

READER-PROBLEMS

NO CARDS FED?

We ask you to try if sorting in *Deck sorted* mode works when the “NO CARDS FED?” message is displayed even though cards are fed. You will find the Deck sorted option in the Hardware settings. The reader is either faulty, disconnected or covered with dirt if *Deck sorted* does not work.

BARCODE MISSED & BARCODE NOT READ

If a card has passed the reader undetected when the “Barcode not read” or “Barcode missed” messages are displayed. The reason can be that the card, or the barcode, is too short.

INVALID BARCODE

If you mainly get “invalid barcode” messages it could be a mechanical disturbance making the speed of the cards vary during the reading. The source to the disturbance can be:

1. Poor feeding function

Read-errors are likely to occur if the shuttle has problems to pick up the cards. Poor feeding can be caused by e.g. broken/damaged bands, dirt on the reader, dirt on the shaft beneath the hopper, worn/damaged ejector, poor adjustment of the ejector, and/or related to worn/dirty cards.

2. **Dirt in the reader’s slot** and/or the cards interlock, see “Mind The Gap” below.

3. Orange belts fading or broken

3a. If broken, replace as shown in [bands.pdf](#).

3b. If dirty, clean with water. If slippery, clean with thinner or another liquid removing lubricants.

4. **Cogs.** On older units you need to check that the cogs are clean and not damaged (lubricate with a small amount of silicon grease).

5. After the above checks, rotate the driven shaft with your fingers to verify that everything rotates without too much friction. Clean the shafts with rotating black rolls, cf. [serviceMk43.pdf](#), if hard to rotate.

CARD ALREADY DEALT

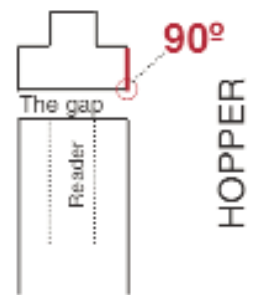
It can be a mechanical disturbance if you get the message “Card already dealt”. (See Invalid barcode).

Mind the Gap

“The gap” is where the cards pass the reader. Dirt on the horizontal surfaces can retard the cards and thereby cause read-errors. The gap should be 0.42 mm.

Old units (only)

Two cards may enter (partly) and interlock each other if the upper corner, at the entrance to the gap (the part towards the hopper), is not sharp (90°). This can happen if the unit has been used extensively for many years. You can in emergency grind the VERTICAL surface (NOT the horizontal) of the reader’s top part (red in the illustration) until the corner becomes sharp. Note that this is a “quick-n-dirty” fix; you should replace the top part of the reader (called barcode reader vent”).



LINKS OF GENERAL INTEREST

[Questionnaire](#)
[Service instructions](#)
[Duplimate Spares](#)