

Unlock device with key and open flap to the stop.

5.2 Close refill door

The device is closed in the reverse order to that described in section **5.1**.

5.3 Filling with RFID cards

> ⚠️ Only RFID cards approved by Alturos may be used. A sticker on the card cassette shows the maximum permissible filling level.

> ⚠️ RFID cards must be dry and clean and must not be bent or folded under any circumstances. Wetness or dirt on the tickets can cause the device to fail.
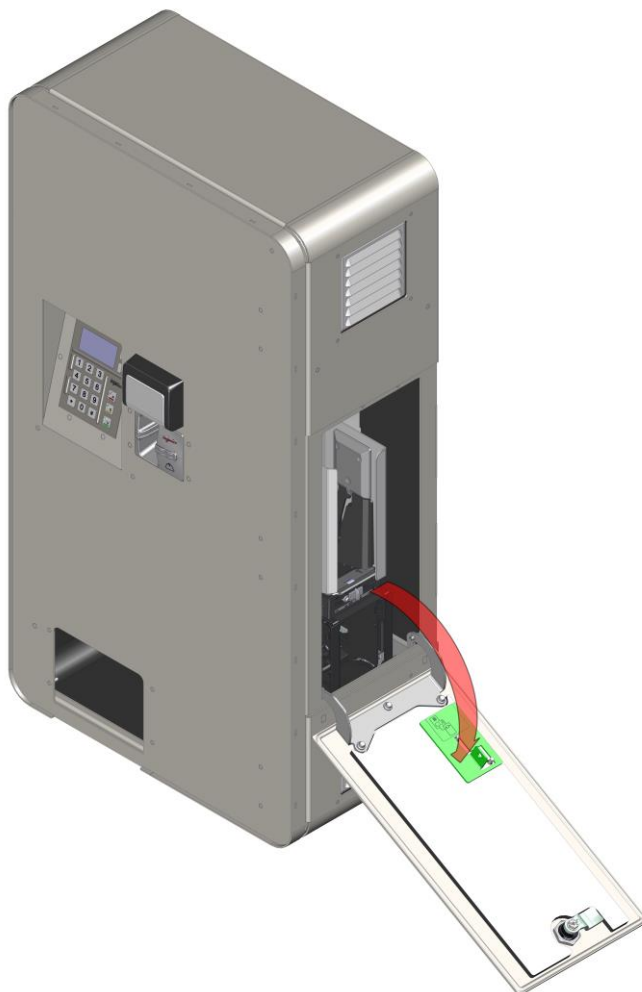
Opening the maintenance flap as described in chapter **5.1**.

Place the counterweight on the flap at the designated area.
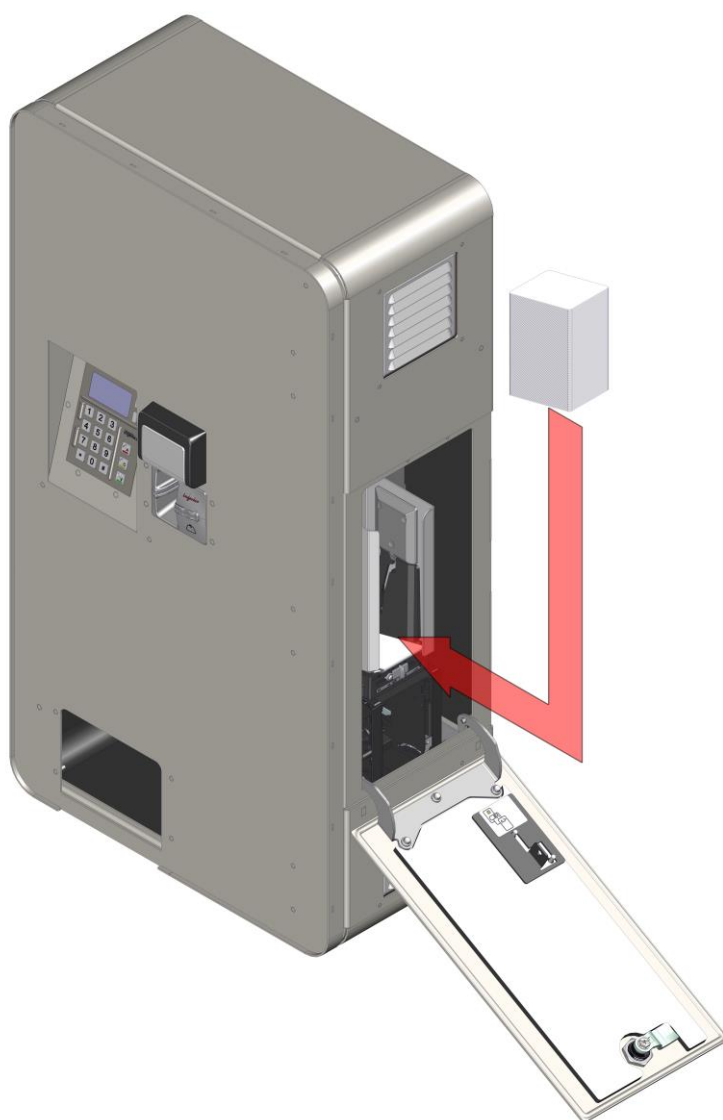
Insert RFID cards into the cassette.

