



Advantec 75 SD/UV

Advantec 75 SD/UV/MG/IR

USER MANUAL

Cassida ADVANTEC 75 professional bill counter with ValuCount™

Designed by Cassida Corporation, USA
Assembled in China

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This manual contains important information on safety measures and operational features. Please read it carefully before operating this unit, and keep it for future reference.

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1. INTRODUCTION

1.1 About the Cassida Advantec 75

Thank you for choosing the Cassida Advantec 75, an advanced, easy-to-use, professional simple bill counter. We hope you enjoy using it.

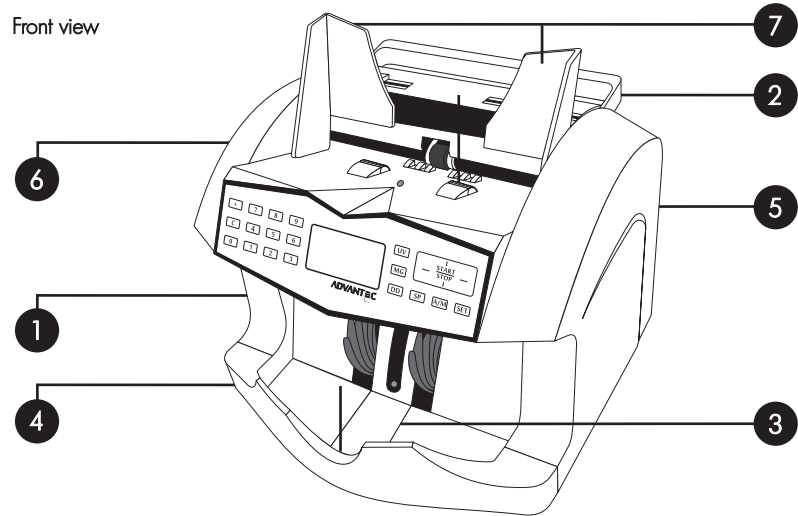
- Steel roller shafts and sturdy parts allow this machine to tackle heavy-duty tasks on an everyday basis.
- Designed for maximum flexibility, it will meet or surpass the requirements of most money-handling applications.
- A built-in count error detection system that uses SD, DD, HLF and CHN parameters. The advanced counterfeit detection system uses UV (and MG/IR for Advantec 75 SD/UV/MG/IR models) ink detection, alerting users immediately when suspicious bills are detected, and providing maximum security. All these features come together with a possibility to easily select a needed sensitivity level for any detection and use all detections separately.
- A user-friendly interface makes this bill counter an invaluable tool in everyday money processing tasks.
- With a built-in self-checking system and advanced software designed to prevent user errors, the Cassida Advantec 75 is truly a "smart" assistant you can rely upon in any type of cash intensive environment.

1.2 Box contents

- Advantec 75 Advanced Single Bill Counter
- Power cord
- User manual
- Remote display (optional)

