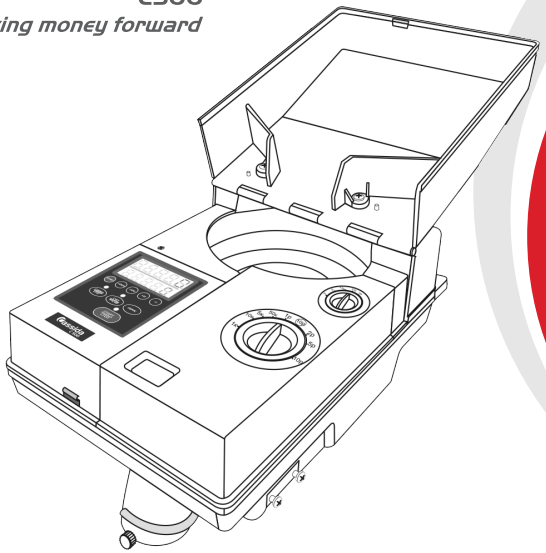
Cassida®

C500

moving money forward



USER MANUAL

CASSIDA C500 COMPACT COIN COUNTER

Cassida

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

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1. Introduction

1.1 About the Cassida C500 Compact Coin Counter

Thank you for choosing the Cassida C500 Coin Counter. We hope that you will enjoy using the machine.

The Cassida C500 Coin Counter is intended for counting and sorting coins or tokens at banks, retail stores, entertainment complexes and other businesses accepting cash and coin.

Features of the Cassida C500 include ease of operation and portable design. It is compact and has an attached handle for easy transport. The machine can count in simple count. add or batch modes.

The Cassida C500 is a perfect solution for fast, accurate and reliable coin counting.

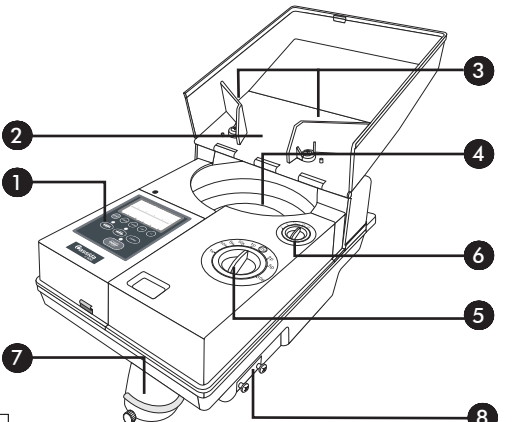
1.2 Box contents

- Cassida C500 Coin Counter
- Power cord
- Reject coin bin
- Reject coin bag adapter
- User's manual

1.3 Front and rear view

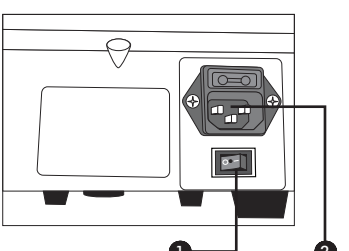
Front view

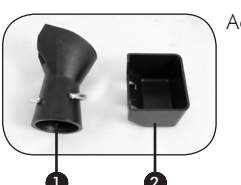
1. Control panel
2. Hopper
3. Coin guide arms
4. Coin hopper
5. Diameter adjustment knob
6. Thickness adjustment knob
7. Coin outlet
8. Reject coin outlet



Rear view

1. Power switch
2. Power outlet

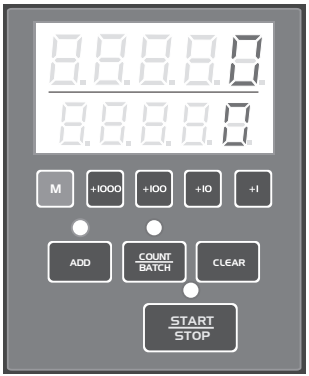




Accessories

1. Reject coin bag adapter
2. Reject coin box

1.4 Keypad



START / STOP — To start/stop coin counting.

ADD — To enable or disable add mode.

COUNT / BATCH — To switch between count mode and preset batch mode.

CLEAR — To clear the count.

