



# CRS-8500

## Feed Gap Adjustment

During transportation or the normal course of operation, the feed mechanism's adjustments might become altered, potentially resulting in errors such as DOUBLE or CHAIN errors. These errors occur when the feed gap, which is the space within the bill feed path, is improperly set. Ideally, this gap should be equivalent to the thickness of a single bill. A feed gap that is too large can cause a significant increase in DOUBLE and CHAIN errors, as it allows multiple bills to be fed into the scanning path simultaneously. Conversely, a too narrow feed gap can prevent bills from entering the scanning path or may cause the mechanism to catch and tear the bills.

The following steps are the procedure for adjusting the feed gap:

1. Make sure the unit is powered off before proceeding.
2. Find the feed gap adjustment knob located on the top panel.



3. Turn the knob clockwise or counterclockwise, as follows:

3(a). If more than one bill is being pulled through the bill feeder at a time (causing Double and/ or Chain errors), tighten the feed gap by turning the knob counterclockwise (towards the "-" mark).





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3(b). In case of Chain errors or bill jamming, loosen the feed gap by turning the knob clockwise (towards the "+" mark).



4. Test the unit.
5. Repeat if necessary.

#### Keep Important Note:

Adjust the CRS-8500 feed gap carefully, as it's very sensitive. Make small adjustments to not exceed the ideal gap. Test with a stack of bills after each tweak to ensure the gap is correct. This careful process keeps the CRS-8500 working well.

If issues persist despite following the recommended feed gap adjustment procedure, visiting the support section at [www.Cassidausa.com](http://www.Cassidausa.com) or reaching out directly to Cassida Support at [support@Cassidausa.com](mailto:support@Cassidausa.com) is advised for further assistance.