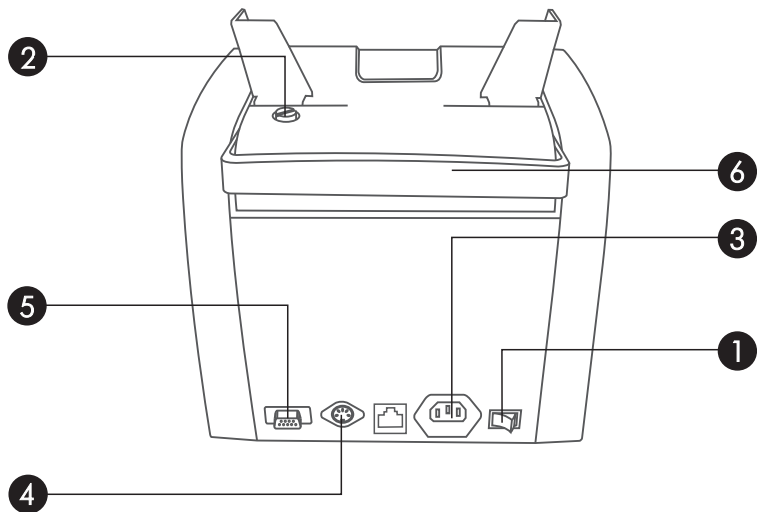
1.3 Front and rear views

Front view



1. Control panel
2. Feed rollers
3. Stacker
4. Stacker sensors
5. Hopper sensor
6. Hopper
7. Guide for counting bills

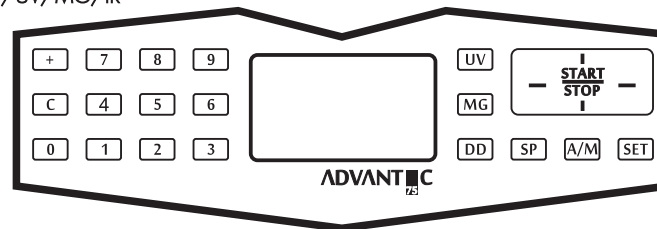
Rear view



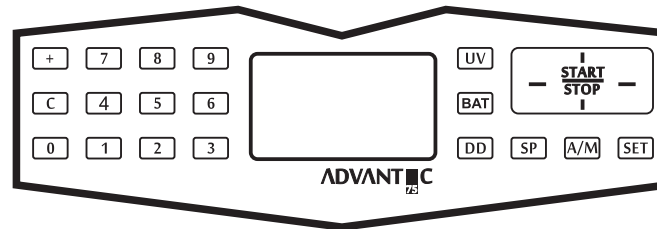
1. Power switch
2. Thickness adjustment screws
3. Power plug
4. External display connection
5. Port RS-232
6. Carrying handle

1.4 Control panel

Advantec SD/UV/MG/IR

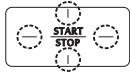


Advantec SD/UV





— Starts or stops bill count



— Selects menu options (right, left, up, down; shown as arrows in manual).

SET

— Accesses the Settings menu

A/M

— Selects Auto or Manual start mode (In AUTO start counting begins as soon as bills are placed in the hopper. In MANUAL start counting begins when the user presses the "START/STOP" key)

SP

— Selects counting speed (800, 1000, 1200, 1800 bills/minute)

DD

— Bill width detection key. Indicator lights up when DD detection is active.

UV

— UV counterfeit detection key. Indicator lights up when UV detection is active.

MG

— MG counterfeit detection key. Indicator lights up when MG detection is active.

BAT

— Batch mode selection key. Indicator lights up when Add mode is active.

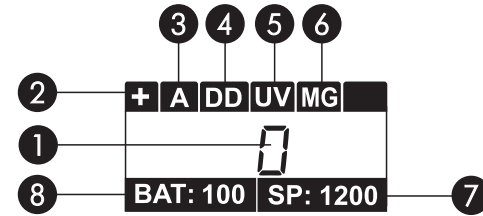
+

— Add mode selection key. Indicator lights up when Add mode is active.

C

— Clears the count in all modes

1.5 Display



1. **Main display** — Displays the number of bills counted and error messages
2. **+** — Add mode indicator
3. **A/M** — Automatic (A) or Manual (M) mode indicator
4. **DD** — Bill width detection indicator
5. **UV** — UV counterfeit detection indicator
6. **MG** — MG counterfeit detection (SD/UV/MG/IR model only) indicator
7. **SP** — Counting speed indicator
8. **BAT** — Batch quantity indicator

1.6 Specifications

Counting speed:	800, 1000, 1200, 1800 bills/min
Hopper capacity:	425 bills
Stacker capacity:	350 bills
Size of countable bills:	50x109 - 90x185mm (2" x 4.3" - 3.5" x 7.3")
Batch range:	1 to 999
Display:	LCD
Detections:	DD, HLF, CHN, SD, UV, MG, IR (MG and IR for Adv 75 SD/UV/MG/IR)
Power supply:	100-240V / 50-60Hz
Power consumption:	< 40W
Size:	390x300x345 mm 15.4"x11.8"x13.6"
Weight:	7 kg (15.4 lbs)
Operating humidity:	40% - 90%
Ambient temperature:	32F - 104F (0 - 40C)

1.7 Important safety notes

When using this unit, basic safety precautions should always be observed, including the following:

- Read this manual before operation
- The manual should be available to operator
- Do not use this unit in areas where it may be exposed to water or any other liquids
- Make certain the unit is installed on a flat surface. Do not operate the machine in areas with high temperature, humidity or smoke, as these conditions may prevent proper operation.