! Ensure correct orientation of the RFID cards - the printable field must point upwards and towards the card printer. A sticker on the flap indicates the correct position.
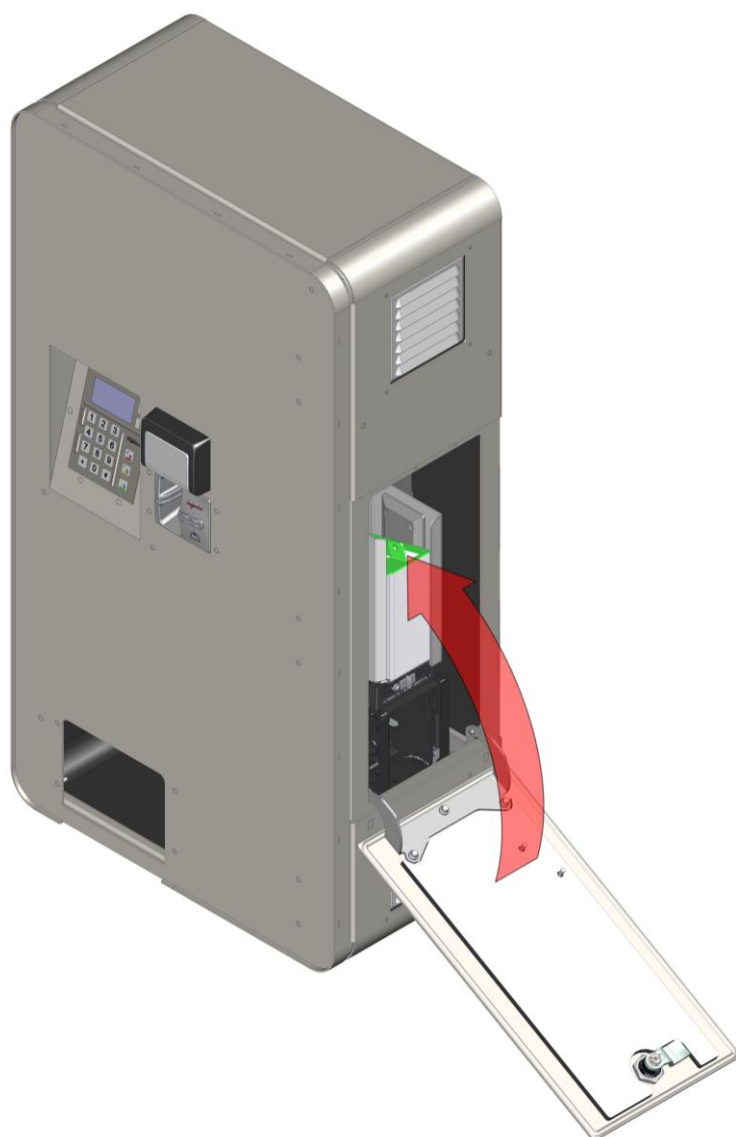
Place the counterweight in the cassette on the RFID card stack.

⚠ Ensure correct alignment of the counterweight!
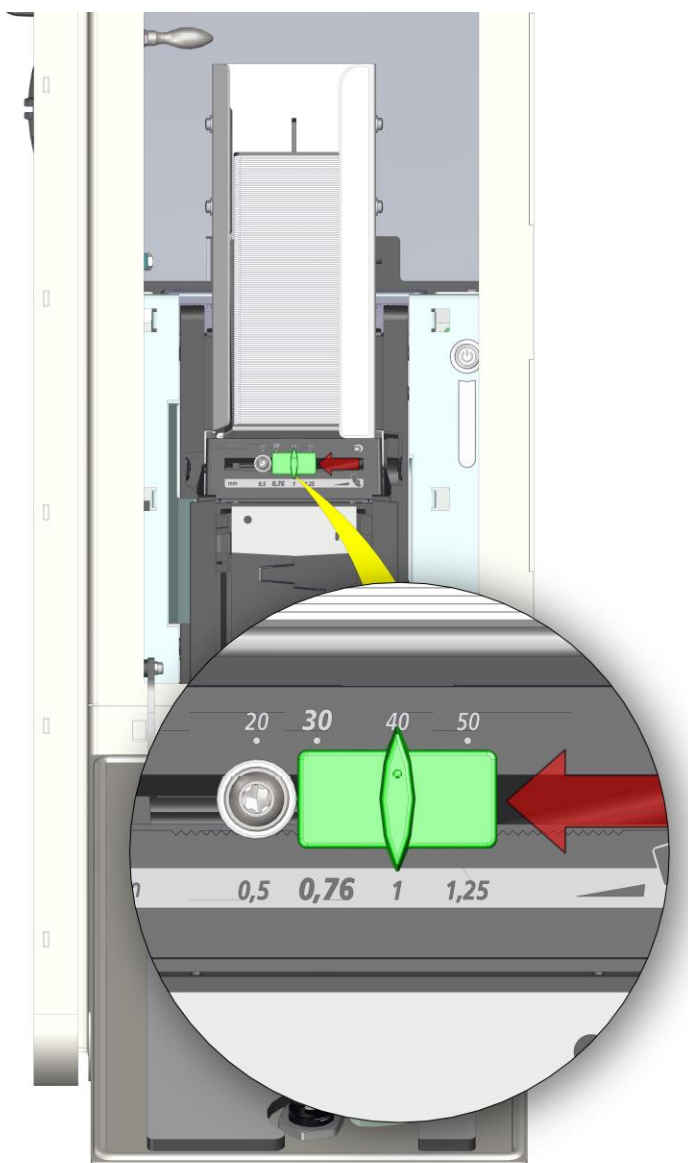
Check whether the slider for the card thickness is pushed to the left as far as it will go!

⚠️ *If the controller is not set correctly, a card jam may occur. In this case, contact a trained specialist! (see chapter **2.4**)*

ℹ️ *Afterwards, a test print or card feed test must be performed. (see chapter Fehler! Verweisquelle konnte nicht gefunden werden.)*

Confirm filling of the card slot via the maintenance screen (see **5.5**) and close the maintenance door as described in section **5.2**.

5.4 Fault card compartment
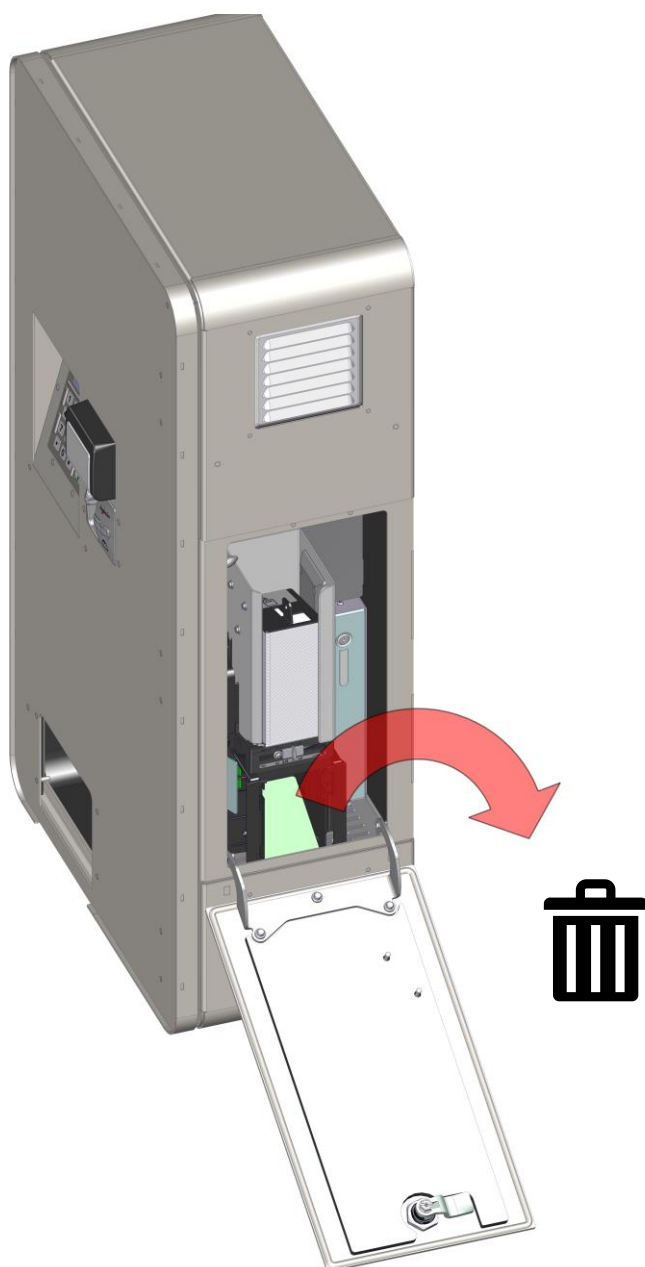
If there are cards in the fault card compartment, they must be disposed of.

