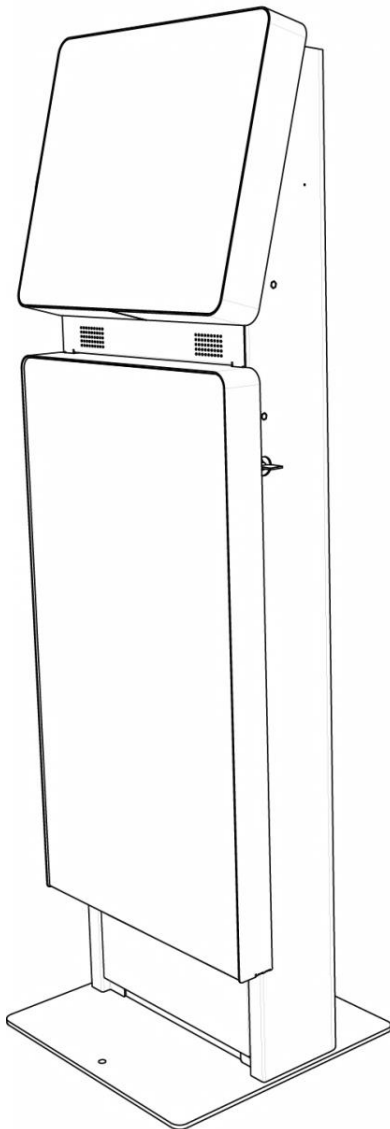


ZENON

Wall Installation Manual – Pedestal kiosk



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1.0 Zenon Installation

WARNING! - The kiosk and pedestal are heavy. Perform a manual handling risk assessment prior to handling/moving this product.

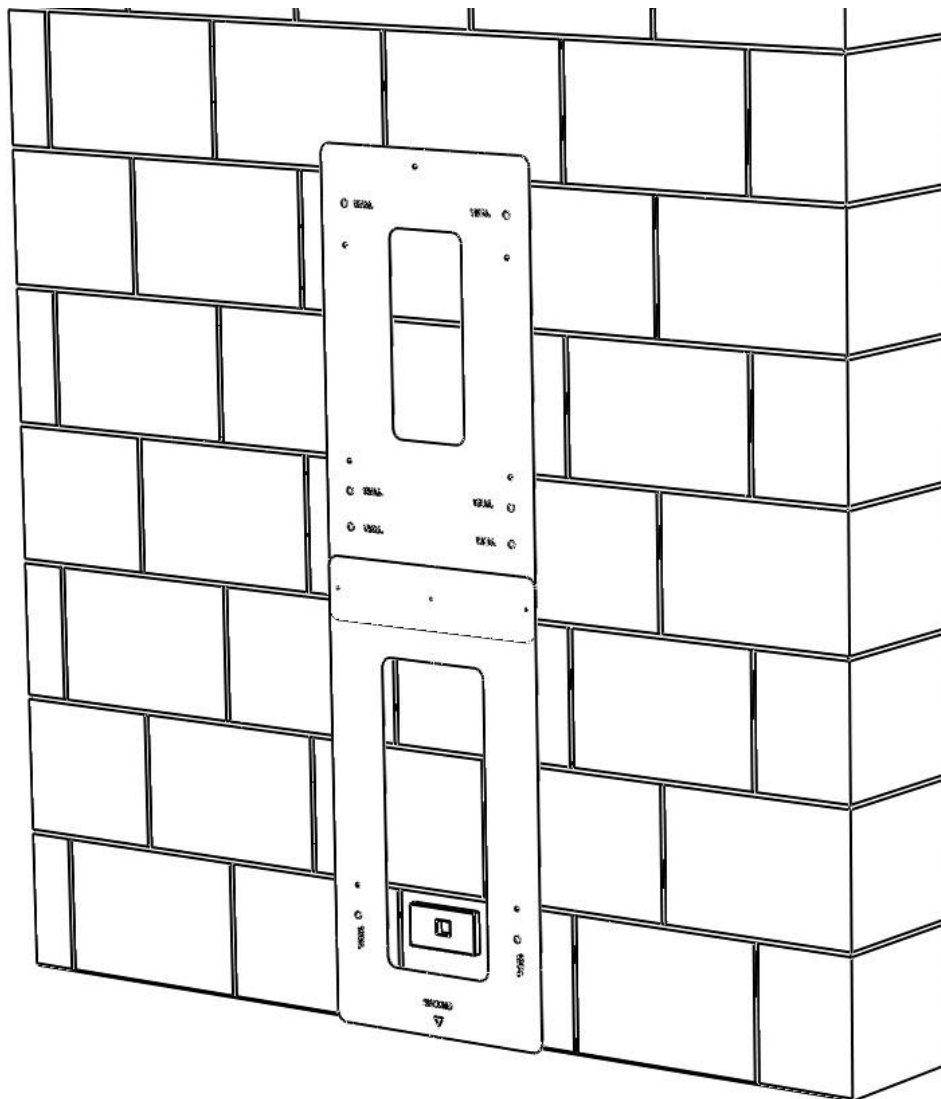
Installation should be carried out by a trained professional that has undertaken the installation training and has read through the Zenon Operation and Maintenance Manual. Training by an authorized Neo representative must be undertaken in order to become a qualified service personnel. Please read the following instructions carefully to ensure the kiosk is installed correctly. Guides on how to perform manual handling risk assessments are available from government workplace safety authorities in your state. Details on the weight and dimensions of the kiosk are located in the Technical Specification of this Manual.

