



# Bill Counter **BC1005**

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## Technical Service Manual



## **ERROR CODE & SOLUTIONS**

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### **SELF DETECTION CODES:**

#### **E26**

1. Please check if counting sensor's plug is well connected to mainboard?
2. If it is well connected, please change the mainboard (with normal mainboard).
3. If normal mainboard has been changed but still not working, then change left counting sensor.

#### **E27**

1. Please check if counting sensor's plug is well connected to mainboard?
2. If it is well connected, please change the mainboard (with normal mainboard).
3. If normal mainboard has been changed but still not working, then change right counting sensor.

#### **E32**

1. Please check if speed sensor's plug is well connected to mainboard?
2. If it is well connected, please change the speed sensor (with normal sensor).
3. Check disk and make sure it is not deformed. If it is deformed, please change the disk.
4. If still not working, then change mainboard.

**E30**

1. Please make sure there is no object covering the sensor.
2. Please check if stacker sensor's plugs (a pair) are all well connected to mainboard?
3. If it is well connected, please change the one by one using normal sensor and check if it can work.
4. If all sensors are changed but still not working, please change the mainboard.

**E29**

1. Please make sure there is no object covering the sensor and not to be put under direct strong light.
2. Please check if hopper sensor's plug is well connected to mainboard?
3. If it is well connected, please change with normal sensor and check if it can work.
4. If all sensor is changed but still not working, please change the mainboard.

**ALARM CODES:****E17**

1. Suspicious fake notes detection by UV method.
2. Real banknote which had been washed might also caused E-17.
3. If note is real, UV sensor might be damaged, change UV sensor.
4. If note is real, mainboard might be damaged.

**E18**

1. Suspicious fake notes detection by MG method.
2. Real banknote which had been washed or has the magnetic thread damaged might also caused E-18.
3. If note is real, MG sensor might be damaged, change MG sensor.
4. If note is real, mainboard might be damaged.

**E11**

1. Double notes that are stick together might caused E11.

**E23**

1. Check hopper setting, might need to tighten the hopper screw.

**E22**

1. Make sure banknotes are in order when feeding, do not tilt the banknotes.
2. Check feeding rollers, make sure 3 rollers on the left & 3 rollers on the right have the same pulling power.

**E15**

1. Check the alarmed note, the dimension is different.

**E33**

1. Check the alarmed note, it might have holes.
2. Check the alarmed note, the width might differ (not normal).

**E10**

1. Check and make sure there is no other thing gets inside the machine and all condition is normal.
2. Switch on the machine, listen the big motor sound, if it is not working.
  - a) Big motor plug not connected well to mainboard.
  - b) Main board damaged.
  - c) Capacitor is damaged.
3. If big motor is working, check the feeding roller is running or not. If not working:
  - a) Belt drop out
4. If feeding roller can run, check the small DC motor:
  - a) Small motor plug is not connected well to mainboard.
  - b) Mainboard damaged
  - c) Small motor is damaged.
5. Check the speed sensor
  - a) Speed sensor damaged
  - b) Speed disk deformed

**Software Version:**

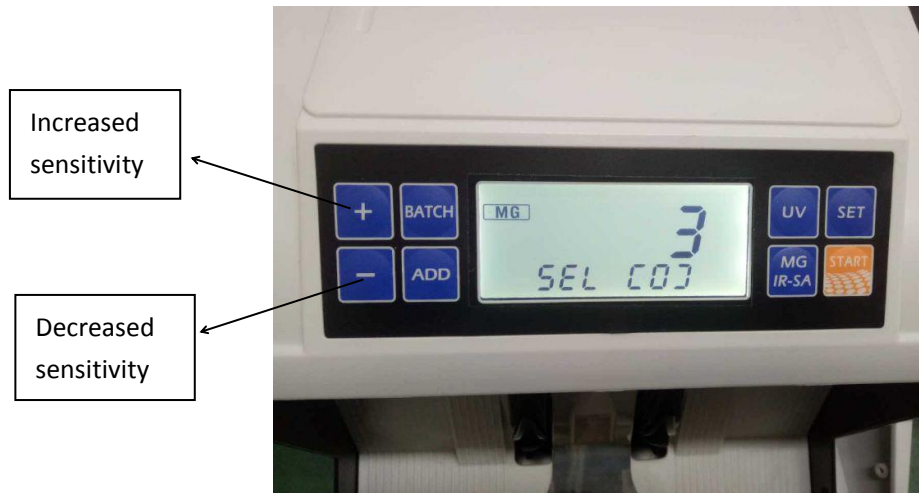
Turn on the machine, LCD display will show software version:



**SETTING MENU:**

Hold press SET 5~6 second to enter the SET program.

