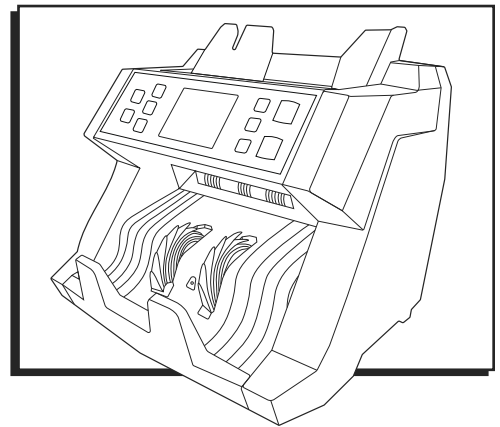


ULINE H-10850
BILL COUNTER WITH
VALUE COUNT

1-800-295-5510
 uline.com



TROUBLESHOOTING

| OPERATING ISSUE | CAUSES | RECOMMENDATIONS |
|---|---|--|
| Machine does not operate after being turned on. | Loose plug or damaged fuse. | Ensure power cord is plugged in. Verify indicator light is lit on the DC power converter module. Check fuse and replace if damaged. |
| Inaccurate counting/miscounting. | If bills are brand new, feed gap may be too wide. | Narrow feed gap. 1. Turn feed gap adjustment screws counterclockwise and retry counting. 2. Repeat procedure until gap is properly adjusted. |
| Bills jam. | Foreign objects present in bill stack. Feed gap may be too narrow. | 1. Turn off the machine. 2. Remove jammed bills by turning rollers and wheels manually if necessary. 3. Look for foreign objects inside the machine (paper clips, rubber bands, etc.). Remove objects. Widen feed gap. 1. Turn feed gap adjustment screws clockwise and retry counting. 2. Repeat procedure until gap is properly adjusted. |

TROUBLESHOOTING CONTINUED

ERROR CODES

| ERROR CODE | CAUSES | RECOMMENDATIONS |
|-------------------------------|--|--|
| <i>UV MG</i> | Counterfeit bill detected. | Remove the last bill from the stacker and press the START button to continue counting. The suspect bill will not be added to the count. |
| <i>DOUBLE NOTE</i> | Double note detected. | Remove the double note from the stacker and recount all other notes in the stacker. |
| <i>HALF NOTE</i> | Half note detected. | Remove the half note from the stacker and recount all other bills in the stacker. |
| <i>CHAIN NOTE</i> | Two or more notes have passed through at the same time. | Remove all bills from the stacker and recount them. |
| <i>HOPPER SENSOR</i> | There are bills in the hopper. Hopper sensor may have collected dust. | Remove the bills from the hopper to allow the machine to complete its self-check. Clean the sensor with a soft bristle brush and compressed air. |
| <i>MOTOR SENSOR</i> | Issue with the main motor. Belt is damaged. | Turn off the machine. Remove any jammed bills or foreign objects by turning rollers or wheels manually. If issues persist, contact Uline Customer Service at 1-800-295-5510. |
| <i>ULTRAVIOLET SENSOR</i> | Counting sensors may have collected dust. | Clean the sensors with compressed air and a soft bristle brush. |
| <i>IR1 & IR2 SENSOR</i> | Counting sensors may have collected dust. | Clean the sensors with compressed air and a soft bristle brush. |
| <i>STACKER SENSOR</i> | There are bills in the stacker. Stacking sensors may have collected dust. | Remove the bills from the stacker to allow the machine to complete its self-check. Clean the sensors with compressed air and a soft bristle brush. |



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