

06312 KT3 KIOSK

USER SERVICE MANUAL

Version History

Dec. 2021 V 0.1 Release Version

ISSUE NUMBER	DATE	ECN	COMMENTS	APPROVED
01	07-03-2024	6535	NEW RELEASE KT3 KIOSK USER MANUAL FOR CUSTOMER REVIEW.	LD
02	15-04-2024	6535 (amend)	ADDITIONAL INFORMATION REGARDING PSU ENCLOSURE ASSY (CHAPTER 10—Step 7).	LD
03	06-05-2024	6535 (amend)	UPDATE 2.1.1 Mechanical FOR KIOSK & PEDESTAL WEIGHTS, CHAPTER 4 & 5 FOR POWER SWITCH ORIENTATION DUE TO CUST. FEEDBACK.	LD

Who Should Use This Manual

This guide is intended for those responsible for the installation and use of the Kiosk.

It contains information on:

- Installation and set-up instructions
- Operational requirements
- Kiosk Hardware Component Overview

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Notices

Note: For any safety-related incident that occurs related to this machine, the field personnel involved must immediately follow regular Safety Incident Reporting and contact the following department:

Neo Products Pty Ltd.
62-66 Pacific Drive
Keysborough, VIC 3173
Phone (03) 9701 1511

The System Services Representative (SSR) should check the following:

1. Ensure that the Kiosk is plugged into a properly grounded outlet.
2. Ensure that the ground wires are properly secured at each end and not pinched.

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SAVE THESE INSTRUCTIONS

Chapter 1 - Safety Information – READ THIS FIRST

Read the following information before operating the equipment.

Definitions of Hazard Levels:

The word **DANGER** indicates the presence of a hazard that has the potential of causing death or serious personal injury.

The word **CAUTION** indicates the presence of a hazard that has the potential of causing moderate or minor personal injury.

Chapter 1 - Safety Information

Danger Notices

DANGER: To prevent a possible shock from touching two surfaces with different protective ground (earth), use one hand, when possible, to connect or disconnect signal cables.

DANGER: Overloading a branch circuit is potentially a fire hazard and a shock hazard under certain conditions. To avoid these hazards, ensure that your system electrical requirements do not exceed branch circuit protection requirements. Refer to the information that is provided with your device or the power rating label for electrical specifications.

DANGER: An electrical outlet that is not correctly wired could place hazardous voltage on the metal parts of the system or the devices that attach to the system. It is the responsibility of the customer to ensure that the outlet is correctly wired and grounded to prevent an electrical shock.

DANGER: When working on or around the system, observe the following precautions:

Electrical voltage and current from power, telephone, and communication cables are hazardous.

To avoid a shock hazard:

- If Neo Products supplied a power cord, connect power to this unit only with the Neo Products provided power cord. Do not use the Neo Products provided power cord for any other product.
- Do not open or service any power supply assembly.
- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- The product might be equipped with multiple power cords. To remove all hazardous voltages, disconnect all power cords.
- Connect all power cords to a properly wired and grounded electrical outlet. Ensure that the outlet supplies proper voltage and phase rotation according to the system rating plate.
- Connect any equipment that will be attached to this product to properly wired outlets.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn ON any equipment when there is evidence of fire, water, or structural damage.
- Sharp edges, corners and joints may be present in and around the system. Use care when handling equipment to avoid cuts, scrapes and pinching.
- Route all cords away from sharp edges, corners and points, moving parts and heated surfaces, to prevent damage to the cable insulation. Never route cables through openings that do not have smooth well-rounded surfaces or with bushings.
- Protect all cords against physical damage. Never allow objects to be placed on or against the cords, or on surfaces that contact the cords. Ensure cords are positioned not to be stepped on, tripped over, or subjected to damage or stress.
- Inspect the power cord thoroughly and periodically. Do not use the Kiosk if the cord is damaged.
- Grasp the plug to remove it from the outlet. Do not unplug by pulling on the cord.
- Never handle equipment by its cord.
- Fully insert the plug into the outlet.

DANGER: The AC main power cord from the Kiosk is the disconnect means from AC mains.

DANGER: The AC mains power cord of the Kiosk is used as the disconnect means of the AC disconnect box. Disconnect this cord before servicing the AC disconnect box.

DANGER: Hazardous voltage present. Voltages present a shock hazard, which can cause severe injury or death.

DANGER: Heavy equipment – personal injury or equipment damage might result if mishandled. Before lifting the unit consult the manual to determine the weight of the equipment and then perform a risk assessment to determine the most appropriate method for lifting / transporting the equipment.

DANGER: Professional movers are to be used for all relocation activities. Serious injury or death may occur if systems are handled and moved incorrectly.

DANGER: Serious injury or death can occur if loaded lift tool falls over or if a heavy load falls off the lift tool. Always completely lower the lift tool load plate and properly secure the load on the lift tool before moving or using the lift tool to lift or move an object.

Caution Notices

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

CAUTION: Energy hazard present. Shorting might result in system outage and possible physical injury. Remove any jewellery before servicing.

CAUTION: For safety when running the printer test, make sure hair is pulled back and personal articles such as ties, necklaces, or bracelets do not get caught in the moving print head.

CAUTION: Hazardous moving parts nearby.

CAUTION: Turn off or remove the fan's connection to power before attempting to service the fan. Ensure the fan has stopped moving before servicing.

CAUTION: The socket-outlet must be installed near the equipment and must be easily accessible.

CAUTION: This product is equipped with a 3-wire (two conductors and ground) power cable and plug. Use this power cable with a properly grounded electrical outlet to avoid electrical shock.

Electronic Emission & Safety Notices

Neo Products cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product.

Properly shielded and grounded cables and connectors must be used in order to meet emission limits. Neo Products is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment.

Unauthorized changes or modifications could void the user's authority to operate the equipment.

Cable Ferrite Requirement

All cable ferrites are required to suppress radiated EMI emissions and must not be removed.

Electrostatic Discharge (ESD)

Attention: ESD damage can occur when there is a difference in charge between the part, the product, and the service person. No damage will occur if the service person and the part being installed are at the same charge level.

ESD Damage Prevention

Anytime a service action involves physical contact with logic cards, printed circuit boards (PCBs), modules, back-panel pins, or other ESD sensitive (ESDS) parts, the service person must be connected to an ESD common ground point on the product through the ESD wrist strap and cord. The ESD ground clip can be attached to any frame ground, ground braid, green wire ground, or the round ground prong on the AC power plug. Coax or connector outside shells can also be used.

Handling Removed Cards

Logic cards removed from a product should be placed in ESD protective containers. No other object should be allowed inside the ESD container with the logic card. Attach tags or reports that must accompany the card to the outside of the container.

Chapter 2 - Product Description

2.1 Physical Specifications and Operating Environment

The Kiosk is designed to be installed in an indoor, temperature controlled environment.

2.1.1 Mechanical

	Kiosk
Dimensions	300 (D) x 600 (W) x 700 (H) Kiosk 340 (D) x 540 (W) x 900 (H) Pedestal
Weight	48.0Kgs / 105.0lbs Kiosk (est.) 38.0Kgs / 84lbs Pedestal (est.)