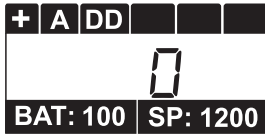
- This unit is designed for indoor use in a ventilated environment. Keep the machine away from direct sunlight or strong directional interior lighting and strong magnetic fields. These could interfere with the counterfeit detection sensors.
- During operation, do not touch the moving parts of the unit
- Avoid foreign objects, paper clips, and staples
- Avoid dropping the unit
- When finished be sure there are no bills in the hopper or transport system
- When not using the unit for an extended period of time, disconnect the power cord from the wall outlet
- Unplug the unit from the wall outlet before cleaning. Use a damp cloth or specifically designed maintenance accessories such as an air duster, soft bristle brush, or cleaning cards.
- To avoid the risk of electrical shock, do not disassemble this unit. Disassembly will expose you to dangerous voltages and other safety risks. Incorrect reassembly can cause electrical shock when the appliance is subsequently used.
- Clean the unit regularly
- Take the unit to a qualified technician when service or repair is required. Do not try to replace any parts yourself. Supplied spare parts are intended for use by qualified repair personnel only.

Remember the manufacturer is in no way responsible for damage to the unit or injury to the operator in the event of incorrect operation/care of the unit.

2. OPERATION

2.1 Powering up

Plug the power cord into a properly grounded outlet. After ensuring the hopper is empty, turn the power switch ON. The machine will conduct a self-check by spinning the counting wheels several times. The screen will display "0" when the machine is ready.



The batch amount will always default to “100” each time the machine is turned on. All other user settings will be saved when the machine is turned off.

2.2 Loading the hopper

It is very important to place the bills into the hopper correctly, because the counting process and the speed are highly affected by the arrangement of the bills. Bills should be placed in a neat stack prior to being placed into the hopper.

Adjust the hopper brackets to a size slightly wider (2-3mm on each side) than the width of the bills in the stack. This will help you correctly place the bills in the hopper, and will ensure smooth bill feeding.

Square the stack of bills. Using two hands, place bills flat on the hopper platform.

Please, avoid counting bills that are wet, excessively dirty, spoiled, folded, curled or with foreign material like clips, bands, etc. **It will damage and cause malfunction of the machine.**

2.3 Machine standby

After a short period of inactivity, the Advantec 75 will revert to Standby mode. To return to the normal operating mode, press [START/STOP] or load bills in the stacker for counting.

3. OPERATING MODES

3.1 Auto and manual start

In the Auto mode, the machine starts counting automatically when bills are placed in the hopper. In Manual mode, bill counting begins when [START/STOP] is pressed.

Press [A/M] to toggle between Auto and Manual modes. “A” will be displayed in the upper left section of the screen when in Auto mode and “M” when in Manual mode.

3.2 Setting counting speed

The Cassida Advantec 75 has four counting speeds available – 800, 1000, 1200, and 1800 bills/minute.

Press [SP] to select the desired speed. The selected speed will be displayed in the lower portion of the screen.

3.3 Counting mode

To count the bills, place them in the hopper (follow the procedure described in 2.2 Loading bills).

The machine will automatically start to count bills when the hopper sensor detects a bill in the hopper. While counting, the machine will display the number of bills on the LCD display. The machine will stop operating and emit a confirmation beep under the conditions described below:

- + No bills in the hopper
- + The number of bills counted is not the same as the batch number set in BATCH mode
- + Errors have occurred

Remove the counted number from the stacker and place more bills into the hopper. The screen will clear itself of previous count before the machine starts counting the new stack.

Additional bills may be placed in the hopper without emptying the stacker. Be sure the stacker does not accumulate more bills than it can hold (approximately 350 bills), as this will cause jamming and may lead to a motor failure.

3.3.1 Simple counting mode

This mode can be used for various currencies.

This mode is used to count the total number of the bills.

- After the machine is turned on, it defaults to Simple count mode. To switch to Simple count mode from another mode (Add or Batch), deactivate the mode you were previously using. The unit will automatically revert to Simple count mode.
- To count and control the presence of suspicious bills in the stack, it is possible to switch on counterfeit detection system which uses UV (and MG for Cassida Advantec 75 SD/UV/MG/IR model only) ink detection and alert user immediately for any suspicious bill.
- The screen will clear itself of the previous count before the machine starts counting a new stack. To clear the screen manually, press START/STOP key.