- 13mm socket with extension
- 7mm socket driver with extension
- Assorted Spanners
- Phillips head screwdriver
- Drill with No2 Phillips Driver
- Safety Knife

Fixing to the Wall

To aid in the installation process a drill jig can be supplied as part of the installation kit

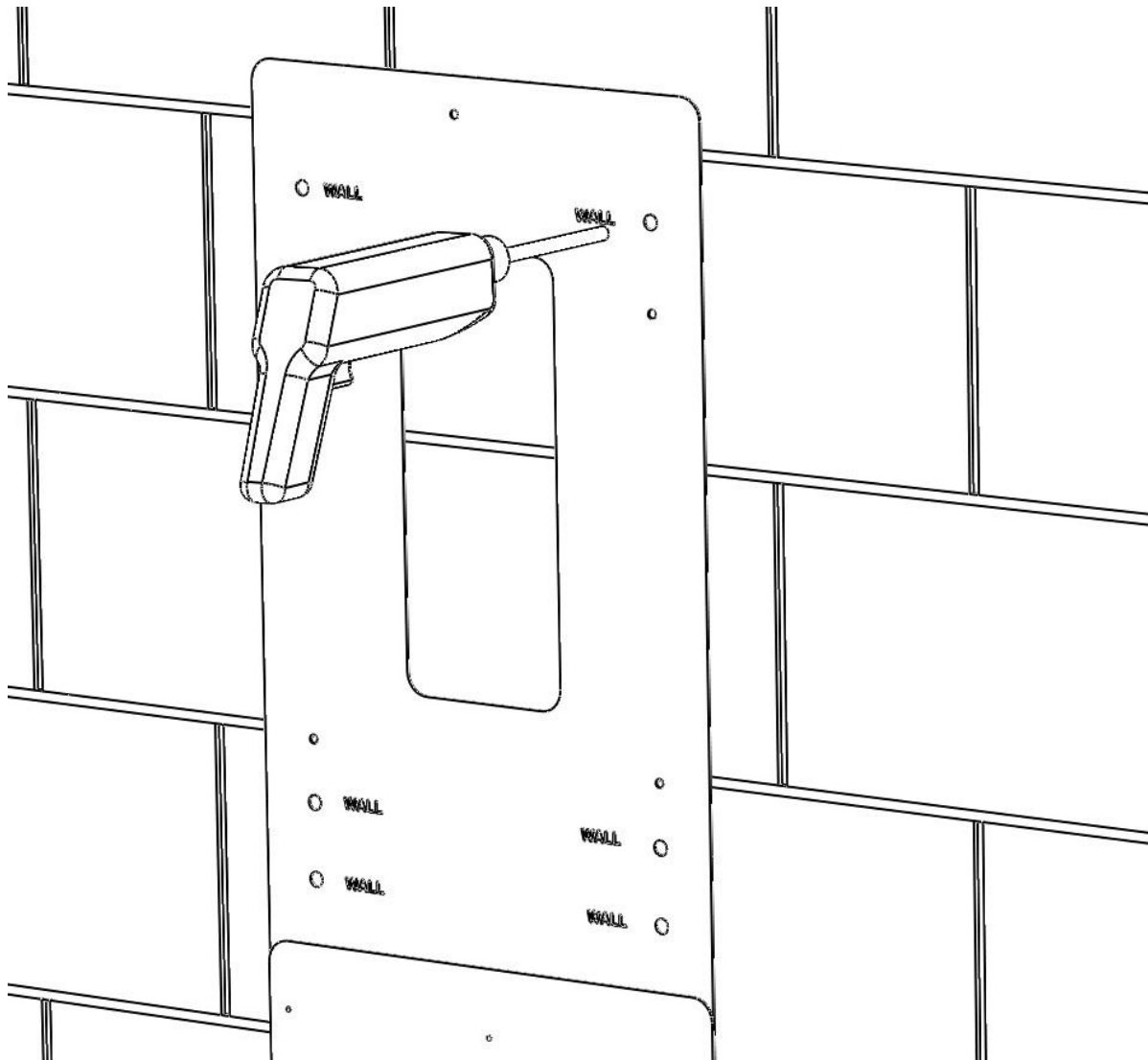
1. Place the Installation jig in the desired location. Ensure that it is set vertical.
2. Minimum 6 x M6 Dynabolts required for concrete or minimum 6 x Coach Screws for fastening to wood.



