NCR VOYIX

NCR Kitchen Controller 5 (1925)

Site Preparation Guide

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Preface

This is a contractual document. It contains important information about properly preparing a site for the NCR Kitchen Controller 5 (1925). You are advised to read it carefully.

It is the responsibility of the customer to assure that all installation preparations are complete and in compliance with NCR specifications and requirements and all applicable national, state, or local codes, regulations, and laws.

Audience

This book is written for hardware installer/service personnel, system integrators, and field engineers.

> 🗒 **Note**
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> > 🗒 **Note**
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About this Book

This book provides site preparation information for the NCR Kitchen Controller 5 (1925) only. Site preparation for any peripheral components, AC wiring, and Network wiring are NOT provided in this book, but are in separate documents. Refer to *References* located later in this *Preface*.

This book contains the information necessary for the preparation of a site that conforms to NCR specifications. It is very important that the site complies with the requirements specified in the document because, once the equipment has been installed, deficiencies in site preparation or the problems caused by these deficiencies are much more difficult to detect and correct. Furthermore, failure to comply with these requirements or to take proper steps to protect equipment against risks identified in this document may cause serious damage to the equipment and to the customer's business.

In addition to the need to comply with the requirements specified, electrical wiring and mechanical systems must also comply with all relevant codes, laws, and regulations.

It is important that a customer or his agent who is fully conversant with the special requirements of electronic equipment prepare the site. The responsibility of ensuring that the site is prepared in compliance with this document remains with the customer.

For information and guidance purposes only, a list is provided, in general terms, of those matters for which the customer is responsible. This list is not intended to be comprehensive, and in no way modifies, alters, or limits the responsibility of the customer for all aspects of adequate site preparation.

NCR staff will be available to answer questions relating to the contents of this document except where:

- A customer has been notified that a full or partial consultant service is available and/or that NCR will be willing to undertake a preliminary or final site survey and

- The customer shall have entered into a formal contract with NCR for provision of the same.

No comment, suggestion, or advice offered or not offered about preparation of the site, nor any inspection of the site, whether before of after preparation, is to be taken as approval of the location of the site and equipment or its preparation. NCR will not be liable in respect to any comment, suggestion, or advice given by its staff or in respect to any failure to give advice.

Finally, only the customer can know the full extent of the damage that may be caused to his business by reason of failure of the equipment that is to be installed. For this reason, it is the customer's responsibility to ascertain the extent of any such possible damage to his existing or planned business, and to effect full insurance in respect of it.

Safety Requirements

The NCR Kitchen Controller 5 (1925) conforms to all applicable legal requirements. To view the compliance statements see the *NCR HSR Servers Safety and Regulatory Statements (BCC5-0000-5096)*.

> ⚠️ **Caution**
>
> This product does not contain user serviceable parts. Servicing should only be performed by a qualified service technician.

AC Disconnect

> ⚠️ **Warning**
>
> A readily accessible and easily identifiable means of disconnecting power from the NCR Kitchen Controller 5 (1925) must be provided, such as a plug on the power cord, isolating switch, or circuit breaker incorporated in the building wiring.

> ⚠️ **Warning**
>
> Il est impératif d'avoir un moyen pour débrancher l'électricité. Ce moyen d'accès doit être visible et facile a identifier, du genre la prise de courant, le switch d'isolation, ou le disjoncteur incorporé dans l'installation électrique du bâtiment ou de l'immeuble.

Grounding Instructions

The Power Supply used with this product is equipped with an electric cord having an equipment-grounding conductor and a grounding plug. The plug must be plugged into a matching outlet that is properly installed and grounded in accordance with all local codes and ordinances. Do not modify the plug provided — if it will not fit the outlet, have the proper outlet installed by a qualified electrician.

Use only 3-wire extension cords that have 3-prong grounding plugs and 3-pole receptacles that accept the product's plug. **Repair or replace damaged or worn cords immediately.**

Out of Box Failure (OBF)

If you experience an out of box failure (OBF) during installation or staging that is related to a missing, wrong or defective unit or item, or damage to the frame/cabinet of the unit, contact NCR and provide a detailed description of the issue.

> 🗒 **Note**
>
> Used equipment that experiences a failure does not qualify as an OBF and should go through the NCR warranty process.

To contact NCR, do any of the following:

A. Send an email message to CustomerSat.Retail@ncr.com with the following details:
   - NCR Sales Order # (Sales Order # are located on the box)
   - Date of Product Installation
   - Product Model #
   - Unit Serial #
   - NCR part # of defective/missing/wrong component
   - Description of Failure (please be specific. For example: "display will not power on")
   - Customer/Requestor's contact name, phone number and/or e-mail address
   - Address to ship replacement part(s)

   > 🗒 **Note**
   >
   > Components of the NCR Kitchen Controller 5 (1925) can be replaced by an NCR Services technician.