5.5 Maintenance screen

> ⚠ *The design of the maintenance screen may vary depending on the equipment!*

> ⚠ *As soon as the maintenance door of the ticket pickup module is opened, the device switches to maintenance mode and the following screen appears on the terminal display!*
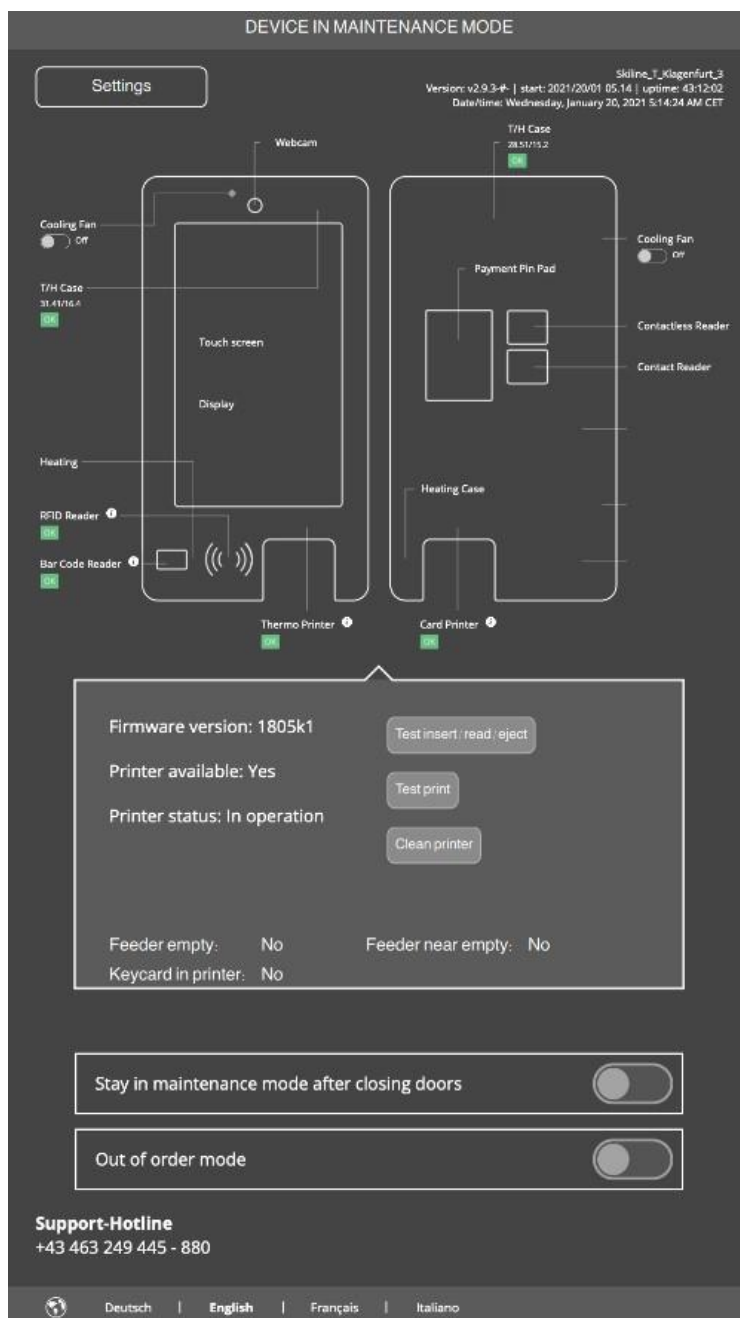
The following operations are performed via the maintenance screen:

