



# SERVICE BULLETIN # 00123

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DATE: 8-17-00

REVISION: 02

**SUBJECT:** Bill Validator Full Error / Validator Communication

**MODELS:** Merlin III Venders with the 10.02 or 11.02 Control Boards

KIT NUMBER	KIT DESCRIPTION
836067	-10.02- or Future Revision
836069	-11.02- or Future Revision

**BEFORE WORKING ON VENDER:** Remove power from vender by unplugging vender's main power cord from the AC voltage power source (wall outlet).

On Merlin III venders with the 10.02 or 11.02 control boards, we have discovered two (2) potential problems.

1. The First is when the bill validator becomes full of bills and registers a "BFUL" error, the validator will be disabled from accepting bills. Once the bill box is opened and the money is removed, the control board will not reset the validator to accept bills.

**Solution:** *By powering the vender down and back up will clear the error from the software, then enable the validator to accept bills.*

**NOTE:** *Venders with the eprom chip that has a "DASH" in front of the version number (Example: REV. -10.02 or REV. -11.02), the software has been corrected. This software change was made at Versatile on December 19, 1994. Venders produced with control boards manufactured after this data have the software to correct this problem.*

2. The second is if a bill which cannot be accepted by the validator, is inserted and held in the validator throat, the validator will cease communicating with the controller. This will cause the validator to be disabled from accepting bills.

**Solution:** *A - By making a valid coin purchase, depositing a coin then pushing the coin return lever or powering the vender down and back up will re-enable the validator to accept bills.*

*B - Changing the eprom chip with one that has a "DASH" in from of and behind the version number (Example: REV. -10.02 - or REV. -11.02-) will solve the problem. This software change was made at Versatile on February 21, 1995 and put into production on P.O. #1317.*

**NOTE:** *The eprom chip with the two "DASHES" (Example: REV. -10.02- or REV. -11.02-) or higher revision will solve both problems.*

**ANY QUESTIONS???** CONTACT ROYAL VENDORS' CUSTOMER SERVICE DEPARTMENT  
CALL TOLL FREE (800) 931-9214