



JCM Products Quick Reference Guide

UBA® Pro Units



NOTE: Due to advancements in industry technologies and future product development, the information in this guide is subject to change without notice.

For more information about product set-up, use, testing procedures and troubleshooting methods, please contact the Technical Support Division of Customer Service via the email addresses listed below:

Americas

support@jcmglobal.com

Europe, Middle East, Africa, Russia & UK

support@jcmglobal.eu

Asia & Oceania

Sales-AsiaPac@jcmglobal.com



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UBA® Pro Units

QUICK REFERENCE TROUBLESHOOTING GUIDE

Table 1 lists Issues, Probable Causes and Possible Solutions when troubleshooting a UBA® Pro Unit.

Table 1 UBA Pro Troubleshooting Descriptions

Issue	Probable Cause	Possible Solutions
Acceptor not working, no Banknote acceptance	No External Power	Verify 12/24VDC and grounds.
	Wrong Connections	Verify Harness connections.
	Corrupted Firmware	Download Firmware.
	CPU Board Failure	Perform an Operational Test, replace CPU.
Banknote Jams occurring	Rollers dirty, damaged	Clean all Rollers.
	Pressure Roller Springs loose, missing	Check Roller Spring tensions.
	Foreign object in Transport Path	Clean the Transport Path.
	Acceptor Unit is not seated in Frame	Re-seat the Acceptor Unit.
	Banknote width out of specification	Insert Banknotes with correct widths.
Abnormal Acceptance Rates	Dirty Rollers, Belts Sensors	Clean the Transport Path.
	Unit not calibrated after a repair	Perform a Calibration.
	Wrong Firmware, or old version	Reload Firmware, ensure current version of Firmware downloaded.
Upper Guide will not open	Centering Guides not in the Home position	Cycle AC Power to reset the Centering Guides, Use a hex nut driver to open the Centering Guides,
All Banknotes rejected	Incorrect Firmware	Download the correct Firmware.

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Table 1 UBA Pro Troubleshooting Descriptions (Continued)

Issue	Probable Cause	Possible Solutions
All Banknotes being rejected	Banknotes not accepted by the Firmware	Check Software Specifications for Banknotes accepted.
	Incorrect DIP Switch Settings	Enable acceptance of all denominations by setting all DIP Switches OFF.
	Banknote Acceptance inhibited by the Host Controller	Enable Host Banknote Acceptance.
	Upper/Lower Sensor Board	Change the Upper and/or Lower Sensor Boards.
	Unit not calibrated after a repair	Perform a Calibration.
Motor continues to run	Foreign object in Transport Path or Jammed Banknote	Remove foreign debris or jammed Banknote.
	Motor Drive failure	Perform a Forward/Reverse Motor Test, replace CPU (if needed).
Cannot enter Test Mode	Incorrect DIP Switch Settings	Set DIP Switch #8 ON, Reapply AC Power.
	DIP Switch Failure	Perform a DIP Switch Test to confirm operation of each switch.
	CPU Board Failure	Replace CPU Board with a known good CPU Board.

- For details on Calibration Fault Conditions when troubleshooting a UBA Pro Unit, refer to Table 2 on the following page.
- For details on Communications Fault Conditions when troubleshooting a UBA Pro Unit, refer to Table 3 on the following page.

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Table 2 Calibration Fault Conditions

Issue	Probable Cause	Possible Solutions
Cannot Start Calibration Tool	PC Operating System incompatible	JCM Calibration only supports Windows 8 or higher.
	Program Files are corrupted	Remove and reload the JCM Tool Suite.
Communication Error	Wrong connections	Check PC Harness connections.
	DIP Switch Settings are incorrect	Check DIP Switch settings 1 through 7 OFF, 8 ON. Cycle power on the unit.
	DIP Switch Failure	Test DIP Switches for proper operation.
	CPU Board Failure	Replace CPU with known good CPU Board.
Calibration Error	Incorrect/Dirty Reference Paper	Replace Reference Paper.
	Upper/Lower Sensor Board Failure	Replace Upper/Lower Sensor Board with known good circuit board.