- Cleaning
  - o Clean rollers
  - o Clean printhead

- Perform test print

- Card feed test

- Out of order mode

- Info about card magazine

5.5.1 SYSTEM DATA

The **SYSTEM DATA** field provides system-relevant data for the operation of the device. A constant temperature in the device is crucial for trouble-free operation.
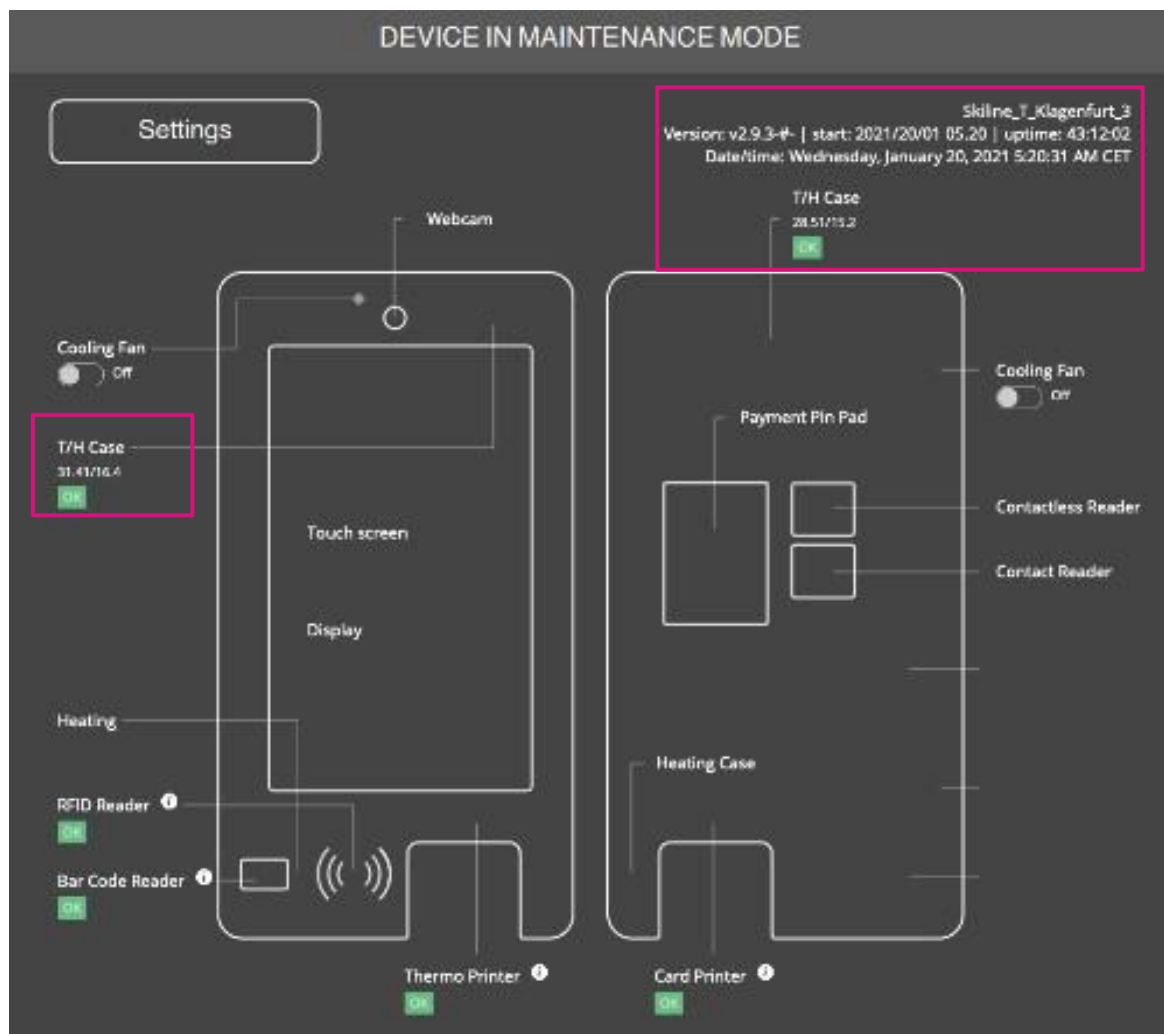
5.5.2 LANGUAGE

The language can be set in the lower part of the maintenance screen, English, French, Italian and German are available.

5.5.3 TEST PRINT & CARD FEED TEST

The "**Print Test**" button can be used to perform a test print or the "**Feed/Read/Eject Test**" button to perform a card feed test. These are usually carried out after the cards have been filled to ensure that they function correctly.
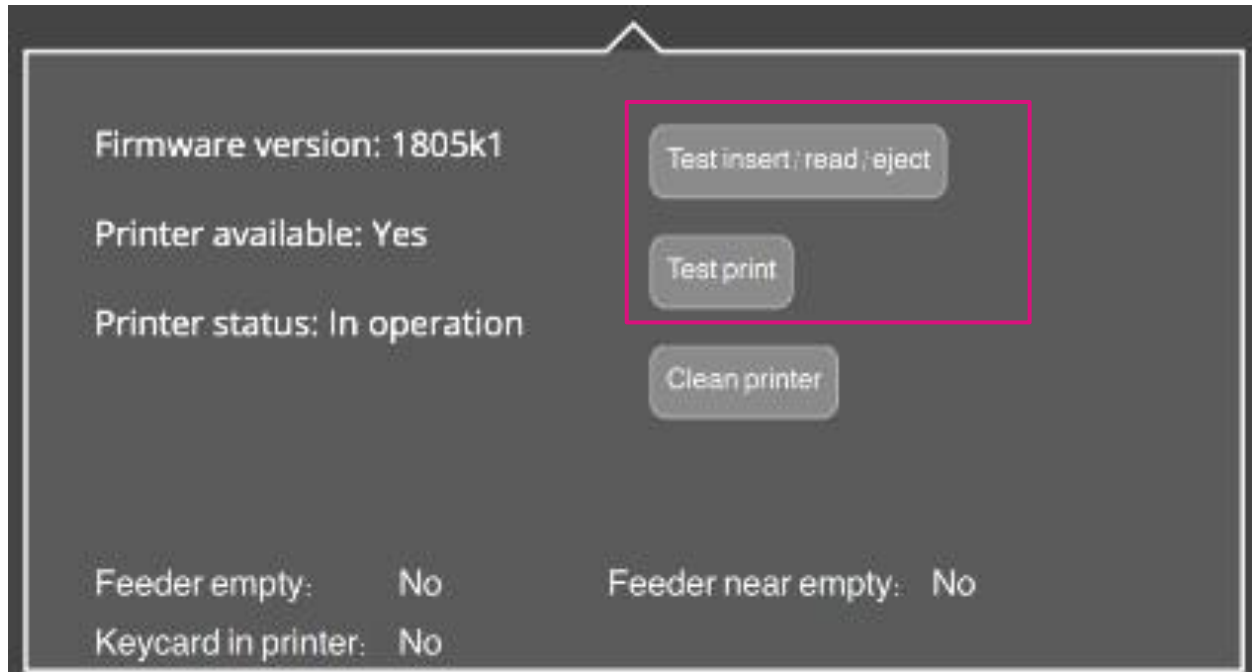
5.5.4 OUT OF ORDER MODE

If the device is in "**Out of order**" mode, it is no longer possible to use it in operation. This mode can be switched on and off in the bottom field of the maintenance screen. If the slider is moved to the right, the dot appears in green, so the out of order mode is activated, for deactivation the slider must be moved to the left again.

