



Service Bulletin

September 14, 2008

Notification:

The gate-height setting of every dispenser is crucial for TabBOXX to function properly; especially when dispensing 3-Tab size tickets. Gate-height is pre-set at manufacturing but the height could change during the shipment of TabBOXX.

Problem:

If you are experiencing the following problems, then the gate-height is not properly set.

- 1) TabBOXX column is dispensing more than one ticket on a single vend option.
- 2) 1 ticket continues to get stuck under both optical sensors in the delivery path of the dispenser; which puts the dispenser into a stuck state and all vend buttons are solid gray. (Ticket Jam)
- 3) TabBOXX column will not dispense the correct amount of tickets for a multiple-vend option.
- 4) TabBOXX column will dispense tickets at all.

Priority: **HIGH**

TabBOXX Affected: **All**

Tools: #2 Phillips Screwdriver - Short

Solution:

1. Remove all cards from the problem dispenser.
 - a. If 1 card is stuck in both optical sensors, power off TabBOXX and wait 60 seconds. Power on TabBOXX and the stuck ticket will return to the stack. Finish removing all tickets from the problem column dispenser.
2. Loosen the gate locking screws on both sides of the dispenser.
3. Pull out on adjustment knob and turn counter-clockwise to lower the gate height all the way down "closed", we will adjust gate later in the procedure.
4. Now put approximately 100 tickets into the dispenser and put the ticket weight on top of them.
5. Press the test feed button on the back of the dispenser, and slowly raise the gate (pull out the adjustment knob and turn clockwise to raise gate height) until 1 card is dispensed. If the dispenser times out before you get the gate adjusted, repeat the step.
6. Push the adjustment knob in to lock it in place.
7. Tighten the locking screws.
8. Reload Tickets into the dispenser.

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