

Please follow this helpful Trouble-Shooting Guide to help restore your Thomas Change Machine to full working order

Customer Name

Serial Number

Description of Fault



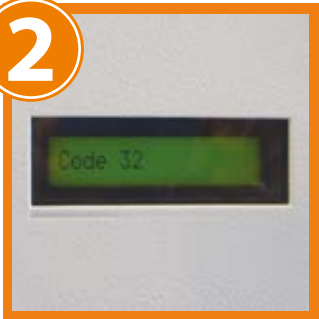
1

Are the lights on the change machine, display & note validator working?



YES

Check mains power supply & machine ON/OFF switch inside cabinet



2

Is there an error code on machine display?



NO

Check Error Codes table on page 3 to identify and resolve problem



If there is no visible error code, then please follow steps 3-8 to complete a full manual diagnostics check on your Thomas change machine



3

Are the Hoppers full?



YES

- Fill the Hoppers with the correct coinage
- Reset the machine by holding the Reset Button down until you see the number of the main PCB on the display
- The Reset Button is located next to the ON/OFF Switch



4

Are the correct denomination coins in the hoppers?



YES

- Empty hoppers
- Make sure there are no obstructions in the hoppers and the pay chutes
- Refill, & reset the Change Machine as stage 3

Please go to Page 2



5

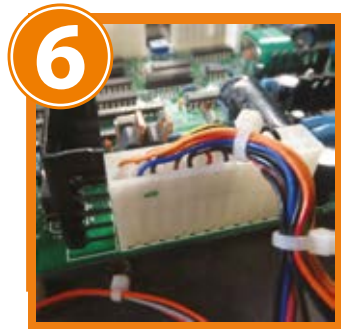
Are there obstructions in the hoppers?

YES

- Empty Hopper
- Remove obstruction. Make sure that the hopper is clean and free from debris
- Fill hopper again.
- Reset the Change Machine as stage 3



NO



6

Are all connections checked?

NO

- Switch off Change Machine
- Check connections
- Plug any loose fittings back in
- Switch machine back on
- Reset the Change Machine as stage 3



YES



7

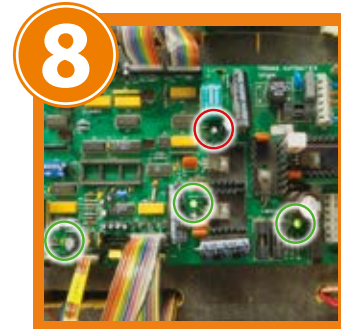
Are any obstructions/ jams in the note acceptor?

YES

- Remove any jammed notes or other obstructions in note/coin acceptor
- Clean note/coin path of debris/dirt
- Make sure there is no bent metalwork in note/coin path
- Reset the Change Machine as stage 3



NO



8

Are all lights on the main board showing Green?

NO

- Check power connector
- Check power supply
- Check fuses on the main board
- Check all peripherals are plugged in and working



Still not working? Then you may require an engineer to attend your site.

Please contact us



ERROR CODE TABLE

Error Code	Description
21-1 / 21-2	Hopper Empty
22-1 / 22-2	Hopper Jammed
24-1 / 24-2	Hopper Connection
32	Banknote reader Comms Fail
33	Banknote reader defraud alarm
36	Banknote Value not defined
37	Banknote jammed – internally accepted to clear jam
39	Banknote reader incorrect product type
3C	Banknote value out of range
91	Payout complete but credit remaining
92	Register overflow
93	Power fail during payout

For further help or information

Please contact our Technical Support Team on 01707 280014

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