



Service Bulletin

December 4, 2008

Notification:

The ticket empty switch plate can interfere with the Operation of the 5T ticket when loaded into the column.

Problem:

If you are experiencing the following problems, then the switch plate is not properly set.

- 1) A column shows empty on the screen even though there are tickets loaded.
- 2) A column is having difficulty vending and shows empty when there are a few tickets remaining in the column.
- 3) The bottom ticket will not pre-load because it is hung up on the plate.

Priority: **HIGH**

TabBOXX Affected: **All**

Tools: #2 Phillips Screwdriver - Short

Solution:

1. Power down TabBOXX.
2. Remove the problem dispenser from the TabBOXX.
3. Remove all tickets and the metal column extension from the dispenser.
4. Loosen the 4 plate locking screws. (2 per side towards the back).
5. Slide the "ticket empty switch plate" all the way to the back of the dispenser; so that the upright teeth will be on the outside of the metal column extension.
6. Tighten the 4 locking screws, careful not to over tighten or threads may strip.
7. Re-Install dispenser and load tickets.

If you have any questions or need assistance, contact Technical Support at **1-800-270-8205**.