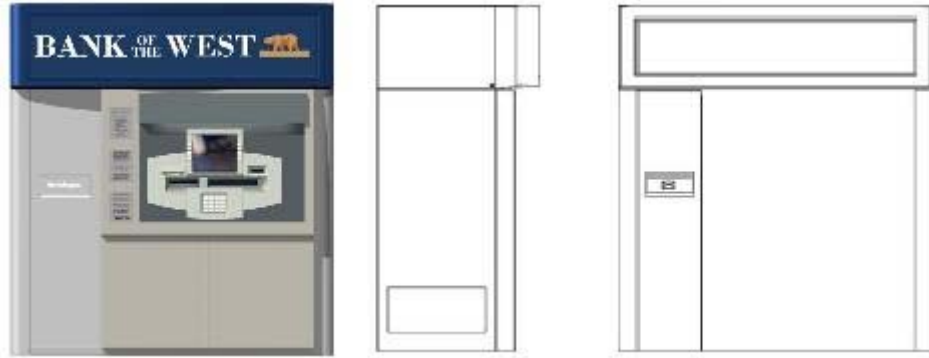


# Model # 3830

## Installation Instructions



### STEP 1 – SITE PREPARATION

This unit requires some provisions to be made to route the electrical and communication from the unit to the main building. Always check the local building codes for requirements on power and communications hookups. Modify these installation instructions according to local requirements. Always use professional technicians for installing the power and communications.

The contract administrator is responsible for all site preparation drawings. If the drawings are not available at the time of installation, contact the contract administrator.

#### CRITICAL FACTORS

- Pad must be flat and level
- Conduit stub up locations per print
- Area on rear side of unit to be clear and flat for ATM delivery
- The ATM must be on site in order to complete the installation

### STEP 2 – UNPACKING AND HANDLING

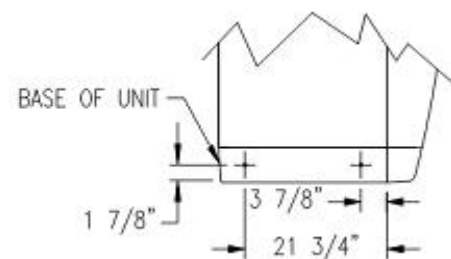
- While transporting, uncrating, and handling, do not set anything against the unit without the appropriate padding.
- The packaging should be examined when received for any shipping damage.
- Remove the packing material at the site unless damage has occurred.
- Transport to the site on the pallet.
- Remove from the truck and set in front of the island facing out.
- When removing the packing material make sure not to damage the product while cutting off the plastic wrap.

## INSTALLER FURNISHED TOOLS, SUPPLIES AND EQUIPMENT:

1. Electric hammer drill and ½" bits
2. (4) ½" X 4" anchor bolts
3. Electrical hand tools
4. Socket wrench set for the anchor bolts
5. Rags and spray cleaner

## STEP 3 – INSTALLATION

1. Carefully remove the packing materials.
2. Remove the side signs using the suction cup inside the hardware package taped to the unit. Apply the suction cup to the upper right hand corner of the sign. Pull outward slowly until you can get your fingers behind the lens, then pull it out by hand. Set all lenses out of the way for later replacement.
3. Remove the access panels on the lower side of each leg, and set out of the way for later replacement. Save the screws.
4. Find any wires or flex conduits stored in the left leg, and tuck them up out of the way. Nothing should extend below the foot.
5. Check the pad to insure that it is level. If the pad is not level the unit will need to be leveled (Refer to the "Leveling" section of this document for instructions).
6. Check to see if the ATM has the corrosion resistant plate installed at the bottom of the ATM. If the plate has been installed, the unit will need to be raised to clear the ATM (Refer to the "Leveling" section of this document).
7. Test fit the island identifier to the ATM by sliding it onto the ATM from the rear until it contacts the rear of the identifier. Ensure that it fits properly. Place a level on the top of the unit to insure that it is plumb. Shim as necessary.
8. Layout the hole pattern for two anchor bolts at the base of each leg. Access the base of the leg through the access panels. Drill holes through the wood bottom of the leg. Mark the location of the holes on the concrete below.
9. Slide the identifier off the ATM and out of the way. Install the anchor bolts per the bolt manufactures specifications.
10. Re-install the identifier over the ATM. Use care not to damage the identifier on the anchor bolts when placing it over the ATM.
11. Secure the identifier to the anchor bolts per the bolt manufacture's specifications.
12. Connect the power cable of the identifier to the power plate j-box. Electrical connection may need to be done prior to installing the unit over the ATM.
13. Grout or caulk around the base of the unit.



## Leveling

1. Using a level and straight edge (eight foot long) check to see if the pad is level. Check the length and the width of the pad. Using a marker, indicate on the pad the low and high areas. Document the height deviations on the pad.
2. The ATM should be level on the pad. If it is not, contact the site administrator to have it corrected.
3. Place the unit next to the ATM machine. Measure and note the height difference between the top of the machine and the bottom of the header. Use the height deviation noted on the pad to assist in the calculation. Note: There must be a clearance of one quarter of an inch minimum.
4. A selection of shims has been provided for leveling purposes. Select the combination of shims needed to raise or level the unit to the appropriate height.
5. Place the shim pack over the anchor bolt.
6. Secure the unit to the pad per the installation instructions.
7. Re-check the level of the unit and make any adjustments necessary.