5.5.5 START CLEANING OPERATION

This button is used to start the cleaning process as described in section **5.6.**

Firmware version: 1805k1

Test insert / read / eject

Printer available: Yes

Test print

Printer status: In operation

Clean printer

Feeder empty: No   Feeder near empty: No

Keycard in printer: No
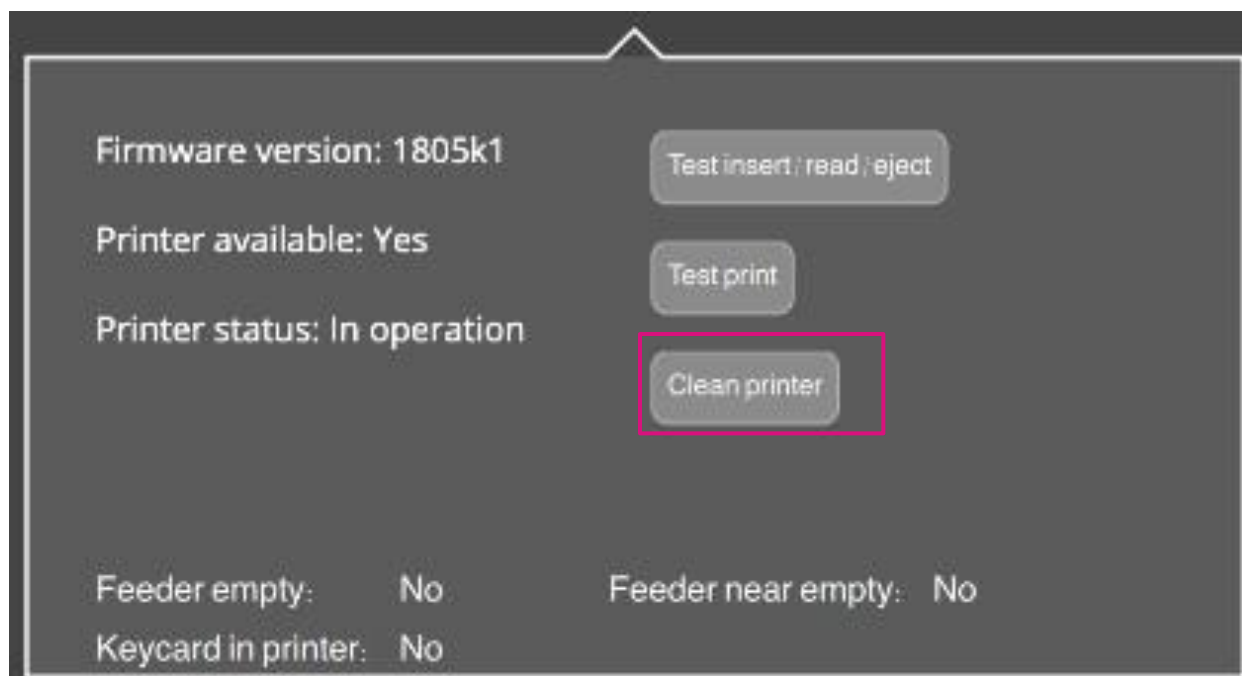
5.5.6 INFO TICKET PRINTER

All information on card status, printer status as well as current firmware versions can be retrieved via the "Card Printer" button.
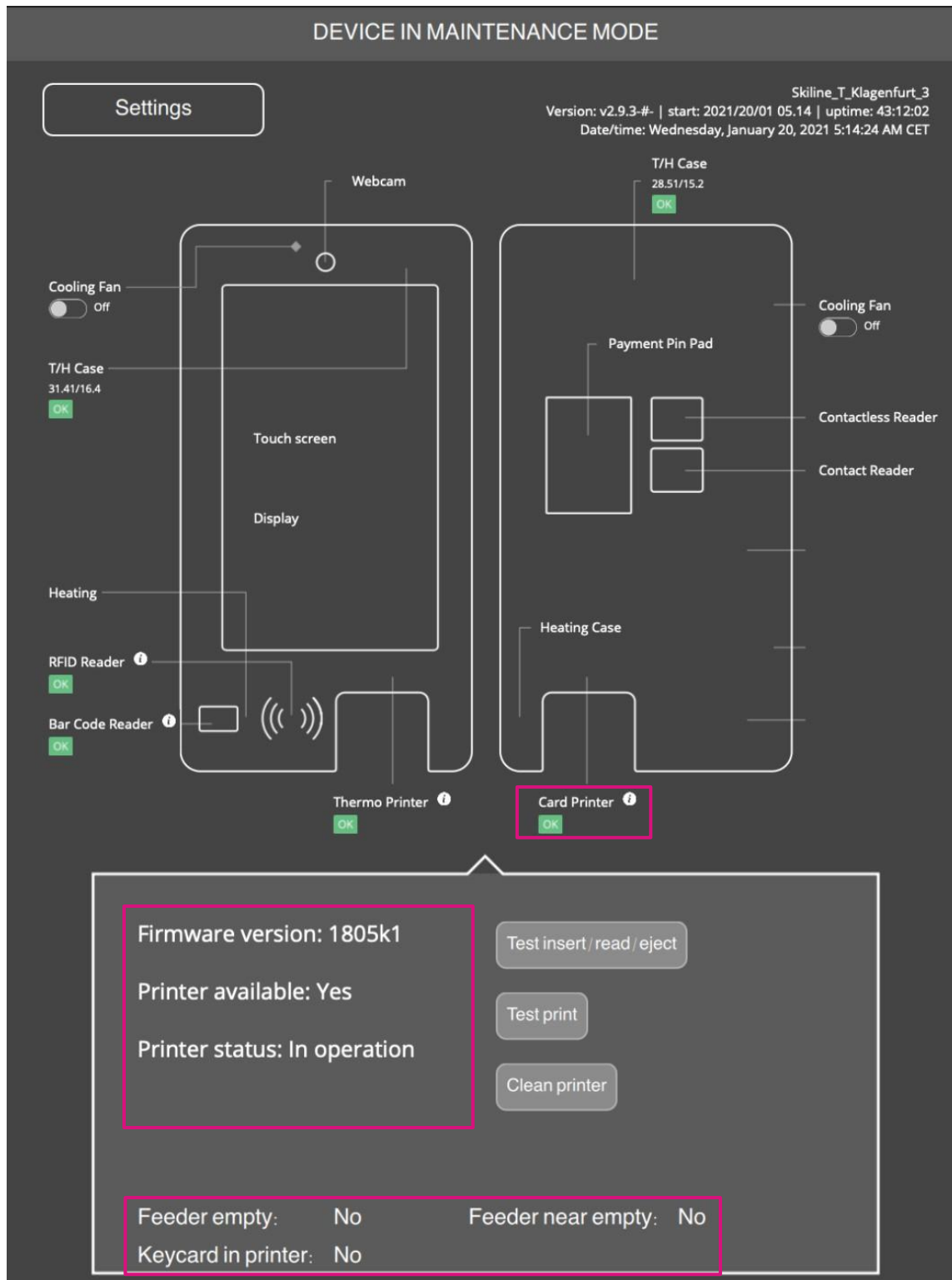
5.6 Cleaning

(i) *It is strongly recommended to perform cleaning **BEFORE** busy days!*
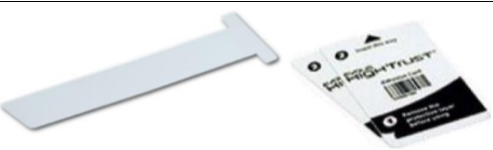
(!) *Cleaning interval after 500 tickets produced.*
Always use both cleaning cards ("T-Card" and "Adhesive-Card")!

