DeLaRue Model NMD50 Bill Dispenser Error Codes

Error Code	DLR Error	Fault	Required Action
10020	31 (W)	Low Level of Bills	This status is sent to the network when the number of notes in one or more Cassettes is below a preset level. This means that the low-level sensor in the Note Cassette has been activated. This happens when the number of notes left in the cassette represents a note pile of less than 20-30 mm.
10021	32 (O)	Empty Cassette	This status is generated when a Cassette is empty during a dispense operation. For compatibility reasons, Empty cassette is only reported when notes are requested from the cassette that is empty, Empty cassettes not requested in the Move Forward command will have their hopper status set to Low Level.
10022	33 (O)	MACHINE NOT OPENED	This status code arises when the cassettes are not opened and any movement command different from OPEN CASSETTE, RESET and CLOSE CASSETTE are sent to the system. It is also possible that this status is sent to the network, even if the cassettes are opened. This will occur if the machine is switched off and on during normal daily operation. This is to indicate that the power has been off. Whatever the cause of this status, it can be easily cleared sending the commands OPEN CASSETTE and READ CASSETTE. This will occur if you Unlock and Lock the cassette.
10023	34 (W)	REJECTED NOTES	This status indicates that notes have been rejected during the transaction. The Reply Message informs of the total number of notes fed from each module, including those rejected. Hopper number 0 field, will detail the total number of notes counted in the Note Qualifier, both delivered and rejected. Rejection counters in the Application Program can be updated by subtracting the total number of notes requested from the total number of notes counted in the Note Qualifier. However, it must be kept in mind that this figure might be not exact, because rejected notes can be anything from two notes stuck together to a sheet of paper. Being a warning message, the only action required is to provide the Application Program with the proper subroutines to keep control of the number of rejected notes. The reject trace area should be read and the latest reject reason is stored by the application in a maintenance log file.
10024	35 (F)	DIVERTER FAILURE	This status indicates that the system has recognized a note that was intended to be rejected in the Note Transport sensor. The most likely reason is either a mechanical or an electrical failure in the Note Diverter. The contents of the machine have to be verified, all transactions must be suspended, and the system must be taken out of service until checked by a Field Service Engineer. However, to empty the machine of notes an Unlock command could be sent and the cassettes could be removed.
10025	36 (R)	FAILURE TO FEED	This status appears when the system fails to dispense the requested amount of notes. There could be different reasons to report this status. One reason is that the Note Feeder fails to feed notes; another is that there is too many reject events in the transaction. However, it is not a Fatal Status, the Application Program could try *one* more time. If the situation still remains the same, put the hopper position out of service and call for a Field Service Engineer.

Error Code	DLR Error	Fault	Required Action
10026	37 (S)	TRANSMISSION ERROR	This status occurs when the message received by the NMD may be inaccurate. The reason for this status is the detection of a wrong LRC Character or a parity error. Therefore, the cause of the problem may be either some error in the Application Program dealing with LRC calculation or a problem in the communication line.
10027	38 (S)	ILLEGAL COMMAND OR COMMAND SEQUENCE	This error can appear if an unknown command is sent to the NMD, or if a command with incorrect parameters is sent to the NMD. Please check the application.
10028	39 (F)	JAM IN NOTE QUALIFIER	This status indicates that a note is detected in the Note Qualifier, but not seen in the Note Transport sensor, probably due to a jam in the transport between the Note Qualifier and Note Diverter. The contents of the machine have to be verified, all transaction must be suspended, and the system must be taken out of service until checked by a Field Service Engineer who will need to check the unit thoroughly for jammed notes. However, to empty the machine from notes an Unlock command could be sent and the cassettes could be removed.
10029	3A (O)	Cassette not Present or Properly inserted	This status appears when requesting notes from a cassette, which is not present, or is not opened. It can also occur if the Command Message addresses a non-existing feed module. The status can also appear if data has been written to the cassette. This status also appears as Hopper Status. The operator should insert and lock the cassette and resume transactions. If data has been written to the cassette it has to be removed (unlocked) and inserted again before it is locked.
1002A	3F (O)	Reject Vault NOT Present or Properly Inserted	Whenever a movement command is received, the system checks that the Reject Vault is properly loaded in the machine. If not, this status code is sent, and the transaction is ignored. Only exception is the movement command CLOSE CASSETTE, which will be done without the reject cycle. The operator should insert the Reject Vault properly and resume daily transactions.
1002B	42 (O)	TOO MANY NOTES REQUEST	This status appears when a transaction with too many notes is requested. Maximum number of notes is defined within the Stations table, but the Bill Dispenser default is 50. The transaction is not executed, and the status code is sent back to the network. The operator should repeat the transaction, asking for a legal number of notes. Verify the number of notes to be dispensed within the Stations table. It is recommended that the Application program is checked, while this status indicates that the number of notes requested is higher than the maximum number of notes defined internally.
1002C	43 (F)	JAM IN NOTE FEEDER TRANSPORT	This status is sent when a note is fed from the feeder, but not reached the Note Qualifier in time. The failure could appear if a jam occurs between the feeder and the Note Qualifier, or if the note is not detected in the Note Qualifier. The system must be put out of service until checked by a Field Service Engineer, who will thoroughly check the unit for note jams. A Reset may be sent to the unit through the Diagnostic screen or a restart of touch.