Table 3 Communications Fault Conditions

Issue	Probable Cause	Possible Solutions
Cannot Communicate with Host	DIP Switch Settings are incorrect	Set all DIP Switches to OFF.
	Connections are off or loose	Reseat all communication connections.
	Damaged Connector Pins	Check for bent or missing connector pins.
	CPU Board is corrupted	Replace CPU Board with known good CPU Board.
	Incorrect Interface	Verify the correct interface between the Host and the Acceptor.

UBA® Pro Units DIP SWITCH SETTINGS

The DIP Switches are set based on the **Communications Sub Board Type 1** (Table 4) or **Sub Board Type 2** (Table 5) installed in the Unit.

Table 4 Sub Board Type 1 Communications Settings

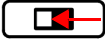




Settings		Description
SW1		Photo-Coupler Isolation
		RS232C
	Not Used	USB, TTL

Table 5 Sub Board Type 2 Communication Settings

Settings		Description
SW1		Photo-Coupler Isolation, I-TTL2
		RS232C, cc-Talk
	Not Used	USB, TTL (except for I-TTL2 - see above)
SW2		To Use a UBA Pro Unit without a Recycler Unit

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JCM Tool Suite

The JCM Tool Suite Application provides access to supporting applications (Table 6) for the UBA Pro Unit. JCM Tool Suite is used when the UBA Pro Unit is connected to a PC using a Male A to Type C USB Cable.



NOTE: On the UBA Pro Unit, the Type C Connector is located between the Orange and Red Status LED Indicators.

Table 6 JCM Tool Suite Application Functions

UBA Pro Mode	Application	Purpose
Operational Mode	Download	Updating Software
	Statistics	Historical Information Banknote Acceptance Ticket Acceptance Fault Details
	Utility	ICB Setting Bar Ticket Setting UBA Pro Mode Setting
Diagnostic Mode	Sensor Adjustment	Calibration of Sensors
	Performance Test	Functional Test of the Motors, Stacker, Sensors and Switches



NOTE: For further information, refer to the “JCM Tool Suite Software Installation Guide” (Part Number 960-100923R), accessible from the JCM Global Exchange Site at <https://exchange.jcmglobal.com>.

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OPERATIONAL MODE FUNCTIONS

Download Firmware

The UBA Pro Unit Firmware can be updated using the JCM Tool Suite Application (Figure 1) or a BlueWave™DX Download Tool.

Downloading Using a PC

To download software to the UBA Pro Unit using a PC:

1. Apply Power to the UBA Pro Unit.
2. Connect the UBA Pro Unit to a PC using a USB Male A to C cable.
3. Open the JCM Tool Suite Application (Figure 1).

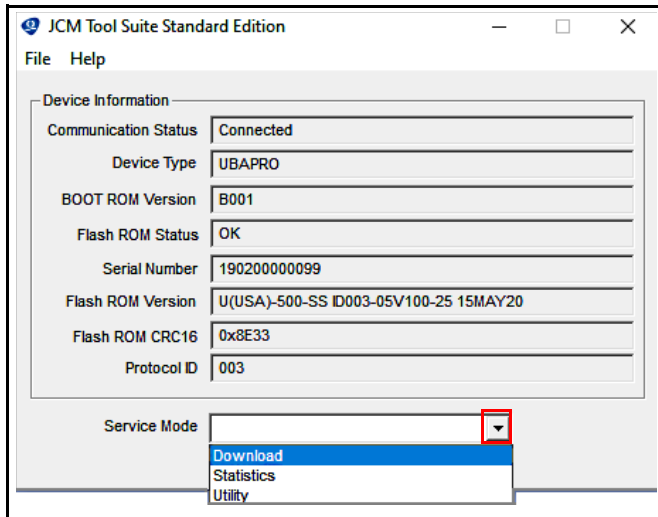


Figure 1 JCM Tool Suite Application (Standard Edition)

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4. Click on the Service Mode drop-down menu arrow to select Download (Figure 1).
5. From the JCM Downloader screen, click Browse to locate and select the UBA Pro Firmware file to be downloaded.
6. Click on the Download button to start the download.



