BD Rowa™ Vmax/Smart

Critical situations

Important tips

- Make sure there are no objects left inside before starting the machine.
- Never place anything on the shelves.
- Use the removal aid to remove packs.
- Make sure you are at eye level with the shelf when removing packs.

Entering the machine

1. Open the door 📱 with the corresponding button on the screen.
2. Pull open the door when the message appears on the screen.
3. Twist the safety latch on.

Resolving stop errors

The robot will not start until all stop errors have been resolved.

1. Enter the machine (as described above).
   Tip: Take the removal aid with you when entering the machine!
2. Remove all packs from the picking head.
3. Remove all packs from the indicated row:
   - Bay (marked on the ceiling)
   - Shelf (marked on the metal stand)
   - Row (the row of packs, counted from the left)
     Tip: Empty spaces don't count as a row!

   If necessary, or if you are unsure, clear the entire shelf!
4. Select on the screen which action you took.

Emergency operation

If the machine can't start, you can manually output packs in emergency operation.

1. Activate emergency operation with the corresponding button on the screen.
2. Request a pack through the pharmacy IT system or through **Article Overview**.
3. Enter the machine (as described previously).
4. Remove the indicated pack manually and any packs in front of it.
   Never place any packs that you have removed back on the shelves!
5. Select on the screen which action you took.

Resolving scan errors

If the robot displays the notification **Shelves need to be checked**:

1. Click on the notification.
2. Select the option **Output** if available.
   The machine will now output unknown packs to the stock maintenance output.
3. Select the option **Transfer**.
   The robot will now relocate all packages that were marked as correct during the scan.
4. Enter the machine and manually clear all remaining packs from the shelf.
   *Tip: The indication **Shelf XIY** should be read as **Bay X, Shelf Y***.
5. After emptying the shelf, click the **Shelf emptied** button.

Want to learn more?
Visit the BD Rowa™ Customer Learning Center at **https://clc.rowa.de**.

If you have any questions, please contact BD Rowa™ Service.

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