ULINE **H-4704**

BILL COUNTER

1-800-295-5510
uline.com

TROUBLESHOOTING

OPERATING ISSUE	CAUSES	RECOMMENDATIONS
Bills jammed.	Jam inside machine.	1. Turn off the machine. 2. Remove jammed bills by lifting the front cover and turning rollers or wheels manually if necessary. 3. Look for foreign objects inside the machine (paper clips, rubber bands, etc.). Remove objects. 4. Close front cover and turn machine on and restart counting.
Machine fails to detect counterfeit notes.	UV sensor may have collected dust. Magnetic sensors may need cleaning.	Clean the UV sensor using compressed air or a soft brush. Run a currency cleaning card (not included) through the machine to clean the magnetic sensors.
Inaccurate counting; recurrent "Chn" or "dbl" errors.	If bills are brand new, feeding gap may be too wide. Rubber rollers and rubber may may have worn down, increasing the feed gap.	Narrow feed gap. 1. Turn feed gap adjustment screws counterclockwise and retry counting. 2. Repeat procedure until gap is properly adjusted.

ERROR CODES

ERROR CODE	CAUSES	RECOMMENDATIONS
UV MG	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.
dbL	Double note detected.	Check if the last two bills in the stacker are stuck together. Remove all bills from the stacker and recount them.
HLF	Half note or torn bill detected.	Remove the half note from the stacker and recount all other bills in the stacker.
CHn	Two or more notes have passed through at the same time.	Remove all bills from the stacker and recount them.
ERR E1	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.
ERR E2 ERR E3	Left counting sensor may have collected dust. Right counting sensor may have collected dust.	Clean the sensor(s) with compressed air and a soft bristle brush.
dd	Non-standard sized bill ddetected.	Remove the last bill from the stacker and press the *START* button to continue counting.

ULINE

1-800-295-5510
uline.com

0925 TH-4704