2.1.2 Environmental

Temperature:

Operating: Operating: 0°C to 35°C, 20%~80% RH (non-condensing)

2.1.3 Electrical

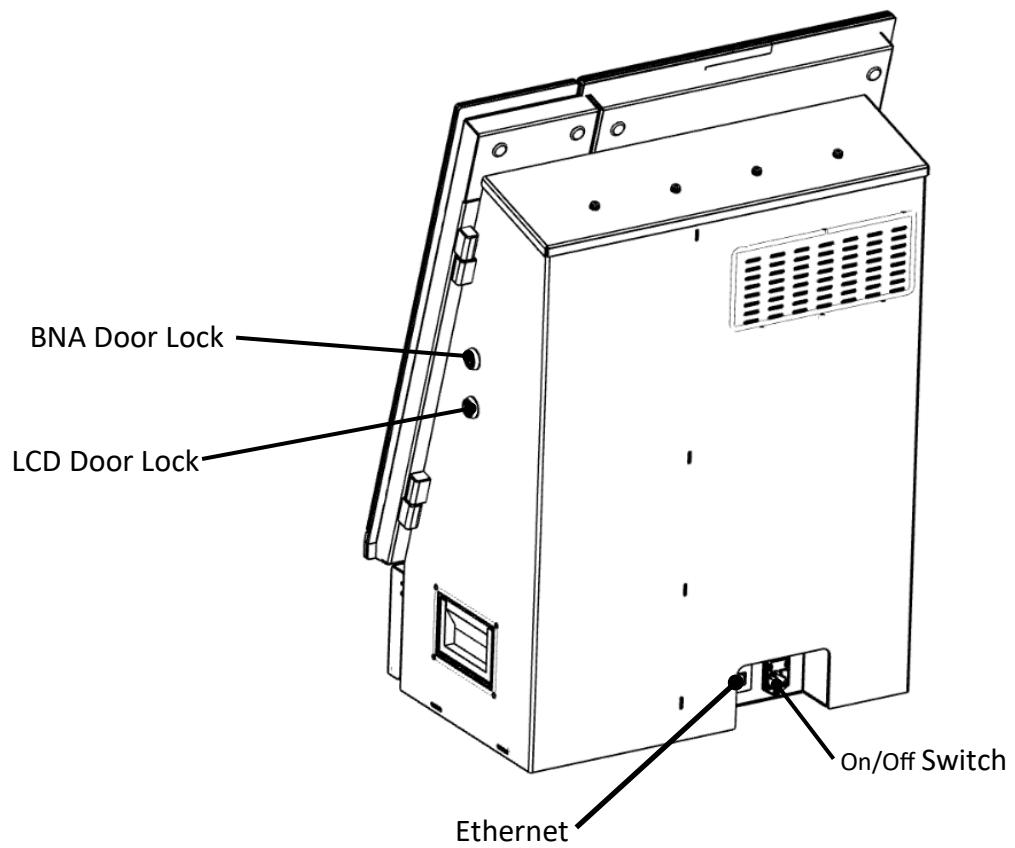
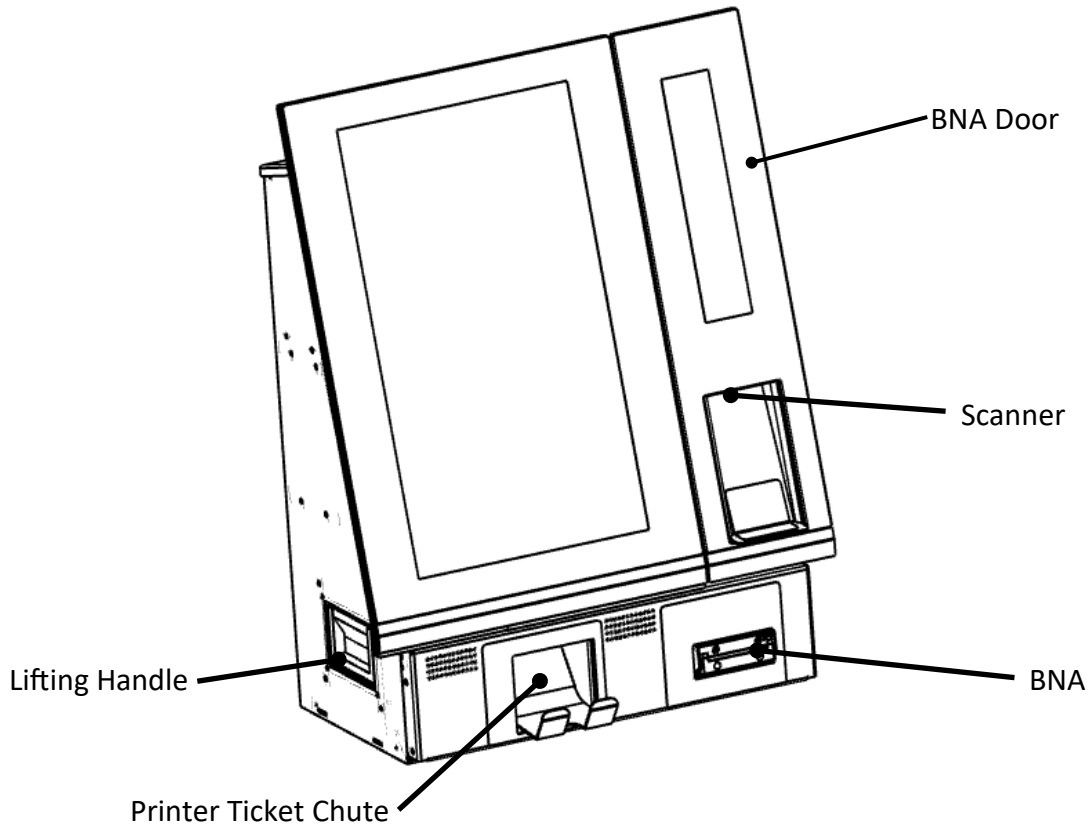
- Mains Input: Mains Input to 240V AC, 50-60Hz, 10A.
- A dedicated circuit for each Kiosk is not required.
- A grounded power outlet with IEC cable for connection to the Kiosk is required.

Mains Supply	Frequency	Comment
240VAC	50Hz	Use supplied 240V AC rated HO5VV-F IEC C13 cable

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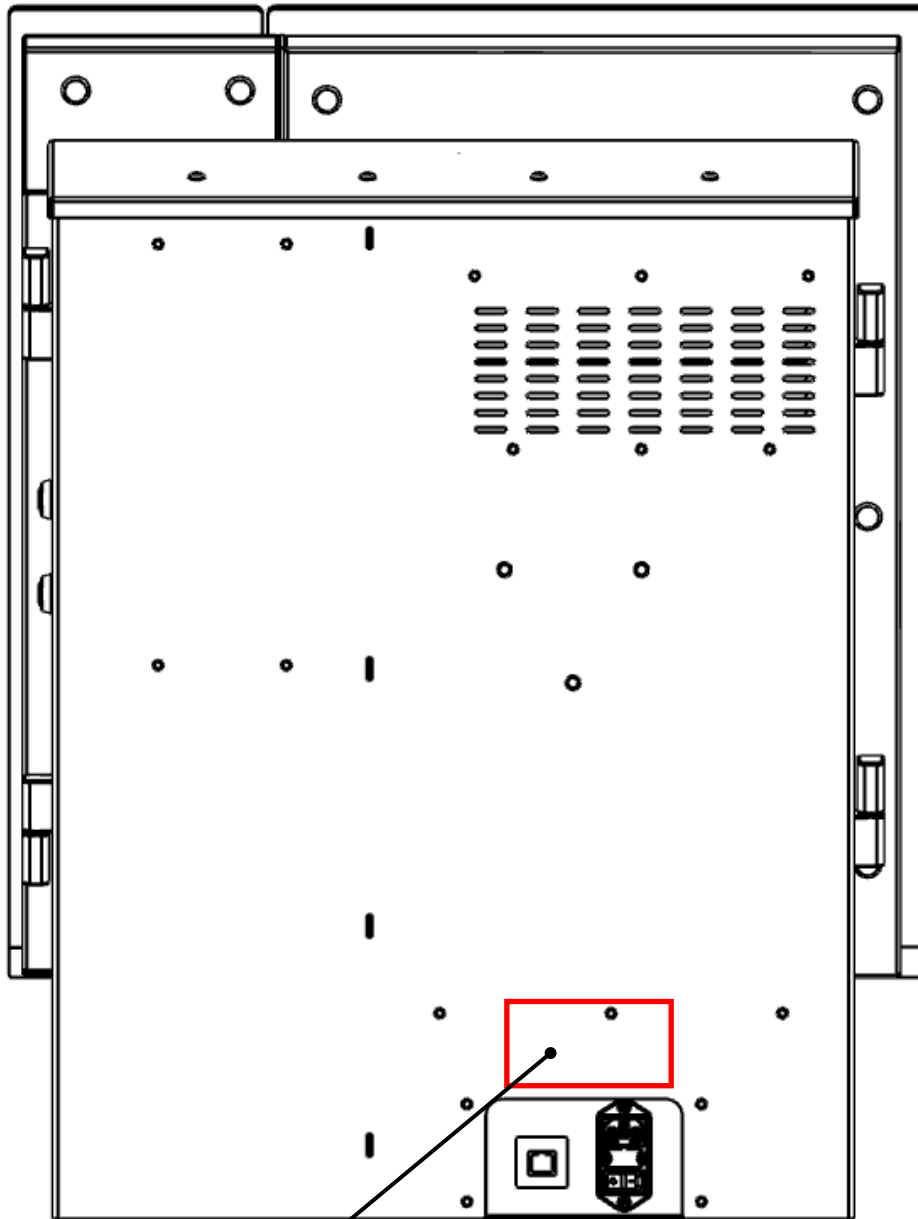
Chapter 3 - Kiosk Exploded view

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.