Part	Intervall	Cleaning	Figure
Card printer	**BEFORE** busy days	(*„T-Card" and „Adhesive-Card"*)	T-Card Adhesive Card
Card printer	After idle time >1month	(*„T-Card" and „Adhesive-Card"*)	
Card printer	After 500 RFID cards produced (Note on the maintenance screen)	(*„T-Card" and „Adhesive-Card"*)	
Withdrawal compartment	Weekly	Cleaning wipe	

5.6.1 CLEANING KITS

Cleaning cards, pens or sets can be purchased or reordered via the support (see point Fehler! Verweisquelle konnte nicht gefunden werden.).

Part number	Content	Figure
301029	Set of 3 cleaning pens	
301072	Adhesive Card for Evolis Ticket Printer (50pcs/pack)	
301073	Cleaning card (T-Card) for Evolis ticket printer (10pcs/pack)	
900324	Cleaning Card Set (5pcs Adhesive Card / 1pcs T-Card)	

5.6.2 CLEANING PROCEDURE

Open refill door as described in chapter **5.1**.
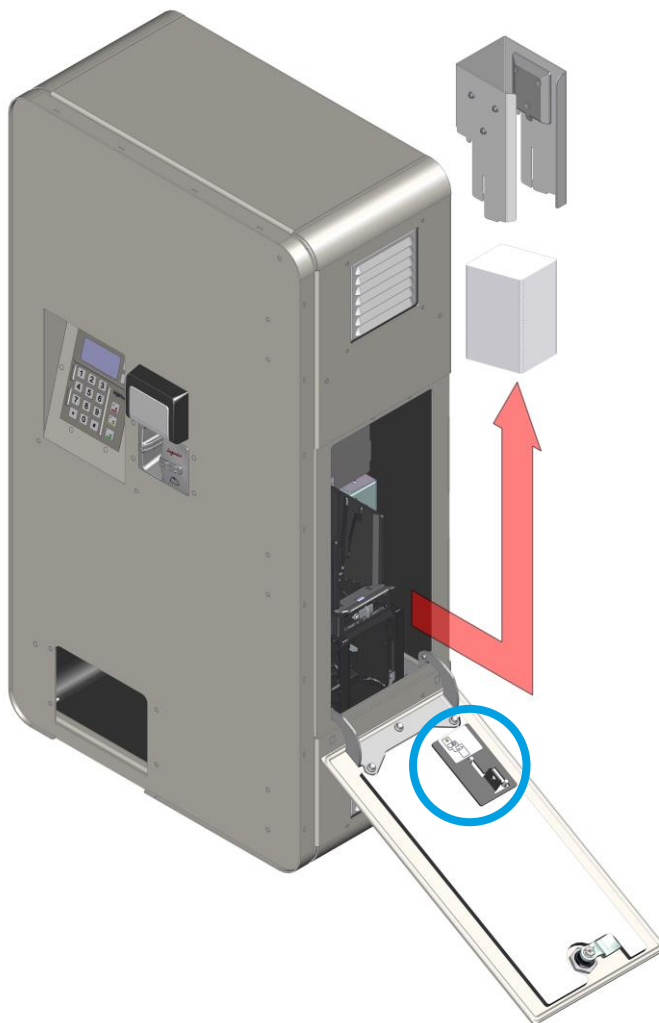
(i) Put down counterweight.
(blue marking)

Remove cards and cassette.

⚠ *Protect removed RFID cards from dirt and moisture! In case of doubt, these must be disposed of!*

⚠
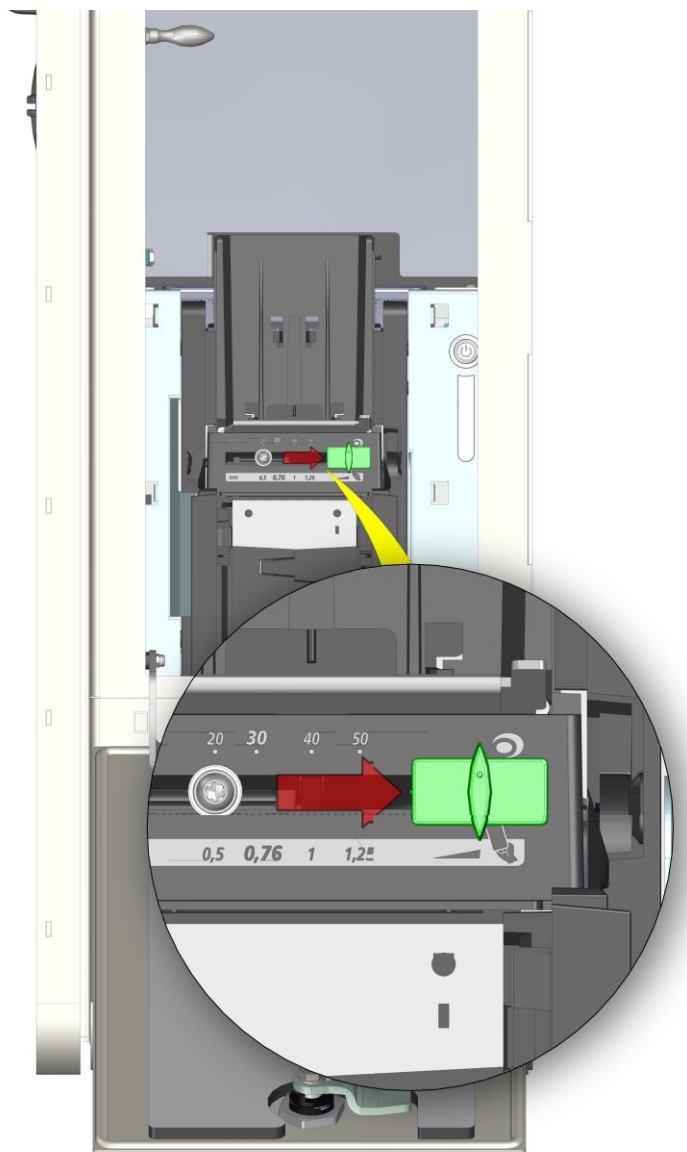
Move the slider for the card thickness all the way to the right. ➡

ℹ *Prepare cleaning cards ("T-Card" & "Adhesive-Card"), but do not insert them yet!*