3.3.2 ValuCount™ (Single Value counting mode)

+	+	DD		20
NUM:		36:		
TOTAL:		720:		
BAT: 0		SP: 800		

This mode can be used for various currencies.

This mode is used to count the total number and total value for any selected denomination, and to count the grand total number and value for all counted bills.

To count the total value of each stack of any single denomination, select a denomination of 1, 2, 5, 10, 20, 50, 100, 200, 500, 1000 (1T) or 5000 (5T) pressing \rightarrow or \leftarrow keys. The selected denomination will be displayed in the upper right corner of the screen. After selecting the desired denomination, load the bills to be counted into the hopper. Ensure that the denomination value of the bills matches the selected denomination. The Cassida Advantec 75 counts the stack and displays the total value (total) and the total number (num) for the bills of a user-defined denomination on the screen.

To count the total value of stacks of different single denominations and calculate the grand total value and number of all counted bills, press [+] key until ADD indication is on.

Use \rightarrow or \leftarrow keys to select the desired denomination.

The denomination value may be changed at any time by pressing \rightarrow or \leftarrow keys. The machine will start calculating the number and value of the new selected denomination, adding it to the grand total result.

2:	30:	5:	30:
10:	30:	20:	30:
50:	12:	100:	3:
200:	18:	5T:	10:
▲		1/2	▼

To see the detailed report for counted bills, press \uparrow or \downarrow keys.

NUM:		163
TOTAL:		55610
▲		2/2 ▼

The number of all counted bills by denomination, the grand total number and the grand total value for all counted bills will be shown on the screen.

3.4 Batch mode

A	DD	UV	
		8	
BAT: 50		SP: 1200	

To switch to Batch mode, enter the desired batch quantity using the numeric keypad. The entered batch quantity will be displayed in the lower left corner of the screen. The batch quantity can be cleared at any time by pressing [0] until batch quantity clears.

For Advantec SD/UV and Basic models: In addition to the above procedure, you can select a preset batch quantity by pressing the BAT key repeatedly until the desired batch amount is displayed. Preset values of 100, 50, 10, 5 and 0 are available.

The machine will start counting automatically once bills are placed in the hopper. When the batch quantity is reached, the count will stop. The screen will display the number of bills in the stacker.

When the stacker is emptied, the machine will automatically start counting the next preset batch quantity.

If the number of counted bills in the stacker does not reach the preset batch quantity, the actual number of bills counted will blink on the screen, and the machine will beep twice to alert you that the batch is incomplete. To complete the batch, place additional bills in the hopper. The machine will automatically count the required number of bills to complete the batch.

Changing the desired batch quantity while batching:

To change the batch quantity, wait until the machine completes the current batch. Do not empty the stacker. Press zero three times to clear the current batch quantity. Enter the new batch quantity using the numeric keypad. When the stacker is emptied, the machine will begin batching using the new quantity.

3.5 Add mode



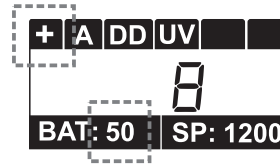
This mode can be used for various currencies. This mode is used to count multiple stacks of bills while keeping track of total amount of bills counted. To start this mode, press [+] key until ADD indicator is on.



ADD + Simple count mode

- Place the bills in the hopper. The machine will start counting automatically. The number of bills counted will be displayed on the LCD screen.
- Refill the hopper with emptying the stacker - the machine will continue counting and adding. The count is not reset when the stacker is emptied.
- Be sure not to accumulate more than the stacker can hold, as this will cause jamming and may lead to a motor failure.
- To turn off the Add mode, press [+] again.
- To reset the count to zero prior to beginning a new count, press [START/STOP].

3.6 Add + Batch mode



This mode can be used for various currencies.

- To activate this mode, press the [+] and enter the desired batch quantity using the numeric keypad. You can also select a preset batch quantity by pressing the BAT key repeatedly until the desired batch amount is displayed. The entered batch quantity will be displayed in the lower left corner of the screen.
- In this mode the machine will count the number of bills in the batch quantity and then stop. The total number of bills counted will be displayed on the screen.
- Empty the stacker. The machine will count the next batch, adding the new count to the total count.
- If the batch is incomplete, the displayed total count will blink and the unit will emit 2 beeps. To complete the batch, add more bills to the hopper.
- To turn off Batch mode, press [C] until batch quantity clears. To turn off Add mode, press [+].