Chapter 4 - Location of marking

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.



Compliance Label

CASH SST - KENO
06312-GA002-XXXX

 neo
self-service solutions

POWER INPUT: 240VAC; 10.0A 50Hz
MFG: MMM-YYYY AUSTRALIA

MADE IN AUSTRALIA BY NEOPRODUCTS PTY LTD.
WWW.NEOPRODUCTSGROUP.COM

REMOVAL OR ALTERATION OF THIS LABEL WILL
INVALIDATE WARRANTY

06312-DC012, ECN: 6505

QR CODE 

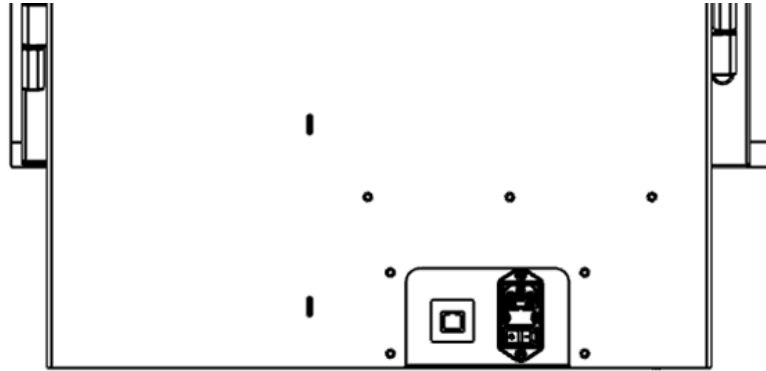
HI-POT

VIEW FROM REAR

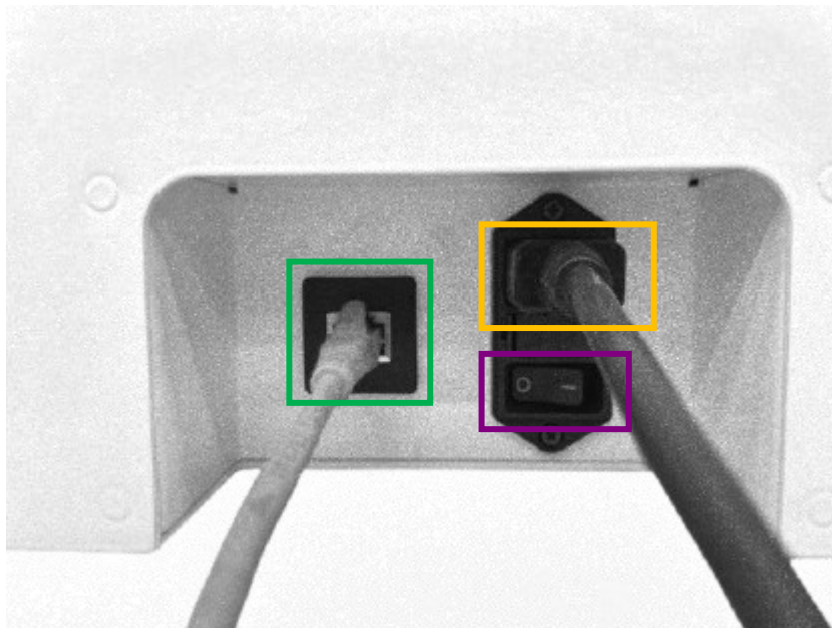
Power connection / Cable Access

The Kiosk is connected to power using and earthed IEC cable provided.

Power and Network connection for all variants can be accessed by the following locations:



VIEW FROM REAR



= Kiosk Power on/off
= Kiosk Power

= Ethernet

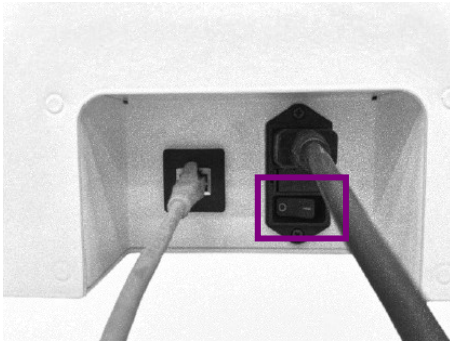
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Chapter 6 - LCD Screen

Replacing the LCD Screen

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1

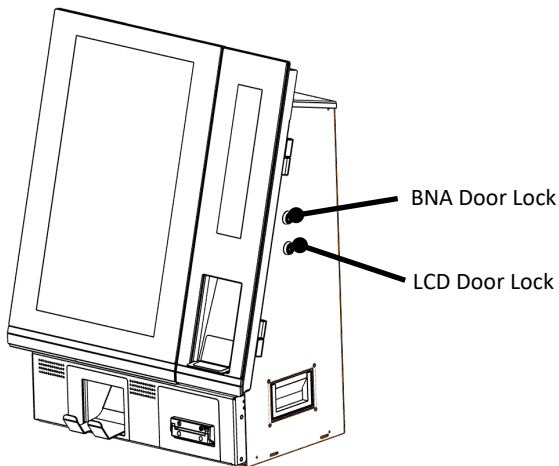


STEP 1 The Kiosk is to be correctly shut down via the operating system prior to completing this activity.

On the LCD Screen, close all applications & shut down the PC.

Once done, turn the Power Switch from I → O at the rear of the Kiosk.

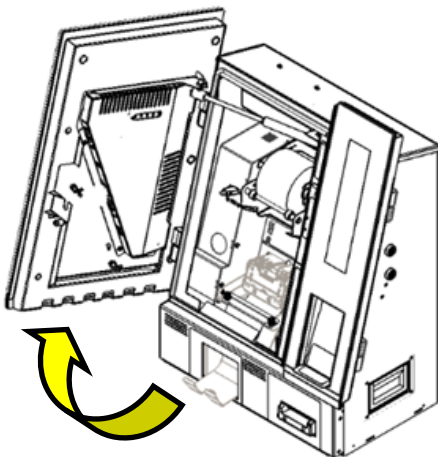
2



STEP 2 On the right-hand side of the Kiosk, the barrel locks open the following Kiosk Doors.

- 1) **Bottom** barrel lock = LCD Door.
- 2) **Top** barrel lock = BNA Door.

3

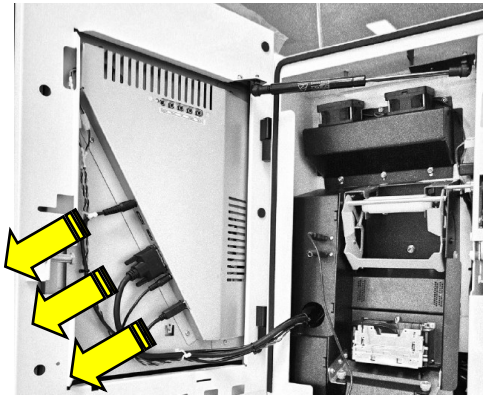


STEP 3 Insert the Kiosk Lock Key into the bottom barrel lock (1) to open the LCD Door in direction shown.

Chapter 6 - LCD Screen

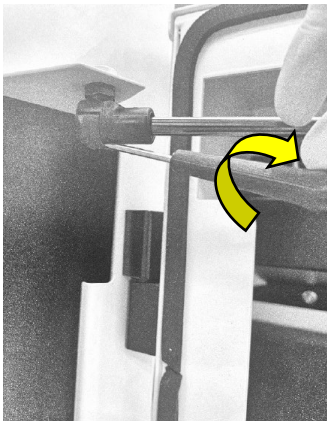
Replacing the LCD Screen (continued)

4



STEP 4 At the rear of the LCD, remove all Looms from the ports in area shown.

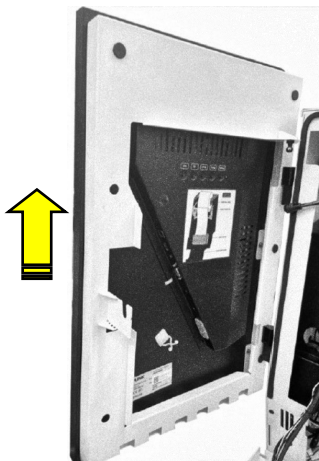
5



STEP 5 Using a small screwdriver or similar to gently twist & pry the retaining clip from the Gas Strut Ball on the LCD Frame as shown. The Gas Strut will fall to a rest position.