T-Card

Adhesive-Card

5.6.2.1 T-Card cleaning

✓ Start cleaning by pressing the button on the maintenance screen (see **5.5.5)**
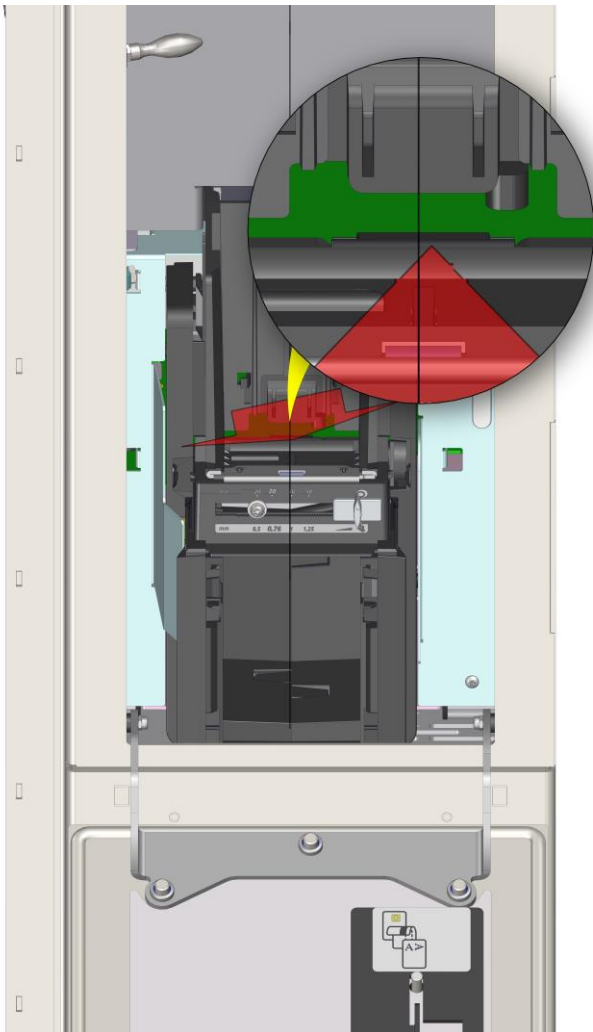
! „Insert "T-Card" within 10 seconds

ⓘ *Insert the "T-Card" into the slot until it is pulled in by itself - the cleaning process then runs and the "T-Card" is ejected after approx. 15s.*

! *"T-Card" must be retracted completely to the stop*

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If the ejected "T-Card" is very dirty, it should be turned over and the process repeated. Otherwise continue!

Then dispose of the "T-Card" properly!

After cleaning with the "T-Card", wait approx. 3min. until the feed rollers in the printer have dried.
Failure to observe this can lead to deposits on the feed rollers and to failure of the device!

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5.6.2.2 Adhesive Card cleaning

ⓘ
„Prepare the "Adhesive Card" Remove the foil but do not insert it yet!

✓ Cleaning by pressing the "**START**" button on the maintenance screen again. (See **5.5.5**)
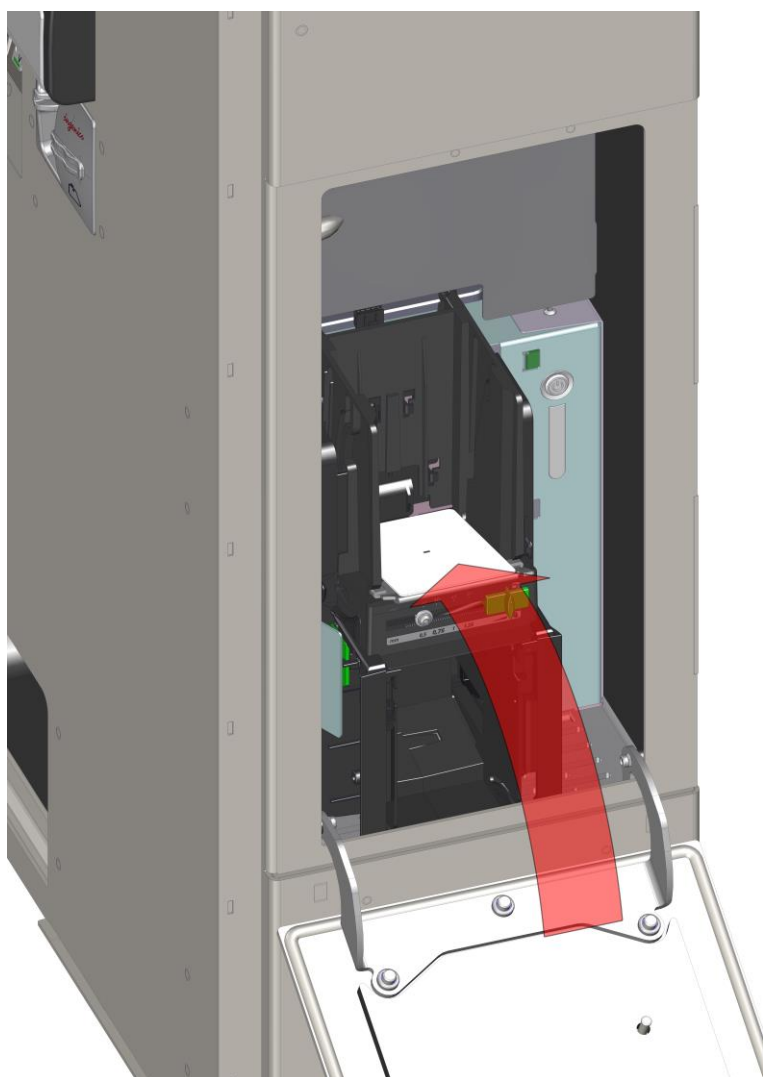
⚠
„Insert Adhesive-Card" within 10 seconds with the sticky side facing upwards.

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> ❗ *After cleaning with the "Adhesive Card", it is dispensed into the fault card compartment.*

- Remove the "Adhesive Card" from the fault card compartment and dispose it. (see **5.4**)

- Refill the device with tickets. (see **5.3**)

- Push the slider for the card thickness to the left again.

> ❗ *If the slider is not set correctly, a card jam may occur. In this case, contact the service technician.*

- Close the maintenance door as described in section **5.2**.