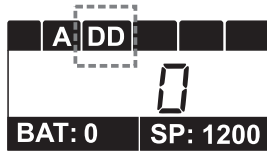
4. DETECTION FEATURES

4.1 Note width detection (DD)

Note to users: – when using DD detection, it is recommended that the bill transport speed be set to 800 bills/minute to prevent false DD errors.

The Cassida Advantec 75's note width detection feature will alert the user if a bill is narrower than normal. This is particularly useful for foreign currencies that have different sizes for each denomination of bill.

When note width (DD) detection is turned on, the Cassida Advantec 75 will memorize the width of the first bill in the stack. All subsequent bills will be compared to the first bill's width. If the machine detects a bill that is too narrow, it will stop and alert the user.



To turn on DD detection, press [DD]. “DD” will be displayed at the top of the screen.

**DIFFERENT
SIZE NOTE**

If a narrow bill is detected, the machine will emit three beeps and stop counting. The screen will display a “DIFFERENT SIZE NOTE” error message. To continue counting, remove the suspect bill, which will be the top bill in the stacker, and press [START/STOP]. The suspect bill will not be added to the total count.

The default sensitivity for DD detection is –3mm. This value may be varied by the user from –2 to –8mm. See section 5.4 for more details. **IMPORTANT:** The DD adjustment on models sold in the U.A.E. is factory-set to optimal sensitivity. Further adjustment is not recommended.

4.2 Counterfeit detection

UV counterfeit detection available on SD/UV and SD/UV/MG/IR models only:

The UV (ultraviolet) counterfeit detection feature uses ultraviolet sensors to check for counterfeit bills. Press [UV] to activate ultraviolet detection. “UV” will be displayed on the screen.

**UV Suspect
Note**

If a suspect UV counterfeit bill is detected, the machine will emit three beeps and stop counting. A “UV Suspect Note” message will be displayed on the screen. To continue counting, remove the suspect bill, which will be the top bill in the stacker, and press [START/STOP]. The machine will start counting again. The suspect bill will not be added to the count.

MG counterfeit detection available on Advantec SD/UV/MG/IR model only:

MG (magnetic) counterfeit detection checks for magnetic security marks.

**MG Suspect
Note**

Press [MG] to activate MG counterfeit detection. “MG” will be displayed at the top of the screen.

If a suspect MG counterfeit bill is detected, the machine will emit three beeps and stop counting. An “MG Suspect Note” message will be displayed on the screen. To continue counting, remove the suspect bill, which will be the top bill in the stacker, and press [START/STOP]. The suspect bill will not be added to the total count.

Please note that the Cassida Advantec 75 series counters, like all other bill counters with integrated detectors available on the market, cannot guarantee a counted bill to be genuine or counterfeit. There are several reasons a genuine bill may be recognized as counterfeit, or vice versa. Possible reasons include direct sunlight exposure, worn bills, excessively dirty bills, or highly advanced counterfeiting techniques used to produce the bill. Separate equipment may be required to definitively determine whether or not a bill is counterfeit.

4.3 Half note detection

The Cassida Advantec 75 incorporates infrared (IR) sensors that notify users if a half note passes through the counting mechanism. This feature is activated automatically in all modes for your convenience.

HALF NOTE

If a half note is detected, the machine will emit three beeps and stop counting. A "HALF NOTE" message will be displayed on the screen. To continue counting, remove the suspect bill, which will be the top bill in the stacker, and press [START/STOP]. The suspect bill will not be added to the total count.

Smart half note detection in Add mode:

When a half note is detected in Add mode, the machine enables you to continue counting by automatically correcting the total number of counted bills. When the machine stops, just remove all the bills from the stacker and machine will not add them to the total count.

4.4 Double note detection

Bills may stick to each other due to excessive dirt, folding, or various other reasons. The Cassida Advantec 75 uses infrared (IR) technology to determine when two bills are stuck together. This feature is automatically activated in all modes for your convenience.

DOUBLE NOTE

If double bills are detected, the machine will emit three beeps and stop counting. A "DOUBLE NOTE" message will be displayed on the screen. Remove all the bills from the stacker to the hopper and count again.

To clear the error, all bills must be removed from the stacker for recounting. Bills that were in the stacker at the time of the error are not added to the count.

