Heartland
PAYMENT SYSTEMS®

MICROPAYMENTS

MDB Vending Interface System
INSTALLATION MANUAL

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General Description

The Heartland Micropayments -MDB Vending Interface System (VIS) consists of
several Cashless Vending devices that are compatible with the majority of
vending machines on the market today. Depending on the type of card reader, the
VIS can accept either barcode or magnetic stripe or chip ("smart") cards as a
payment method for the vend.

When a user inserts, swipes, or presents a valid card, the available balance is
displayed, the vending machine is enabled, and normal operation is allowed. After
the vend is made, the cost is deducted from the user's card or account.

In addition to the convenience of card access, the system provides accurate sales
audit trail information, security, and low maintenance.

Parts Included

Kit contents (MoneyClip shown)

Your MDB Vending Interface System package should include:

    1 – One of the following MDB Cashless Vending devices:
          MoneyClip (MVIS-MDB) (shown)
          Online (KVIS-MDB-TCPIP)
          Barcode (BVIS-MDB)
    1 – Cable (AYS-159089)
    1 – Standard trim ring with studs (MFP-119046B)
    1 – Mounting plate without studs (MFP-119047A)
    1 – Landscape trim ring with studs (MFP-119012)
    4 – Locking nuts

Mounting the Cashless Vending Device

The first step in setting up your Heartland Micropayments MDB Vending Interface System is mounting the Cashless Vending device in the desired vending machine. This document will explain the procedures for installation and connection of the required cables.

Determine where on the vending machine the Cashless Vending device will be mounted. NOTE: You must make sure to allow for clearances around doorjambs and other possible interference points. The Cashless Vending device requires clearance space that measures approximately 2-3/4" in width, 2-1/4" in height, and 4-1/2" in depth.

1. If the machine will be using the Cashless Vending device in place of the bill validator (to create a "cashless" system), then remove the validator. The reader will be mounted in the window that remains.

2. If the machine will be using both the Cashless Vending device and a bill validator, remove the validator and mount it in the higher POS window. The reader will be mounted in the window that remains. NOTE: This may require a kit from your vending machine manufacturer. If no second window for a payment device exists on your vending machine, contact the machine's manufacturer for the appropriate mounting method.

Once the desired location of the Cashless Vending device is determined, install the mounting plate and/or trim ring as follows:

1. Power off the vending machine.

2. Uninstall the existing bill validator and either place it aside or reinstall it in the machine's higher POS window, as determined above by your needs.

3. Depending on the design of the vending machine, insert the appropriate trim ring into the empty window. If the window has studs, then the studless mounting plate (MFP-119047) should be used. If the window does NOT have studs of its own, then one of the two trim rings should be used (either MFP-119046 or a combination of MFP-119012 and MFP-119047, depending on fit).

Inserting the trim ring (standard shown)

4. Install the four nuts provided by Heartland Micropayments on the studs inside the door to affix the trim ring or mounting plate to the window.
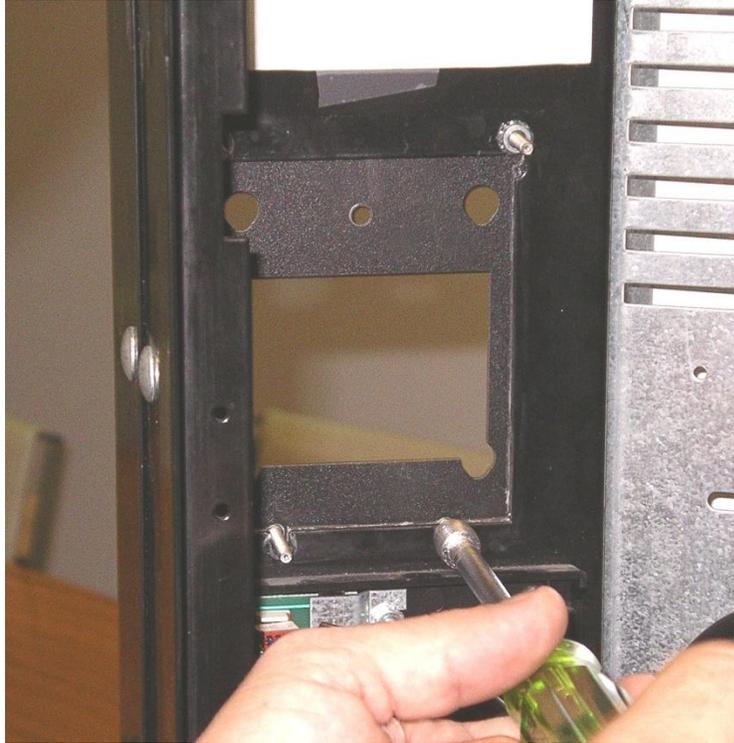
Installing the trim ring nuts (standard shown)

