

## TECHNICAL TIP

**DATE:** May 29, 2014

**SUBJECT:** Traverse HCDU - Change from 36V to 24V

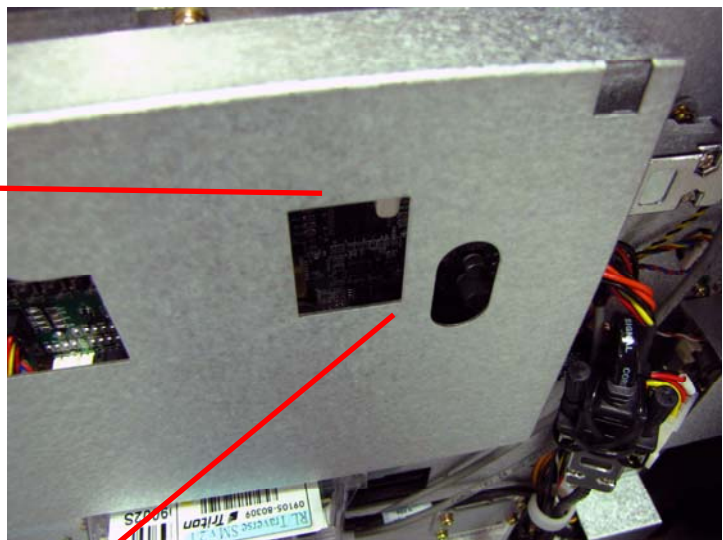
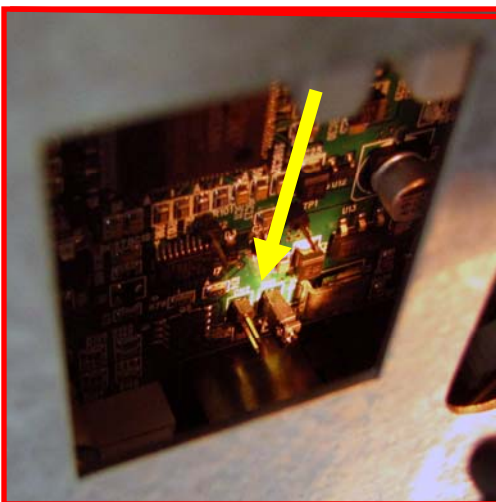
**AVAILABILITY:** All Authorized Triton Distributors and Third Party Service Providers

| This bulletin addresses: |                         | Recommended Implementation is: |  |
|--------------------------|-------------------------|--------------------------------|--|
| X                        | Hardware Service Issues |                                | Now for all affected units                   |
|                          | New Kit/Parts Available | X                              | All affected units during next service visit |
|                          | Software Announcements  |                                | Optional                                     |
|                          | Technical Tips          |                                | No implementation required                   |

### DESCRIPTION:

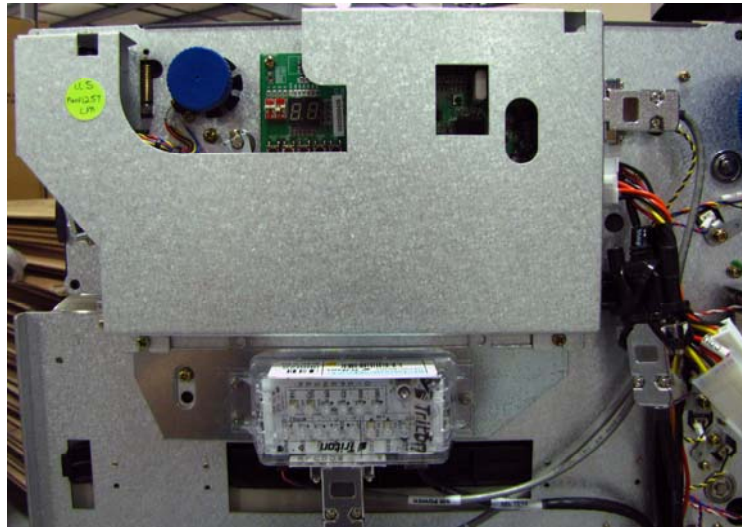
To prevent the potential occurrence of error conditions reported caused by jams at the reject gate when dispensing polymer currency, Triton strongly recommends running the dispenser at 24V versus 36V. This change reduces the note transport speed during the dispensing cycle. The time required for the HCDU to perform a 25 note dispense will increase slightly from 8.5 to 10 seconds with this change.

1. Perform a proper shutdown of the unit. Open the control panel and flip the power switch on the power supply to the OFF (O) position.
2. Using a flashlight if needed, look into the main board cover and check which port the jumper is on. If the jumper is on CN1, the cover does NOT need to be removed; skip to step 5. If the jumper is on CN2, perform step 3.

