

EMV Obstruction KIT Work Instruction

Purpose

This document explains how to use the EMV obstruction kit in order to remove debris from the card reader slot, such as coins, paper, and other miscellaneous items.

Video

[EMV Obstruction Kit](#)



Procedure

1. Determine if the EMV card reader slot is obstructed.
 - 1.1. Take the card included with your kit and insert it into the EMV card reader slot with the black line on card facing you.
 - 1.2. Ensure that the card is completely inserted. If the slot is unobstructed, the black line in the middle of the card should be obscured by the bottom lip of the

card reader, as shown.

1.3. The card should be able to glide in and out of the slot easily if the slot is unobstructed without resistance.

2. Remove the USB cable going to the EMV to eliminate any risk of shorting the device or any other components.

3. If you detect an obstruction, take the handle part of your hook-shaped tool and insert it into the card slot and use it to determine the location of the obstruction.

3.1. Coins/debris are easier to remove from the left side of the card reader slot as the slot narrows on the right side. Use the handle part of the tool to attempt to move the obstruction to the left side in order to be able to have an easier time removing it. It may also be possible to remove whatever the obstruction is using this end of the tool.

4. Once you have verified the location of the obstruction. Use the hook end of the tool and insert it into the slot and use it to CAREFULLY remove the obstruction.

4.1. It must be stressed that very little force should be applied to the tool. The obstruction once snared should be easy to remove and not require much strength. Using unnecessary force in the EMV slot carries a risk of potentially damaging the copper contacts of the chip reader that is housed with the slot itself. See the picture on the right to be aware of it's specific location in the slot.

5. Once the obstruction is clear. Insert the card back into the slot to verify that the EMV slot is clear of any obstruction.
6. Plug the USB cable back into the back of the EMV.
7. Perform a test transaction on the kiosk.
8. Refer to the [video guide](#) as well for additional information.

Checklist

1. Determine if the EMV slot is obstructed using the card from your kit.
2. Unplug the EMV.

3. Use the handle of your hook tool to identify where the obstruction is and potentially remove it.
4. Use the hook end to snag the obstruction and pull it out of the slot, being weary of the chip reader located in the slot.
5. Insert the card back into the slot to check to see if the slot is clear.
6. Plug the USB cable back into the back of the EMV.
7. Perform a test transaction.

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