# Service Bulletin

**Status Code 141 – Coin Acceptor Jam Occurred Troubleshooting**

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Issued by: Glory Global Solutions Service Department

## Purpose

* This bulletin provides step-by-step instructions for resolving a Status Code 141 error (“Coin Acceptor Jam Occurred”) on a Glory coin recycler unit.
* The jam must be cleared via the Status Menu.
* End User must have proper permissions (e.g., vault door access).
* If not, escalate to someone onsite or schedule a callback.
* Use Help Lightning to assist customers when possible.

## Software Steps

* Login to the unit → go to Status → select Coin Recycler.
* Select Clear Error. This starts instructional jam clearance videos and activates the top cover solenoid.
* Note: If the user selects START COIN DEPOSIT twice without depositing coins, the system will throw a 141 error.

## Physical Troubleshooting Steps

* Verify coin tray is in the normal position and lift it out.
* Lift the keypad and use the L-shaped kickstand to prop open the coin sorter lid.
* Locate and remove the retaining nut (turn counterclockwise), then remove the fin disk.
* Clear any jammed coins from both sides of the sorter. Coins removed are not accounted for and must be reinserted later.
* Locate the wave sensor and clean both top and bottom surfaces using a dry microfiber cloth.
* Inspect the fin disk for damage, especially missing teeth. If damaged, dispatch a tech with a replacement sorter.
* Reinstall the fin disk, aligning the yellow arrows with the yellow dot on the sorter. Ensure it sits flat.
* Reattach the retaining nut, tightening until both sides of the coin sorter move together.
* Lower the lid and release the kickstand.
* Replace the coin tray, ensuring it is flat and snug.
* Press the green Start / Stop button to begin sorting. Confirm proper function and correct fin disk installation.
* If you hear a grinding or thumping sound, recheck fin disk and retaining nut installation.
* Close the top cover.
* Return to the software interface and repeat error clearing steps (1–3).

## If Error Persists

* Dispatch a technician without parts, with the following instructions:
* - Clean the Coin Sorter Wave Sensor with microfiber cloth.
* - Inspect fin disk for missing teeth or improper installation.
* - If no issue found, test unit onsite.
* - If error continues, contact Glory Global Solutions Help Desk.