Caution: Ensure that the LCD is supported during the Gas Strut release to eliminate damage to the LCD, LCD Hinges & Kiosk.

6



STEP 6 Lift the LCD Screen in an upwards direction to remove from the Hinges.

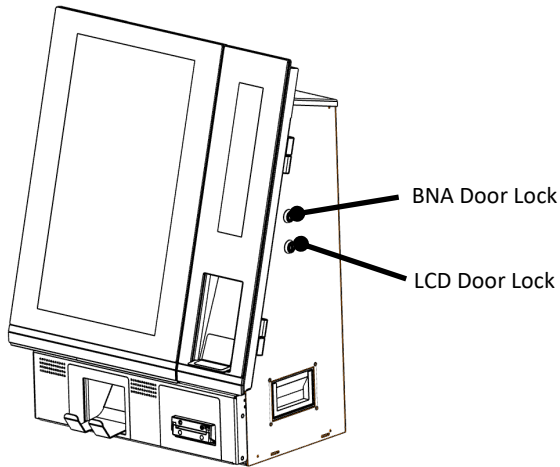
To re-install the replacement LCD Screen, follow Steps 1 to 6 in reverse.

Chapter 7 - BNA Cash Box

Replacing the BNA Cash Box

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

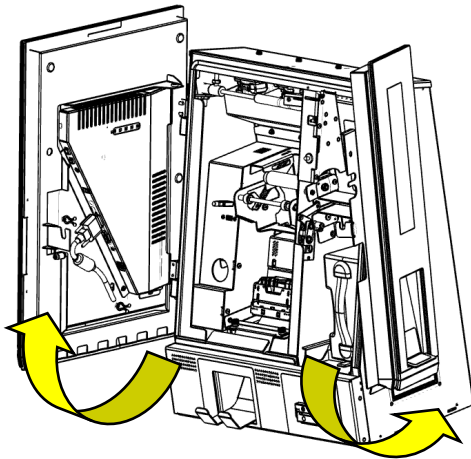
1



STEP 1 On the right-hand side of the Kiosk, the barrel locks open the following Kiosk Doors.

- 1) **Bottom** barrel lock = LCD Door.
- 2) **Top** barrel lock = BNA Door.

2

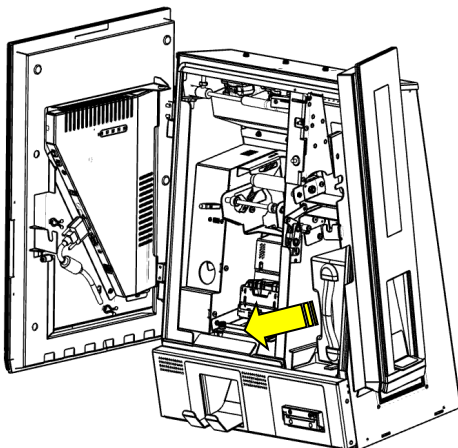


STEP 2 Open the Kiosk in the following order:

Step A: Insert the Kiosk Lock Key into the **bottom** barrel lock to open the LCD Door in direction shown.

Step B: Insert the Kiosk Lock Key into the **top** barrel lock to open the BNA Door in direction shown.

3



STEP 3 The BNA Cash Box is located on the RH Side of the Kiosk in position shown.

Pull the handle of the BNA Cash Box to remove from the Kiosk.

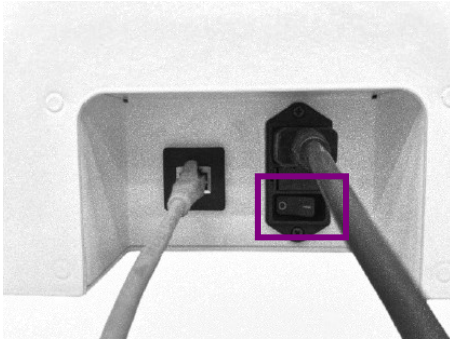
To re-install the BNA Cash Box, follow Steps 1 to 3 in reverse.

Chapter 8 - Printer

Replacing the Printer

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1

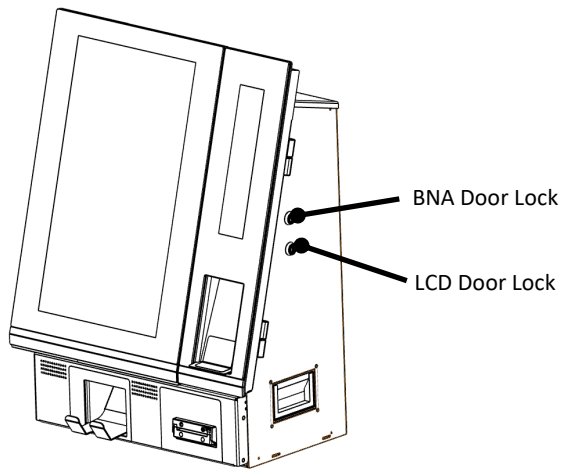


STEP 1 The Kiosk is to be correctly shut down via the operating system prior to completing this activity.

On the LCD Screen, close all applications & shut down the PC.

Once done, turn the Power Switch from I → O at the rear of the Kiosk.

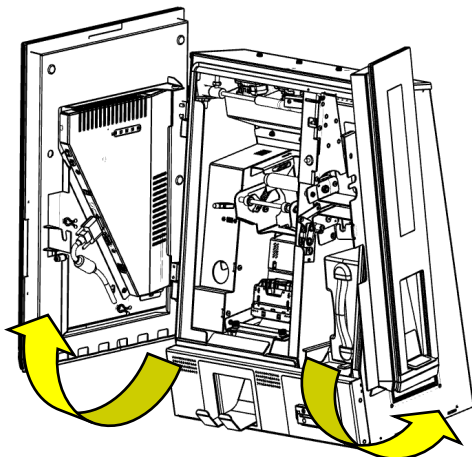
2



STEP 2 On the right-hand side of the Kiosk, the barrel locks open the following Kiosk Doors.

- 1) **Bottom** barrel lock = LCD Door.
- 2) **Top** barrel lock = BNA Door.

3

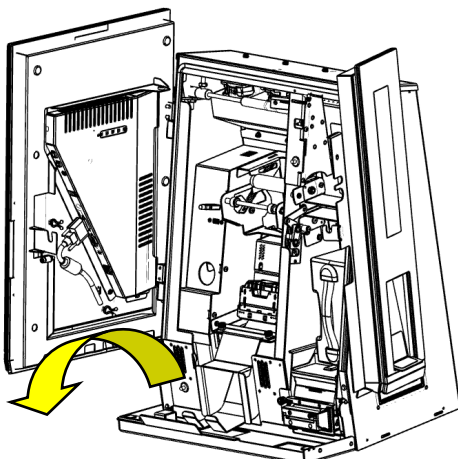


STEP 3 Open the Kiosk in the following order:

Step A: Insert the Kiosk Lock Key into the **bottom** barrel lock to open the LCD Door in direction shown.

Step B: Insert the Kiosk Lock Key into the **top** barrel lock to open the BNA Door in direction shown.

4



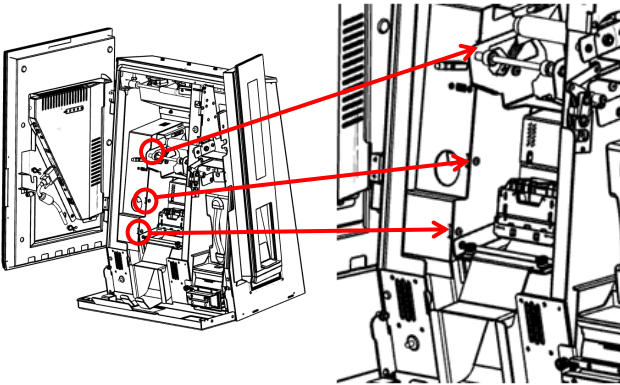
STEP 4 Open the Lower Door by lifting upwards direction to dis-engage from the retainer, then dropping downwards as shown.