1. MG sensitivity adjustment.



2. Press SET again, to enter UV sensitivity adjustment.



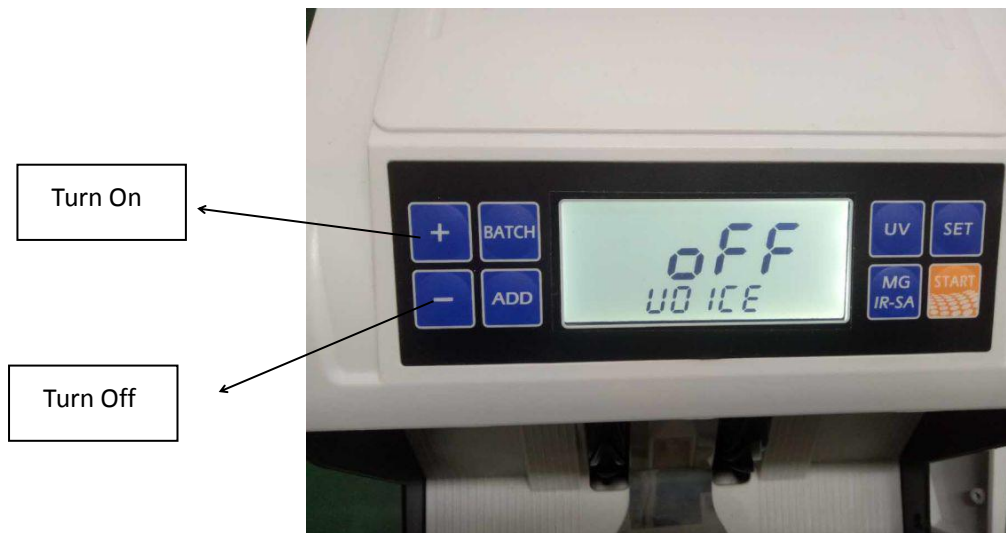
3. Press SET again to enter IR sensitivity adjustment.



4. Press SET again to enter Size sensitivity adjustment.



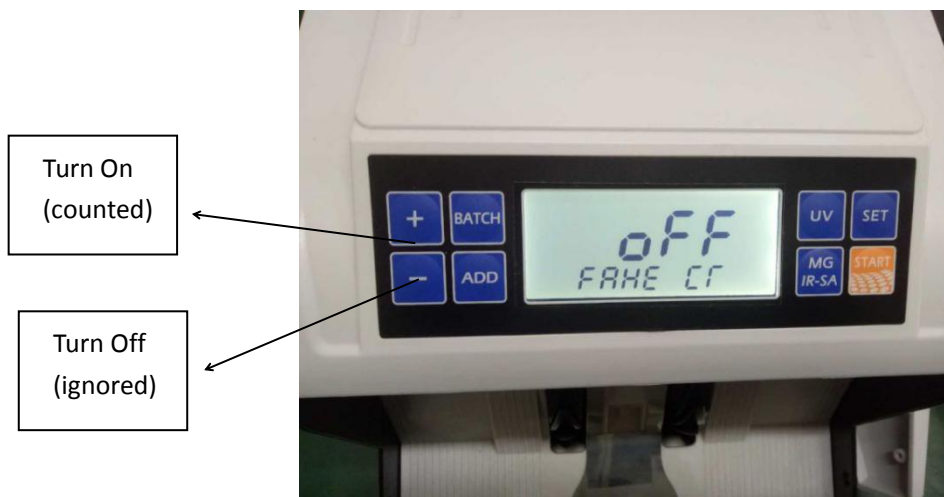
5. Press SET again to enter Voice ON and OFF (some models might differ).



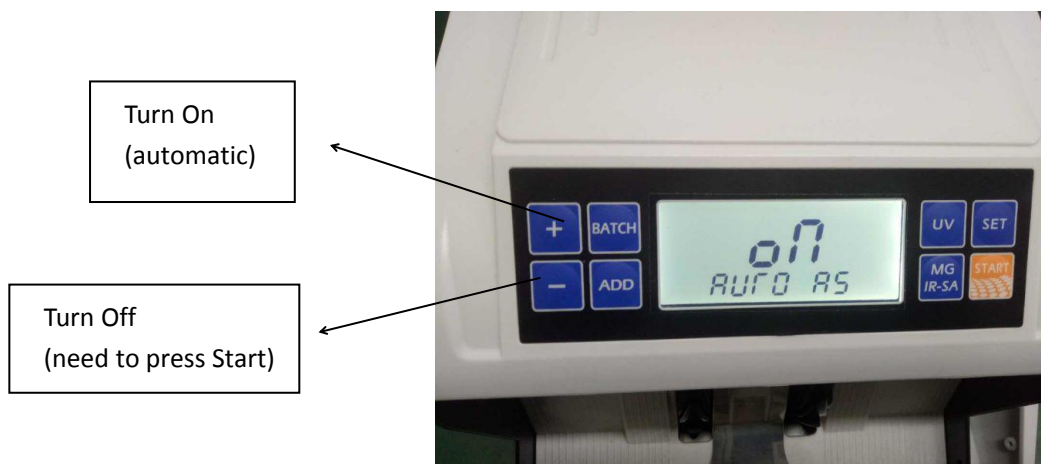
6. Press SET again to turn ON or OFF Half note detection (For certain models might be differ).



