

TROUBLESHOOTING GUIDE

Numbers marked indicate problems found on your unit.

11/12/99

No.	Problem	Cause	Repair
1	Quarter jamming or bad count.	Bearing washer expanded outside the bottom of the quarter wheel slots.	Remove quarter wheel, clean surfaces, apply powdered graphite and install a new bearing washer.
2	Quarter jamming or bad count.	Edge of quarter wheel slot worn uneven, thin, or rounded.	Remove the quarter wheel and file the edge of the slot straight and square with a hand file. If the wheel is worn thin replace the wheel with a new one.
3	Quarter jamming or bad count.	The spring wiper arm is bent, worn out, or has broken or bent spring. The arm should wipe off any quarters not in the wheel slots.	Replace or reposition the wiper arm and or spring so that it springs back into a position that will wipe any excess quarters off the wheel.
4	Quarter jamming.	The screw that anchors the left side of the wiper blade is tight and will not allow the blade to flex when contacted by a quarter.	Loosen the screw that anchors the blade to the left side so the blade will flex.
5	Bad quarter count	The count switch arm has been bent out of position.	Check the switch as follows: (1) Remove the hub screw, spring and hub. The wheel will now turn freely by hand. (2) Place a quarter in one of the wheel slots and rotate the wheel by hand past the count switch. The motor will turn on when the switch is actuated. The quarter should contact the center of the switch and turn on the motor just before the quarter falls through the chute.
6	The motor will not stop running.	Something has lodged in the count switch arm to prevent it from returning to the normal position next to the outside diameter of the quarter wheel.	Examine the count switch. It must be free to move without interference.
7	Frequent jamming Slow operation.	Hopper loaded too full of quarters.	Do not overload the hopper with quarters. Your quarter counter will last longer, jam less, and work better if the hopper is filled only half full and quarters are added as needed.
8	Motor seems to run slow or labor.	Dirt under the quarter wheel. Worn out bearing washer. Lack of lubrication.	Remove the quarter wheel. Remove dirt, clean all surfaces, lubricate all surfaces with powdered graphite or Slip Plate Spray (WW Grainger 6Y648), install a new bearing washer, and re-assemble.
9	Frequent jamming and poor operation.	Wrong type of lubrication has been used. DO NOT USE oil-based lubricants such as WD-40 or spray oil of any type.	Any oil-based lubricant will soften the plastic used on the quarter counter and cause severe jamming problems. Remove all the oil from surfaces and re-lubricate only with dry powdered graphite.
10	Numbers on the digital counter are dim or faint.	Batteries need replacing. Bad battery connection on the back cover.	Slide the counter out the front. Remove the back cover and install two new type "N" batteries. Sometimes a strip of metal foil is required to provide a better battery contact on the back cover.