B. Call or leave a voice message at:

- 1-800-528-8658 (USA)

- +1-770-623-7400 (International)

> 📋 **Note**
>
> When leaving a message, please provide a phone number and/or an email
> address so NCR can contact you if additional details are needed.

Warranty

Warranty terms vary by region and country.

All parts of this product that are subject to normal wear and tear are not included in the
warranty. In general, damages due to the following are not covered by the warranty.

- Improper or insufficient maintenance

- Improper use or unauthorized modifications of the product.

- Inadequate location or surroundings. Site installation must conform to guidelines listed
  in this document and the *NCR Workstation and Peripheral AC Wiring Guide* (BST0-2115-53).

For detailed warranty arrangements, please consult your contract documents.

References

- *NCR Kitchen Controller 5 (1925) User Guide* (BCC5-0000-5555)

- *NCR Kitchen Controller 5 (1925) Hardware Service Guide* (BCC5-0000-5556)

- *NCR Kitchen Controller 5 (1925) Parts Identification Manual* (BCC5-0000-5557)

Table of Contents

Revision Record

Issue	Date	Remarks
A	Feb 2022	Initial release
B	May 2022	Minor revisions on Weight, Dimension, and Service Clearance
C	Mar 2023	Converted to Guild template
D	Oct 2024	Converted to Voyix template

NCR Kitchen Controller 5 (1925) Site Preparation

This chapter provides the information necessary to prepare a site to NCR specifications prior to installing the NCR Kitchen Controller 5 (1925). The site must be properly prepared before the product is installed because site preparation deficiencies may be difficult to detect and correct after installation.

> 📝 **Note**
>
> Site preparation for any peripheral components, AC wiring, and Network wiring are NOT provided in this book.

It is the responsibility of the customer to ensure that all installation preparations are complete and in compliance with NCR specifications and requirements and all applicable national, state, or local codes, regulations, and laws.

Customer Responsibilities

Before the system can be installed, the customer must do or provide the following:

- When required by NCR, provide the NCR Customer Services representative with appropriate drawings that indicate:
  - Location of the equipment
  - Site wiring (power and communications, paths and lengths)
  - Location of other equipment that may generate electrical noise, electromagnetic interference, or heat
- Make building alterations necessary to meet wiring and other site requirements.
- Provide and install all communications cables, wall jacks, special connectors, and associated hardware.
- Provide and install necessary power distribution boxes, conduits, grounds, lightning protection devices, and associated hardware.
- Make sure all applicable codes, regulations, and laws (including, but not limited to, electrical, building, safety, and health) are met.
- Provide and install auxiliary power or other equipment as required.
- Provide storage or service areas as required.
- Meet all system/unit environmental requirements.
- Provide and install floor coverings and environmental systems that limit or control static electricity build-up and discharge.
- In general, keep the NCR equipment area free from dust, smoke, lint, and other particles. Restrict smoking, eating, and drinking around the equipment. Avoid locating the equipment near other machines that generate ink, carbon, and paper dust particles.

Third-Party Peripheral Certification

Third-party peripherals must be certified with the NCR KC5 or a potential ESD issue can occur. Third-party peripherals include any electrically powered devices connected to the platform that are not an NCR-branded product or a certified solution advocated by NCR. Examples of third-party products include PIN pad devices, printers, external CD-ROM drives, and so forth.

Peripherals tend to be less sensitive to electrostatic damage when directly grounded through their power cords. If the peripheral is powered by the terminal and has no dedicated ground, then all of the ESD energy is coupled into the port connection. Some devices may require the use of an in-line galvanic isolator/surge protector in order to prevent problems.

The NCR TPP/SCER process is designed to evaluate third party peripherals and determine whether additional protective devices are needed.

The *NCR Workstation and Peripherals AC Wiring Guide* document contains additional information on this subject.

LAN Communications

The NCR KC5 provides 10/100/1000 Mbps Ethernet support using Intel WGI210AT Ethernet controller on rear I/O, with link/speed LEDs.

For Ethernet communications wiring specifications, refer to the *NCR Ethernet Communication Wiring Guide* document.

Environmental Requirements

The NCR Kitchen Controller 5 (1925) is designed to operate in a Class 3 working range, which applies to a broad spectrum of fully to partially conditioned office and commercial environments. Dependent upon local climatic conditions, heating, cooling and humidity control capability may not be provided at all or be inadequate to maintain desirable human comfort levels on a day-to-day basis under adverse climatic conditions. A summary of the environmental requirements is shown in the table below.