Error Code	DLR Error	Fault	Required Action
1002D	44 (W)	REJECT VAULT ALMOST FULL	This status is sent, both as General and as Hopper status, when the internal reject counter reaches the limit for almost full. The counter for single reject is incremented by one for each rejected note. The limit for REJECT VAULT ALMOST FULL is 75% of the limit for REJECT VAULT FULL. The Reject Vault should be emptied as soon as possible to avoid a LOCK OUT condition when the counter for rejected notes is above 50. THE REJECT VAULT MUST BE EMPTIED WITH POWER ON
1002E	45 (R)	CASSETTE INTERNAL FAILURE	This status is sent if there is a checksum error in the data stored in the Note Cassette. Put Cassette out of service.
1002F	46 (F)	MAIN MOTOR FAILURE	This status occurs when main motor has not reached the normal speed in time, or if there are several missing pulses from the transport clock wheel in one transaction. As with any other fatal error, this status code generates a LOCK OUT condition, and the command is not executed. The user may send a RESET command through the Diagnostics screen or by restarting Touch. If the response of the RESET command indicates successful execution operation can be resumed from the point where the problem occurred. If the problem returns or if the RESET command was unsuccessful the system must be put out of service until checked by a Field Service Engineer.
10030		REJECTED CHEQUE	No additional information available
10031	49 (F)	NOTE QUALIFIER FAULTY	This status is sent back to the network from the NMD, when it is not possible to calibrate the double detects sensors in the Note Qualifier, or when it is not possible to adjust the gain value when learning a new note. Being a fatal error, the transaction is not completed, and a LOCK OUT condition is generated. The user may send a RESET command through the Diagnostics screen or by restarting Touch. If the response on the RESET command indicates successful execution, operation can be resumed from the point where the problem occurred. If the problem returns or if the RESET command was unsuccessful the system must be put out of service until checked by a Field Service Engineer.
10032	4A (R)	NF EXIT SENSOR FAILURE	This status appears when a sensor error occurs in the Note Feeder, or when a note is stuck in the Note Feeder exit sensor. This error is qualified as a Retry because the system can still be used if no notes are going to be required from that module. The user can send a Reset command through the Diagnostic screen or by restarting Touch. If the problem still remains, the Application Program must internally mark the particular Hopper as faulty to avoid using it until a Field Service Engineer has resolved the problem.
10033		NO RESPONSE FROM Bill Dispenser	No additional information is available
10034	4D (O)	NOTES IN DELIVERY THROAT	An attempt to feed or dispense notes when a note is still in the Throat will cause this error to be sent back as a reply and the command will not be executed. If a note is blocking the throat, the note must be removed. Check if notes have been removed, by resetting the Bill Dispenser and check if the error is cleared.
10035	4E (S)	COMMUNICATION TIMEOUT	This error status is reported when the transmission of each one of the characters in the command string, is not completed within the time restriction imposed by the electrical interface used. The cause of this problem may be delaying within the transmission of the characters in the command string. The communication cabling and ports should be checked.

