



10-Series Kiosk

Cash Recycler Jam Clearance

Revision A

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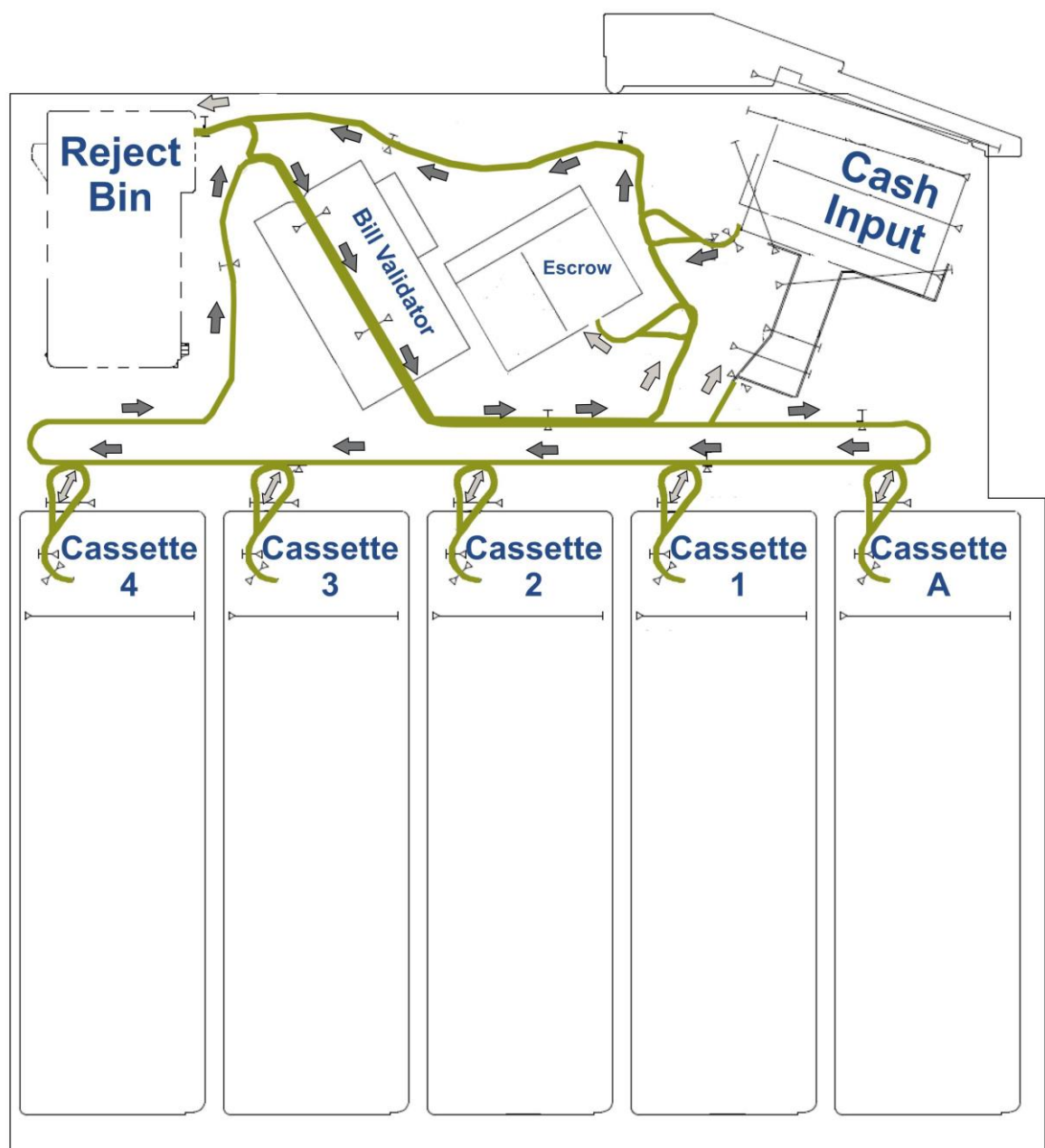
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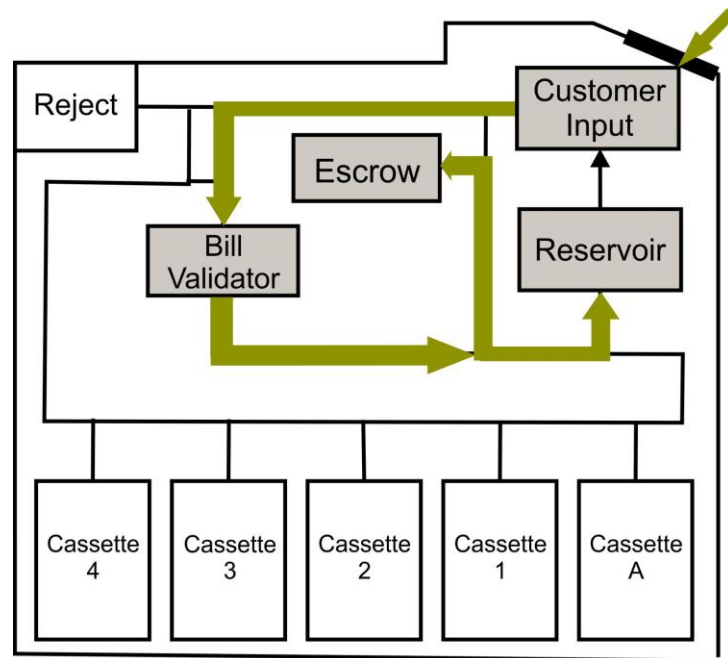
Cash Recycler Bill Path:

To quickly locate and clear jams, it is best to understand the bill transport layout and the various paths and directions that bills take during the different cash handling operations.