WARNING! If you have any uncertainty in regard to fixing hardware, please contact NeoProducts as specifications will vary with each surface or structure to which they are to be affixed.

CAUTION! Ensure appropriate safety wear equipment is used for this operation.

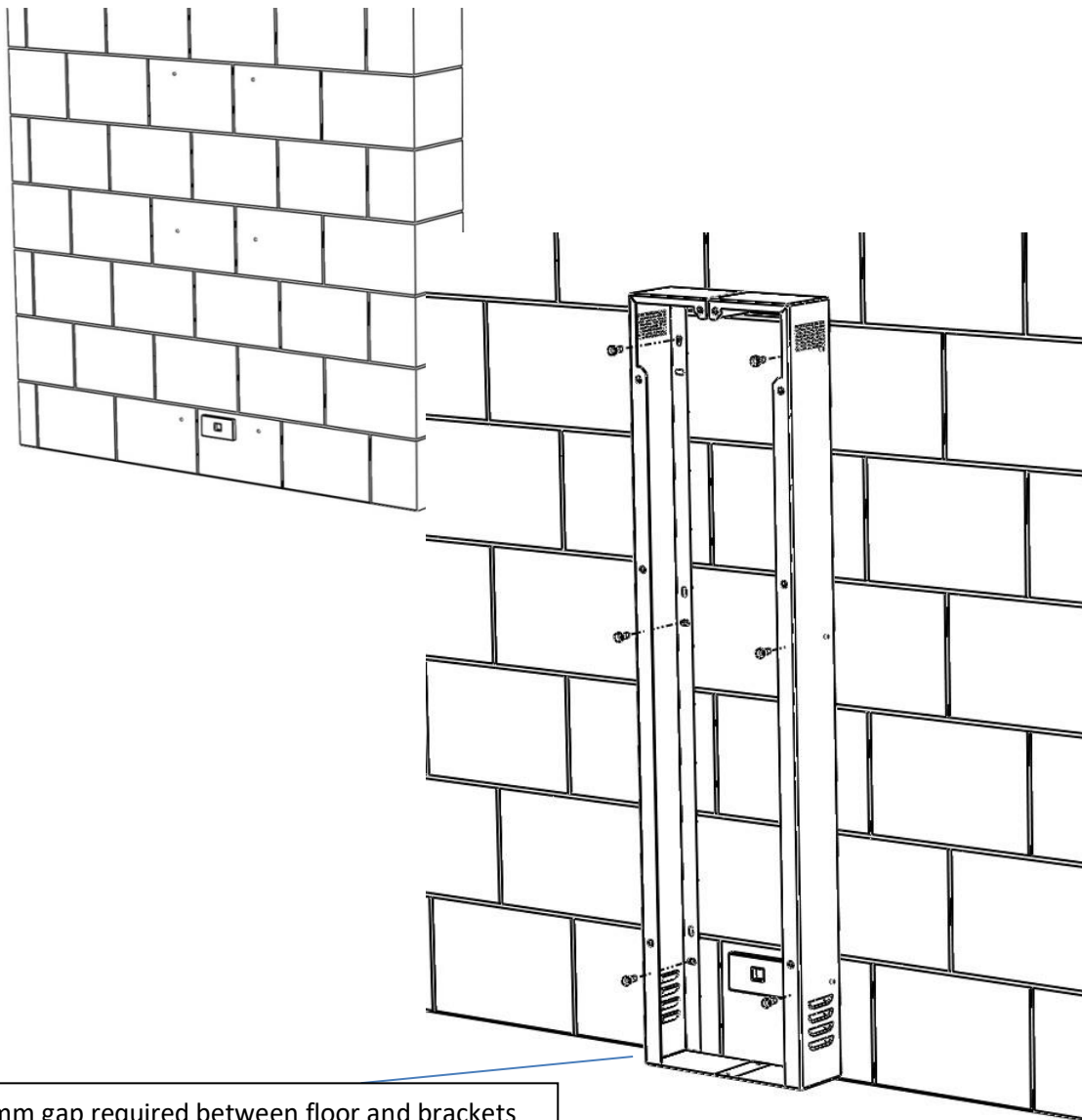
3. Mark the location of the fixing holes onto wall.
4. Drill holes into wall using appropriate drill bit