Error Code	DLR Error	Fault	Required Action
10036	50 (S)	CASSETTE NOT IDENTIFIED	This status is reported when a movement command is ordered without one preceding READ CASSETTE ID command after the cassettes have been opened. Either the operator or the Application Program itself should send the READ CASSETTE-ID Command to recover from the LOCK OUT condition. Attempt to Unlock and Lock the cassette or restart Touch to see if it corrects the condition.
10037	51 (O)	REJECT VAULT FULL	This status is generated when the internal counter exceeds 50. See description of REJECT VAULT ALMOST FULL. It must be kept in mind that this status, even if it is not a fatal one, will cause a LOCK OUT condition which will not be removed until the Reject Vault has been emptied. The internal counter of rejected notes is stored non-volatile during power down and restored at power up. This means that the Reject Vault MUST BE REMOVED, EMPTIED AND RE-INSERTED WITH THE POWER ON to reset the internal reject counter to 0. The operator must empty and reinsert the Reject Vault before normal operation can be resumed.
10038	57 (F)	ERROR IN THROAT	This status is reported by the NMD when a note is stuck in the throat sensor during Move Forward or Reset Command. The contents of the machine have to be verified, all transaction must be suspended, and the system must be taken out of service until checked by a Field Service Engineer, who will check the unit thoroughly fo note jams. However, to empty the machine of notes a Unlock command could be sent and the cassettes could be removed.
10039	5B (R)	SENSOR ERROR	This status is used when a sensor in the Note Transport does not work properly during an internal self-test preceding the movement commands. When this status is given as reply, the application could make a retry on the command to see if the error still remains. If the error still remains the machine should be checked by a technical service engineer. The sensor may be dirty, have a loose connection or be covered by a note.
1003A	60 (F)	NMD INTERNAL FAILURE	This status is reported when an internal error occurs in the NMD. The most likely reason for this is internal communication problems in the NMD. The application program should send a RESET command. If the response to the RESET command indicates successful execution, operation can be resumed from the point where the problem occurred. If the problem returns or if the RESET command was unsuccessful the system must be put out of service until checked by a Field Service Engineer.
1003B	61 (F)	CASSETTE LOCK FAULTY	This status is reported by the NMD at the Lock command, when it fails to open the Note Cassette into the operating position. It can also be reported at Unlock command. Check the notes loaded in the cassette and if necessary reload the cassette. If the problem still remains after reloading the cassette, replace the cassette and submit the faulty one to the Field Service Engineer.
1003C	63 (W)	MODULE_NEED_SERVICE	This status is reported by the NMD when calibration values for at least one sensor in any Note Feeder exceeds the warning level. Check the sensor calibration values. If the calibration value on one or more sensors is too high maintenance should be carried out.
1003D	65 (W)	NO_MESSAGE_TO_RESEND	This status indicates that a power loss/firmware restart has occurred at the NMD controller and no information could be retrieved. Perform a Reset of the Bill Dispenser from within the Service Unit Diagnostics Screen. If the error persists, contact a Field Service Engineer.

Error Code	DLR Error	Fault	Required Action
1003E	68 (F)	ERROR_IN_NOTE_TRANSPORT	This status appears in the following situations: 1. When a note is stuck in the Note Transport sensor. 2. When a note is stuck between the Note Transport sensor and the Throat sensor. The content of the machine has to be verified, all transaction must be suspended, and the system must be taken out of service until checked by a Field Service Engineer, who will thoroughly check the unit for Note jams. However, to empty the machine of notes an Unlock command could be sent and the cassettes could be removed. Before sending RESET the Note Transport has to be cleared of notes.
1003F		UNKNOWN_TYPE	No additional information is available
10040		CASSETTE_ERROR	This Error comes from Bill Dispenser. This error indicates either the Cassette is not properly inserted OR there is no Cassette in the Bill Dispenser. 1. Check the Cassette in the BD. 2. Make sure the Cassette is inserted and hear the clicking sound when inserted.
10041		INIT_FAIL	This error happens when DeLaRue NMD50 bill dispenser has failed to initialize. Basically, the BD is trying to Lock the cassette for operation, and it is not successful. 1. Please check to make sure the cassette is inserted properly. 2. Restart the unit to see if the BD init is successful. 3. If problem persists after the above 2 steps, please call ICS support.