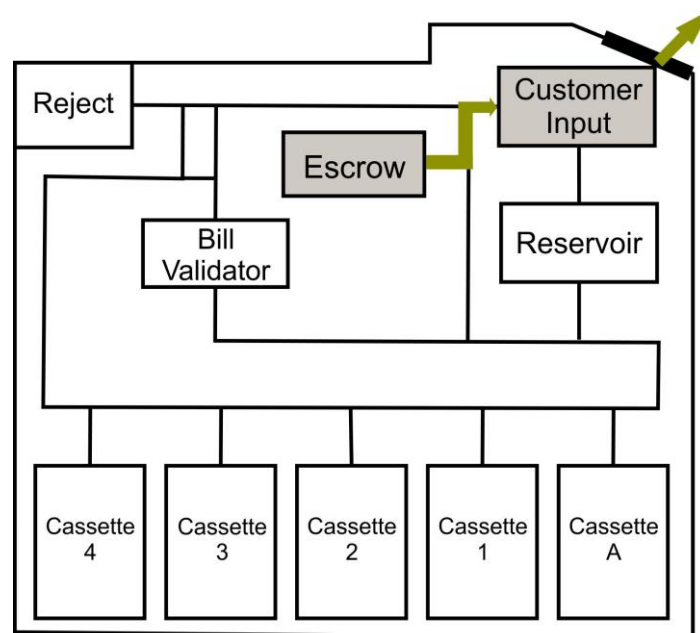
- Complete Bill Path



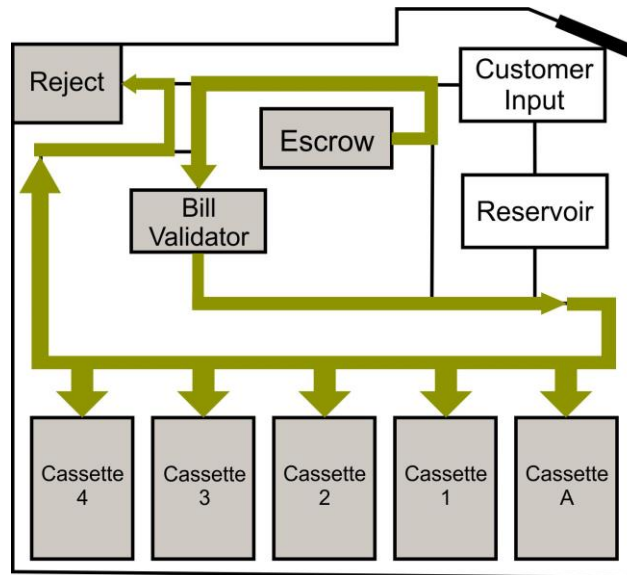
1. **Cash Intake:** Bills are moved from the customer input (pocket), through the Bill Validator and into the Escrow. Bills whose denomination cannot be determined or have issues that could potentially cause jams if placed in the cassettes are returned to the customer.



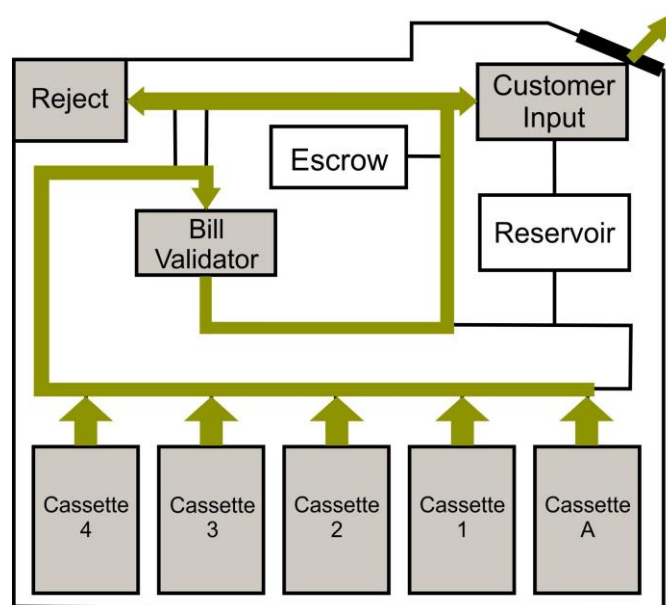
2. **Cash Return:** If the customer decided to cancel their deposit bills are moved from the Escrow back to the Pocket for customer retrieval.



3. **Cash Deposit:** Once the customer accepts the deposit bills are moved from the Escrow, back through the Bill Validator, and then into their respective cash cassettes. If there is an issue with a bill during this process it is moved to the Reject bin.



4. **Cash Withdraw:** During a withdraw, bills are taken from the appropriate cassettes and moved towards the rear of the recycler before being sent through the Bill Validator and then to the Pocket to be presented to the customer. If the Bill Validator believes that there is a problem with a bill (two bills stuck together) it will send the suspect bills to the Reject bin.

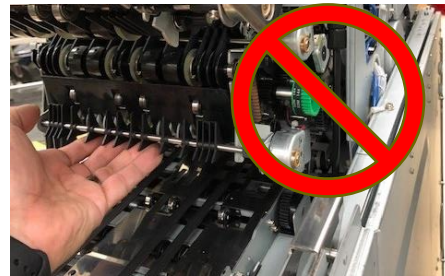
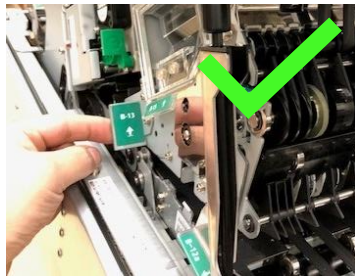




CAUTION

Cautions alert you to the potential for equipment damage.