Chapter 8 - Printer

Replacing the Printer (continued)

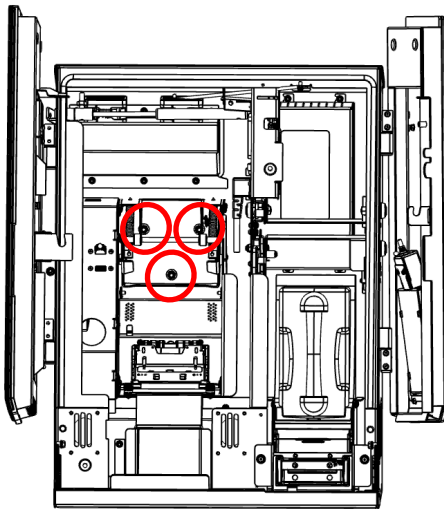
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

5



STEP 5 Remove & retain 3x Screws retaining the Printer Assembly to the Kiosk in locations shown using #2 Phillips Head Screwdriver.

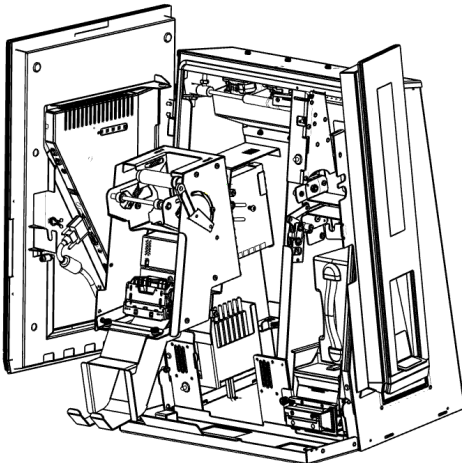
6



STEP 6 Remove & retain 3x Nuts retaining the Printer Assembly to the Kiosk in locations shown using 10mm Socket Head & Handle.

CAUTION: Once the 3x Nuts are removed, the Printer Assembly will be retained on the Kiosk thread studs.

7



STEP 7 Partially pull the Printer Assembly in an outwards direction.

Disconnect the Printer USB & Power connectors from the Kiosk prior to full removal.

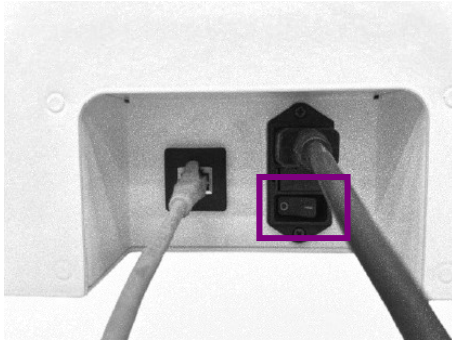
The Printer Assembly can be fully removed once done.

To re-install the Printer, follow Steps 1 to 7 in reverse.

Chapter 9 - Fan Plenum

Cleaning the Fan Plenum

1

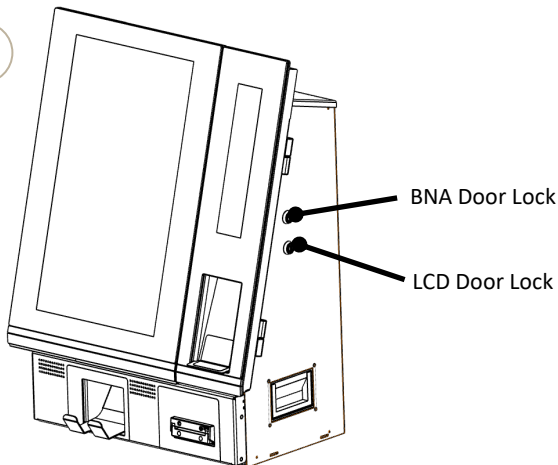


STEP 1 The Kiosk is to be correctly shut down via the operating system prior to completing this activity.

On the LCD Screen, close all applications & shut down the PC.

Once done, turn the Power Switch from I → O at the rear of the Kiosk.

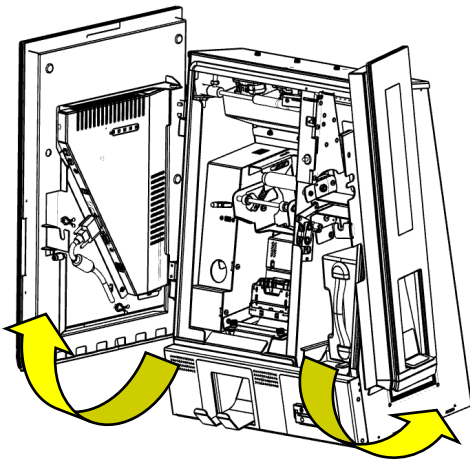
2



STEP 2 On the right-hand side of the Kiosk, the barrel locks open the following Kiosk Doors.

- 1) **Bottom** barrel lock = LCD Door.
- 2) **Top** barrel lock = BNA Door.

3

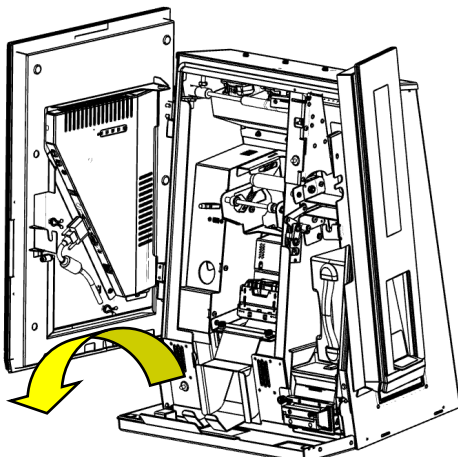


STEP 3 Open the Kiosk in the following order:

Step A: Insert the Kiosk Lock Key into the **bottom** barrel lock to open the LCD Door in direction shown.

Step B: Insert the Kiosk Lock Key into the **top** barrel lock to open the BNA Door in direction shown.

4

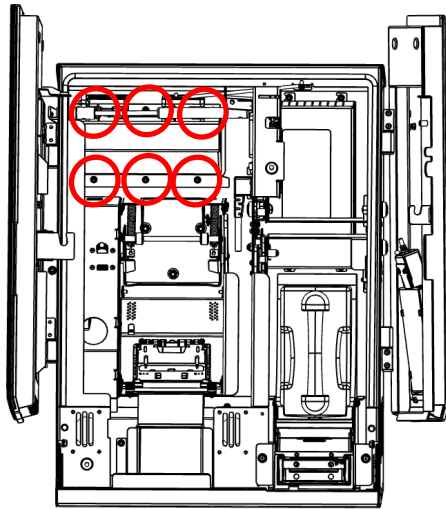


STEP 4 Open the Lower Door by lifting upwards direction to dis-engage from the retainer, then dropping downwards as shown.

Chapter 9 - Fan Plenum

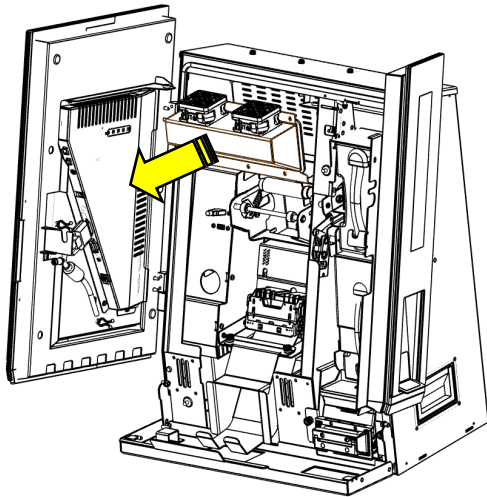
Cleaning the Fan Plenum (continued)

5



STEP 5 Remove & retain 6x Nuts retaining the Fan Plenum to the Kiosk in locations shown using 7mm Socket Head & Handle.

6

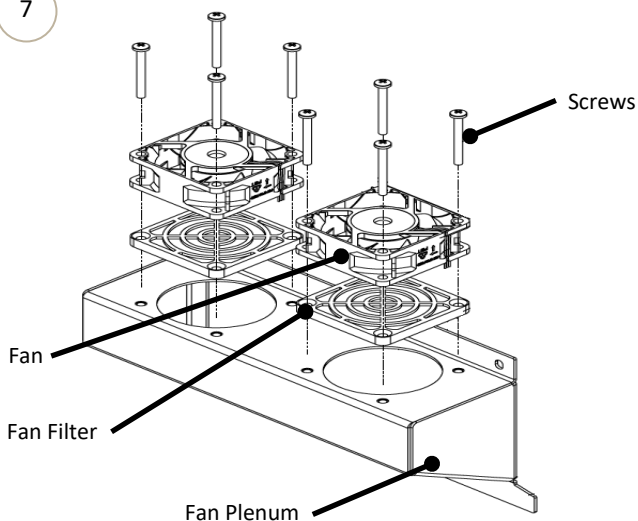


STEP 6 Partially pull the Fan Plenum in an outwards direction.

