



Subject: Preventive Maintenance Recommendations

OVERVIEW:

Preventive Maintenance (PM) is a critical factor in keeping any system operating within its designed parameters and at peak efficiency, with minimal service calls. Below are the recommended PM activities and frequency for all FTXS released products. This list is broken down to the Device Level, so any system that is comprised of multiple devices (as most retail systems are) can be accommodated. For any such system, all the appropriate devices must be included/considered during any Service Call or PM activity. Refer to the specific Service and Maintenance Manuals for details of performing the specific outlined tasks.

The recommended PM Schedule below is for ‘Typical’ retail installations. Depending upon specific Contract, Environmental, and Usage Profiles some customers or sites may require more or less frequent Preventive Maintenance schedules. It is also ‘assumed’ that the person performing the PM is fully trained on the details of service and support of the specific device/equipment in question.

In addition to the items identified, the various levels of Firmware and Software Driver levels should be verified. If found to be down-level, this should be noted. However, since many customers require internal validation and approval of any updates, other than noting the down-level object and notifying the customer and Managed Services management no further specific actions should be taken unless specifically authorized for a customer or site.

Included for each system/device is an estimated time to complete the PM for that device. This time estimate is only for performing the specified tasks and does not include items such as: gaining access to the system, performing repairs when found, atypical installation or mounting, etc.

Quarterly, six months, and yearly Preventive Maintenance should be scheduled and performed as required by the Preventive Maintenance guidelines below. During routine maintenance, as a result of a service call, it is recommended that Preventive Maintenance be performed on that device/assembly. If time allows additional Preventive Maintenance should be performed on other peripherals or lanes. Preventive Maintenance that is performed during a Service Call can be logged as completed scheduled Preventive Maintenance. Scheduled Preventive Maintenance Logs should be maintained for/at each site.

Items highlighted in *red Italic* are also considered Safety issues. Safety being to the Site, Personnel, or Equipment and should be specifically addressed even if standard Preventive Maintenance is not contracted for a specific customer.

Other PM related documents and checklists that have been developed for the internal FTXS Managed Service organization are also available on the FTP site and can be used or customized by other Service Providers. They are located in the Manuals folder of both U-Scan NextGen and U-Scan Genesis.

- U-Scan Preventative Maintenance Guide.pdf
- U-Scan PM Instruction.doc
- U-Scan PM Checklist.xls

<u>INQUIRIES TO:</u>		DATE
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RECOMMENDED PM SCHEDULE:

Systems and Controllers

TeamPoS	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Controller	Clean the interior with compressed air			X	
Est.: 11 min	Clean intake and exhaust vents	X		X	
	Check BIOS fan speeds and temp (if applicable)	X		X	
	Inspect the Cables	X		X	
	<i>Clean & inspect Batteries and Battery connections and check battery age – replace or instruct customer to replace per service contract</i>	X		X	
	<i>Clean & check Chassis Fan for proper operation</i>	X		X	

U-Scan	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Attendant Chassis	Verify secured and properly leveled	X			X
Est.: 9 min	Check Drawer and Door lock functionality	X			X
	Inspect the Cables	X			X
Robot Chassis	<i>Clean Fans & Filters (replace if required)</i>	X	X		
Est.: 8 min	Check all cables for proper routing, secured and no chaffing	X			X
	Verify Secured and properly leveled	X			X
	Check Door alignment, secured and lock functionality	X			X
	Verify all hardware is secured and tightened	X			X

U-Serv	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Pedestal & Head	Clean and vacuum the interior of the unit.	X		X	
Est.: 15 min	<i>Clean the fans & filters (replace if required)</i>	X	X		
	Inspect the Cables	X		X	



Devices and Peripherals

Printers	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 10 min 13 min w/MICR	Clean, vacuum/blow out transport areas	X	X		
	Clean the platen & print head	X	X		
	Verify MICR calibration	X	X		
	Inspect the ribbon	X	X		
	Check the print quality (diagnostic or self test)	X	X		
	Inspect the Cables	X	X		

Monitors	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 5 min	Clean the screen	X		X	
	Check the monitor settings	X		X	
	Test the Touch Screen (calibrate if required)	X		X	
	Inspect the Cables	X		X	

MSR	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 1 min	Using a cleaning card (FTXS P/N 7737171)	X		X	
	Test MSR	X		X	
	Inspect the Cables	X		X	

Mouse	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: <1 min	Test for operation				X
	Inspect the Cables				X

Keyboard	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 3 min	Test for operation			X	
	Clean with compressed air			X	
	Clean and test MSR (if applicable)			X	
	Clean Touch Pad/Track Ball (if applicable)			X	
	Inspect the Cables			X	

Cash Drawers	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 6 min	Clean and test Rollers/Rail functionality	X		X	
	Lube Rollers/Rails	X		X	
	Check rail hardware, make sure secure	X		X	
	Verify key lock operation (if applicable)	X		X	
	Inspect the Cables	X		X	