WARNING! Drilling into concrete, should be performed by someone with prior experience.

Remove template and locate Wall Mount bracket over holes.

5. Clean wall and floor around the installation area.
6. Place the wall mount brackets on the wall. Align the holes on the wall bracket to the drilled holes on the wall.
7. Ensure that there is a minimum 6mm gap from the floor to the underside of the wall mount brackets

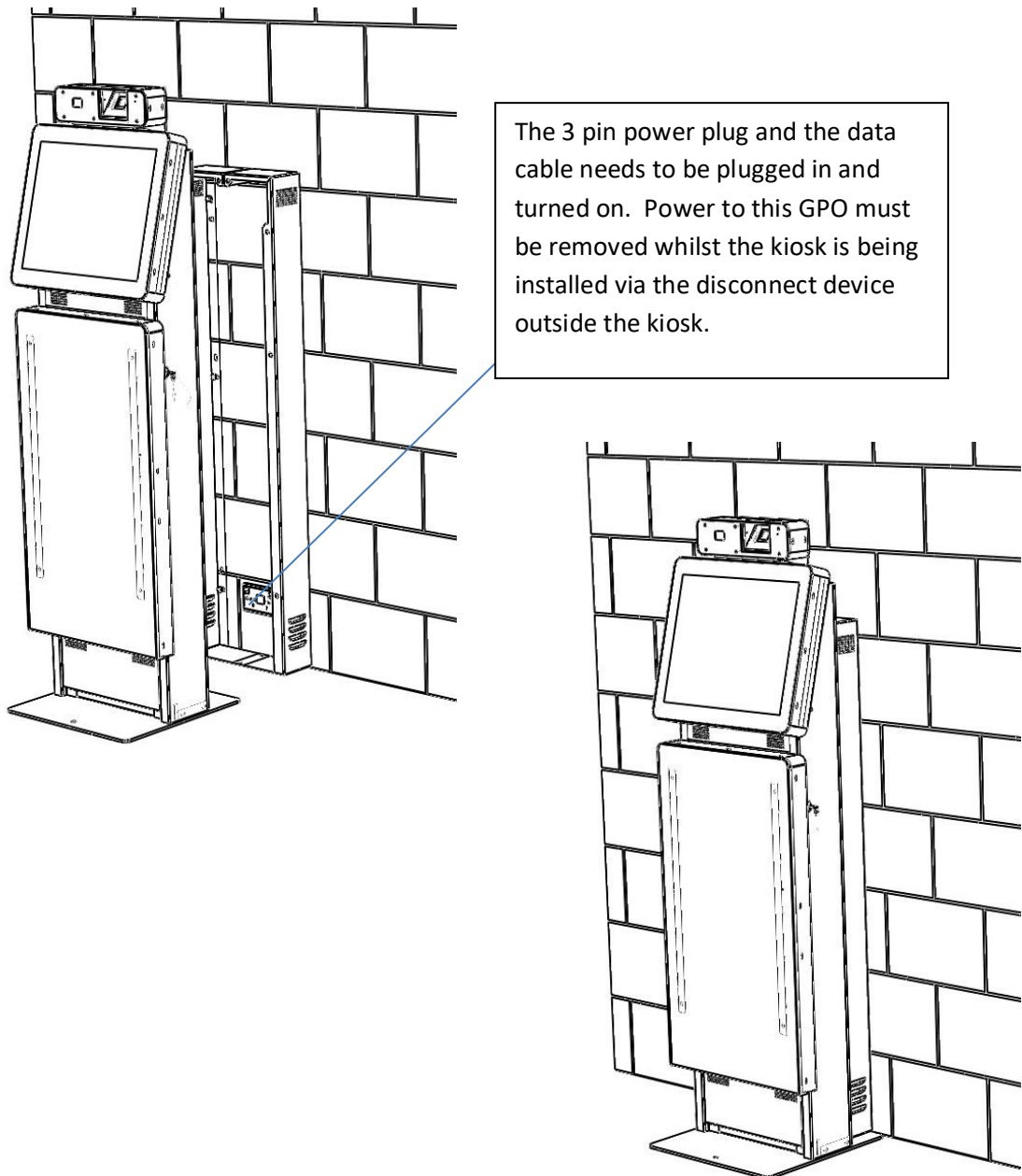


8. Secure the bracket to the wall using the appropriate fixing screws.