The Fan Plenum Looms will need to be disconnected from the Kiosk prior to full removal.

The Printer Assembly can be fully removed once done.

7



STEP 7 The Fan Filters can be cleaned to remove excessive dust build-up.

Using compressed air or similar, blow the Fan Filters to remove dust.

If required, the Fans can be separated from the Fan Filters to improve cleaning process. Remove Screws using #2 Phillips Head Screwdriver. Note the Fan direction prior to removal.

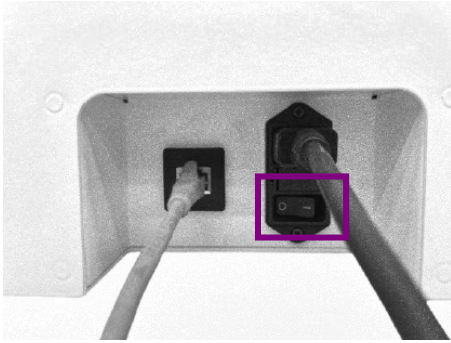
To re-install the Fan Plenum, follow Steps 1 to 6 in reverse.

Chapter 10 - PSU Enclosure Assy

Removing the PSU Enclosure Assy

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1

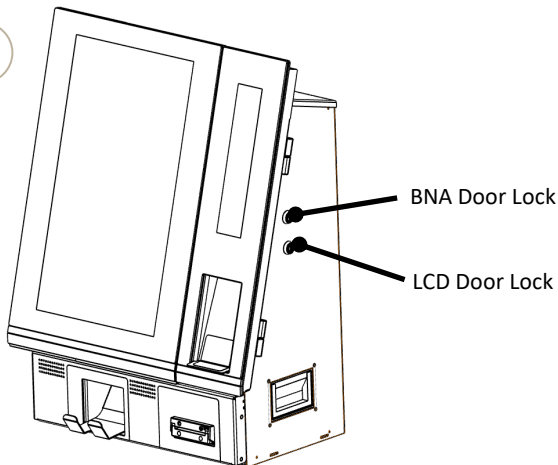


STEP 1 The Kiosk is to be correctly shut down via the operating system prior to completing this activity.

On the LCD Screen, close all applications & shut down the PC.

Once done, turn the Power Switch from I → O at the rear of the Kiosk.

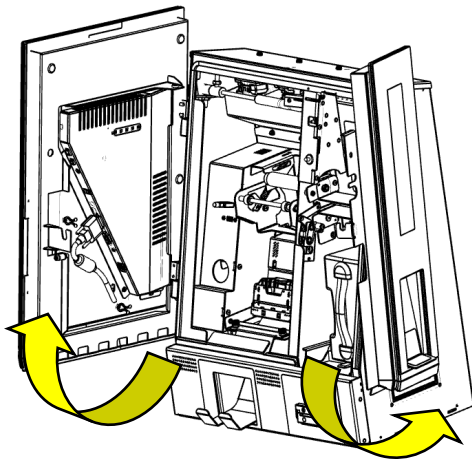
2



STEP 2 On the right-hand side of the Kiosk, the barrel locks open the following Kiosk Doors.

- 1) **Bottom** barrel lock = LCD Door.
- 2) **Top** barrel lock = BNA Door.

3

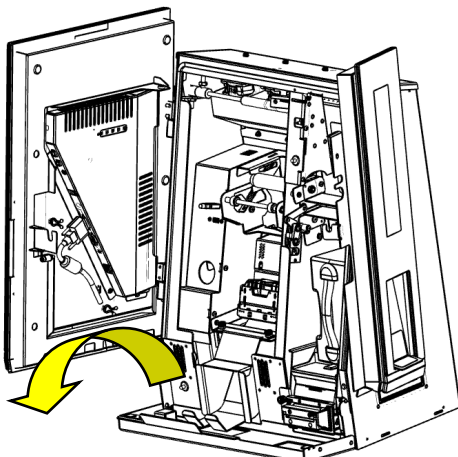


STEP 3 Open the Kiosk in the following order:

Step A: Insert the Kiosk Lock Key into the **bottom** barrel lock to open the LCD Door in direction shown.

Step B: Insert the Kiosk Lock Key into the **top** barrel lock to open the BNA Door in direction shown.

4



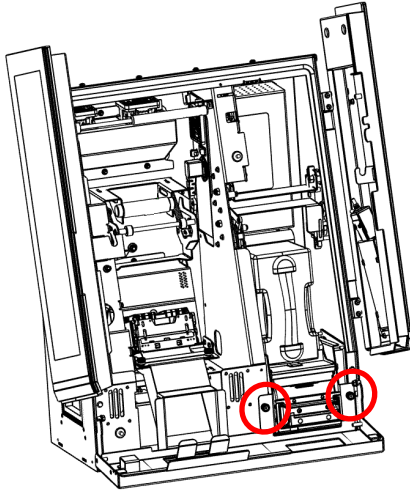
STEP 4 Open the Lower Door by lifting upwards direction to dis-engage from the retainer, then dropping downwards as shown.

Chapter 10 - PSU Enclosure Assy

Removing the PSU Enclosure Assy (continued)

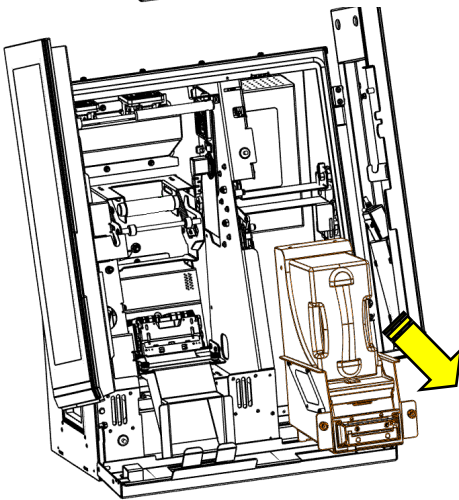
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

4



STEP 4 Undo the 2x Captive Screws retaining the BNA Cradle into the Kiosk.

5

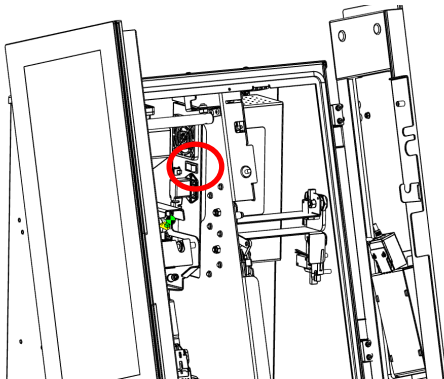


STEP 5 Partially pull the BNA Cradle in an outwards direction.

The BNA Cradle Looms will need to be disconnected from the Kiosk prior to full removal.

The BNA Cradle can be fully removed once done.

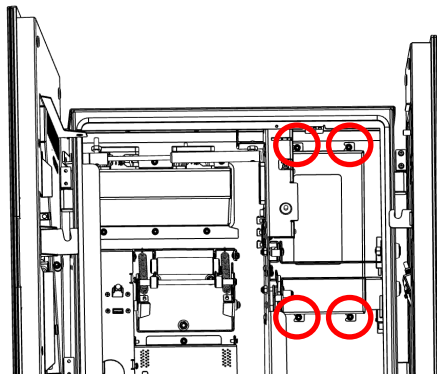
6



STEP 6 Turn the Power Switch of the PSU Enclosure Assy from I → O inside the Kiosk in location highlighted.

Remove the IEC Plug & Molex Connectors from the PSU Enclosure Assy.

7



STEP 7 Remove & retain 4x Nuts retaining the PSU Enclosure Assy to the Kiosk in locations shown using 7mm Socket Head & Handle.

Guide the PSU Enclosure out of the Kiosk.

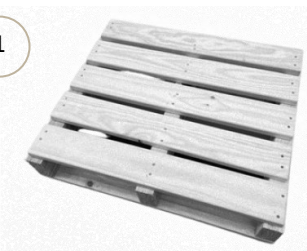
To re-install the Fan Plenum, follow Steps 1 to 7 in reverse.