NOTE: Download progress is shown by a Barograph and a Percentage Complete indicator.

7. Verify that the display indicates Download Success. The download is completed.
8. Disconnect the USB Cable and reset the UBA Pro Unit to restart in normal operation.

Using the JCM BlueWaveDX Download Tool



NOTE: For detailed instructions, refer to the BlueWave™DX Tool Operator Guide (Part No. 960-100942R), accessible from the JCM Global Exchange Site at <https://exchange.jcmglobal.com>.

To download Firmware to the UBA Pro using a BlueWaveDX Tool:

1. On a Standard SD Memory Card, create a UBA500 System folder (which can accommodate up to 20 Firmware versions).
2. Copy the appropriate UBA500 Firmware File from the PC to the UBA500 System folder on the SD Memory Card.
3. Insert the SD Memory Card into the BlueWaveDX Tool.
4. Apply Power to the UBA Pro Unit.
5. Connect the BlueWaveDX Tool to the UBA Pro Unit using a USB Male A to C cable.
6. Turn the BlueWaveDX Tool Power **ON**.
7. When FIRMWARE UPDATE appears on the BlueWaveDX Tool LCD Display, press the **OK** Button.
8. Use the arrow keys to scroll to the desired Firmware file.
9. Press the **OK** Button to start the download.

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- When downloading is complete, press the **CLR** Button to return to the Main Menu.
- Switch the BlueWaveDX Tool Power **OFF**.
- Disconnect the USB Cable, then reset the UBA Pro Unit to restart in normal operation.

The BlueWaveDX Tool Downloading process is now complete.

Utility Function

The Utility function can be used to perform the following tasks:

- Activate/Deactivate ICB or Change ICB Settings
- Change Bar Code Ticket Setting
- Set the UBA Pro Mode Setting

Activate/Deactivate ICB / Change ICB Settings

To Activate/Deactivate ICB or Change ICB Settings:

1. Apply Power to the UBA Pro Unit.
2. Connect the UBA Pro to a PC with a USB Male A to C cable.
3. Open the JCM Tool Suite Application, click on the Service Mode drop-down menu arrow and select Utility.
4. When the UBAPRO_SS Utility Tool Screen is displayed, click on 1) ICB SETTING (Figure 2 a).

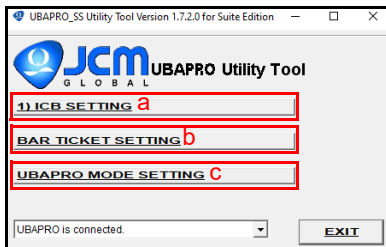


Figure 2 UBAPRO_SS Utility Tool Screen

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5. Enter a Machine or Asset Number in the Set M/C text field (Figure 3 c), then click the Set M/C button (Figure 3 d) to assign an ICB Machine/Asset Number to the UBA Pro.
6. Click the Get M/C button (Figure 3 e) to read the current Asset/Machine Number from the UBA Pro (Figure 3 f).

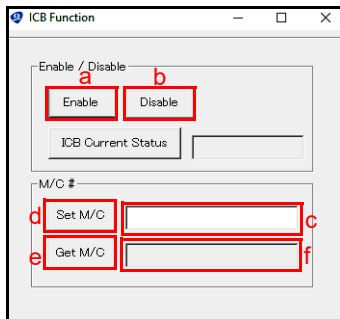


Figure 3 ICB Function Screen

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Bar Ticket Settings

To Change Bar Code Ticket directions Settings:

1. Apply Power to the UBA Pro Unit.
2. Connect the UBA Pro Unit to a PC using a USB Male A to C cable.
3. Open the JCM Tool Suite Application, click on the Service Mode drop-down menu arrow and select Utility.
4. When the UBAPRO_SS Utility Tool Screen is displayed, click on BAR TICKET SETTING (Figure 2 b).