5. Remove the center, locking screw from the Cashless Vending device, leaving the four corner screws tightly in place. From the outside of the door, insert the Cashless Vending device. The four corner screws should go through the four holes in the trim ring and slip slightly downwards. The center, locking screw is then installed from the inside to affix the reader in place.

The installed Cashless Vending device (standard shown)
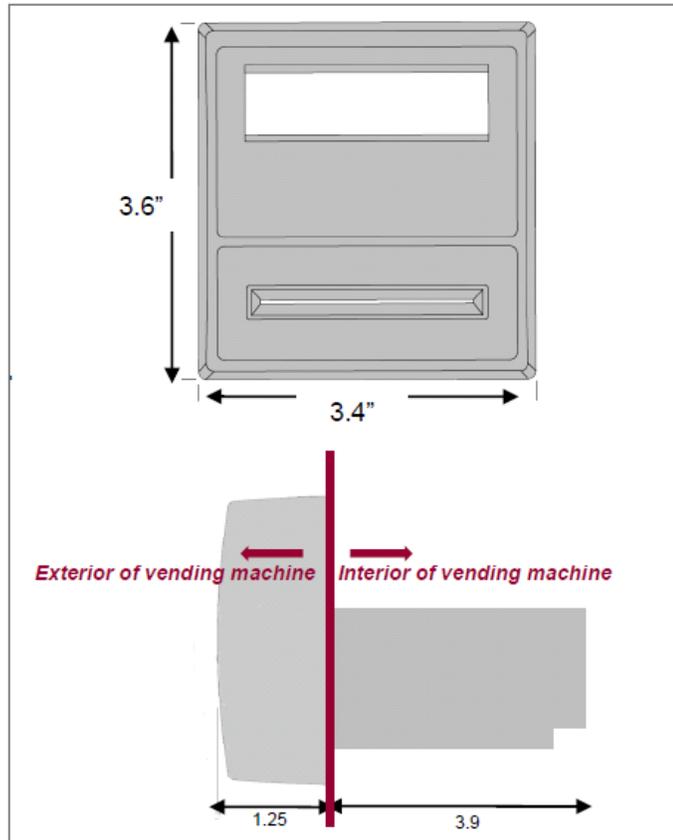
Cable Connection

The MDB Cashless Vending device comes with the correct cable already attached. This cable must be connected to the MDB circuit. How this is accomplished depends on the configuration of the machine. If the Cashless Vending device is online-enabled, a network cable must be attached to the rear of the device.