## Header Access

1. To access the storage shelf or light bulbs, insert a key into each plunge lock located at the side of the main header. Turn the key to the right and let the lock pop out. If the lock does not pop out, apply pressure to the front of the header, this will release the lock.
2. Lift the front of the header. Be careful! Hold on to the header as it opens; the header has a gas assist shocks to keep and header open.
3. To close, lower the header into place. When the header is closed, push the plunge locks in to the header in place. Some slight pressure on the face of the header may be needed in order to seat the lock properly.

## Light replacement

1. Open the header per the header access instructions.
2. To change the lights in the header, the light pan on the header will need to be opened. There are two thumbscrews near the base of the header on the read. While holding the light pan, loosen the screws. Caution: Make sure the light pan is held in place while the screws are loosened otherwise it will fall and could cause injury to anyone in the area.
3. Replace the light bulbs with the same type specified on the front of the fixture.
4. Re-install the light pan.
5. The sidelights can be accessed while the header is open. They can also be accessed by removing the side sign.
6. Locate the suction cup that was provided in the hardware kit.
7. Place the suction cup in the upper right corner of the sign.
8. Gently pull the corner away from the sign frame until the hook and loop fastening system disengages.
9. Pull the sign away from the frame far enough to grasp it with a hand.
10. Gently remove the sign.
11. Replace the light bulbs with the same type specified on the front to the fixture.
12. Replace the sign, the press all around the perimeter with a thumb to assure the hook and loop fastening system is securely engaged.

## STEP 4 – MAINTENANCE

### Monthly

To protect the finish, wash with soap and water to remove dust, dirt and other debris. Wash and dry the exterior in a straight motion along the length of the unit. Use a natural chamois or terry cloth towel for drying.

### Biannually

Wash and wax the exterior of the unit. Use any name brand liquid or paste automotive wax. They are easy to use and provide excellent protection. Apply the wax in circular motion and finish by wiping in a straight motion along the length of the unit. This results in a uniform drying pattern. After it is applied to one section, move to the next section and let the first area dry (per the wax manufacturer recommendations). Then go back and polish the first area. Continue this process until the unit is completely waxed and polished.

### Annually

1. Replace all lamps.
2. Inspect all electrical connections.
3. Inspect all locks for wear and damage.

If there are any questions: please call **(801) 298-8082** and ask for Customer Service.

## LIMITED NEW PRODUCT WARRANTY

Companion Systems Inc. (CSI) will repair or replace free of charge, any product part manufactured by CSI that is proven to be defective in material or workmanship, for a period of one year from the date of shipment

Accessories supplied in conjunction with CSI products will be covered by the guarantee of the manufacturer of that accessory.

This warranty does not include any service or materials provided for the installation of the product either by CSI or by any other independent contractors hired by the customer or by CSI.

Repair and service adjustments caused by misuse, negligence, vandalism, modification, alteration, tampering, disconnection of factory installed parts, improper adjustments or repairs, accident, parts not supplied by CSI, add-on parts, improper maintenance, or repairs or adjustments by individuals or companies not authorized by CSI, are not covered by this warranty.

**Failure or damage caused by not following the required maintenance procedures will not be covered by this warranty.**

Incidental or consequential damages such as telephone calls, loss of time, inconvenience, or commercial loss are not covered.

CSI will determine, after presentation of photos and/or other pertinent information, whether or not the warranty applies.

If CSI decides that the product must be returned to the factory for repairs or replacement, the freight costs are not covered by warranty. CSI reserves the right to determine whether the part will be repaired or replaced, and whether it will be a repair in the field or at the factory.

Any implied warranties including those of merchantability of fitness are limited to 90 days. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitation of exclusion may not apply to you.

This is the only express warranty authorized by CSI. This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

Warranty is not transferable. This warranty applies only to the original purchasing institution. It does not apply to subsequent owners.

Warranty related claims or questions may be made by calling CSI Customer Service at 801-936-8082.

## **DAMAGE CLAIMS**

In addition to the comprehensive in-line quality checks during manufacture, every Companion Systems unit is thoroughly inspected prior to shipping to assure that it meets the highest quality standards. This procedure assures that cosmetic damage from the factory is virtually impossible. Careful attention is given to each unit in order to minimize the chance of damage during transit. However, even with all of our safeguards, shipping damage occasionally happens. Therefore, it is important that you or your Receiving Agent follow the inspection procedures below:

1. Inspect packaging for damage with the delivering driver and note any damage on the bill of lading. Truck driver must initial the damage note.
2. Open container and visually inspect for concealed shipping damage within 72 hours of receipt.
3. If damage is found and the freight was billed to Companion Systems, notify Companion Systems Customer Service immediately in order to meet the 72-hour requirement for claims. Otherwise, the carrier may refuse the claim, and you will incur any additional expenses for necessary repairs. If the freight was billed to you, you must make the claim with the carrier. The carrier accepts the claim from the company billed for the original freight charges.
4. If damage is found, all packaging materials must be kept with the damaged unit. Once CSI has been notified, an inspection will be requested from the carrier. It may take up to a

week to get an inspector to your location. If the unit is installed or packaging is destroyed, you are waiving all rights to a damage claim and CSI will not be held liable.

5. Forward copies of all documentation to Companion Systems' Customer Service Representative, preferably by fax (801-936-5407) to insure adequate time to make the claim within the 72-hour deadline.

NOTE: All rights to claims for shipping damage are forfeited if the product is not inspected and Companion Systems' Customer Service Representative notified so that the claim can be filed within 72 hours of your receipt. Companion Systems is not responsible for damage from shipping on to a second location or mishandling during installation. Please make sure your warehouse or installer understands the above procedures and that the unit is handled with care in transit and during installation.

Following the simple procedures above will insure that damage responsibility is resolved properly and in a timely manner with no additional cost or delay to you.