1. Only open, close, or move recycler sections by their designated tabs or handles. Using any other pieces of the recycler could result in damage to wiring, mechanical elements, or sensors causing increased jamming or recycler shutdown.



2. Do not use pens, letter openers, or other foreign objects to clear bills from the path. Use the provided green dials to advance or retract the bill to a more easily accessible location.



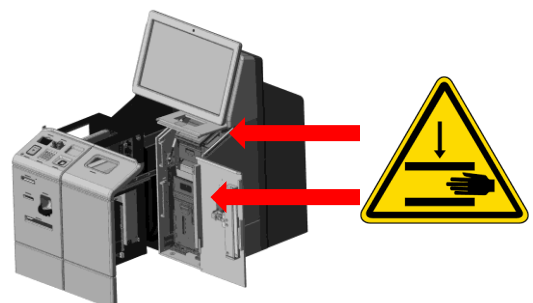
3. Never use alcohol or other liquids to clean sensors or feed rollers inside the recycler. Use of alcohol on sensors, prisms, or reflectors can cause clouding, increasing jams or bill misreads.



WARNING

Warnings alert you to possible safety risks.

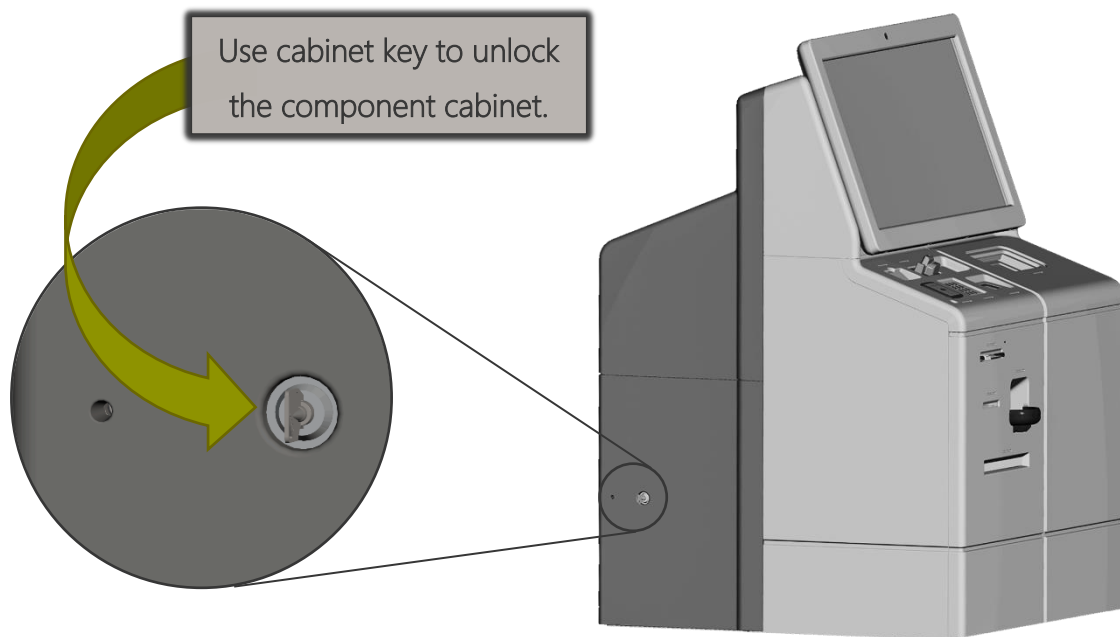
- Be aware of possible pinch points when working with the 24-hour safe as doors are heavy



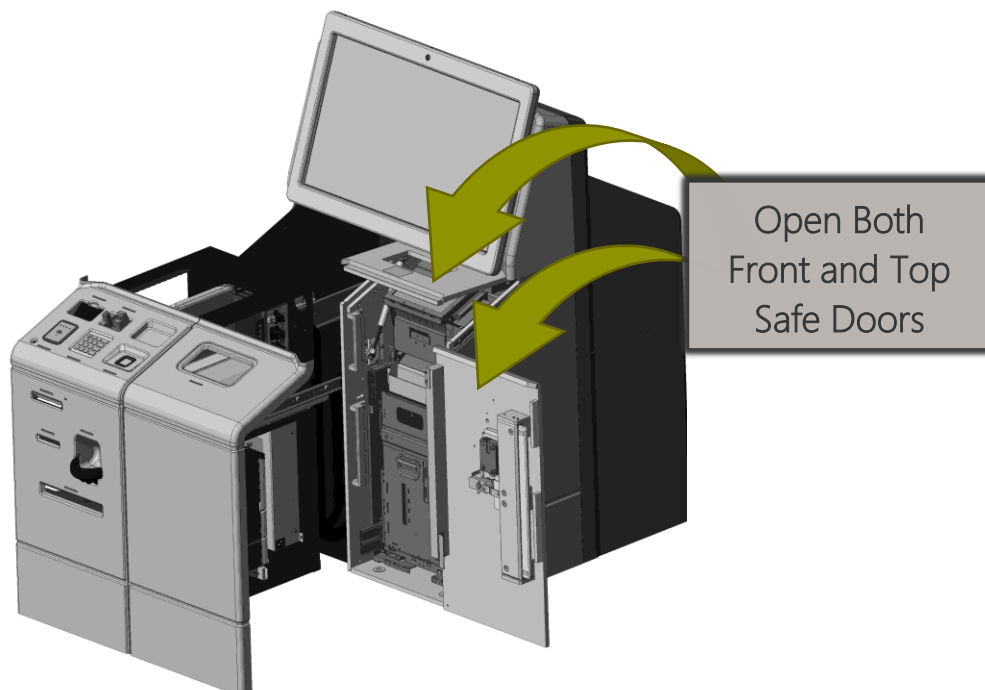
CLEARING RECYCLER JAMS

See below for common areas for jammed notes and the procedure for removal.

