

## SORTER TROUBLESHOOTING INSTRUCTIONS

Model SM, Model J (Manual Sorters )  
and  
Model SE, Model JE (Electric Sorters)

Should a jam occur, do the following:

### A. Hopper Jam - Manual Sorter

Reverse the normal rotation direction of the disc by gently turning the crank counter-clockwise so that the disc rotates clockwise to remove jam. **NOTE:** Be sure not to reverse coins into the bottom of the finger/coin rail. It may be necessary to empty the hopper to free up jammed coins. **NEVER** try to clear a jam by force, as non-warranty damage will occur.

### B. Hopper Jam - Electric Sorter

Immediately shut "OFF" the Sorter. Put the 11/16 box wrench (included) over the large nut in the center of the disc. Reverse the normal rotation direction of the disc by gently turning the wrench clockwise so that the disc rotates clockwise 2 to 3 inches or until the jammed coin is cleared. It may be necessary to repeat this procedure several times. **NEVER** try to clear a jam by force, as non-warranty damage will occur. **CAUTION:** You must remove the wrench before turning the Sorter back "ON".

### C. Jam Behind Finger Rail - Manual or Electric Sorter

Using the same technique (crank or wrench) as covered in A or B above, gently rotate the disc clockwise 2 to 3 inches. Never try to clear a jam by force, as non-warranty damage will occur. **NEVER** try to bend or realign Rails without factory consultation. **NOTE:** Loosening 1st screw on finger rail closest to disc may be necessary to remove jammed coin.

### D. Deflector Jam - Manual or Electric Sorter

The Deflector is located at the top end of the Rails and just slightly to the left of the disc. If bent coins jam behind the Deflector, very gently spring the bottom end outward. The jammed coins should drop into the Hopper.

**SPECIAL NOTE:** NEVER FILL THE HOPPER MORE THAN 1/2 FULL.  
IF OPERATING ASSISTANCE IS NEEDED, CALL **800-356-9080**