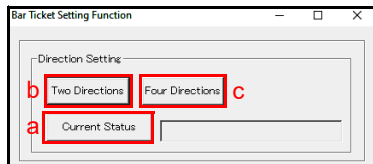


Figure 4 Bar Ticket Setting Function Screen

5. Click the Current Status button (Figure 4 a) to view the Bar Ticket Setting current status.
6. To change the Direction Setting, click on the Two Directions or Four Directions buttons (Figure 4 b/c).

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UBA Pro Mode Setting

To change the UBA Pro Mode Settings:

1. Apply Power to the UBA Pro Unit.
2. Connect the UBA Pro Unit to a PC using a USB Male A to C cable.
3. Open the JCM Tool Suite Application, click on the Service Mode drop-down menu arrow and select Utility.
4. When the UBAPRO_SS Utility Tool Screen is displayed, click on UBAPRO MODE SETTING (Figure 2 c).

The Mode Setting Function Screen (Figure 5) is displayed.

To change the Version Setting:

5. Click on the Current Version button (Figure 5 a) to display the current Version Setting (Figure 5 b).
6. Click on the UBAPRO_version button (Figure 5 c) to change to the UBA Pro version.
7. Click on the UBA_version button (Figure 5 d) to change to the UBA version.

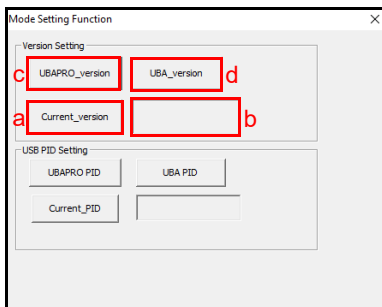


Figure 5 Change Version Setting (Mode Setting Function Screen)

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To change the USB PID Setting:



NOTE: USB Communications MUST be connected to change USB PID (USB Product ID) Settings.

- Click on the Current_PID button (Figure 6 a) to display the current setting (Figure 6 b).
- Click on the UBAPRO PID button (Figure 6 c) to select the UBA Pro PID setting.
- Click on the UBA PID button (Figure 6 d) to select the UBA PID setting.

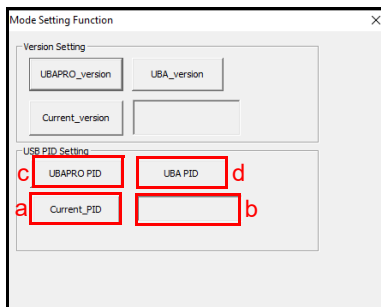


Figure 6 Change USB PID Setting (Mode Setting Function Screen)

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DIAGNOSTIC MODE FUNCTIONS

Entering Diagnostic Mode

When the UBA Pro Unit is in Diagnostic Mode:

- the Sensor Adjustment application is used for Calibration of Sensors (Figure 7).
- the Performance Test application is used for Functional Testing of the Motors, Stacker, Sensors and Switches.

To enter Diagnostic Mode:

1. Turn DIP Switch #8 ON.
2. Apply Power to the UBA Pro Unit.

The UBA Pro Unit's Status LEDs will light Red and Green, indicating the UBA Pro Unit is in Diagnostic Mode.

Sensor Adjustment



Figure 7 UBA Pro_SS_RC Calibration Tool Screen

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Sensors need to be calibrated if the Processor or any Sensor Circuit Board is replaced.



NOTE: To Calibrate the UBA Pro Unit, Calibration Reference Paper KS-101 (P/N 280289) is required.

To calibrate the UBA Pro Unit:

1. From the Service Mode drop-down menu, click Sensor Adjustment to view the Sensor Adjustment Screen (Figure 7).
2. Click on Start, then follow the screen prompts to complete the calibration.
3. When calibration is complete, Power **OFF** the UBA Pro Unit.
4. Reset DIP Switch #8 to **OFF**.

Performance Testing

The UBA Pro is tested using the Performance Test functions in the JCM Tool Suite Application.



NOTE: Performance Tests can also be performed using DIP Switch Settings. Refer to the “UBA Pro Operation and Maintenance Manual” (Part Number 960-000211R), accessible from the JCM Global Exchange Site at <https://exchange.jcmglobal.com> for details.

