

## Instructions for reporting a machine fault or requesting maintenance

Dignity Vending Machines installed through the *Share the Dignity in Queensland schools* initiative

Occasionally your machine may show a fault or require some maintenance.

If the machine is showing **Out of Order** please first try resetting the machine before completing a maintenance request. (Reset instructions are found on the inside of the machine door).

If after resetting, the machine is still not working, please use the **QR code** to complete a maintenance request.

1. Scan the **QR code** below with the camera on your phone. A form will open for you to complete.



2. From the drop-down menu select **Fault report / Maintenance request**
3. Select your **state**
4. Scroll down the list of **machine numbers** and select your school
5. Enter your **contact details**
6. For "**Are you a Shero or Hero**", select that you **Work Onsite**
7. Enter the contact details for the best **person onsite to contact** regarding repairs or maintenance
8. Select from the drop-down menu what the **fault** is
9. If possible, **upload a photo** of the fault
10. Press **Submit**.

If you would like to receive a copy of the request, please check the box "**Send me a copy of my responses**".

The form will be sent to Share the Dignity. Share the Dignity will organise for you to be contacted to troubleshoot or repair the machine.

For support, please contact [dvm@sharethedignity.org.au](mailto:dvm@sharethedignity.org.au).

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