UPS	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 4 min	<i>Clean & inspect Batteries and Battery connections and check battery age – if over 2 years replace or instruct customer to replace per service contract</i>	X		X	
	<i>Clean Fan/Vents using compressed air</i>	X		X	
	Ensure no non-approved devices plugged in (heaters, fans, EAS etc)	X		X	
	Test for proper operation	X		X	
	Inspect the Cables	X		X	

Scanners	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Handheld & Presentation	Inspect the Cable for damage (especially at the scanner end)	X			X
Est.: 3 min	Clean scanner and the scan window	X			X
	Test the scanner	X			X
Scanner Scales	Clean the vertical housing cover, vertical glass, and horizontal glass	X		X	
Est.: 10 min 15 min if Cal required	Remove the platter and remove any debris from the scanner scale cavity	X		X	
	Check the scale weighing accuracy (calibrate if required)	X		X	
	Test the scanner for throughput performance	X		X	
	Verify Remote Display function (if applicable)	X		X	
	Inspect the Cables	X		X	
U-Serv Scanner	Clean the protective lens	X		X	
Est.: 3 min	Test the scanner	X		X	
	Inspect the Cables	X		X	

Coin Acceptors	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 7 min	Inspect the Coin Acceptor	X		X	
	Inspect the Cables	X		X	
	Inspect the SEM	X		X	
	Clean with compressed air	X		X	
	Test the Coin Acceptor	X		X	

Coin Dispenser	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 6 min	Inspect the Coin Tray	X		X	
	Clean with compressed air	X		X	
	Inspect the Cables	X		X	
	Test the Coin Dispenser	X		X	

Bill Acceptors	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 7 min	Clean the Sensor Array	X		X	
	Inspect the Vault	X		X	
	Inspect the Cables	X		X	
	Test the Bill Acceptor	X		X	



Coupon Detector	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 2 min	Clean the Sensor Array	X		X	
	Inspect the Cables	X		X	
	Test the Coupon Detector	X		X	

Bill Dispensers	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
De La Rue	Clean the feed channels	X	X		
Est.: 20 min	Check Belts & Gears for tension and wear	X	X		
	Clean the Cassettes	X	X		
	Clean the Sensors	X	X		
	Clean and check Reject Tray	X	X		
	Clean with compressed air	X	X		
	Inspect the Cables	X	X		
Diebold	Inspect the Bill Tray	X	X		
Est.: 16 min	Check Belts & Gears for tension and wear	X	X		
	Inspect the Locking Pin	X	X		
	Inspect the Locking Clip on the Cassette	X	X		
	Verify the Double Detect adjustment	X	X		
	Test the Bill Dispenser	X	X		
	Clean with compressed air	X	X		
	Inspect the Cables	X	X		
F53	Check Belts & Gears for tension and wear	X	X		
Est.: 17 min	Check Cassette Rollers and Gears for wear	X	X		
	Check Cassette Magnet retainers	X	X		
	Test the Bill Dispenser	X	X		
	Clean with compressed air	X	X		
	Inspect the Cables	X	X		

Video Cameras	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 2 min	Clean the Video Camera and lens	X		X	
	Adjust the focus (if applicable)	X		X	
	Verify the USB camera image quality	X		X	
	Inspect the Cables	X		X	

Speaker Amplifier	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 1 min	Test the Volume	X			X
	Inspect the Cables	X			X

Bag & Belt Scales	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 9 min	Clean the Bag/Belt Scale	X	X		
	Verify weighing accuracy (calibrate if required)	X	X		
	Test the Scale	X	X		
	Inspect the Cables	X	X		



Belt Assy	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 25 min	Clean Belts, Rollers and Debris Trays	X	X		
	Lube Belt Rollers and Motors as required	X	X		
	Verify Transfer Bar alignment	X	X		
	Verify Light Curtain alignment	X	X		

Modem, USB Hub, Network Hub, EdgePort	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 5 min	Test the device	X			X
	Inspect the Cables	X			X

Mobile / Handheld Devices	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 15 min	<i>Verify the battery status and condition</i>	X		X	
	Check the Touch Screen (calibrate if required)	X		X	
	Clean the Touch Screen & Scan Window	X		X	
	Verify Network Operation (connection and range)	X		X	
	Inspect the Cables	X		X	
	Inspect the Access Point	X		X	

Gift Card Dispenser	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 10 min	Clean the Rollers	X	X		
	Check for operation and alignment of the Gift Card Exit Roller	X	X		
	Inspect the Cables	X	X		

Lane Light	Preventive Maintenance Task	Service Call	Quarterly	6 Months	Yearly
Est.: 2 min	Clean the Light and Light housing	X		X	
	Verify proper wattage bulbs are being used	X		X	
	Inspect the Cables	X		X	
	Test the Lane Light	X		X	