



Notification No.: 20140801

Version: 1.0

Page: 1 of 1

Release Date: August 01, 2014

Effective Date: August 01, 2014

Notification Status: Advisory Mandatory Announcement

Classification: Firmware Hardware Policy/Procedure

Description: iVIZION® Motor Gear Assembly

Hardware: Motor Gear Assembly

Territory: All

Interface: N/A

Check Sum: N/A

Firmware Version(s): N/A

CRC (seed = 0000): N/A

Conditions:

JCM Engineering has received field reports of reduced Barcode Ticket Acceptance on iVIZION® Units in high usage environments, such as kiosks and ticket redemption machines.

Resolution:

An investigation by JCM Engineering determined excessive wear on the iVIZION Motor Assembly Transport Gears (Figure 1) may cause inconsistent drive belt movement after 250,000 to 300,000 cycles. JCM Engineering has modified the Transport Gear design as shown in Figure 2 for improved performance, and recommends replacement of these gears if the above conditions are identified. Refer to Section 4 of the iVIZION® Series Operation and Maintenance Manual (JCM Part Number 960-100929R) for Disassembly/Reassembly Instructions for the Motor Gear Assembly. Note: As a courtesy to our customers, JCM has modified its standard production to include this new gear beginning with Production Serial No. 1406208375.

The iVIZION Motor Gear Assembly (EDP #197877) should be maintained as specified in the JCM iVIZION Banknote Validator Preventive Maintenance Instructions (JCM Part No. 960-100932R_Rev. A), available at <http://www.jcmglobal.com/en/support/downloads/manuals.aspx>.

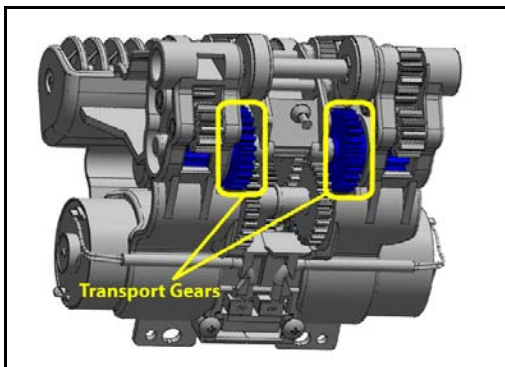


Figure 1: iVIZION Unit Motor Gear Assembly

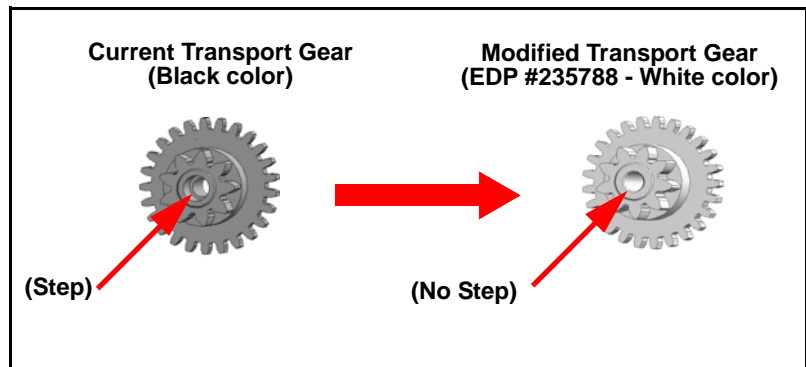


Figure 2: Transport Gears - iVIZION Unit Motor Gear Assembly

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.