



## Stockwell 2.0 - UK / EU - Setup Guide

### Purpose

This article serves as the user guide for the **Stockwell 2.0** device in the **EU** and **UK**. It covers how to move the device into the desired location and how to set it up.

For common questions about the device, and information on troubleshooting steps, please see the [Stockwell 2.0 - UK/EU - Troubleshooting Guide](#).

For information on the Stockwell Schema, please see [Stockwell 2.0 - Store Schema](#).





*(Click image to enlarge it)*

## Moving a Stockwell 2.0

This device requires **one power outlet**. Please choose a location for your device that can support these needs.

No matter how the device is moved, extreme caution should be used. **A Stockwell unit weighs 180kg (400lbs), so please take care when moving your device.**

### ► Moving with a Manual Floor Jack (Recommended)

### ▼ Moving with Dollies



**Two people minimum** are required to physically relocate a Stockwell 2.0 device using dollies. If possible, **we strongly recommend three to four people** complete this task.

### Equipment

- Two **Furniture Dollies** to move the unit



*(Click image to enlarge it)*

- **Forearm Straps** to aid in lifting and to reduce strain on the legs of the device (recommended)



*(Click image to enlarge it)*

## Moving Process

1. To begin, have one to two people on each side of the SW 2.0 unit. Starting with one side of the unit, carefully lift the unit from the base as shown, and slide one dolly underneath the leg. Ensure that the leg is securely placed on the dolly. Forearm straps may be used to facilitate this process

While this occurs, the person on the other side of the unit should be held as upright as possible, to prevent the unit from tipping onto its side.



*(Click image to enlarge it)*

2. Keeping the first leg in place, carefully lift the other side of the unit in the same manner, and place the second dolly beneath it. Ensure that the center leg is also braced on one of the dollies, if possible, to ensure greater stability.

Both dollies should be fully supporting the unit as shown, enabling the unit to roll freely.



(Click image to enlarge it)

3. Carefully move SW 2.0 into its intended location. Steer from both front and back ends. Keep in mind that the unit will need at least 67cm of space to clear any doorways: this is to accommodate the width of the unit plus the handles



As a reminder, the unit weighs 181kg (400lbs) - **two people *must* keep their hands on the unit at all times to ensure proper safety guidelines are met.**

4. Once the unit has been brought to the appropriate location, once again have one to two people on each side of the SW 2.0 unit. Lift one side of the unit up from the base as before, allowing the dolly to be removed. Carefully lower the leg of the SW 2.0 onto the ground. Limit rocking the unit during this process, as this will cause strain on the legs and may result in damage. Forearm straps may be used here to reduce rocking.



(Click image to enlarge it)

5. Repeat step 6 for the other leg to remove the second dolly

## ▼ Tilting a Stockwell / Using a Stair Walker



**Two people minimum** are required to physically relocate a Stockwell 2.0 device using a stair walker. If possible, **we strongly recommend three to four people** complete this task.

The Stockwell 2.0 can be tilted and moved into place using a **handcart** or **stair walker**, however this procedure should only be taken if there are no other options.



**Tilting the unit more than 45° will invalidate the M40 warranty. An angle of 30° - 45° is recommended.**

Any unit tilted 30° - 45° will need to sit for a **24-hour period before use**. This will allow the compressor oils to settle.

1. Tightly secure the **doors** of the unit to the body via **tie down straps/ ratchet straps**
2. With one person at each end, position the stair walker under the **ambient side** of the unit.
3. Carefully lift the unit up onto one leg using the stair walker. The lifting radius is **2.3 meters**
4. Keep the tilting angle **below 45°**. An angle of **30° - 45°** is recommended. Any unit tilted 30° - 45° will need to sit for a **24-hour period before use**. This will allow the compressor

oils to settle.



*(Click image to enlarge it)*

## Technology Setup

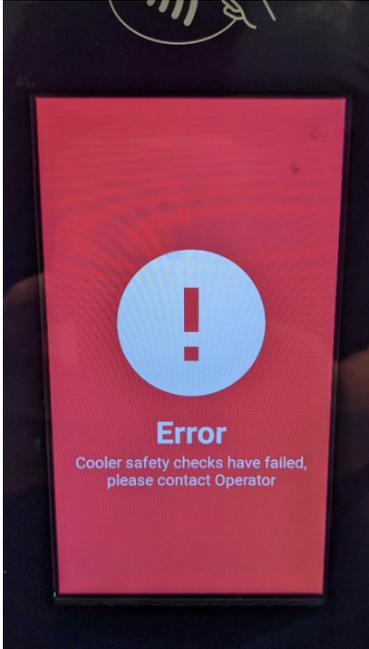
1. Plug in the store
2. Allow the store 4–6 minutes to boot up. While this occurs, a yellow error message will be visible, informing you that cooler functions are disabled during the start-up process.



*(Click image to enlarge it)*

3. After the startup completes, you will see a red error message saying "**Cooler Safety checks have failed, please contact Operator.**" This is normal at this stage, and is part of the setup process.

Locate the controller below the Pico device at the bottom of the Store. Hold the down arrow button on this controller for five (5) seconds to clear the error. You will see "---" on the screen when the error has successfully been cleared.



*(Click image to enlarge it)*

## Restockwell App

Restockwell app access is needed to set up and maintain your Stockwell 2.0's Schema (Planogram) on location. You can request access via the [Restockwell App Request Portal](#). Learn more about the app at [Stockwell - Restockwell App Guide](#).

## Adding Products to Stockwell 2.0 Schema

Once products are added to ADM and extended to your Location, the next step is to add the products to your market's schema.

Please see the article [Stockwell Web App - Schema Setup and Market Service Process](#) for more information.

# FAQ

**1. Can the pre-auth be set to 0?**

No: 365 recommends you set your preauth amount to cover the most expensive inventory item in the unit. Ultimately, operators own all risk associated with purchases greater than the preauthorization amount being declined by card issuers.

**2. Can the credit card be charged for more than the pre-auth amount?**

In both the US and Canada, the total cart amount can be charged above the pre-auth amount.

Internationally, the maximum the card will be charged is the pre-auth amount.

**3. When will the pre-auth show on my statement?**

The pre-auth typically shows immediately on your bank statement following your shopping session.

**4. When will my final charge appear on my statement?**

The final charge is sent immediately upon settlement of the shopping cart to your bank. However, it may not show immediately, as this is dependent on your bank.

**5. When will the pre-auth come off my statement?**

Similar to the above, the pre-auth may take some time to come off your statement, as the banking institution is responsible for the removal once we send the final amount.

**6. When will I receive my receipt from Stockwell?**

Within 5-10 minutes after your transaction is complete

**7. What if a consumer spends more than they have on their card?**

The amount above the pre-auth is not adjustable. Therefore, the pre-auth amount will be charged, after it has been verified that the consumer has that amount in their account. The Operator will then have a loss on the remaining funds owed.

**8. What will show on my statement if I make multiple transactions?**

If you visit the store multiple times and perform several transactions, you will see multiple pre-auth charges, as well as separate, final amount charges.

**9. What Credit Card Processor does the Stockwell device use?**

Wallee

**10. What happens if a consumer pre-auths, but does not take any products?**

The pre-auth will show on the bank statement until removed by the bank. No additional charges will appear on their credit card statement.

**11. What will happen if the Stockwell is offline?**

Transactions are not available if the Stockwell is in offline mode. If a user attempts to present a payment form to begin shopping, the cabinet will not unlock.