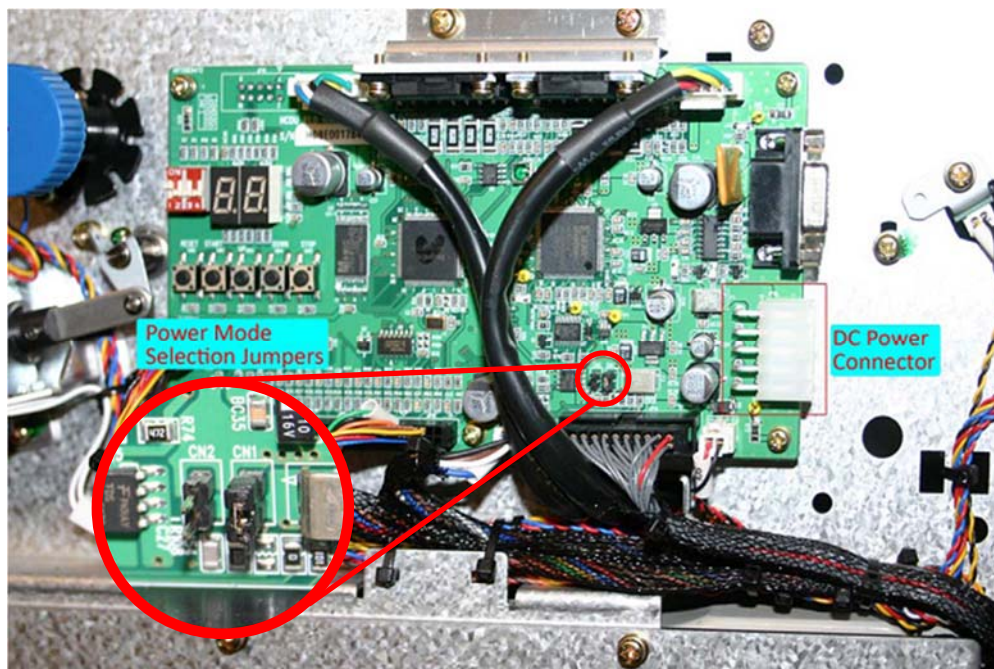


3. Remove the four screws that secure the main board cover. Set the screws and cover aside for reinstallation.

**NOTE:** If the Advanced Security Module is installed in the unit, ensure to hold the security module bracket after removing the lower two cover screws to prevent damage.



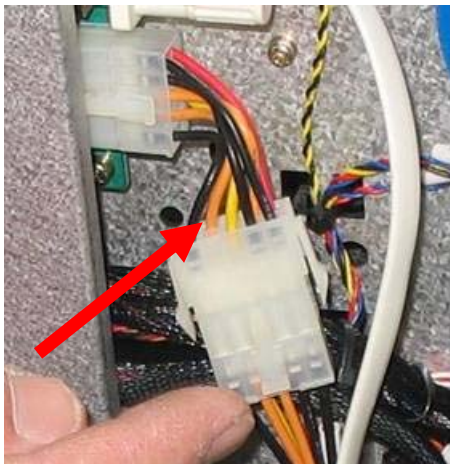
4. Move the jumper from port CN2 to CN1. Reinstall the main board cover.



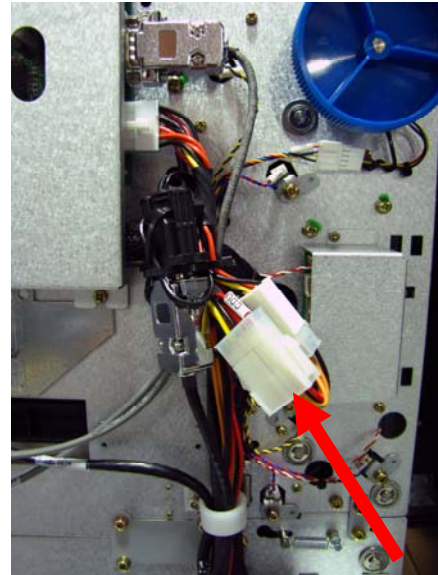


5. Locate and remove the power adapter cable.

**NOTE:** Perform this step even if the unit has an Advanced Security Module installed.

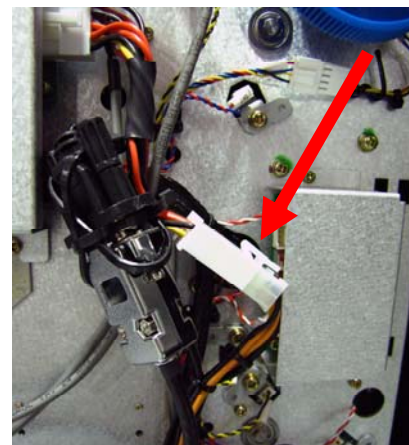
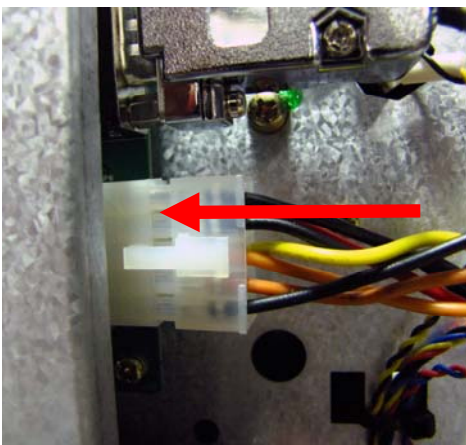


Unmodified Traverse HCDU



Traverse HCDU w/ Advanced Security Module installed

6. Plug the dispenser power cable directly into the main board connector (unmodified Traverse) or into the CDU to SM Power Splitter Cable (Advanced Security Module Traverse).



If you have questions regarding this Technical Tip, please contact Technical Support at 1-228-575-3100 or toll free in the U.S. / Canada 1-800-259-6672.

Visit [www.TritonATM.com](http://www.TritonATM.com) for additional information.

For all ATM Parts, Repair, and Training needs, visit [www.atmgurus.com](http://www.atmgurus.com).