M — To display last count while in add mode or the total value of coins counted from when the machine is powered on while in count mode.

+1 — increase batch size +1

+10 — increase batch size +10

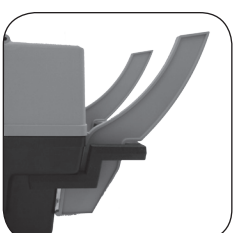
+100 — increase batch size +100

+1000 — increase batch size +1000

1.5 Setup

1. Attach the coin bag to the front of the machine at the coin outlet. To attach the coin bag, slide the metal ring up and fit the bag on the end of the dispenser, then slide the ring down over the fabric of the bag until it fits snug on the dispenser (see photo).
2. Make sure that the coin bag is supported to prevent the machine from tipping.
3. Attach the reject coin box at the side outlet (alternately, attach the bag adapter and bag).
4. Install the brackets provided to prop the hopper cover at an angle. Insert the brackets through handle. Gently pull back on the bracket until it locks into position (see photo).
5. Open the machine cover and position the coin guard arms open to allow coins to feed into the coin hopper.
6. Set the coin diameter and thickness to the correct settings for the coins to be counted. Refer to section 2 for operation details.
7. The machine is ready to operate.

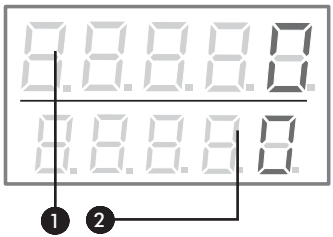
Proper attachment of a coin bag.



Correct position for hopper cover brackets

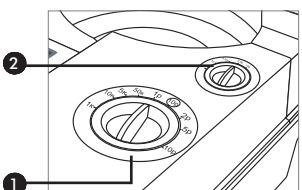
1.6 Display

1. Upper display: shows the number of coins counted in the current batch (or total coins in add mode)
2. Lower display: Displays the preset batch size, the last count, or the total count since the machine was last turned on.



1.7 Diameter and thickness adjustment knobs

1. Diameter adjustment knob
2. Thickness adjustment knob



When counting mixed denomination coins the largest diameter coins need to be counted first. Set the diameter dial to the largest diameter coin in the hopper. Set the thickness to the thickest coin in the hopper. Note: Nickels are thicker than quarters. The largest diameter coin will be counted while all others will be sorted into the reject coin box.

After the largest diameter coins are counted load the rejected coins back into the hopper. Set the diameter dial to the largest diameter coin in the hopper. Set the thickness to the thickest coin in the hopper. Count the coins. Repeat the process until all coins have been counted and sorted.

1.8 Technical specifications

Counting speed:	Over 2000 coins/minute
Counting coin size:	Thickness: 1.0mm - 3.4mm Diameter: 14mm - 34mm
Coin hopper capacity:	Up to 4000 coins (dimes)
Batch size capability:	20-9999
Max count display:	Upper: 1-9999 Lower: 1-9999
Count modes:	Count, Batch or Add
Power supply:	AC 110V, 60 Hz
Power consumption:	60 watt
Operating temperature:	0°C-40°C (32°F-104°F)
Operating humidity:	40%-90%
Dimensions:	226mm x 381mm x 185mm (W x D x H) 8.9" x 15" x 7.3"
Weight:	7.5 kg (16.5 lbs)

1.9 Safety notes

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

- Before loading coins into the hopper, please remove all paper scraps, lint, rubber bands or other foreign objects. Foreign objects can cause jamming or faulty counting.
- When using a bag to collect counted coins, place the bag on the floor or on a stand to prevent the machine from tipping over.
- Make sure the unit is installed on a flat surface. Do not operate the machine in areas with high temperature, humidity or smoke: it may prevent it from working correctly.
- To avoid the risk of electrical shock, do not disassemble this unit. Disassembling it will expose you to high voltage current and other risks. Incorrect re-assembly can cause electrical shock during use.
- Only qualified technicians are authorized to perform service or repair on the C500 coin counter.
- Only use the power cord supplied with the unit. Plug the power cord into a properly grounded wall outlet. