

Subject: U-Scan NextGen Coin Cup Breaking

Overview

There have been reports of the Telequip Coin Dispenser being caught in the U-Scan door and breaking when the operator or service person pulls the door open. This applies to the U-Scan NextGen 2.0 and 2.5 robot units.

Problem

The slide out mechanism is designed to auto align the coin cup and allow the door to swing open. With wear however, it has been seen that when the door swings open, the coin cup will sometimes get caught on the door and partially pull the coin dispenser out. There is nothing but friction to retain the coin dispenser. This then causes the cup to be locked in the door opening. If the door is pulled, the coin cup can be broken from its mount.

Solution

To solve this issue a magnetic retainer has been designed to retain the coin dispenser in the unit, yet allow the operator to pull it out for refilling. 2 Kits are available, one for Left and one for Right units. These kits the same with the exception of the included dispenser cup which is left/right dependant.

11003229	Field Kit, Coin Dispenser Retainer, Left	
	11000878	Telequip Cup Left, Black
	11003153	Bracket, Magnetic Catch, Coin Dispenser Drawer, NextGen
	11003154	Magnet, Neodymium, Male Thread, M6x1.0 x 20mm
	11003228	Screw, ext. SEMS, Pan Head, Phillips, zinc-tri plated, 1/4-20 X 3/8"
	11003157	Nut, Jam, M6x1.0

11003230	Field Kit, Coin Dispenser Retainer, Right	
	11000879	Telequip Cup Right, Black
	11003153	Bracket, Magnetic Catch, Coin Dispenser Drawer, NextGen
	11003154	Magnet, Neodymium, Male Thread, M6x1.0 x 20mm
	11003228	Screw, ext. SEMS, Pan Head, Phillips, zinc-tri plated, 1/4-20 X 3/8"
	11003157	Nut, Jam, M6x1.0

Impact

- This is a field issue only as all NextGen U-Scan's have already been manufactured.
- Installed units – Fit on Fail. If this issue occurs, the kits above should be ordered to alleviate this issue in the future. At the discretion of the local service organization (though it is recommended), the installation of this kit should also be included in any future Preventive Maintenance activities. Some customers may also desire this to be added to all installed units. In this case this would be a chargeable enhancement.
- Installation time, less than 5 minutes per robot.

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Tools Needed

- Screwdriver, #2 Phillips
- Adjustable Wrench

Installation Instructions

1. Open the Unit
 - Unlock and open the tender bezel of the U-Scan.
 - From the inside of the unit, release the 2 latches and remove the back panel.
2. Replace the broken cup. If the cup is not broken or damaged then skip this step.
 - Pull out the coin dispenser drawer.
 - Replace the damaged cup.
 - 11000878 Left Cup – included in Left Kit
 - 11000879 Right Cup – included in Right Kit
 - The coin cup is attached to the dispenser by a single screw from underneath. Loctite is recommended to prevent the screw from coming loose in the future.
3. Install the Magnetic Bracket
 - Remove the adjustment screw and jam nut at the back of the coin dispenser drawer.



- Attach the new bracket using the included screw. Loctite is recommended to prevent the screw from coming loose in the future.



4. Check and adjust
 - The threaded magnet acts as an adjustment screw to control the depth of the coin dispenser pull-out drawer.
 - Adjust the threaded magnet so it is in contact with the pull-out drawer when retracted.
 - Verify the coin cup is properly positioned within the opening of the tender bezel.
 - Test the new installation by slowly closing and opening the tender bezel door several times.
 - Verify the coin dispenser cut does not jam or get pulled out when the door is opened.
 - When adjustment is completed, tighten the jam nut on the threaded magnet.
 - DONE.