Table 7 identifies UBA Pro Performance Test Numbers, Test Items, Test Purposes and Status Conditions.



NOTE: For Sensor Test No. 3 results, refer to Table 8 UBA Pro Sensor Test Indications.

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Table 7 UBA Pro Performance Tests

Test No.	Test Item	Test Purpose	Status Condition	
			Good	Error
1	Feed Motor FWD	Feed motor in the note Insertion direction	Speed = 550 to 1000 mm/sec	
2	Feed Motor REV	Feed motor in the return note direction	Speed = 550 to 1000 mm/sec	
3	(Refer to Table 8 for Sensor Test No. 3 Results)			
4	Aging Test	Completes full transport test in 30 sec intervals	No errors, Red, Green LED ON	Red or Green LED flashes an Error Code
5	DIP Switch Test	Tests the function of each DIP Switch	DIP Switch property value displays condition ON or OFF	No change of state
6	Stack Test	Test the Stacker Function, Up and Down	Time = 300 to 1000 msec	
7	PB Test	Test the Pull Back Motor	Time = 150 to 300 msec	
8	Centering Test	Test the Centering Mechanism Motor	Time = 100 to 350 msec	
9	Stacker Motor FWD Test	Test the Forward rotation of the Stacker Motor	Confirm Stacker Gear Spinning.	
10	Entry Motor FWD Test	Tests the Entrance and Feed Motor Forward Rotation	Speed = 550 to 1200 mm/sec	
11	Entry Motor REV Test	Tests the Entrance and Feed Motor in the Reverse direction	Speed = 550 to 1200 mm/sec	

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Sensor Testing

Table 8 identifies UBA Pro Sensor Test Indications.

Table 8 UBA Pro Sensor Test Indications

Action	Sensor	Value Indications
Open Top Cover	Entrance	ON → OFF
	Centering	ON → OFF
	PB-in	ON → OFF
	PB-out	ON → OFF
Block Sensor	Exit	ON → OFF
Move PB Guide	PB Home	OFF → ON
Move Centering Guide	Centering Home	OFF → ON
Remove Cash Box	Pusher Home	OFF → ON
	Box Exists	OFF → ON
Open Top Cover	Validation	ON → OFF

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OPERATIONAL ERRORS

UBA Pro Operational Errors are indicated by the number of **RED LED Flashes** (Table 9). Count the number of Flashes that occur between pauses to determine the Error Code number.

STARTUP ERRORS

Table 9 Startup Error Codes

LED Flashes		Startup	Solution
GREEN	RED	Error	
ON	1	External Flash ROM Check Error	Boot Program incorrect; Check harness, part correctly assembled.
ON	2	External Flash ROM, Boot I/F	No Firmware Loaded; Load Firmware.
ON	3	External Flash ROM, Main Program	Reload Firmware
ON	4	EEPROM Error, EEPROM Reading/Writing	Perform Sensor Calibration
ON	5	CPU Internal RAM	Replace CPU
ON	6	External SD-RAM	Replace CPU
ON	7	Backup External RAM Error	Replace CPU
ON	8	Validation Sensor LED	Replace Validation Sensor or CPU

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OPERATIONAL ERROR CODES

Operational Errors occur while the UBA Pro Unit is functional, and/ or is accepting a Banknote or Ticket, and are indicated by the number of **RED LED** flashes (Table 10). Count the number of Flashes that occur between pauses to determine the Error Code number.

Table 10 Operational Error Codes

LED Flashes		Operation	Solution	Relative Part/Sensor
GREEN	RED	Error		
OFF	1	Cash Box Full	Replace Cash Box	Pusher Mechanism, Stacker Motor, Stacker Home Sensor, Stacker Motor Encoder
OFF	2	Pusher Mechanism, Home Position Error	Check relative parts, Clean and adjust	Pusher Mechanism, Stacker Motor, Stacker Home Sensor, Stacker Motor Encoder
OFF	3	Banknote Jam, Cash Box	Check Banknote path, Cash Box path	Exit Sensor, Pusher Mechanism, Stacker Motor, Stacker Home Sensor, Stacker Motor Encoder
OFF	4	Banknote Jam, Transport	Check Banknote Path	Entrance Sensor, Center Timing Sensor, Line Sensor, PB Sensor, Exit Sensor, Entry Motor, Entry Motor Encoder
OFF	5	Motor Speed Error	Check relative parts, Clean and adjust	Entry Motor, Entry Motor Encoder
OFF	6	Transport Motor Lockup	Check relative parts, Clean and adjust	Feed Motor, Feed Motor Encoder