4.5 Chain notes detection

The Cassida Advantec 75 utilizes a self-checking system that alerts you in rare cases when several bills pass through the counting mechanism at once. The Cassida Advantec 75 will automatically stop and alert the user if this occurs. This feature is activated automatically in all modes for your convenience.

CHAIN NOTES

If chain notes are detected, the machine will emit three beeps and stop counting. A "CHAIN NOTES" message will be displayed on the screen. To clear the error, all bills must be removed from the stacker for recounting. Bills that were in the stacker at the time of the error are not added to the count.

5. CHANGING DEFAULT SETTINGS

IMPORTANT: All the adjustments on models sold in the UAE, are factory-set to optimal sensitivity. Further adjustment is not recommended.

5.1 UV (ultraviolet) counterfeit detection sensitivity

1: CF 2: TIME
3: SPEED 4: MORE
5: INFO

DD: 4 DE: 6
UV: 4 MG: 4
HF: ON

To adjust the UV counterfeit detection sensitivity, press [SET] for 3 seconds to display the main menu.

Press [SET] again to enter the CF setup mode.

Use the ←/→ keys to select the UV menu option. Then press the ↑/↓ keys to choose a setting between 0 - 8. A value of 8 is the highest sensitivity. A value of 0 means UV detection is turned off. If false UV errors are being detected, decrease the setting. If counterfeit bills are not being detected by UV, increase the setting.

Press [START/STOP] twice to save the new settings and exit setup.

5.2 MG counterfeit sensitivity

1: CF 2: TIME
3: SPEED 4: MORE
5: INFO

To adjust the MG counterfeit detection sensitivity, press [SET] for 3 seconds to display the main menu.

Press [SET] again to enter the CF setup mode.

DD: 4 DE: 6
UV: 4 MG: 4
HF: ON

Use the \leftarrow/\rightarrow keys to select the MG menu option. Then press the \uparrow/\downarrow keys to choose a setting between 0 - 8. A value of 8 is the highest sensitivity. A value of 0 means MG detection is turned off. If false MG errors are being detected, decrease the setting. If counterfeit bills are not being detected by MG, increase the setting.

Press [START/STOP] twice to save the new settings and exit setup.

5.3 Note density (DE) setting

1: CF 2: TIME
3: SPEED 4: MORE
5: INFO

To adjust the note density setting, press [SET] for 3 seconds to display the main menu.

Press [SET] again to enter the CF setup mode.

DD: 4 DE: 6
UV: 4 MG: 4
HF: ON

Use the \leftarrow/\rightarrow keys to select the DE menu option. Then press the \uparrow/\downarrow keys to choose a setting between 0 - 8. If false DOUBLE NOTE errors are being seen, increase the setting.

Press [START/STOP] twice to save the new settings and exit setup.

5.4 Note width (DD) sensitivity

1: CF 2: TIME
3: SPEED 4: MORE
5: INFO

To adjust the note width sensitivity setting, press [SET] for 3 seconds to display the main menu.

Press [SET] again to enter the CF setup mode.

DD: 4 DE: 6
UV: 4 MG: 4
HF: ON

Use the \leftarrow/\rightarrow keys to select the DD menu option. Then press the \uparrow/\downarrow keys to choose a setting between 2mm to 8mm. A value of 0 means DD detection is turned off. NOTE: if the DD value is set too small, it can result in false DD errors

Press [START/STOP] twice to save the new settings and exit setup.

5.5 Screen brightness and contrast

1: CF 2: TIME
3: SPEED 4: MORE
5: INFO

To adjust screen brightness and contrast, press [SET] for 3 seconds to display the main menu. Use the \leftarrow/\rightarrow keys to select the MORE menu option.

LIGHT: 50 CR: 40
DEFA: N BEEP: Y
SEN_ADJ SP_CAL

Press [SET] again to display more menu options

Use the \leftarrow/\rightarrow keys to select the LIGHT menu option. Then press the \uparrow/\downarrow keys to choose a screen brightness setting between 0-100.

LIGHT: 50 CR: 40
 DEFA: N BEEP: Y
 SEN_ADJ SP_CAL

Use the \leftarrow/\rightarrow keys to select the CR (contrast) menu option. Then press the \uparrow/\downarrow keys to choose a contrast setting between 24-46.

Press [START/STOP] twice to save the new settings and exit setup.