A. Unlock and open the component cabinet.



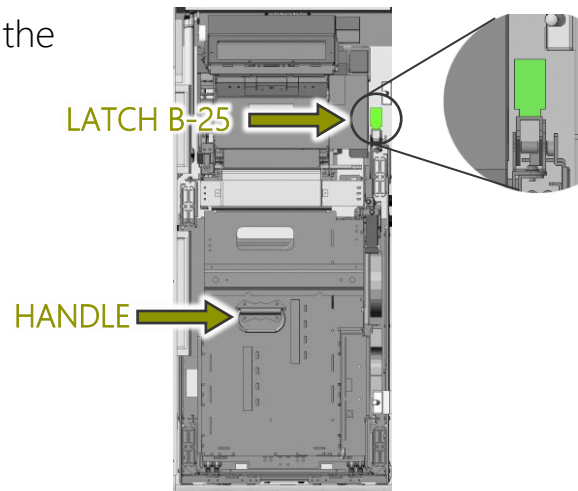
B. Open the Safe Door and then top door of the 24-Hr safe.



- C. Pull latch (B-25) forward to unlock the recycler unit and pull out the unit until it is fully extended.

NOTE:

Pull unit by latch or handle only.



- D. Clearing of Jams

Figure 1a: Recycler Sections

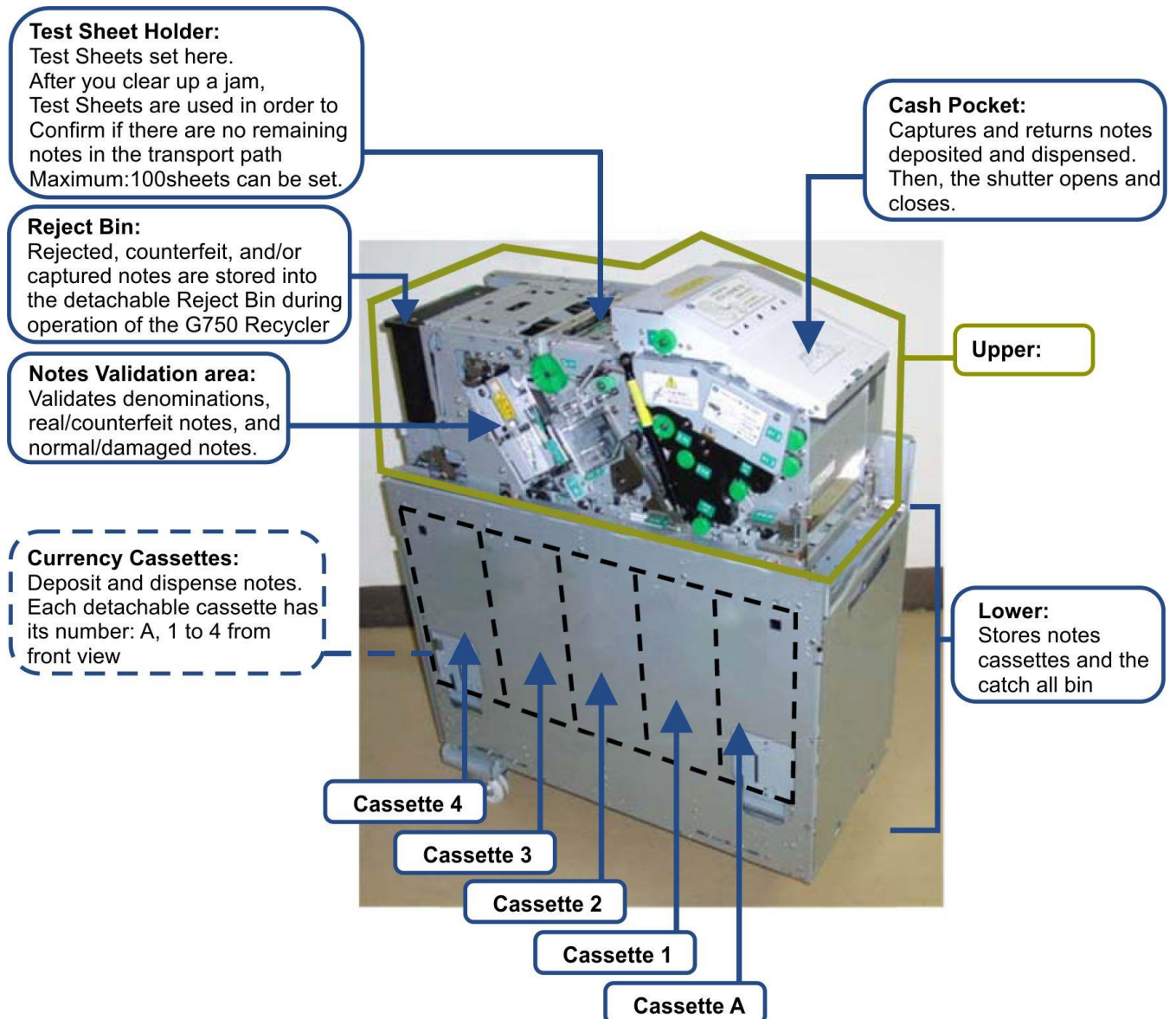
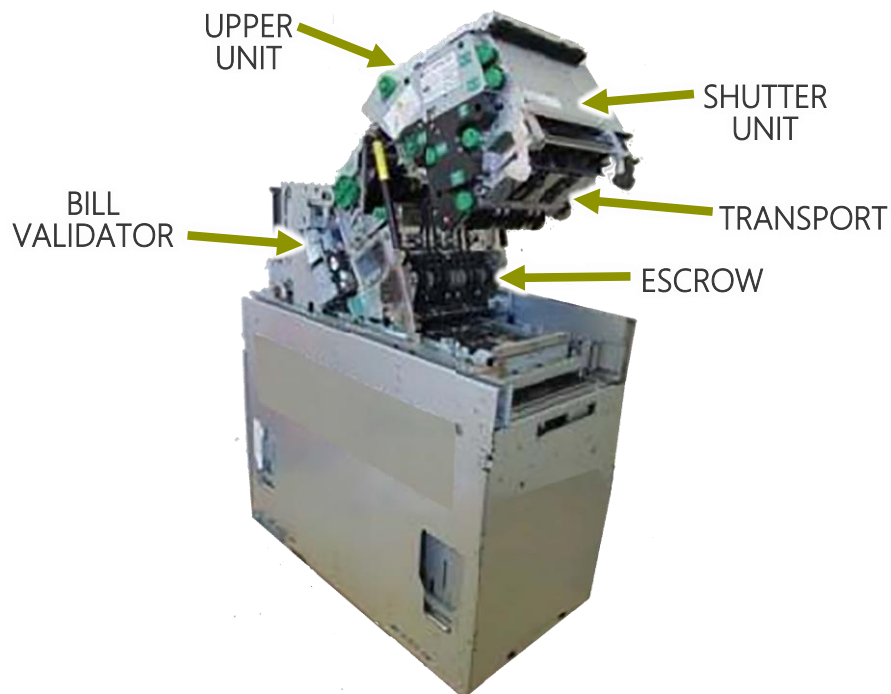
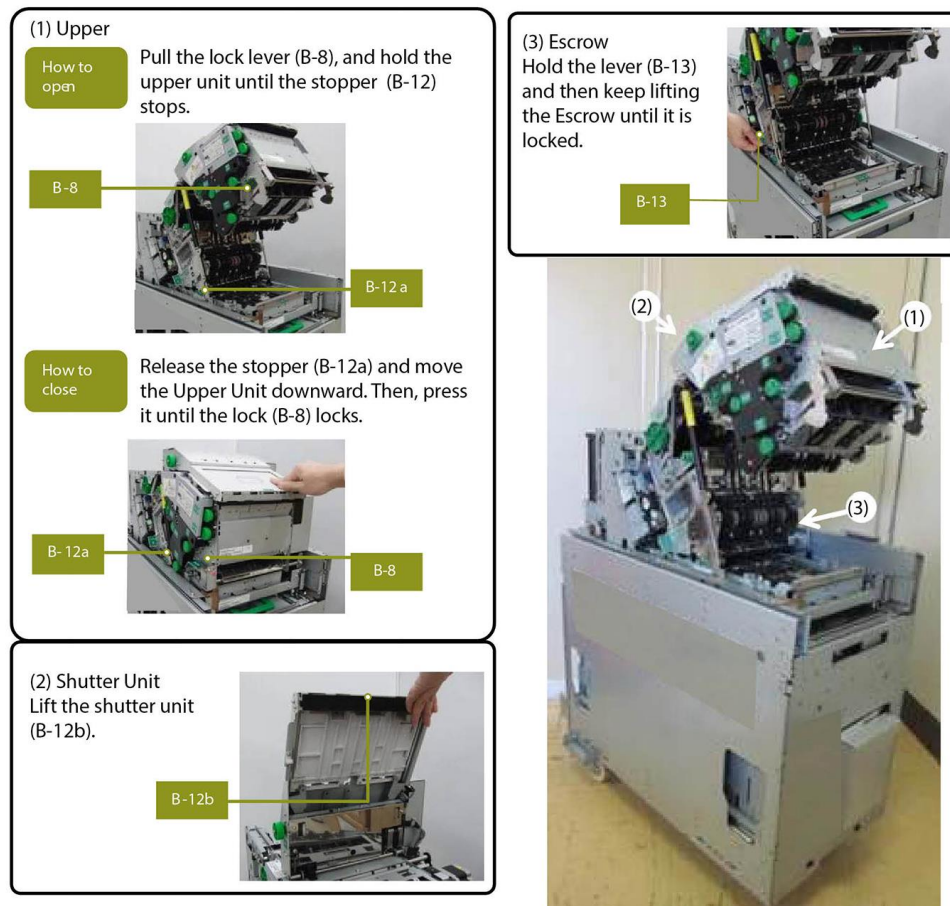
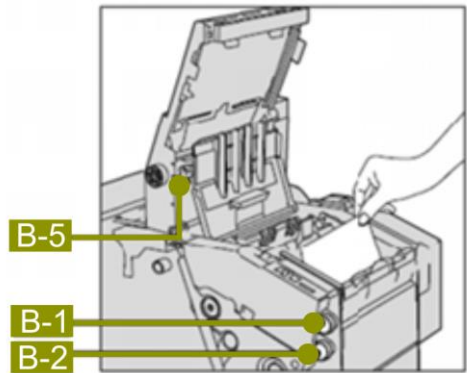
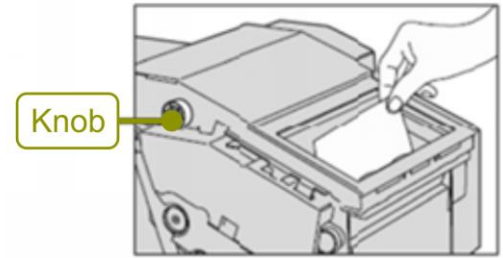