7. Press SET again to set the alarmed note to be counted or ignored.

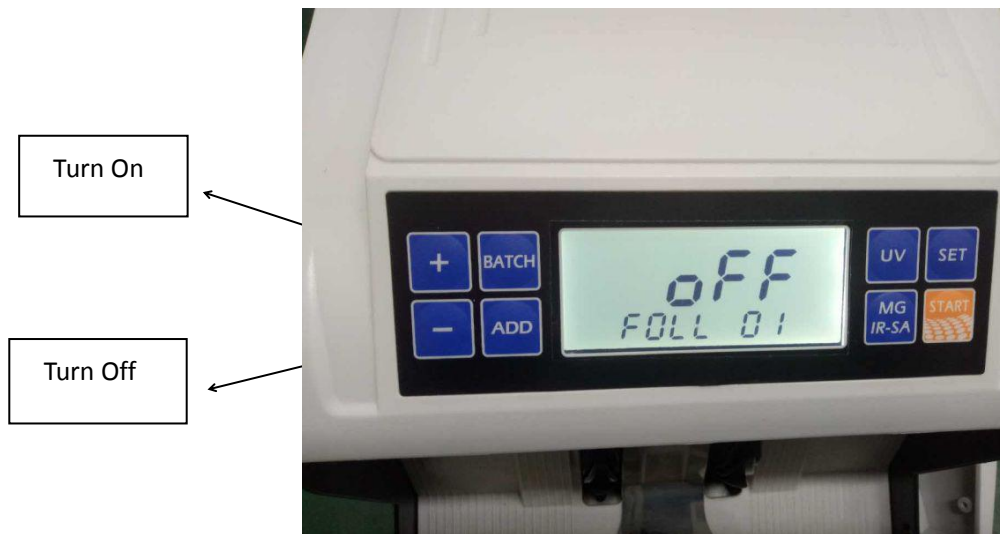


8. Press SET again to set batch mode to automatically count when number is reached and notes are taken from stacker or need to press Start button.



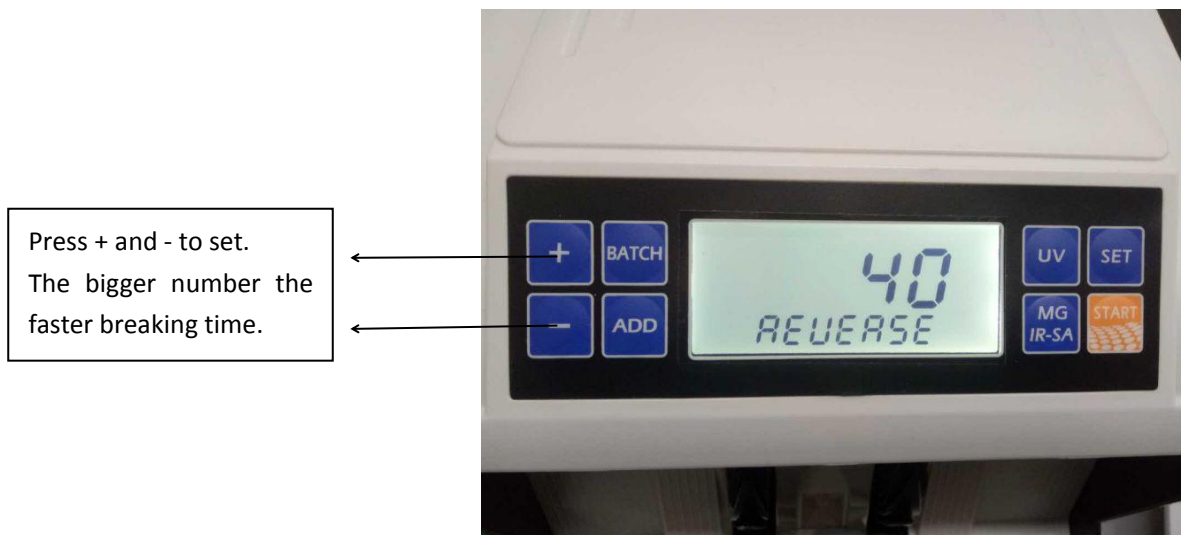


9. Press SET again to turn ON or OFF the detection of the following note after an alarmed note.



10. Press SET again to set breaking time (during batch or stop).

**NOTE: DO NOT NEED TO ADJUST (Please contact factory in advance)**



11. Press SET again to set to factory default setting.