5.6 Keypad beep ON/OFF

1: CF 2: TIME
 3: SPEED 4: MORE
 5: INFO

To turn keypad beep ON or OFF, press [SET] for 3 seconds to display the main menu. Use the \leftarrow/\rightarrow keys to select the MORE menu option.

Press [SET] again to display more menu options.

LIGHT: 50 CR: 40
 DEFA: N BEEP: Y
 SEN_ADJ SP_CAL

Use the \leftarrow/\rightarrow keys to select the BEEP menu option. Then press the \uparrow/\downarrow keys to choose Y (yes) or N (no).

Press [START/STOP] twice to save the new settings and exit setup.

5.7 Speed set

1: CF 2: TIME
 3: SPEED 4: MORE
 5: INFO

Bill counting speed is normally set using the [SP] key. The speed can also be adjusted from the setup menu. To change counting speed, press [SET] button. Use the \leftarrow/\rightarrow keys to select the SPEED menu option.

Press the [SET] button to enter the SPEED setup mode.

1: 800 2: 1000
 3: 1200 4: 1800

Use the \leftarrow/\rightarrow keys to select the desired counting speed.

Press the [START/STOP] key twice to save the new settings and exit setup.

5.8 System information

1: CF 2: TIME
 3: SPEED 4: MORE
 5: INFO

To display information about your Advantec 75, press [SET] for 3 seconds to display the main menu. Use the \leftarrow/\rightarrow keys to select the INFO menu option.

Model: Cassida 75
 S/N: B214056650
 H_Ver: 3.00.00
 S_Ver: 3.03.04
 Date: 16-04-2013

Press [SET] to display system information.

Press [START/STOP] twice to exit setup.

5.9 Restore factory default settings

1: CF 2: TIME
 3: SPEED 4: MORE
 5: INFO

To restore all system settings to factory default, press [SET] for 3 seconds to display the main menu. Use the \leftarrow/\rightarrow keys to select the MORE menu option.

Press [SET] to enter the MORE setup menu.

LIGHT: 50 CR: 40
 DEFA: N BEEP: Y
 SEN_ADJ SP_CAL

Use the \leftarrow/\rightarrow keys to select DEFA menu option. Use the \uparrow/\downarrow keys to choose Y (to restore factory default settings) or N (to retain current user settings).

Press [START/STOP] key twice to save the new settings and exit setup.

6. MAINTENANCE AND TROUBLESHOOTING

6.1 Maintenance

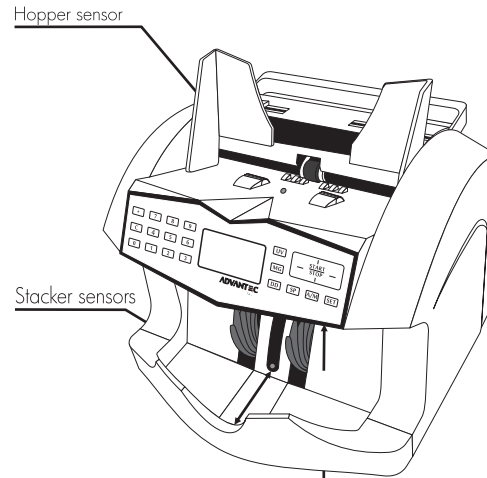
This unit has many sophisticated sensors. To keep the machine running properly, it requires proper maintenance. If you notice performance has deteriorated, please clean all sensors prior to calling a service technician.



Unplug the machine completely from all electrical sources before attempting any cleaning process.

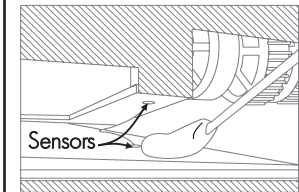
- We recommend you clean the sensors on a daily basis with a damp cloth or specifically designed maintenance accessories, such as an air duster, soft bristle brush or cleaning cards. When cleaning the sensors, please do not use any chemicals or a wet cloth.
- Complete maintenance service is recommended once every 3 months.

Bill transport and sensor cleaning – after five (5) hours of operation or once a month, whichever comes first.

