

Internal COM and Sorting error

Strange things happen when there is dirt and/or fibres/hair confusing the first two counters (close to the hopper). The counters in the card path are less crucial. In the example shown below it is both dirt in the upper part of the sensor (marked OPB) and hair reaching the two first counters.



DUPLIMAPP

Machine software version $\leq 1.002.072$

The symptoms can be

- i. Internal COM error
 - ii. Sorting error (often with too many cards distributed to South)
 - iii. Poor feeding
 - iv. 12/14 error
- or a mix of the above.

Machine software version $\geq 1.002.073$

The symptoms can be

- i. Poor feeding
- ii. Adjust decks
- iii. 12/14 error

or a mix of the above. If you get the message shown below there is no question what to do.