Cashless Vending Device

MDB Cable

Coin
Mechanism

Vending Machine
Controller
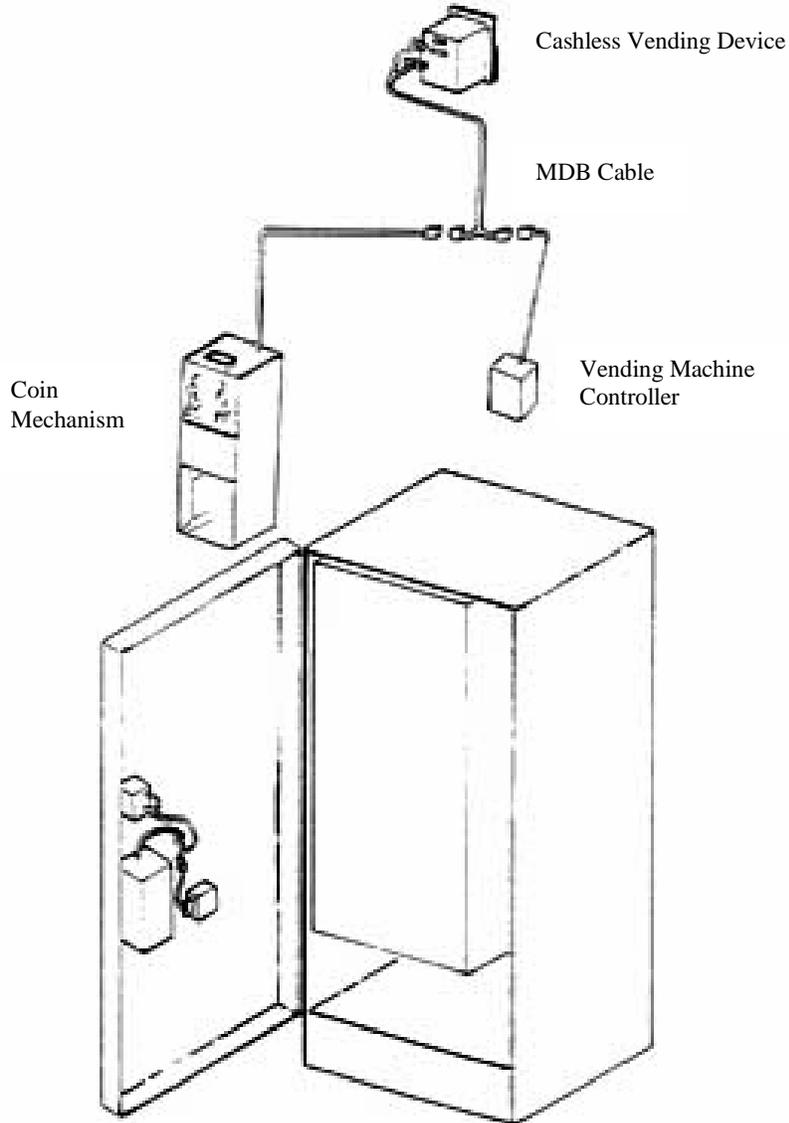
MDB Cable Connections

Card Only Operation

To operate the vending machine in Card Only mode ("cashless" mode), disconnect the coin mechanism and attach the MDB cable from the vending machine controller to the machine end of the cable from the Cashless Vending device. The other connector on the Cashless Vending device is not used.

Cash and Card Operation

The Heartland Micropayments Cashless Vending device may also be used in conjunction with a coin mechanism and/or bill acceptor. To attach the Cashless Vending device to the MDB circuit, find the nearest connection in the circuit to the location of the Cashless Vending device. Detach the connection, and attach each end to the appropriate connector from the Cashless Vending device.

GSB Network Operation (TCP/IP)

If the device being installed is an online "Give Something Back" (GSB) OneCard unit, then an additional connection will be required at installation. These devices are designed to communicate (via a intranet/internet connection) to a host account management system for all transaction authentication and authorization. The TCP/IP connection point is at the lower-left corner of at the rear of the unit. A standard Ethernet patch cable is required for the connector. The length of this cable is determined by the distance from the reader to the facilities' network drop. Please note, this will require that the network cable be routed from the MDB Vending Interface, through the vending machine, and exit the shell of the vendor. Network Ethernet patch cables are not supplied by Heartland. For network set-up and TCP/IP settings, the facilities' IT professionals must be involved. Please contact Heartland MicroPayment's Customer Service Department (800.332.4835) for further information.

Limited Warranty

Heartland Micropayments' standard warranty period is 90 days from the date of shipment. Heartland Micropayments warrants that during the warranty period equipment shall be free from defects in materials, workmanship, and fabrication, and shall conform to applicable specifications, drawings, samples, and/or description. Heartland Micropayments hardware products are warranted against defects in materials and workmanship when purchased from Heartland Micropayments or an authorized Heartland Micropayments distributor and subject to normal use and service during the warranty period. If Heartland Micropayments receives notice of such defects during the warranty period, Heartland Micropayments will, at its option, either repair or replace without charge, hardware products which prove to be defective, except as set forth below. All replaced parts become the property of Heartland Micropayments.
This limited warranty shall not apply to equipment failure resulting from:

1. Improper or inadequate maintenance by purchaser, including failure to follow published lubrication and cleaning schedules. Heartland Micropayments recommends that the Cashless Vending device unit and bill acceptor be cleaned every two weeks (minimum). Due to environmental conditions, the cleaning procedure may be required more frequently.
2. Purchaser supplied software, hardware or interfacing, including reprogramming, which may cause excessive repetition of electro-mechanical or electronic drive components.