NOTE: CARE IS REQUIRED WHEN RE-INSTALLING THE MOLEX CONNECTORS TO THE PSU ENCLOSURE. CHECK THAT THE PINS ARE CENTRALISED WITHIN THE CONNECTOR TO AID ALIGNMENT WHEN RE-INSTALLING.

Chapter 11 - Packing & shipping

Recommended packing and shipping instructions

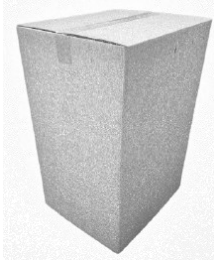
1



1x Pallet



4x Clamp Bracket & Screws

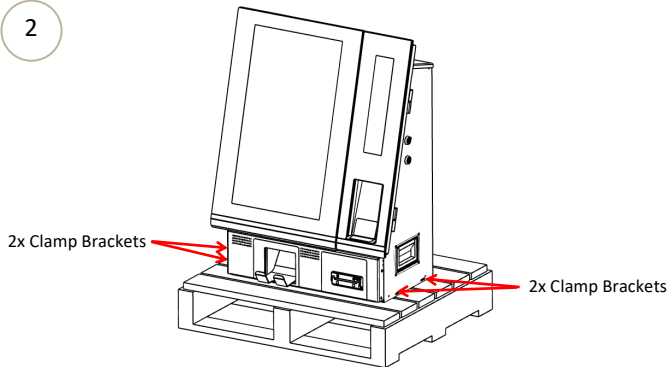


1x Carton

STEP 1 Part numbers for re-ordering:

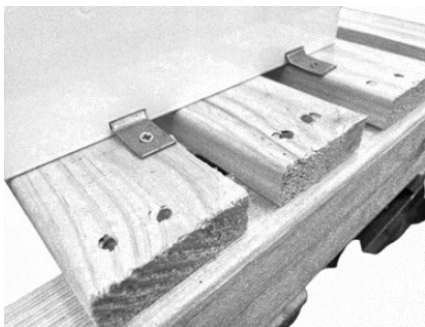
- 1x NEON CASH CARTON NON-Printed (part# 06308-PK001AA).
- 1x NEON CASH PALLET (part# 06308-PK002AA).
- 4x PALLET CLAMP BRACKET (part# 06308-FM040CA).
- 4x ZINC YELLOW CHIPBOARD SCREW (part# #8-9x32) or similar.

2



STEP 2 The Kiosk is retained to the Pallet with Clamp Brackets & wood screws on the LH & RH Sides.

3



STEP 3 Insert the 4x Clamp Brackets into the Kiosk slots & install 4x Screws into the Pallet using #2 Phillips Head Bit & Battery Drill.

4



STEP 4 Place the Carton over the top of the Kiosk & strap down onto the Pallet to secure.

The carton provides protection from external damage.

Apply decals "Top Load Only" & "Fragile Glass" onto the carton to inform freight company.

Failure to follow the recommended packing instructions will cause damage to the Kiosk.

Chapter 12 - Troubleshooting

LCD power switch

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 **CAUTION—FOR SERVICE TEAM:**

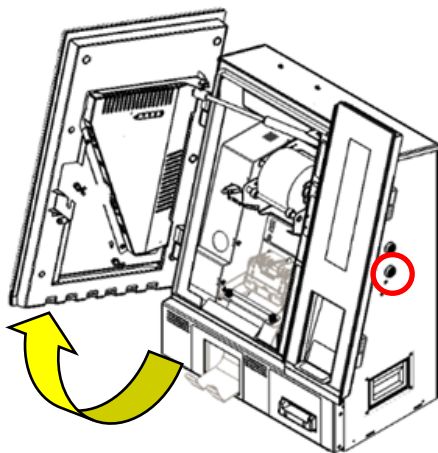
The LCD power switch should remain in the on “I” position when the Kiosk power is turned on.

The LCD Screen power switch is mounted on the vertical divider in the location highlighted (LCD Screen removed for clarity).

If the LCD Screen power switch is in the off “O” position while the Kiosk powers up, the touchscreen will automatically revert to an offset orientation by 90 degrees.

Prior to powering up the Kiosk, complete the Steps below.

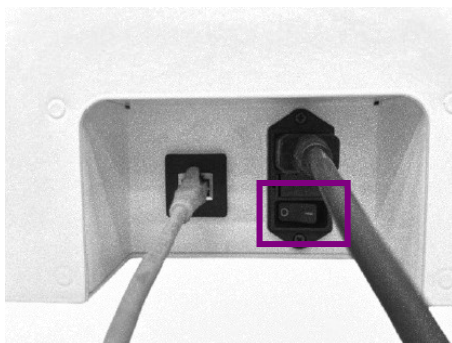
2



STEP 2 Insert the Kiosk Lock Key into the **bottom** barrel lock to open the LCD Door in direction shown.

Check that the LCD Screen power switch is set to “I”.

3



STEP 3 Switch unit from O → I in position shown.

Chapter 12 - Troubleshooting

Kiosk internal power switch

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1

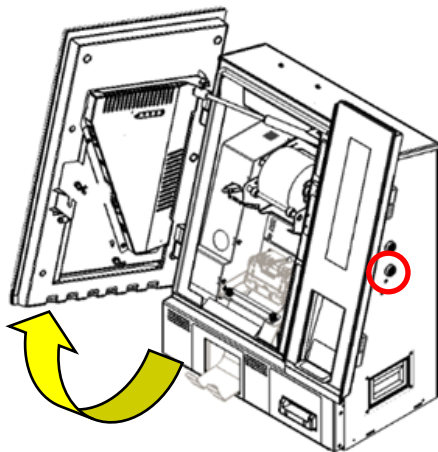


STEP 1 **CAUTION—FOR SERVICE TEAM:**

A secondary Kiosk power switch is located on the inside of the Kiosk on the PSU Enclosure Assy in the location highlighted (LCD Screen removed for clarity).

Prior to powering up the Kiosk, complete the Steps below.

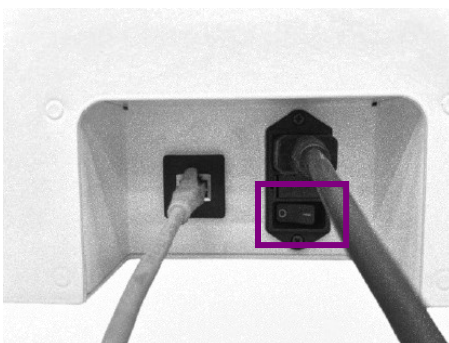
2



STEP 2 Insert the Kiosk Lock Key into the **bottom** barrel lock to open the LCD Door in direction shown.

Check that the PSU Enclosure Assy power switch is set to “I”.

3



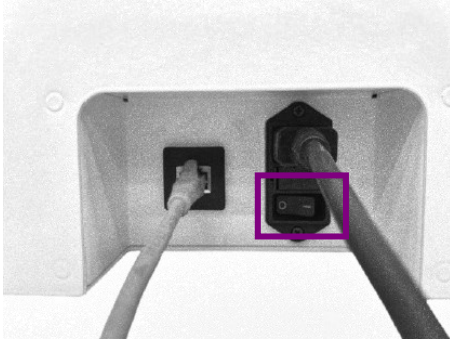
STEP 3 Switch unit from O → I in position shown.

Chapter 12 - Troubleshooting

USB / HID cable locations

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1

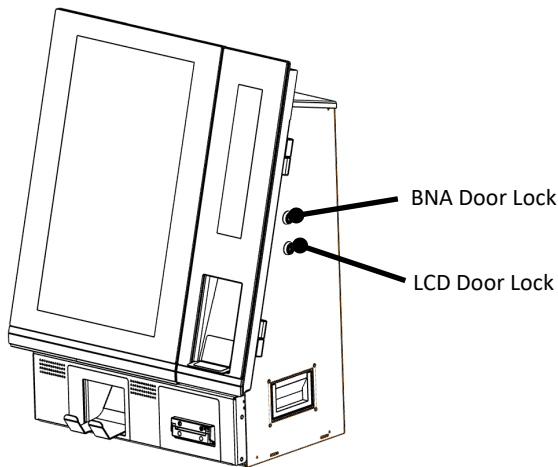


STEP 1 The Kiosk is to be correctly shut down via the operating system prior to completing this activity.