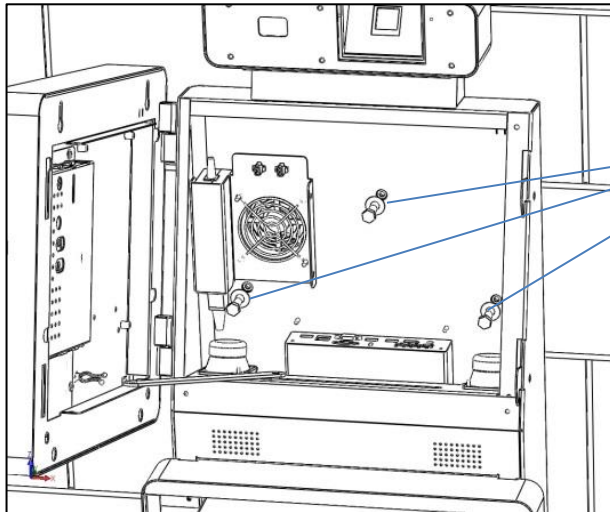
9. Ensure the power cord from the kiosk is plugged into the outlet and switched on at the wall socket. (Refer to section 2.6 in the Zenon operational and maintenance manual)

for PERMANENTLY CONNECTED EQUIPMENT, a readily accessible disconnect device shall be incorporated external to the equipment

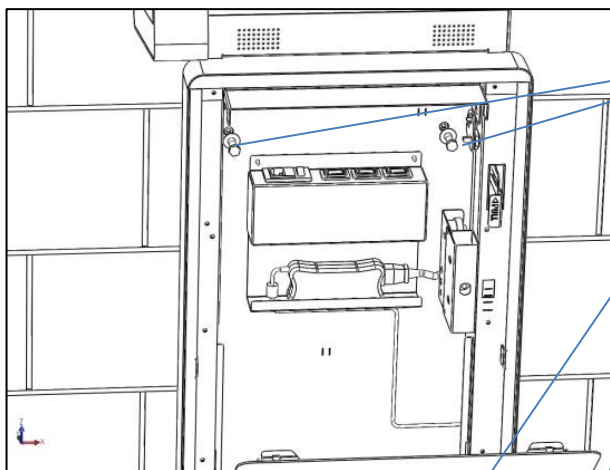
10. Present the kiosk to the wall mount bracket. Ensure that the power cord is position safely inside the wall mount brackets as the kiosk is pushed up to the wall.