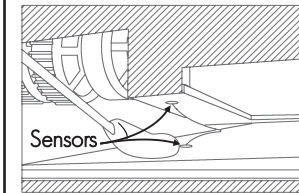


Counting sensors

Counting sensors consist of an upper and lower sensor. To clean, insert a Cassida CleanPro swab between the sensor pairs.



left sensor pair



Right sensor pair

6.2 Troubleshooting

Error Message	Cause	Solution
UV Suspect Note	Suspicious FL level on the bill	Remove the last bill from the stacker and press START key to continue counting. The suspicious bill will not be added to the counting. Check the suspicious bill.
MG Suspect Note	Suspicious MG level on the bill	
DIFFERENT SIZE NOTE	Passed bill was too short/long	Remove the bill and continue counting by pressing START key.
HALF NOTE	Half bill detected or bill passed incorrectly	
CHAIN NOTES	2 or more bills passed at the same time	Remove all bills from the counter and count again.
DOUBLE NOTES	Duplicated bill passed or passed bill was dirty, glued	
SKEWED NOTE	Bills were fed in incorrectly	Clean the sensor with a soft bristle brush and compressed air. Refer to section 5.1.
Please check left counting sensor	Sensor may have collected dust	
Please check right counting sensor	Sensor may have collected dust	
Please check UV sensor	Contact your local Cassida dealer or factory technical support.	
Please check speed sensor		

Error Message	Cause	Solution
Please check stacker sensor	Sensor may have collected dust or there are bills in the stacker	<ol style="list-style-type: none"> 1. Remove the bills from the hopper and stacker and press START/STOP to allow the machine to complete its self-check. 2. Clean the sensor with a soft bristle brush and compressed air. Refer to section 5.1.
Please check hopper sensor		

Other Possible Errors	Cause/Action
Does not operate after turned on.	Ensure power cord is plugged in. Verify that the DC power converter module indicator light is on.
Machine fails to detect a counterfeit note.	Ensure counterfeit detection is turned on. Adjust counterfeit detection sensitivity. See sections 5.1 and 5.2.
Inaccurate counting	Feed gap is too wide. This may happen when brand new notes are counted, since their thickness differs greatly from used notes. Narrow the feed gap. See Section 1.3.
	Possible dirty counting sensors. See section 6.1.
	If counting non-US currencies, the note density setting may be too low. Increase note density setting. See Section 5.3.
Bills jam	Turn off the machine. Remove any jammed bills by turning rollers and wheels manually, if necessary.
	Foreign objects present in bill stack. Inspect the machine and the bills and remove any foreign objects such as paper clips or rubber bands.
	Feed gap may be set too narrow. NOTE: please do not apply this solution unless the machine displays recurrent Double or Chain error message. See section 1.3

6.3 Warranty

Warranty is effective for a period of one year from the date of purchase. In most cases, the malfunction of the machine can be resolved by cleaning the unit.

- Customer should allow Cassida the time and opportunity to test and diagnose the machine to determine warranty and non-warranty claims.
- After receiving and unpacking the units, Customer shall keep the package and its user manual. Warranties are canceled in the event the device is transported in a non-original packaging or operation/maintenance conditions are not met.
- Company is not responsible for unit malfunction due to improper maintenance, storage and transportation including mechanical damage.
- Manufacturer is entitled to introduce updated software, not described in the current user manual.

Non-warranty service:

Cassida can perform maintenance and cleaning for an extra fee. For a non-warranty repair or maintenance quotation, contact Cassida Technical Support.

Warranty service is not available in the following cases:

- Cleaning of the unit from dust and mud
- Absence of a warranty card or an incorrectly filed warranty card
- Operation or maintenance requirements detailed in the user manual are not met
- There is mechanical damage to the unit or the seal portions of the unit have been opened or tampered with
- There are foreign objects or liquid inside of the unit.

Shipping:

The warranty does not cover shipping cost to or from Cassida's Technical Service Center. Before shipping the unit to the Cassida's Technical Service Center the warranty card must be filled out with model full name and number, serial number, cause for service, errors occurred.

6.4 Contact information

Technical Support contact information:

email: info@cassida.me
ab@cassida.me

www.cassida.me, www.cassidausa.com

When contacting Cassida Technical Support, please have the following:

- Product model – Located on the back side of your currency counter
- Serial number – Located on the back side of your currency counter
- Nature of the problem – What happens, and when did it happen? Did the machine display an error message?
- Steps already taken to resolve the problem, and the results.

Cassida Middle East
 Ibn Battuta Gate
 Commercial Building, 504E
 P.O. Box 454867
 Phone: (971) 04-427-9520
 Fax: (971) 04-427-9583

