



# Customer Notification

<b>Notification #:</b>	20050926	<b>Revision:</b>	1.0	<b>Page:</b>	1 of 1
<b>Release Date:</b>	September 26 <sup>th</sup> , 2005				
<b>Effective Date:</b>	September 26 <sup>th</sup> , 2005				
<b>Notification Status:</b>	<input checked="" type="checkbox"/> Advisory	<input type="checkbox"/> Mandatory	<input type="checkbox"/> Announcement		
<b>Classification:</b>	<input type="checkbox"/> Firmware	<input checked="" type="checkbox"/> Hardware	<input type="checkbox"/> Policy/Procedure		
<b>Description:</b>	Ticket/Note Jam and Rejection Issue				
<b>Hardware:</b>	Metal Cashbox – UBA 10/11				
<b>Interface:</b>	ID-003	<b>Check Sum:</b>	70D2		
<b>Firmware Version:</b>	1.24-07 (or earlier)	<b>CRC (seed = 0000):</b>	2BB1		

## Conditions:

JCM engineering has identified a jam and rejection issue that can occur while using a metal cashbox on the UBA unit. When a metal cashbox is inserted into the UBA and is not seated properly or is damaged in such a way as to prevent proper insertion, it is possible for a jam to occur in the metal cashbox resulting in multiple ticket/note rejections.

The improperly seated metal cashbox can cause the cashbox drive gear on the transport to skip on the cashbox stacker mechanism gears. This causes the pusher plate to leave the home position without properly completing the stacking process. The ticket/note remains held in the stacker home position and during the following insertions (up to five maximum), this process can continue to occur.

When one of the next five tickets/notes is not able to be pushed into the stacker home position area, the validator enters the rejection process. During this rejection process, it is possible for all tickets/notes held in the stacker home position area to be rejected by the validator. Tickets/Notes held in the normal stack area cannot be rejected by the validator.

## Notes:

JCM engineering recommends that all metal cashboxes used in UBA units be inspected for physical damage. Also, during the drop process, all metal cashboxes must be seated into the UBA unit properly. The next version of UBA Firmware scheduled for release will contain a software adjustment to prevent this issue.

If you have any questions or concerns please contact JCM Customer Service at (800) 683 7248 for additional information.