



Notification No.: 20140815

Version: 1.0

Page: 1 of 2

Release Date: August 15, 2014

Effective Date: August 15, 2014

Notification Status: Advisory Mandatory Announcement

Classification: Firmware Hardware Policy/Procedure

Description: iVIZION Cash Box Stacker Guide

Hardware: Cash Box Stacker Assembly

Territory: All

Interface: N/A

Check Sum: N/A

Firmware Version(s): N/A

CRC (seed = 0000): N/A

Condition:

JCM Engineering has received reports of improperly stacked Tickets in the iVIZION Validator's Cash Box (refer to Figure 1 below). The Ticket's trailing edge may catch on the Stack Guide, moving it to a vertical position. The Stack Guide Spring may also be moved out of position. (Refer to Figure 2 on reverse to view these conditions.)



Figure 1: iVIZION Cash Box Stacker Assembly with Ticket Jam (Abnormal)

Resolution:

An investigation by JCM Engineering determined that this condition is caused by the Drive Motor turning off early as a Ticket is pulled into the Cash Box. The iVIZION software v.2.11-xx (USA and Canada) has been updated to keep the Drive Motor active longer to ensure that Tickets fully enter the Cash Box.

(continued on reverse)



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Resolution (cont'd):

If the Stack Guide Spring continues to be moved out of position (Figure 2), the Spring (EDP #232818) should be replaced. Figure 3 shows the Stack Guide and Stack Guide Spring in the normal position.

Contact your local JCM Customer Service Representative to arrange for service/repair.

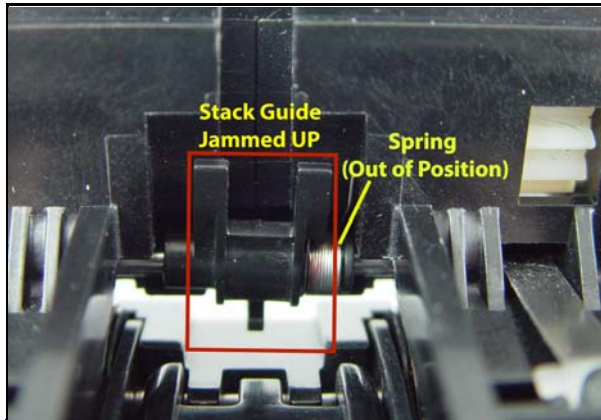


Figure 2: iVIZION Cash Box Stacker Assembly Vertical Position (Abnormal)

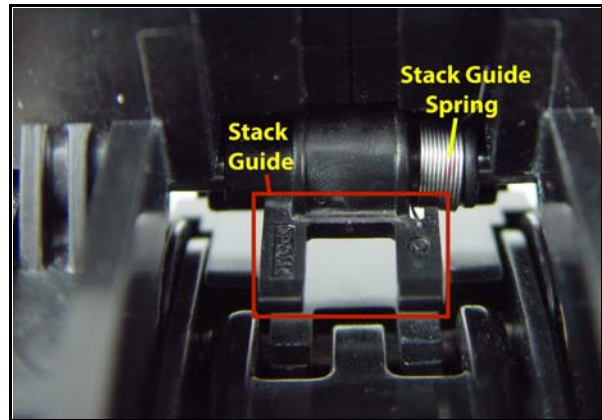


Figure 3: iVIZION Cash Box Stacker Assembly Horizontal Position (Normal)

Note:

The intent of this announcement is to accurately reflect information available as of this writing. This information is subject to change without notice. Please contact your local JCM Sales Representative or JCM Customer Service for additional information.