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Table 10 Operational Error Codes (Continued)

LED Flashes		Operation	Solution	Relative Part/Sensor
GREEN	RED	Error		
OFF	7	Stacker Motor Lockup	Check relative parts, Clean and adjust	Stacker Motor, Stacker Motor Encoder
OFF	9	PB Unit Error	Check relative parts, Clean and adjust	PB Unit, PB Home Position Sensor
OFF	10	Cash Box Removed	Check relative parts, Clean and adjust	Cash Box Sensor.
OFF	12	Fraud Detected	Check relative parts, Clean and adjust	Exit Sensor 2, Line Sensor.
OFF	14	Centering Mechanism Abnormal	Check relative parts, Clean and adjust	Centering Guide, Centering Motor, Centering Guide Home Sensor

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BANKNOTE REJECT ERRORS

Reject or Return Errors occur when a Banknote is returned without being validated, and are indicated by the number of **GREEN LED** flashes (Table 11). Count the number of Flashes that occur between pauses to determine the Error Code number.

Table 11 Banknote Reject Error Codes

LED Flashes		Banknote Reject	Solution	Relative Part/ Sensor
GREEN	RED	Error		
1	OFF	Skewed Insertion	Check relative parts, Clean and adjust	Centering Guide, Centering Sensor, Belts, Rollers
3	OFF	Remaining Banknotes Returned	Check relative parts, Clean and adjust	Centering Sensor, Line Sensor, Feed Sensor, Exit Sensor 2
4	OFF	Magnification Error	Check relative parts, Clean and adjust	Line Sensor
5	OFF	Banknote Transportation Error	Check relative parts, Clean and adjust	Entrance Sensor, Centering Sensor, Line Sensor, Feed Sensor, Exit Sensor 2, Transport Sensor
7	OFF	Denomination Error	Check relative parts, Clean and adjust	Line Sensor
8	OFF	Photo Level Error	Check relative parts, Clean and adjust	Line Sensor
9	OFF	Inhibit Setting	Check commands from the Host, check DIP Switch Settings	Command, DIP Switch
13	OFF	Banknote Length Abnormal	Check relative parts, Clean and adjust	Line Sensor

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Table 11 Banknote Reject Error Codes (Continued)

LED Flashes		Banknote Reject	Solution	Relative Part/ Sensor
GREEN	RED	Error		
14	OFF	2-color Margin Abnormal	Check relative parts, Clean and adjust	Line Sensor
15	OFF	Counterfeiting Banknote Action	Check relative parts, Clean and adjust	Line Sensor
16	OFF	3-color Comparison Abnormal	Check relative parts, Clean and adjust	Line Sensor

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TICKET REJECT ERRORS

Ticket Reject Errors occur when an inserted Ticket is returned without being processed, and are indicated by the number of **GREEN LED** flashes (Table 12). Count the number of Flashes that occur between pauses to determine the Error Code number.

Table 12 Ticket Reject Errors

LED Flashes		Ticket Reject	Solution	Relative Part/ Sensor
GREEN	RED	Error		
1	OFF	Number of Characters is not set	Check proper Bar Code Ticket printing	Bar Code Ticket
2	OFF	Format Error	Check proper Bar Code Ticket printing	Bar Sensor
3	OFF	Incorrect number of characters	Check proper Bar Code Ticket Printing	Bar Sensor
4	OFF	Start Bit Detection Error	Check proper Bar Code Ticket Printing	Bar Sensor
5	OFF	Stop Bit Detection Error	Check proper Bar Code Ticket Printing	Bar Sensor
6	OFF	Bar Code Ticket Type Error	Check proper Bar Code Ticket Printing	Bar Sensor
7	OFF	Abnormal Magnification	Check proper Bar Code Ticket printing	Bar Sensor
8	OFF	Double Ticket Error	Insert Single Ticket	Bar Code Ticket
9	OFF	Upside Down Ticket Error	Orient Ticket, Bar Code up	Bar Code Ticket
10	OFF	Ticket Length Abnormal	Check proper Bar Code Ticket printing	Bar Code Ticket