Figure 1b: Recycler SectionsFigure 1c: Opening the Upper Unit, Shutter Unit and Escrow

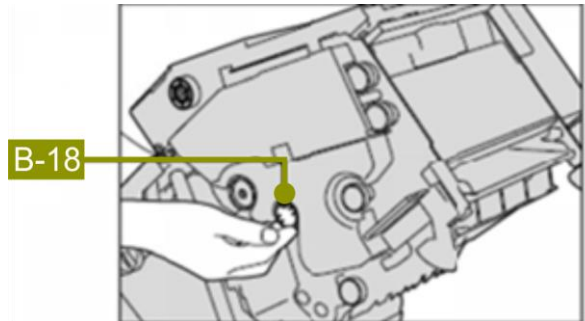
Shutter Unit Cash Pocket

- 1) Turn the Shutter Door knob until the shutter door is fully open and remove jammed notes.
- 2) Open Shutter Unit (see Fig 1c) and remove any jammed notes. If notes are hard to remove, turn knobs (B-1, B-2) to move the note retainer until the notes are able to be removed.

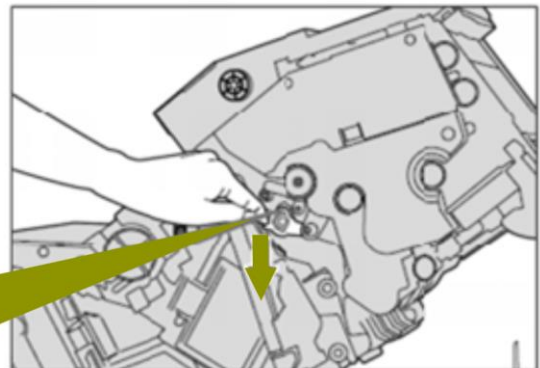


Cash Pocket Transport

- 1) Lift the Upper Unit (see Fig 1c).
Turn Knob (B-18) and remove any jammed notes.

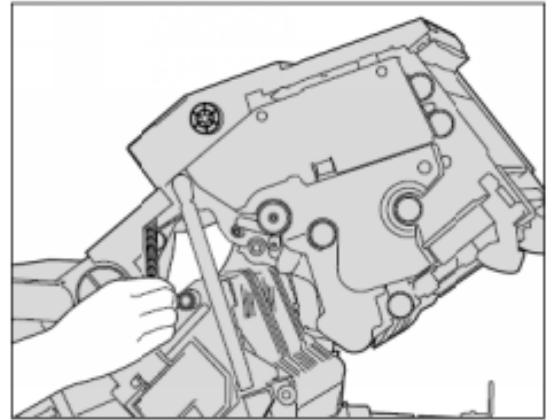


- 2) If the note can't be removed, open the Cash Pocket Transport (B-4) for better access.



Upper Unit

- 1) Open the upper unit (see Fig 1c) and remove any jammed notes in area shown.



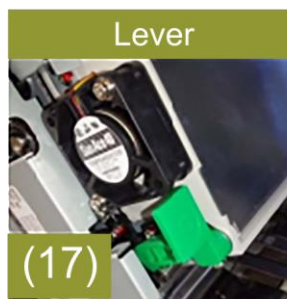
Transport Before Note Validator

- 1) Open the transport before the Bill Validator and remove any jammed notes. Turn knob (B-6) to feed the note if necessary.



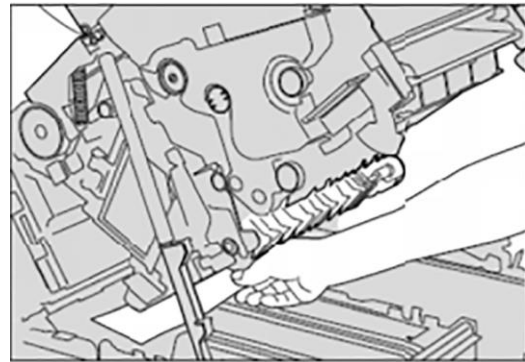
Bill Validator

- 1) Lift the Escrow unit. Pull lever (17), open the Bill Validator and remove any jammed notes.
- 2) If the note is hard to remove, turn knob (B-6) to feed the note.
- 3) Press the lever (17) and close the Bill Validator until it is locked.



Upper Transport at Escrow

- 1) Lift the Escrow (see Fig 1c) and remove any jammed notes in the transport path.



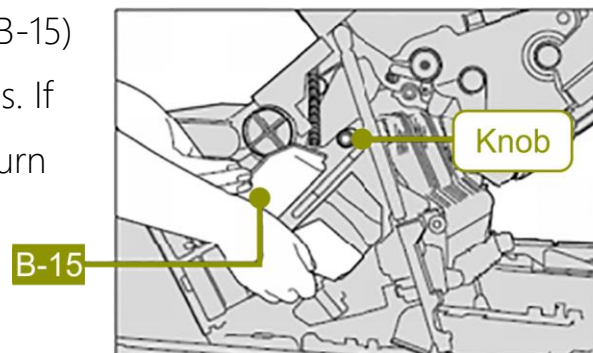
Escrow Transport

- 1) Open the Upper (see Fig 1c), turn the Knob and remove any jammed notes. If the note cannot be removed, open the lever (B-14) to gain access.



