The Card Jam Message

The machine stops the distribution of the cards when the torque becomes too high, or the cards do not pass the check points as expected.

TORQUE (FRICTION) TOO HIGH
You should distinguish between the following two cases:
i. The cards have jammed
ii. There is no card jam

Card jam
Check that the cards are not warped when there is a card jam. If the cards are fine, there is something wrong with the card path. It could be dirt disturbing the flow, a gate could be out of position, etc. You should be able to pin-point the problem, if you study the card path while the machine is sorting.

No card jam
It can be that the friction is too high if the machine stops without any apparent reason. Please verify that there is nothing preventing the rolls from rotating freely.

DUPLIMATE Mk 4
Make sure that the operating temperature is above 15° C. If the card jam message appears even though the machine is warm, you need to separate the following cases:
i. No card has left the hopper
ii. All cards go to North's slot
iii. Cards leave the hopper and are sorted as usual until the machine stops.
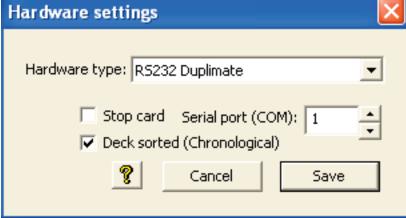
No card has left the hopper
You should try to replace the ULN/Watchdog, c.f. watchdog.pdf, if the ejector (the shuttle moving the cards) does not move before the card jam message is displayed.

All cards go to North's slot
You should suspect that the reader is disconnected or faulty, c.f. reader_problems.pdf, if a number of cards go straight through the machine until it stops.

Cards sorted normally
We ask you to change to "Deck sorted" in Hardware settings if none of the previously described cases fit your situation. If sorting in "Deck sorted" mode does NOT function, the reader is either defective or covered by dirt. The mechanical friction is probably too high if sorting in Deck sorted mode does work.

BRIDGESORTER & DUPLIMATE Mk 5-6
You need to clean the card sensors if the card jam message appears when there is no jam. c.f. the Maintenance section in the Quick Start Manual.