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6 Troubleshooting

| ! | *At low outdoor temperatures, the vending machine can remain in "out of service" mode for up to approx. 1h after start-up.* |

| i | ***Diagnosis:*** *As soon as "Out of service" or "In maintenance" appears on the display, the maintenance screen of both modules can provide information* |

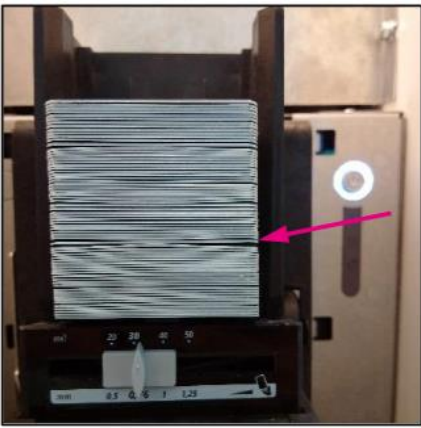| Problem	Root cause	Corrective action
Ticket vending machine remains in "Out of order" mode after being switched on	Interior temperature too low	Checking the interior temperatures of the ticket pickup module via maintenance screen (see **5.5.1**)
Paper jam thermal printer in terminal module	Ejector compartment clogged or overfilled	1. open terminal module 2. check the ejection tray and if there is too much paper or paper is stuck, remove paper 3. Start test print via maintenance screen (see section **5.5.3**)
Paper jam thermal printer in terminal module	Funnel clogged or overfilled	1. Open the terminal module 2. Check whether there is paper residue in the funnel (see chapter **4.4.3**) 3. Start test print via maintenance screen (see **4.5.5**)
Paper jam thermal printer in terminal module	Paper roll inserted crooked	1. Terminal Modul öffnen 2. Papierrolle überprüfen, ob korrekt eingesetzt (siehe Punkt Fehler! Verweisquelle konnte nicht gefunden werden.) 3. Testdruck über Wartungsscreen starten (siehe Punkt Fehler! Verweisquelle konnte nicht gefunden werden.)
Thermal paper is not printed	Paper roll inserted incorrectly	1. Open terminal module 2. check if paper roll is inserted correctly (see **4.4.5**) 3. start test print via maintenance screen (see **4.5.5**)
Touchscreen does not respond	Dirt on the touchscreen surface	Visually check whether there is any dirt on or behind the touch surface and clean with glass cleaner and microfiber cloth if necessary.
Touchscreen does not respond	System does not respond	Switch the device off and on (see **4.3**)
Touchscreen does not respond	Touchscreen defective	Contact customer service

Display fault	Temperatures too high	1. If the temperature on the display is too high, it is automatically switched off. The remaining systems, especially the air conditioning components, remain active to dissipate the heat. As soon as the operating temperatures are reached again, the display is automatically switched on again. 2. In case of abnormal artifacts, unusual color changes or too weak backlight, please contact support.
Fogged display on the inside	Interior humidity	1. Check if the device is closed correctly 2. Temperature status terminal module via maintenance screen (see **4.5.2**) 3. If the problem could not be solved contact customer service
Network error	On-site network malfunction	1. Check network status terminal module via maintenance screen (see **4.5.3**) 2. Contact facility management
Network error	System does not respond	1. Check network status terminal module via maintenance screen (see **4.5.3**) 2. Terminal module switch off and on (see **4.3**) 3. If the problem could not be solved contact customer service
Aborted payments	Incorrect or blocked means of payment	1. Control of the reports on the screen of the payment modules 2. Kontrolle des Zahlungsmittels
Aborted payments	System does not respond	1. Check status terminal module via maintenance screen (see **5.5.1**) 2. If the problem could not be solved contact customer service
Missing payment receipt	Problems with thermal printer	Check paper and thermal printer

Ticket Pickup Module cannot feed RFID cards	Fixed card in the feed tray	1. Open Ticket Pickup Module (see **5.1**) 2. Empty card tray 3. Check feed tray 4. If RFID card is stuck, pull it out 5. Fill card tray (see **5.3**) 6. check the controller for card thickness - it must be set to the left stop (see **5.3**) 7. Close TPM (siehe Punkt **5.2**) *Abbildung 12: Feststeckende Karte*
Ticket Pickup Module cannot feed RFID cards	Deformed cards in the feed tray	1. Open Ticket Pickup Module (see **5.1**) 2. Check RFID cards for severe deformation 3. Fill card tray (see **5.3**) 4. Close TPM (see **5.2**) *Abbildung 13: Verformte Karte*
Ticket Pickup Module cannot feed RFID cards	Moist cards in the feed tray	1. Open Ticket Pickup Module (see **5.1**) 2. Check RFID cards if they are wet or stick together 3. Fill card tray (see **5.3**) 4. Close TPM (see **5.2**)
Ticket Pickup Module cannot feed RFID cards	Too many cards in the feeder	1. Open Ticket Pickup Module (see **5.1**) 2. check the number of cards, if more than recommended on the sticker are inserted. 3. Close TPM (see **5.2**)

RFID cards are not printed	Incorrectly inserted RFID cards	1. Open Ticket Pickup Module (see **5.1**) 2. Check if RFID cards are inserted correctly (see **5.3**) 3. Start test print via maintenance screen (see **5.5.3**) 4. Close TPM (see **5.2**)

7 Value preservation

- Perform regular visual checks on the overall condition of the device.
- Perform touch screen test across the entire surface.
- Check display for abnormal artifacts or unusual color changes.
- Check for moisture in the interior and insect infestation.

Clean the housing only with non-aggressive cleaning products (e.g., warm soapy water). Clean the glass front regularly with glass cleaner and microfiber cloth.

If the device is to be taken out of operation, switch it off (see chapter Fehler! Verweisquelle konnte nicht gefunden werden.) and protect it with a cover.

(!)   **Fire hazard**: *Do not cover the device when switched on!*

8 Support

Our customer service / technical support is available as follows:

Adress:	**Alturos Destinations GmbH** **Am Bach 4** **A-6840 Götzis**
Phone:	+43 463 249 445-880
Mail:	b2b-support@skiline.cc
Web:	www.alturos.com

In addition, we are always interested in information and experiences that result from the application and can be valuable for the improvement of our products.

9 Disassembly & disposal

9.1 Disassembly

Disassembly must be carried out by a qualified technician. The device and all operating materials must be disposed of properly.

9.2 Disposal

At the end of the device's service life, it must be disposed of by a qualified company. In exceptional cases and after consultation with Alturos Destinations GmbH the device can be returned.

Risk to the environment: *Incorrect disposal can pose risks to the environment.*

Attention*: Electrical waste, electronic components, lubricants and other additives are subject to hazardous waste treatment and may only be disposed of by authorized companies!*

The local municipal companies can provide information on environmentally friendly disposal.