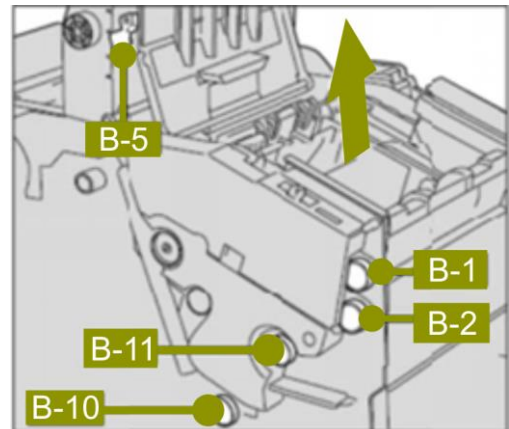
Escrow

- 1) Open the Escrow transport lid (B-15) and removed any jammed notes. If the note is difficult to remove, turn the knob to move the note retainer.



Reservoir

- 1) Lift the Shutter unit (see Fig 1c) and open the Cash Pocket lid (B-5). Then, turn knobs (B1, B2, B10, B-11) to move the bracket and remove the note.

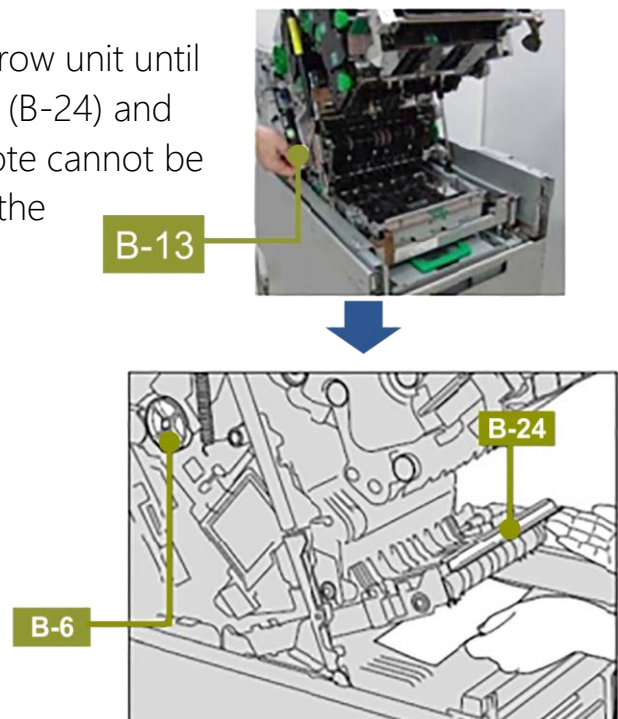


- 2) If the note cannot be removed, close the Shutter unit. Then lift the Upper, open the Reservoir transport (B-9) and take out the note. After removing the note, put the Reservoir transport (B-9) back into position until it is locked and close the unit.



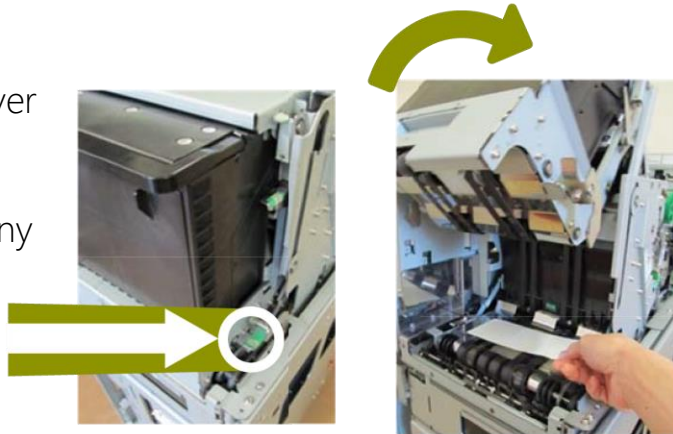
Cassette Transport

- 1) Hold the lever (B-13) and lift the Escrow unit until it is locked. Lift the middle transport (B-24) and remove any jammed notes. If the note cannot be removed, turn knob (B-6) and feed the note until it is accessible.

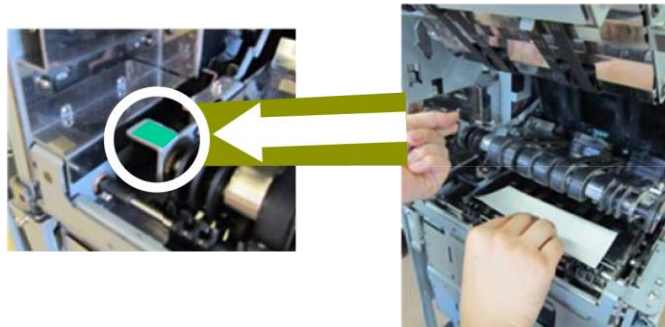


Rear Transport

- 1) Press down on the lock lever shown (61) and open the Rear Transport. Remove any jammed notes.



