



Field Bulletin

- SC Series
- STS Sensor Diagnostics

Bulletin #: FGR00910
Bulletin Date: August 5, 2010
Subject: SC Series and STS Sensor Diagnostics
Affected Model(s): SC Series

Purpose:

It has been identified that some Gen 3 and Gen 4 units may have a compatibility issue when using the diagnostics tab within the STS program. To determine if an Acceptor is a Gen 3 or Gen 4 reference the serial number on the Acceptor. If the 5th digit is a 3, the Acceptor is a Gen 3. If the 5th digit is a 4, the Acceptor is a Gen 4.

Serial Number: xxxxGxxxxxx

Details:

When running the diagnostics function within the STS program, a red failure indicator may be seen for the Start Sensor, Stacker Sensor or CC Sensor. These error conditions are shown in the following figures. These indicators may falsely indicate a unit failure.

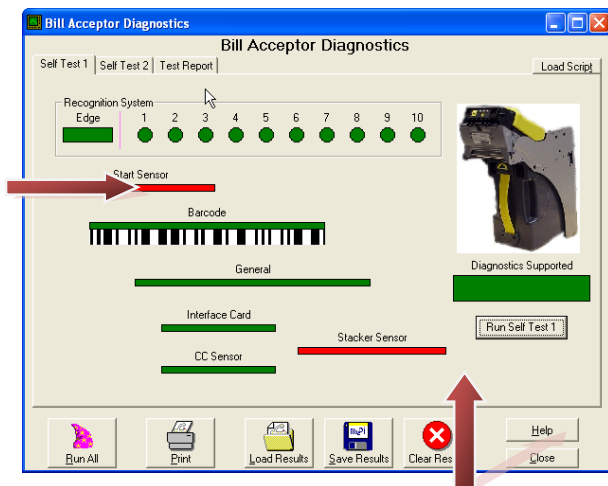


Figure 1: Start Sensor and Stacker Sensor

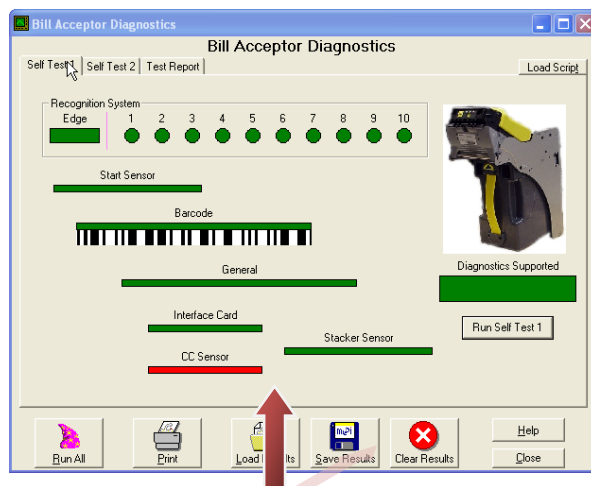


Figure 2: CC Sensor

Action (CC and Stacker Sensor):

All SC application software released after August 2010 will contain a modification to resolve the issue with the CC and Stacker Sensor. If STS diagnostics indicates a CC or Stacker Sensor error, the unit should be updated to the latest software and retested. If the affected sensor passes STS diagnostics with the updated software, then it is functional. However, if STS diagnostics indicate an error after updating the SC application software, then the unit is faulty and should be returned to an Authorized MEI Service Center.

Action (Start Sensor):

If STS diagnostics indicate a Start Sensor error, the unit is faulty and should be returned to an Authorized MEI Service Center.

New SC Application Software Part Numbers:

The following table lists the SC application software part numbers that include the modification for the CC and Stacker Sensor diagnostic errors.

281804430	282893203	283878203	284597140	285250204	285560310
282067310	282929219	284033160	284668440	285326130	285668410
282229170	282947213	284063190	284781130	285339130	285694420
282385231	283171230	284076190	284794130	285441140	286081360
282571220	283814240	284094150	284851140	285533130	286082310
282611200	283842210	284501310	285017130	285546130	286091320
282758217	283855210	284531220	285247204	286105110	