3. Unauthorized or non-Heartland Micropayments modifications to the product or misuse of the product.

4. Operation outside the following environmental or electrical specifications for the product:

     32 - 110°F
     0 - 90% relative humidity, non-condensing
     90 - 125 Volts AC, 50/60 Hz

5. Improper site preparation and maintenance.

6. Accident, disaster or vandalism.

The foregoing warranties shall be subject to purchaser's installing and maintaining the equipment in accordance with the specifications and directions supplied by Heartland Micropayments, and the customer shall be responsible for all transportation charges on warranty replacement or repair items returned to Heartland Micropayments.

Heartland Micropayments makes no representations or warranties other than those set forth. The warranty stated herein is expressly in lieu of all other warranties, express or implied, including, but not limited to, any express or implied warranty of merchantability or fitness for a particular purpose, or against infringement, and such warranty constitutes the only warranty made by Heartland Micropayments with respect to this agreement to the Heartland Micropayments products listed, articles, materials, replacement parts, or services to be supplied hereby. Heartland Micropayments shall not be liable for any incidental or consequential damages of any kind.

Repair Policy

Heartland Micropayments will repair or replace returned equipment[1], regardless of its warranty status, in accordance with this Repair Policy. To return equipment, whether in or out of warranty, the following procedure must be followed:

1. Call a Heartland Micropayments Customer Service Representative at (423) 894-6177 and explain the problem.

2. Obtain a Return Material Authorization (RMA) number from the Heartland Micropayments representative. **NOTE: Do not return any part or product to Heartland Micropayments without first obtaining an RMA number. Failure to follow RMA procedures will result in repair processing delays.**

3. All returns will be considered out-of-warranty returns until warranty status is determined by the Heartland Micropayments Repair Department at the time of inspection and diagnosis. Repair charges for out-of warranty repairs are determined by a Flat Rate Repair Schedule, and vary according to the equipment. Repair charges for vandalized equipment are determined on a case by case basis according to the degree of damage and cost of parts and labor required to restore the equipment. The Heartland Micropayments representative will advise you of any possible charges at the time the RMA number is issued, or, in the case of vandalism, prior to performing the repair.

4. The returned equipment is to be preceded by a purchase order or signed request on company letterhead. The request must include a return shipping address, the "Bill To" address, a description of the equipment being returned, a dollar value of the possible repair charges as given you by the Heartland Micropayments representative, how you wish it returned, the nature of the problem, and the RMA number. The request is to be transmitted via facsimile to Heartland Micropayments Customer Service at (423) 855-7554. If it is not possible to

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[1] Cables and wiring harnesses are not considered equipment for out-of-warranty repair. Should your cabling fail after the warranty period, new cabling must be purchased.

transmit the required information via facsimile, it may be included in the box with the returned equipment; however, failure to provide the information in advance may result in repair processing delays.

5. Pack the equipment to be returned in the original or similar packaging with sufficient protective inner wrappings to avoid damage in transit. Write the RMA number in large, clear writing on the outside of the box. Determination of return shipping method and freight charges to Heartland Micropayments are the responsibility of the customer.

Under normal circumstances, repairs or replacements are shipped back to the customer within five working days after receipt. Ground freight charges from Heartland Micropayments to the customer for in-warranty repairs or replacements will be borne by Heartland Micropayments. If the customer requests rush return shipment, the difference in ground freight charges and rush shipment charges for in-warranty repairs or replacements will be invoiced to the customer. All freight charges from Heartland Micropayments to the customer for out-of-warranty repairs will be borne by the customer.

Return Policy

Heartland Micropayments allows a 90-day period from date of shipment from Heartland Micropayments to the customer for return of unused equipment. All returned equipment is subject to a 15% restocking fee. Return of used equipment and return of equipment after the 90-day allowance period is not allowed. To return equipment within the allowance period for partial credit, the following procedure must be followed:

Any new item returned after 90 days is subject to a 35% restocking fee.

1. Call a Heartland Micropayments Customer Service Representative at (423) 894-6177 and provide information on the equipment to be returned for credit.

2. Obtain a Return Material Authorization (RMA) number from the Heartland Micropayments representative. **NOTE: Do not return any part or product to Heartland Micropayments without first obtaining an RMA number.**

3. Pack the equipment to be returned in the original or similar packaging with sufficient protective inner wrappings to avoid damage in transit. Write the RMA number in large, clear writing on the outside of the box. Determination of return shipping method and freight charges to Heartland Micropayments are the responsibility of the customer.

Upon receipt of the return, Heartland Micropayments will inspect the equipment to determine that it has been unused. After determination, your account will be

credited for the full purchase price *less* a 15% restocking fee and the initial outbound freight.