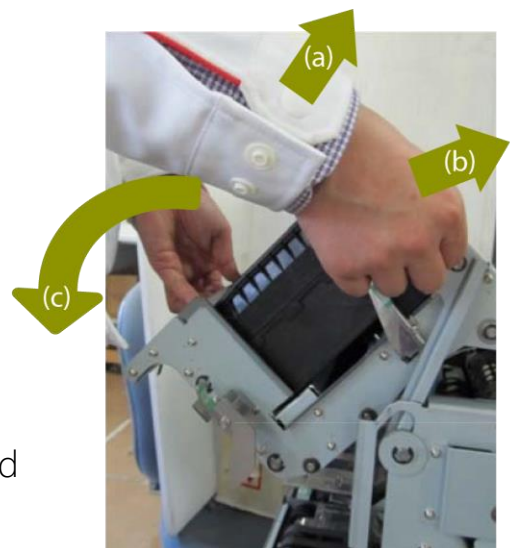
- 2) Lift the lever shown (65) to open the transport path and remove any jammed notes.



- 3) Remove any jammed notes in area shown. Turn knob (B-6) to feed the note if necessary.

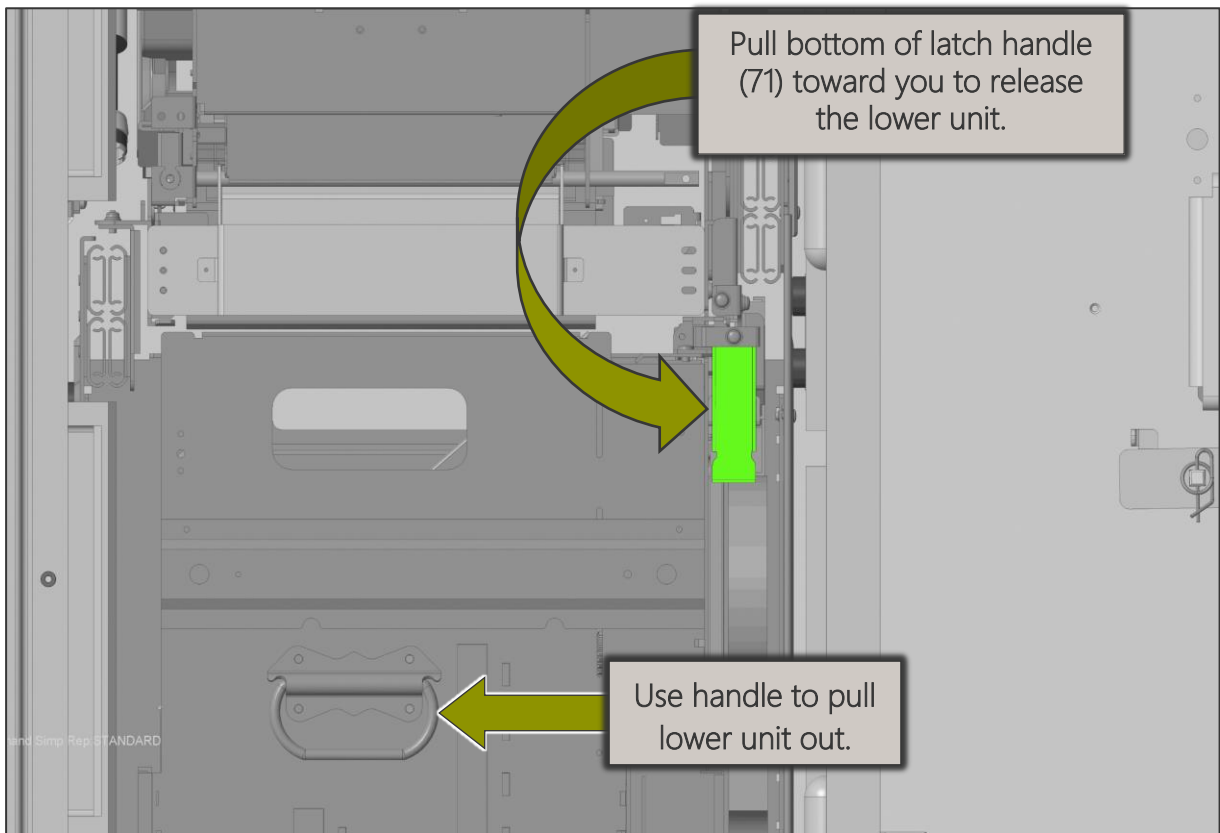


- 4) Closing rear transport:
 - (a) Hold the handle (64) firmly and lift the Rear Transport.
 - (b) Lift the lock lever (62) to the arrowed direction.
 - (c) Move the rear Transport downward slowly until it is locked.



Currency Cassette

- 1) Withdraw the Lower Unit as shown below.



- 2) Look for jammed notes at the entrance to the currency cassettes.



- 3) Remove each currency cassette and align any untidy notes.

Reject Bin

- 1) Open the Reject Bin and check for jammed notes.

PERIODIC MAINTENANCE REQUIREMENT

The recycler must undergo cleaning and inspection of critical components once every **4 months**. Failure to perform periodic maintenance within the 4-month period can result in an increase in note jamming and other performance issues.

NOTE: Cleaning and inspection of the cash recycler must be performed by properly trained and qualified service personnel.

CONTACT INFORMATION

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TECHNICAL SUPPORT - CONTACT PROCEDURE

Before contacting Technical Support, please gather the following information:

1. Kiosk serial number
2. Contact name of person at the site
3. Street address where the kiosk is located
4. List of all symptoms the kiosk is exhibiting

Contact your company's internal help desk and explain the nature of the problem. For technical support, call: 1.800.922.8501 – Option 2