

# 9900R V2 Feed Gap Procedure

The feed gap adjustment of the machine is always performed before shipment. However, during transportation or shipment, the adjustment of the feed mechanism may loosen. This can also happen due to normal wear and tear, leading to DOUBLE, CHAIN, or HALF errors. The feed gap is the actual height of the bill feed path and should be adjusted to approximately the thickness of a single bill. If the feed gap is too wide, the user may experience a high number of DOUBLE and CHAIN errors, caused by more than one bill entering the scanning path simultaneously. If the feed gap is too tight, the unit may not be able to pass bills into the scanning path, or it may catch on bills and tear them.

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

1. Ensure the machine is turned off.
2. Position the rollers so that none of the bright-colored rubber teeth are visible. This can be done by turning the kick rollers. Only the black smooth sections of the rollers should be showing.



Incorrect Position:  
Turn rollers until teeth are no longer visible.



Correct Position:

3. Place one bill that is crisp and rigid enough to prevent bending during the adjustment procedure. Place the bill lengthwise either to the right or left side of the hopper. See image below for example.

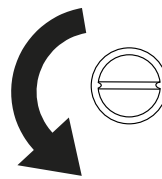


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4. Guide the bill between the inner rollers during this step. You should feel moderate resistance as you move the bill back and forth through the rollers. The gap between the rollers is designed to be wide enough for a single bill to pass through, but narrow enough to create slight tension or friction when you pull the bill out.

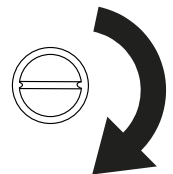
To adjust the bill feed gap, follow the instructions below to turn the adjustment screw located at the top of the machine:

- a) Make a slight turn at a time, then retest.
- b) If the bill feels too loose, tighten the feed gap by turning the adjustment screw counterclockwise.
- c) If the resistance against the bill feels too strong, loosen the gap by turning the screw clockwise.



If you are experiencing a high amount of **DOUBLE, CHAIN** errors or multiple bills jammed inside machine, turn the screw slightly counterclockwise, and retest.

If the unit has a hard time feeding the bills or tears the bills, turn the screw slightly clockwise, and retest.



#### Important Note:

9900R V2 feed gap adjustment can be sensitive during adjustments. Do not overturn each adjustment or you may overshoot the optimum gap. We recommend testing with a stack of bills after each adjustment turn.