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Table 12 Ticket Reject Errors (Continued)

LED Flashes		Ticket Reject	Solution	Relative Part/ Sensor
GREEN	RED	Error		
11	OFF	Reserved		
12	OFF	Reserved		

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ICB ERROR CODES

ICB Errors are indicated by the number of **RED LED** flashes, with the **GREEN LED OFF** (Table 13). ICB Status is checked upon Power UP of the UBA Pro Unit. Count the number of Flashes that occur between pauses to determine the ICB Error Code number.

Table 13 ICB Error Codes

LED Flashes		ICB	Solution	Relative Part/ Sensor
GREEN	RED	Error		
OFF	3	Incorrect ICB Setting	Change ICB Settings	ICB Settings
OFF	11	ICB Communications Error	Check for proper settings	ICB Circuit Board, ICB Sensor, Cash Box, ICB Board
OFF	12	ICB Checksum Error	Initialize the Cash Box	Cash Box ICB Module
OFF	13	ICB Number Error	Initialize the Cash Box	Cash Box ICB Module
OFF	14	ICB Initialize Error	Initialize the Cash Box	Cash Box ICB Module
OFF	15	ICB Module Error	Check for proper settings	Cash Box

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PREVENTIVE MAINTENANCE

Preventive maintenance and cleaning of the UBA Pro Unit should be performed periodically for optimum performance. Consideration should be based on the environment where the product is installed, but JCM Global recommends that the UBA Pro Unit have a Preventive Maintenance Procedure completed after **70,000** Banknote Acceptance Cycles.

- To clean the UBA Pro Unit, use a clean, dry (or slightly damp) lint-free Microfiber cloth.
- A mild, non-abrasive detergent-and-water solution can be used to clean the Sensors, Banknote Paths, Belts and Rollers.
- Wipe off any excess moisture from the UBA Pro Unit.



NOTE: For further information, refer to the “UBA Pro Operation and Maintenance Manual” (Part Number 960-000211R), accessible from the JCM Global Exchange Site at <https://exchange.jcmglobal.com>.



WARNING: Do NOT use Alcohol, thinners, solvents, window cleaners or citrus-based solutions or scouring agents to clean any UBA Pro surfaces! They can cause damage to product components.

UBA® Pro Units

JCM International Offices

Europe, Middle East, Africa & Russia JCM Europe GmbH

Mündelheimer Weg 60
D-40472 Düsseldorf Germany
Phone: +49-211-530-645-60
Fax: +49-211-530-645-85
E-mail: support@jcmglobal.eu

UK & Ireland JCM Europe (UK Office)

Luminous House, 300 South Row
Milton Keynes MK9 2FR
United Kingdom
Phone: +44 (0) 190-837-7331
Fax: +44 (0) 190-837-7834
E-mail: support@jcmglobal.eu

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JCM International Offices

Americas JCM American

925 Pilot Road, Las Vegas, NV 89119
Phone: +1-702-651-0000
Fax: +1-702-644-5512
E-mail: support@jcmglobal.com

Asia and Oceania JCM American

Unit 21, 8 Avenue of the Americas Newington,
NSW 2127
Australia
Phone: +61-2-9648-0811
Fax: +61-2-9647-1438
E-mail: Sales-AsiaPac@jcmglobal.com

JAPAN CASH MACHINE CO., LTD. (HQ)

2-3-15, Nishiwaki, Hirano-ku
Osaka 547-0035 JAPAN
Office: +81-6-6703-8400
Fax: +81-6-6707-0348
E-mail: Shohin@jcm-hq.co.jp

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