Temperature, Humidity, and Dew Point

	Temperature	Relative Humidity	Dew Point
Operating Range	5°C to 40°C (41°F to 104°F)	10% to 90% non-condensing	26°C (78.8°F) max
Storage Range	-10°C to 50°C (14°F to 122°F)	10% to 90% non-condensing	N/A
Transit Range	-40°C to 60°C (-40°F to 140°F)	5% to 95% non-condensing	N/A

Moisture

The NCR KC5 is not waterproof. It should not be sprayed directly, as the force of pressurized water could potentially invade the enclosure through the holes located on the front or rear panels around the LEDs, power button, or I/O ports. Accordingly, the unit should not be installed in areas where it might be exposed to direct water spray. The unit is not meant for outdoor installation.

Electrical Requirements

The NCR KC5 has the following external power supply options:

- US Power Supply (connects directly to a wall wart)
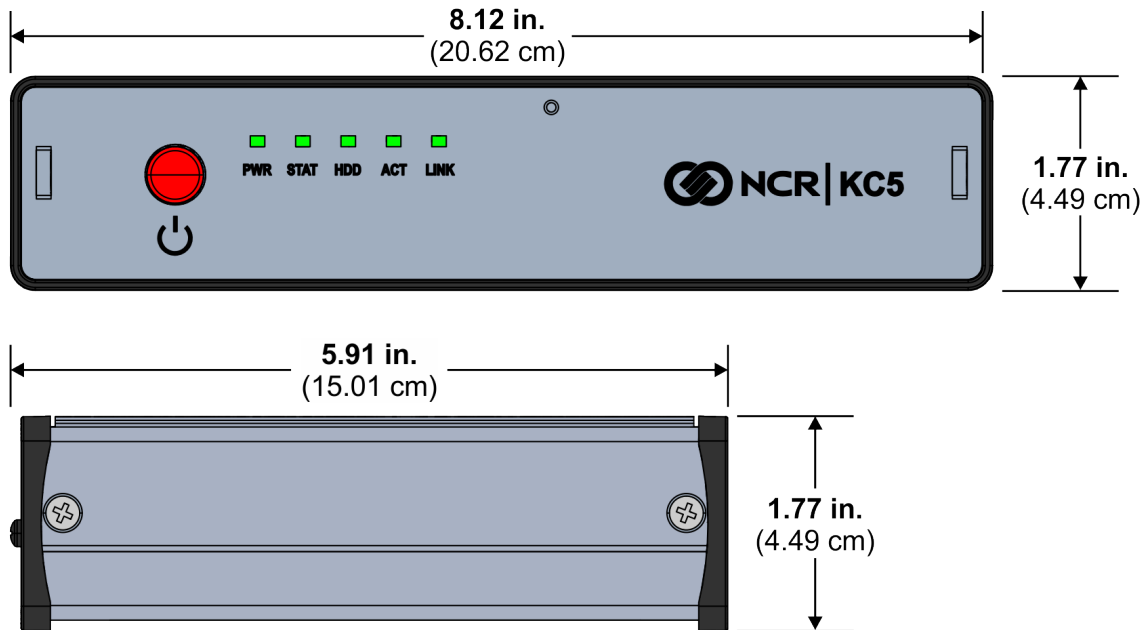- International Power Supply

These power supplies has an auto-switch feature that allows configuration for 115V or 230V operation.

Output Level	40W Adapter	60W Adapter
Nominal Voltage	12 V	12 V
Minimum Load	0 A	0 A
Maximum Continuous Load	3.5 A	5 A

AC Wiring Requirements

The customer must provide suitable AC power for the terminals, associated equipment, and devices. We recommend a dedicated unswitched power line dedicated to the NCR equipment installation. Refer to the _NCR Workstation and Peripherals AC Wiring Guide_ for store AC wiring requirements. The AC outlet must be installed near the terminal and easily accessible to the operator.

