



Subject: F53 BDU and ESD Static

Service Advisory:

There have been recent failure reports of the Main Board within the F53 Bill Dispenser Unit (BDU). Analysis of the failed devices has shown that components on the Main Board have been subjected to an excess amount of Electro-Static Discharge (ESD).

An example fault caused by ESD that has been seen is an error from the F53 ADM even if the ADM is not connected.

While the F53 BDU has been designed and manufactured to withstand a significant amount of ESD when assembled, there are times during installation and configuration (example: installing the Additional Denomination Module) when the installer will be contacting the Main Board directly which puts the Board and its components at higher risk.

Anytime maintenance work is being performed on an F53 BDU, the service person should observe all ESD precautions and have a properly connected ESD strap attached to the F53 chassis frame. This is especially critical if the F53 BDU is not installed into a larger assembly.

If a proper ESD strap is not available:

- Do not touch any components or connector pins directly or with any tool
- When installing the Additional Denomination Module:
 - Complete all mechanical installation connections/fastening before any electrical connections are installed
 - This ensures the units are properly grounded together
- When making electrical connections to the Main Board:
 - With one hand, make contact with and hold onto the F53 BDU chassis/frame
 - With the other hand, insert the connectors into the correct plug(s) on the Main Board
 - Make sure NOT to make direct contact with the connector pins or other components
- When removing/installing the Main Board for service/repair:
 - Do not touch any components or connector pins directly or with any tools
 - With one hand, make contact with and hold onto the F53 BDU chassis/frame
 - With the other hand, remove the Main Board from the unit holding it only by the edges
 - Insert the removed board into a proper ESD/Conductive bag for return to the repair center

Impact

This is a service advisory only. No specific actions are implied except to ensure all proper ESD precautions are in place.

- Production Observe all ESD precautions when configuring, assembling, or installing the F53 BDU.
- Installed Units During installation, updates, or repairs observe all ESD precautions.
- Repair Center Observe all ESD precautions during handling and repairs.
- Service Spares No Impact.

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