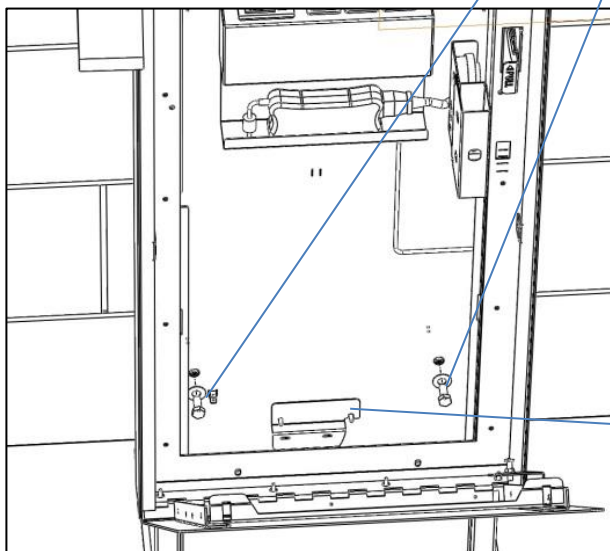
11. Open the kiosk doors (Refer to section 2.5 in the Zenon operational and maintenance manual). Feed the power and data cable through the rear access cover on the kiosk
12. Align the 7 holes in the kiosk and secure the kiosk to the wall mount bracket



3 mount points accessed via the LCD door

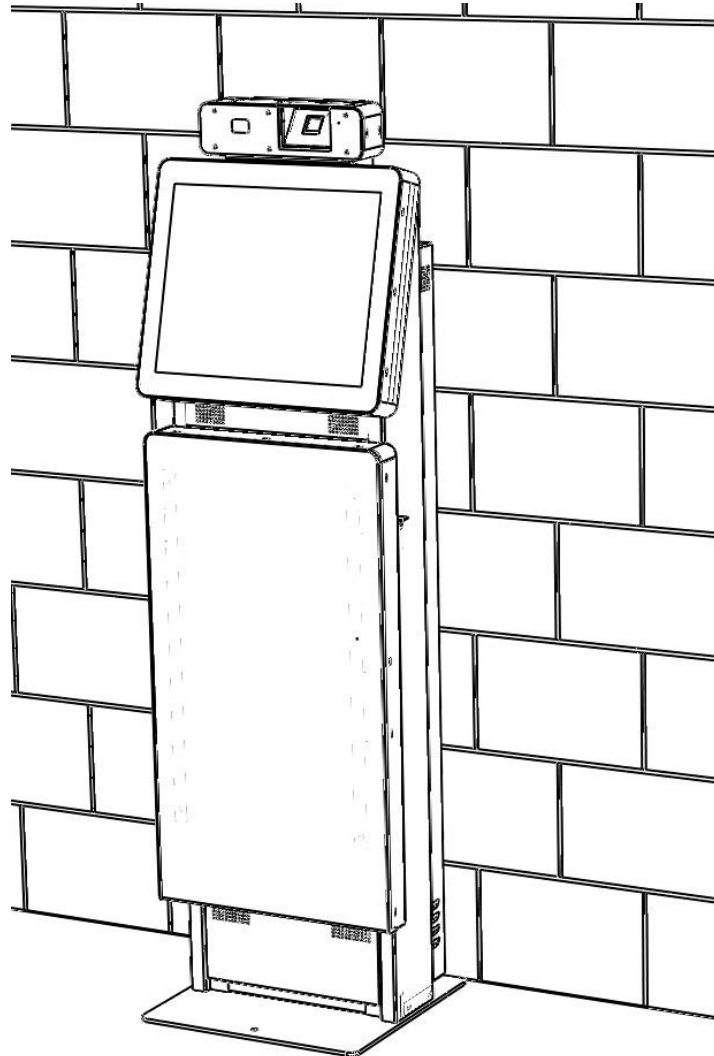


4 mount points accessed via the lower door



Release M4 nuts on rear access cover to access cables. Feed cables through this cover and connect to IEC input and Ethernet port.

