

# Customer Notification



**Notification No.:** 20240722

**Version:** 1.0

**Page:** 1 of 3

**Release Date:** July 22, 2024

**Effective Date:** July 22, 2024

**Notification Status:**  Advisory  Mandatory  Announcement  
**Classification:**  Firmware  Hardware  Policy/Procedure

**Description:** iVIZION® Banknote Acceptor Grounding

**Hardware:** iVIZION® Banknote Acceptor

**Territory:** All

**Interface:** N/A

**Check Sum:** N/A

**Firmware Version(s):** N/A

**CRC (seed = 0000):** N/A

## Conditions:

JCM Engineering has identified instances in the field of missing or improperly installed grounding tabs on the iVIZION® Banknote Acceptor floating connector.

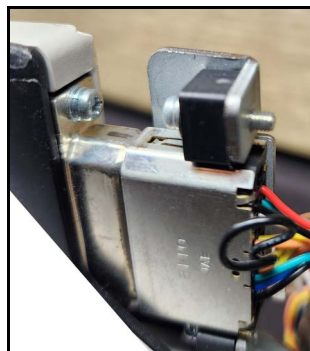
To ensure correct operation of the iVIZION Banknote Acceptor, it is important that the iVIZION be properly grounded. The ground connection provides a path for Electrical Static Discharge (ESD), should an ESD event occur.

Observations by JCM Engineering include:

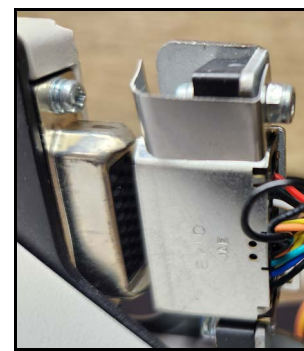
- Loose nuts on Frame Ground Plate (see Figure 1);
- Frame Ground Plates not installed (missing) (Figure 2);
- Frame Ground Plates not installed properly (Figure 3).



**Figure 1** Frame Ground Plate



**Figure 2** Missing Frame Ground



**Figure 3** Improper Installation

# Customer Notification



**Notification No.:** 20240722

**Version:** 1.0

**Page:** 2 of 3

**Release Date:** July 22, 2024

**Effective Date:** July 22, 2024

**Notification Status:**  Advisory  Mandatory  Announcement  
**Classification:**  Firmware  Hardware  Policy/Procedure

**Description:** iVIZION® Banknote Acceptor Grounding

**Hardware:** iVIZION® Banknote Acceptor

**Territory:** All

**Interface:** N/A

**Check Sum:** N/A

**Firmware Version(s):** N/A

**CRC (seed = 0000):** N/A

## Conditions (continued):

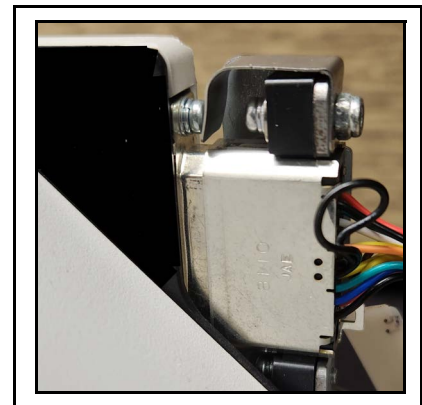
To confirm grounding is within specification, use a multi meter and measure the resistance between the Bezel Mount Screw and the iVIZION Chassis. Resistance should be less than 10 ohms on both the left side (Figure 4 a) and right side (Figure 4 b).

## Resolution:

Visually inspect the iVIZION rear harness connector to confirm the Frame Ground plate is installed. Ensure the Frame Ground Plate is securely attached over the rear harness connector, and the securing nut is tight (Figure 5).



**Figure 4** Resistance Measurements  
(Left/Right Sides of iVIZION Chassis Frame)



**Figure 5** Properly installed  
Frame Ground Plate

# Customer Notification



**Notification No.:** 20240722

**Version:** 1.0

**Page:** 3 of 3

**Release Date:** July 22, 2024

**Effective Date:** July 22, 2024

**Notification Status:**  Advisory  Mandatory  Announcement

**Classification:**  Firmware  Hardware  Policy/Procedure

**Description:** IVIZION® Banknote Acceptor Grounding

**Hardware:** IVIZION® Banknote Acceptor

**Territory:** All

**Interface:** N/A

**Check Sum:** N/A

**Firmware Version(s):** N/A

**CRC (seed = 0000):** N/A

## Resolution (continued):

Harness Kit components, included with every iVIZION Harness:

Description	Part Number
Frame Ground Plate	151784
Nut, M2.6 Nylon (Nut Size 3/16)	149426
Screw (2) 6 x12 (longer)	
Screw (2) 6 x10	

Notes: The longer 6x12 screw is used on the top of the connector to secure the Frame Ground plate with the Nut. The shorter 6x10 screw is used on the bottom of the Connector.

For more information about product upgrade availability and the latest JCM product innovations, contact your local JCM Sales Representative.

## Notes:

For more information about product upgrade availability and the latest JCM product innovations, contact your local JCM Sales Representative.

This notification reflects current information available at time of publication. This information is subject to change without notice. Please contact your local JCM Sales Representative or JCM Customer Service at (800) 683-7248 for additional information.