

Customer Notification



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Release Date: May 31, 2018

Effective Date: May 31, 2018

Notification Status: Advisory Mandatory Announcement

Classification: Firmware Hardware Policy/Procedure

Description: GEN5™ AGT Ticket Deflector

Hardware: GEN5™ Series Printer

Territory: All

Interface: N/A

Check Sum: N/A

Firmware Version(s): N/A

CRC (seed = 0000): N/A

Conditions:

JCM Engineering has received reports of misalignment between the cabinet door and GEN5 Series Printers on the following Ainsworth cabinets: A600, A620, A640.

Resolutions:

To correct the misalignment between the cabinet door and the Printer, a Deflector Bracket is now included on all GEN5 (PSA-66-ST5 RS232) Printers being shipped to Ainsworth (Part Number 220-00086-533). The Deflector Bracket was implemented in August, 2017, and is installed as shown in Figure 1 a below. If a misalignment is detected on the affected cabinets and a Deflector Bracket is not installed, the Deflector Bracket can be ordered from JCM using Part No. 200-000387R.



Figure 1: GEN5 Printer and Deflector Bracket

Note:

This notification reflects current information available at time of publication. This information is subject to change without notice. Please contact your local JCM Sales Representative or JCM Customer Service for additional information.