13. Close the upper and lower doors and check that the kiosk is securely fixed and locked.



2.0 – Zenon Installation requirements

Warranty

Details of the warranty are provided with the sales documentation. To ensure that any warranty claims can proceed efficiently, the following steps should take place at the time of installation.

An installation checklist is provided on the following pages. If a problem occurs at the time of installation, complete the installation checklist including all details listed below, and forward a copy of the checklist to the kiosk manufacturer with a cover letter.

Note: This must take place within 7 days of the installation date

Installation Instruction and Checklist

For warranty purposes, it is recommended that the following take place:

The checklist is completed by the installer. If necessary detailed comments should be completed in the space provided.

The installer details are recorded at the bottom of the checklist.

The kiosk owner reads through the checklist and signs the bottom of the checklist.

A copy of this checklist is retained on file by the installer and kiosk owner.

In the event of problems occurring or questions are raised, a copy of the checklist should be forwarded to the kiosk manufacturer (within 7 days of the installation date).

Zenon Installation Checklist

<p>Removing Kiosk from the Packaging</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Perform a manual handling risk assessment prior to handling/moving the units of this product. (Guides on how to perform manual handling risk assessments are available from government workplace safety authorities in your state.)</p> </div> <p>Cut the straps securing the cardboard box</p> <p>Remove the cardboard box</p> <p>Attached to the upper rear section of the kiosk are the following items:</p> <p>Keyboard, keys, power and data cables</p> <p>Place these items in a secure position.</p> <p>Remove the two coach bolts from the base that secure the kiosk to the pallet.</p> <p>You will require a drill and a 13mm socket extension.</p> <p>Remove the kiosk from the pallet.</p> <p>Remove wall mount bracket from the back of the kiosk (wall mount model only).</p> <p>Remove all transport foam from inside the kiosk before turning on the kiosk.</p>	Y/N
<p>Comments</p>	
<p>Positioning the Kiosk (Considerations)</p> <p>Ensure this is a supervised location.</p> <p>The location is near a socket-outlet which is easily accessible. Be sure that there is a disconnect device outside the kiosk enclosure.</p> <p>The operating environment is within the limits specified in the electrical technical Specifications (refer to section 2.4).</p> <p>The location of the kiosk is dust free.</p> <p>The location of the kiosk is indoors.</p> <p>The location of the kiosk is away from direct sunlight.</p>	Y/N
<p>Comments</p>	

Opening and Closing Procedure	Y/N
<p>Open the kiosk door and LCD door. (Refer to section 2.5 in the Operational and maintenance manual)</p> <p>Test the door locking and catch operation.</p> <p>Test the LCD module locking and catch operation.</p> <p>Check all device brackets are in place.</p>	
Comments	
Turn on and Turn off Procedure	Y/N
<p>Complete the turn on procedure. Refer to Section 2.6</p> <p>Check that all devices are working including speakers (use the 'Device Testing' checklist immediately below).</p> <p>Complete the turn off procedure.</p>	
Comments	

Device testing		
Check that each of the following devices is operational.		
Computer	OK <input type="checkbox"/>	N/A <input type="checkbox"/>
LCD Unit	OK <input type="checkbox"/>	N/A <input type="checkbox"/>
Touch Screen	OK <input type="checkbox"/>	N/A <input type="checkbox"/>
Speakers	OK <input type="checkbox"/>	N/A <input type="checkbox"/>
Ventilation Fan	OK <input type="checkbox"/>	N/A <input type="checkbox"/>
Comments		

