

P86 Dispenser Shutter – Sensor Sensitivity

There is currently an issue where a very small number of P86 or P87 ATMs have experienced an issue where sunlight can affect the shutter open/closed sensor for the Cash Dispenser , and to a lesser degree the Depository.

Please note that this particular issue only affects 5886/7

At specific times of the day sunlight can shine through the shutter while it is in the open position, which can affect the sensor. The sun is either shining directly in at a critical angle or it is being deflected by car windows or mirrors. The result is that the sensor may become confused which results in an error being logged (M-Status):-

e.g. M-Status 14 M-Data 06 01 02 (Exit Shutter jammed closed during a purge operation)

This issue is being investigated by Dundee Engineering and a solution is being validated. Once complete, this will be broken into manufacturing production and an update to this bulletin will be issued.

If this problem is being experienced and a solution is needed urgently it is possible to implement a temporary workaround. This workaround was developed by the Customer Engineers in the USA and has been proven to minimize this issue. The workaround is intended to prevent sunlight reaching the shutter sensor by fitting a shield on the shutter mechanism.

***Please note that there are other modes of failure that can result in an M-Status 14 being recorded in the error logs. The shutter may actually be binding or physically faulty. The implementation of this temporary workaround should only be performed if it has been conclusively proved that sunlight is causing the problem. If this workaround is performed on a unit without this characterization being done then there may be no benefit in performance or reliability.**

The following pages detail this workaround.

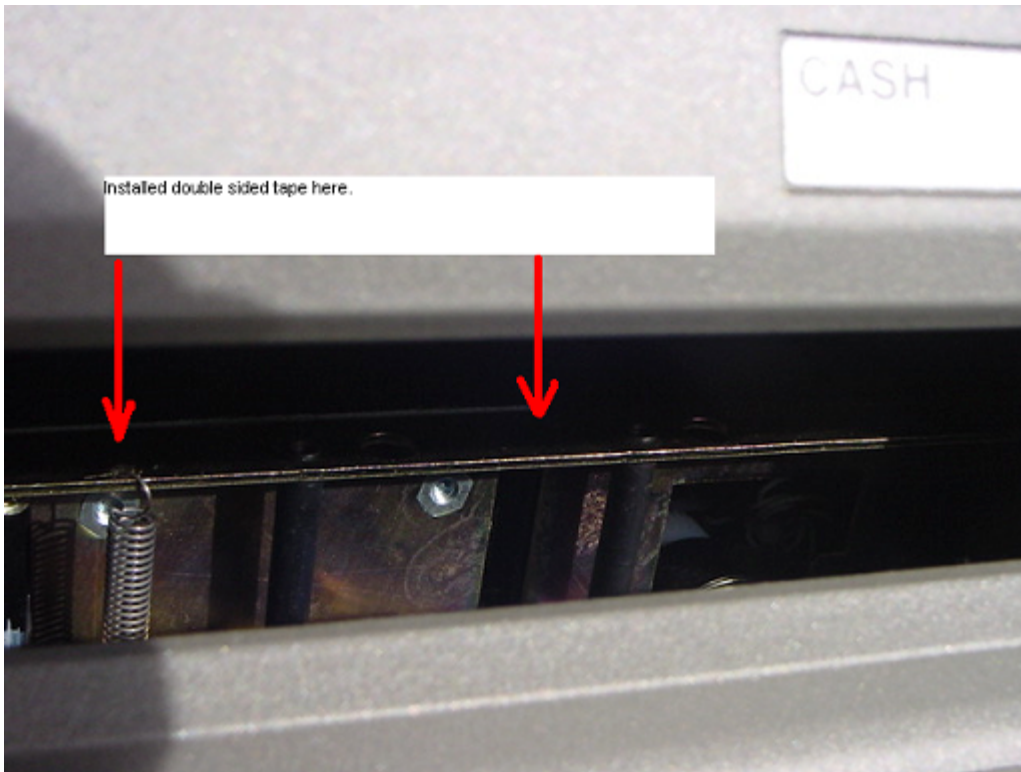
Temporary Workaround

Below is a picture of the shield made for the shutter.

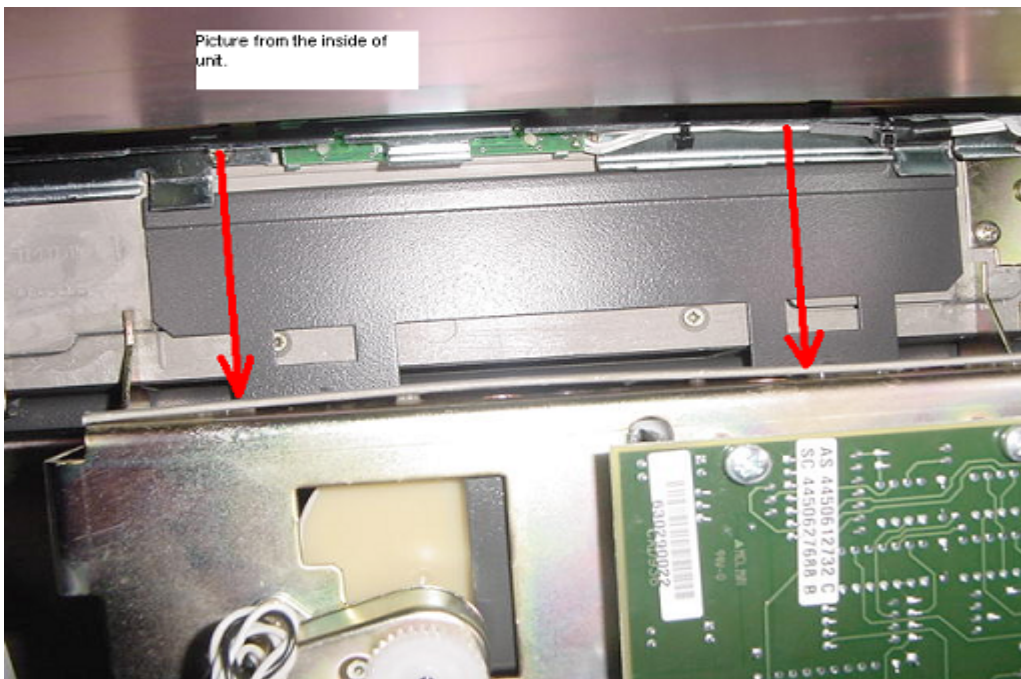


The shield should be made out of a very thin cardboard (1mm) and should be 192mm x 65mm in size.

Double sided tape should be used to fasten the shield to the top of the shutter frame bracket as shown in the diagram below.



This picture is from the inside of the ATM showing the rear of the shutter and the newly installed shield.



The shield lies flat and goes towards the front of the ATM.

