

American Changer Troubleshooting Guide

To use the troubleshooting guide, match up the problem, then follow the solution suggestions. After every step re-try operating the changer to see if the problem has been solved. The troubleshooting guide is also located in the machine manuals, which can be downloaded by [clicking here](#).

Problem:

The changer is completely dead. (The green LED on the main logic board is not lit.)

Solution:

- Ensure the changer is plugged in.
- Ensure the on/off switch is rocked to the (1) position (down).
- Unplug the female end of the line cord from the main logic board AC connector and plug it in again tightly.
- Measure the AC voltage at the outlet or check the breaker/fuse box. You can also plug another item into the AC wall outlet to ensure there is power present at the outlet.
- Inspect the AC line cord for cuts or abrasions.
- Check both fuses on the Main Logic Board.
- Replace the main logic board.
- Replace the line cord.

Problem:

The "Empty LED is lit. When Dump Button is pressed, and you get a 00300 error code.

Solution:

- Ensure the hopper is not out of coins. (There should be enough coins in the hopper to cover the gold low-level contact plates. These plates are located at the bottom of the hopper where you pour the coins.)
- Check the hopper wire harness that extends from the back of the plate that the hopper slides in and out on for chipped pieces or other damage. (Pay close attention to pins # 2 & 7.)
- Clean the gold contact plates with steel wool.
- Replace the hopper.
- Replace the hopper wire harness

Problem:

The "Empty LED is lit. When Dump Button is pressed, and you get a 02000 error code

Solution:

- Ensure the hopper is pushed into the hopper harness on the back of hopper plate tightly.
- Ensure that left and center green hopper LED's are lit

only. Not the left and right LED's. If this is the case go to pg. 19 to unjam the hopper exit window.

- Replace the hopper.
- Replace the hopper plate.

Problem:

The green LED on the main logic board is lit but the red display is blank.

Solution:

- Bad 5 or 12vdc regulator on the main logic board.
- The hopper is shorted.
- Replace main logic board.
- Replace hopper.

Problem:

The bill validator accepts and stacks the money but the bill meter never counts up

Solution:

- Check continuity and for pin damage to the blue and yellow wires on the validator harness.
- Replace the validator wire harness.
- Replace the validator.

Problem:

The bill validator stacks the bills, the meter counts up, but the hopper does not pay out

Solution:

- Ensure the dip switch settings are still correct. (#3 "ON" only)
- Check the continuity of the brown and purple wires on the hopper wire harness.
- The hopper is jammed. Go to pg. To unjam the hopper.
- Replace the hopper wire harness.

Problem:

Bill validator will not pull in the bill and the "Empty" LED is not lit.

Solution:

- Ensure the orange wire going to the "Empty" LED is connected to the + or the terminal with the red mark by it.
- Check for 12vdc going to the orange and brown wires. If there is, replace the LED.
- Replace the main logic board.
- Replace the bill validator.
- Replace the validator wire harness.

Problem:

The bill validator pulls in the bill slightly then rejects it.

Solution:

- Clean the validator. (pg. 9)
- Remove the lower housing (pg. 11) of the bill validator. Ensure the center wheel spins freely. Push straight down on it slightly to loosen.

Problem:

The bill validator red status LED flashes a "5" error code.

Solution:

- Clean the validator optic LED's. (See pg. 9)
- Ensure that all the wire harness plugs are plugged firmly into their white female sockets.
- Turn to the back page of this manual and check for a Coin Acceptors branch in your area to repair your bill validator.

Problem:

The bill validator red status LED flashes a "6 or 7" error code.

Solution:

- Take the bill stacker off the bill validator. Cycle the power on / off using the switch on the main logic board and coast the silver push bar so that it stops in its fully extended position. Blow out the area behind the push bar with high pressure or canned air. Concentrate on the encoder wheel in the area top center behind the push bar.
- Turn to the back page of this manual and check for a Coin Acceptors branch in your area to repair your bill validator.

Problem:

The bill validators red status LED is on steady but it still will not accept the bill.

Solution:

- Pull out the lower housing, see page , and look for something obstructing the bill path. (i.e. gum, paper, tickets, coins, etc.)
- Look inside the Plexiglas case on the side of the bill validator. Ensure that all the wire harness plugs are plugged firmly into their white female sockets.

Problem:

The red "empty" LED on the outside of the changer is on, when Dump Button is pressed all 0's show on display.

Solution:

- Ensure the hopper is not out of coins. (There should be enough coins in the hopper to cover the gold low-level contact plates. These plates are located at the bottom of the hopper where you pour the coins.)
- Check the hopper wire harness that extends from the back of the plate that the hopper slides in and out on for chipped pieces or other damage. (Pay close attention to pins # 2 & 7.)
- Clean the gold contact plates with steel wool.
- Replace the hopper.

- Replace the hopper wire harness.