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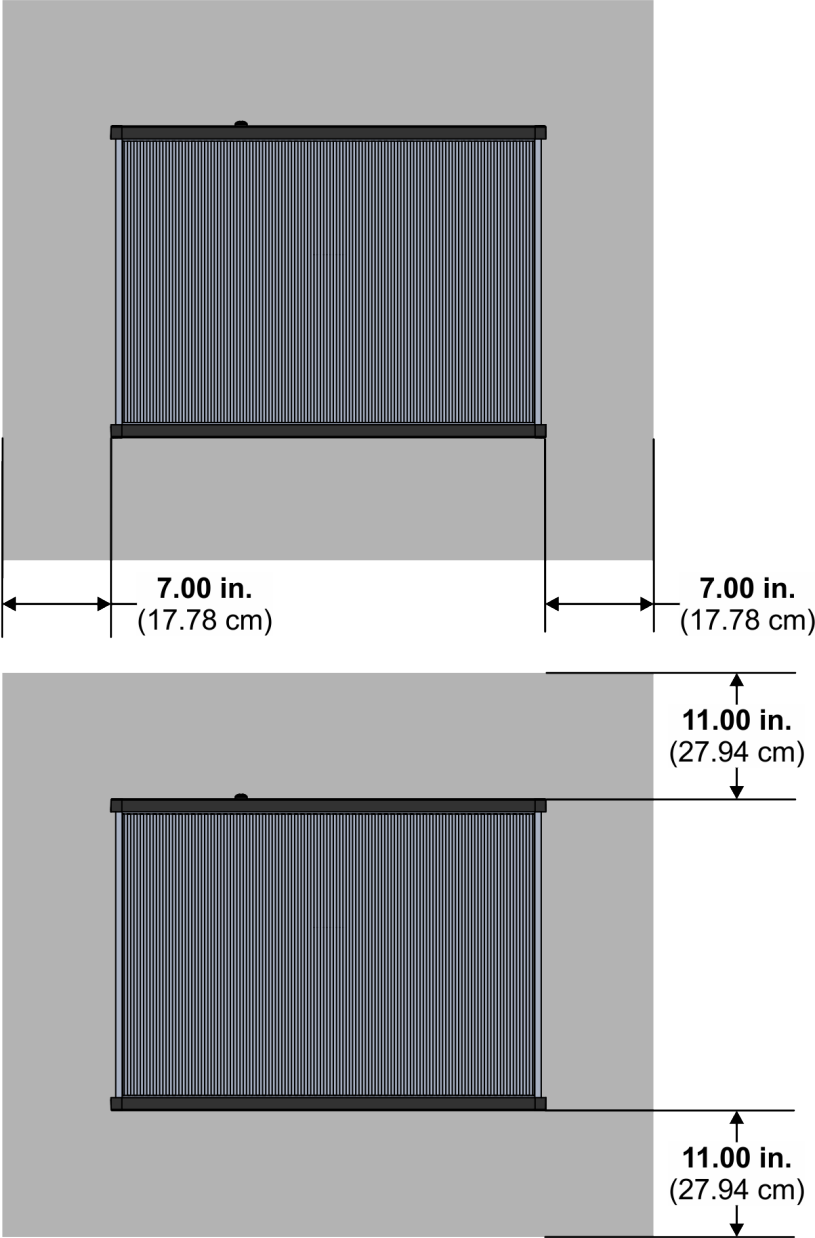
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Dimensions

CCP-81700

Weight

The maximum weight of the NCR KC5 is **2.54 lb** (1.15 kg). Hardware weights can vary slightly based on the actual hardware configuration.

Service Clearance and Airflow Requirements

An area of no less than **11 x 7 in.** (27.94 x 17.78 cm) is necessary to properly install the NCR KC5. This will accommodate the unit as well as its associated mounting hardware.

Top View

7.00 in. (17.78 cm)   7.00 in. (17.78 cm)

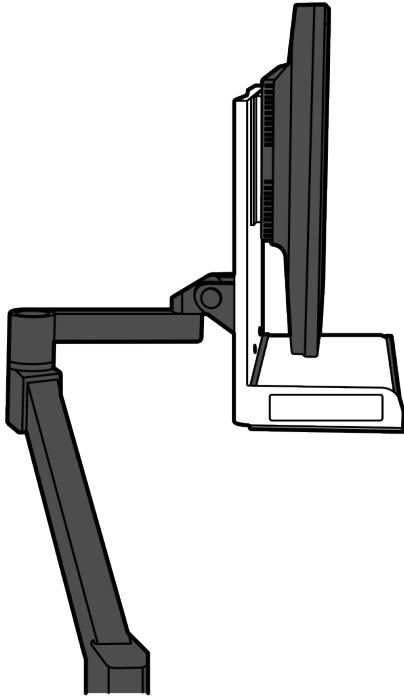11.00 in. (27.94 cm)

11.00 in. (27.94 cm)

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Mounting Options

The NCR KC5 can be mounted using NCR kitchen integration brackets, or to the wall using the wall mount bracket. The integration brackets offer VESA standard mounting holes that can connect to an LCD monitor mount. The brackets prevents cable management issues and minimizes the chance for theft.

The NCR KC5 can be mounted horizontally or vertically depending on the amount of space available at each site location. The I/O ports should be kept vertical, angled towards the floor surface, or completely facing down to avoid any liquids or debris from building up or flowing in the ports.

> 📝 **Note**
>
> Each customer can choose the mounting system that works best in their environment. None of the options are required to install Kitchen Production System (KPS) components, though these options typically provide a better installation. For more information on mounting options, ask your NCR representative or refer to the **NCR Kitchen Mounting Guide**.

CCP-61170

> **📝 Note**
>
> The image above is an example of a KPS solution with the optional Integration Bracket and Radial Arm.