

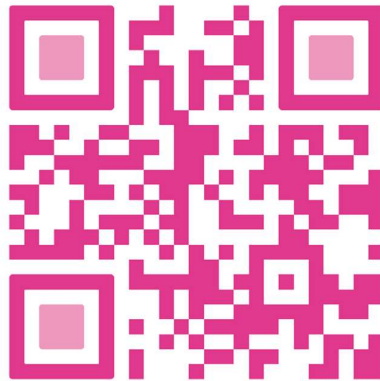
## Reporting a machine fault or maintenance request

For Department of Education Dignity Vending Machines

Occasionally the 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 it 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. Select your **state**
6. Enter your **contact details**
7. For "Are you a Shero or Hero" Select that you '**Work Onsite**'
8. Enter the contact details for the best **person onsite to contact** regarding repairs or maintenance
9. Select from the drop-down menu what the **fault** is
10. If possible, **upload a photo** of the fault
11. 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 gets sent to Share the Dignity and we 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)