Training of Kiosk Owner	Checklist	Trainee's Initials
The installer shall provide training to the new owner for the following points. The trainee shall write his or her initials in the final column to indicate training has been adequate.		
Demonstrate LCD module and kiosk door opening operation (refer to section 2.7).	Completed <input type="checkbox"/>	
Demonstrate applicable kiosk features. Show the trainee the following diagrams in the manual and point to each feature on the kiosk: Figure 2.2 External Features Figure 2.3 Internal Features	Completed <input type="checkbox"/>	
Demonstrate the kiosk turn on procedure (refer to the section 2.6). Indicate clearly the on/off switch.	Completed <input type="checkbox"/>	
Explain to trainee, that for possible re-location in the future, the kiosk must remain within the operating environment as specified in Section 2.4.	Completed <input type="checkbox"/>	
Briefly discuss the individual sections of the troubleshooting procedures in Appendix D of the manual.	Completed <input type="checkbox"/>	
Provide the trainee with contact names and numbers in the event of a breakdown.	Completed <input type="checkbox"/>	

Final Inspection	Y/N
<p>Inspect exterior paint and metalwork for damage.</p> <p>Interior has been cleared of any dust build up.</p> <p>Kiosk vents are not obstructed by external factors.</p> <p>The kiosk is not installed in direct sunlight.</p> <p>Door is latched correctly.</p> <p>Kiosk is Installed and operational</p> <p>Ethernet cable is connected and working</p>	
Comments	

05303-ML002AA

KIOSK DETAILS:

Kiosk serial number:

INSTALLERS DETAILS:

Completed by (Print Names):

Completed by (Signatures):

Completed by (Installers' Company Name):

Installation Date:

Site name and Address:

KIOSK OWNER'S DETAILS:

I have read through the above checklist, understood it, and am in agreement with all comments made. I will retain a copy of this installation checklist on file.

Completed by (Print Name):

Completed by (Signature):

Company Name (Print):

Date:

I have received training according to the installation procedures.

YES / NO

If "NO" please complete one of the following alternative statements

An alternate person was trained (print name below)

I have previously received training and do not need further training (sign below)

I have advised the installers that I do not need training (sign below).

3.0 Kiosk Manufacturer Details

9.1 Australia

NeoProducts Pty Ltd

62 - 64 Pacific Drive

Keysborough VIC 3173 Australia

Phone: +61 (03) 9701 1511 (AEST 8:30AM to 5PM)

Email: service.au@neoproductsgroup.com

Appendix A – Goods Warranty Procedures

Neo Products service department can be contacted via the following:

SERVICE: +61 (03) 8796 2317 (AEST 8AM to 4PM)

EMAIL: service.au@neoproductsgroup.com

Warranty Return Address – 62-66 Pacific Drive, Keysborough VICTORIA 3173

General Procedure

- Department raises a Return Material Authorisation (RMA) and is responsible for freighting the faulty component to Neo.
- Return Material Authorisation (RMA) will be acknowledged by Neo via email or fax within 4 hours.
- Repair target for contracted and warranty services is 5 days turnaround starting from receipt at Neo Products (excludes return freight time).
- Unwarranted repairs including damage caused by abnormal usage will be treated as best endeavours and quoted at standard spare parts costing.
- Daily reporting of all items in repair system to a nominated email address can be provided.

Logging Calls to Neo Products Service Department

A new service request must be logged via the Neo Products service department. This can be performed via Email or Phone. In order to log a call, department must supply Neo Products with the following information.

- **Customer:**
- **Product:**
- **Date:**
- **Serial Number:**
- **Fault Description:**

Return Goods RMA (Return Material Authorisation)

Return Material Authorizations are to be sent to the service email above. Responses shall be recorded and replied to within 4 hours of receipt (EAST 8AM to 4PM) Mon to Fri, Excluding Public Holidays.

Receipt of Goods

Once the goods are received, Neo will send a receipt acknowledgment, and the repair process will begin.

Repair of Goods

All parts will be repaired and tested in accordance with NeoProducts quality standards. Units are booked in and verified against the initial records. Any problems highlighted at this time will be forwarded to the original requester.

Return Shipment of Goods

Goods that are being shipped will be tracked by the consignment number. This information will be provided in the delivery docket at the time of dispatch. NeoProducts is responsible for return freight.



62-66 Pacific Drive, Keysborough VICTORIA 3173

Phone: +61 (03) 9701 1511

Email: service.au@neoproductsgroup.com