On the LCD Screen, close all applications & shut down the PC.

Once done, turn the Power Switch from I → O at the rear of the Kiosk.

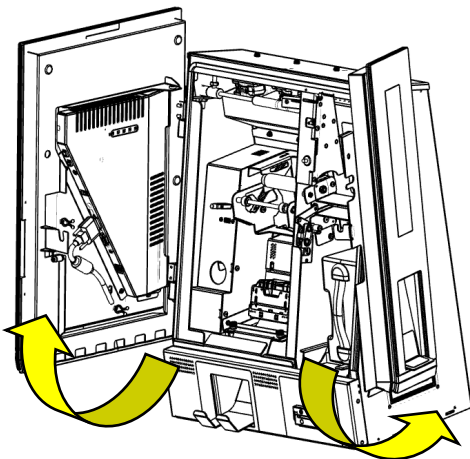
2



STEP 2 On the right-hand side of the Kiosk, the barrel locks open the following Kiosk Doors.

- 1) **Bottom** barrel lock = LCD Door.
- 2) **Top** barrel lock = BNA Door.

3

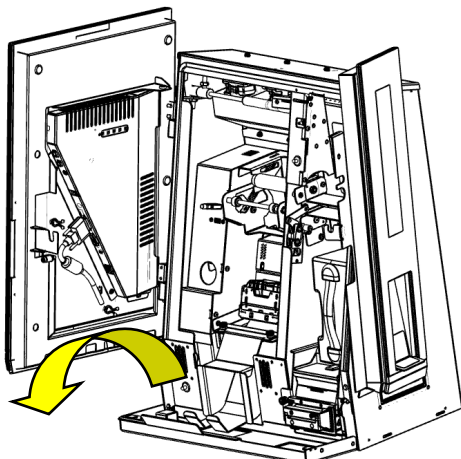


STEP 3 Open the Kiosk in the following order:

Step A: Insert the Kiosk Lock Key into the **bottom** barrel lock to open the LCD Door in direction shown.

Step B: Insert the Kiosk Lock Key into the **top** barrel lock to open the BNA Door in direction shown.

4



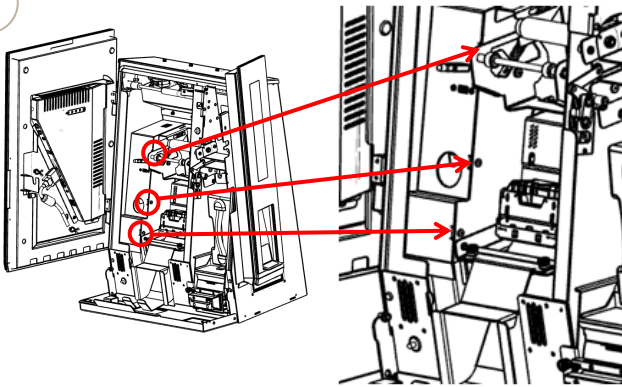
STEP 4 Open the Lower Door by lifting upwards direction to dis-engage from the retainer, then dropping downwards as shown.

Chapter 12 - Troubleshooting

USB / HID cable locations (continued)

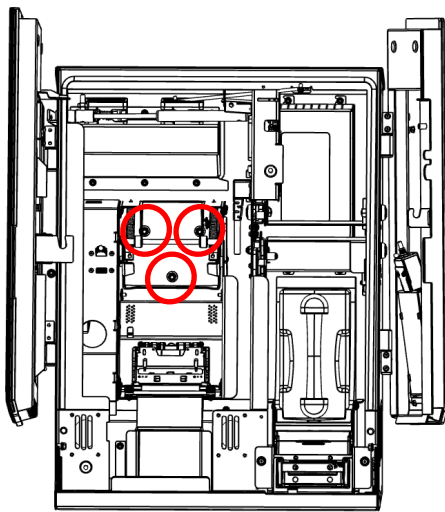
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

5



STEP 5 Remove & retain 3x Screws retaining the Printer Assembly to the Kiosk in locations shown using #2 Phillips Head Screwdriver.

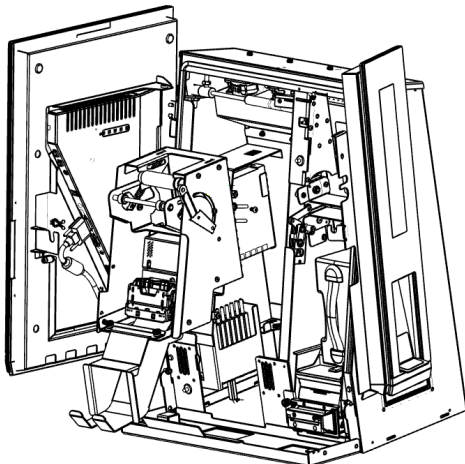
6



STEP 6 Remove & retain 3x Nuts retaining the Printer Assembly to the Kiosk in locations shown using 10mm Socket Head & Handle.

CAUTION: Once the 3x Nuts are removed, the Printer Assembly will be retained on the Kiosk thread studs.

7

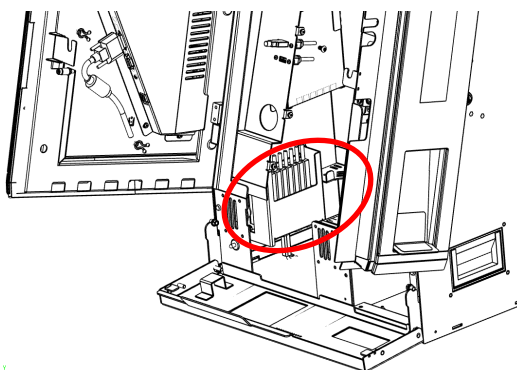


STEP 7 Partially pull the Printer Assembly in an outwards direction.

Disconnect the Printer USB & Power connectors from the Kiosk prior to full removal.

The Printer Assembly can be fully removed once done.

8



STEP 8 In certain versions of Ubuntu, unplugging or rearranging USB or HDMI devices before the Kiosk is powered on can cause the operating system to assign different port numbers or modes to these devices.

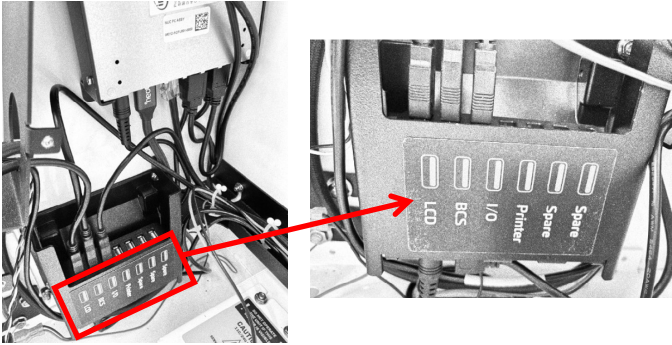
This can lead to unexpected behaviour, such as devices being recognized on different ports, or changing their default settings.

Chapter 12 - Troubleshooting

USB / HID cable locations (continued)

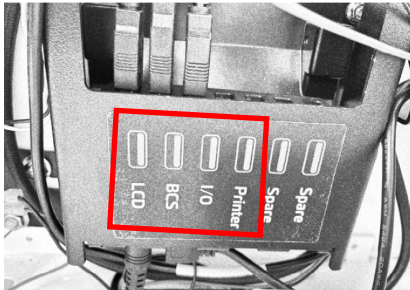
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

9



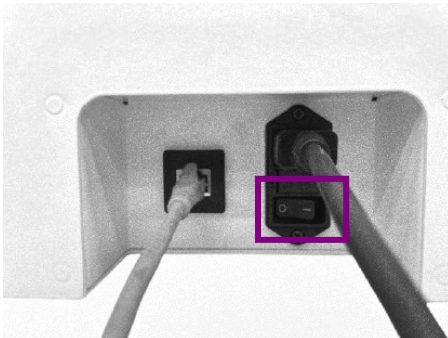
STEP 9 To avoid this issue, it is recommend that all USB and HDMI devices are left connected in the default arrangement (as demonstrated by the decals).

10



STEP 10 If this issue does occur, it can be corrected by powering the Kiosk off, ensuring that everything is plugged into the correct USB port.

11



STEP 11 Once done, switch unit from O → I in position shown.

To re-install the Printer, follow Steps 1 to 7 in reverse.

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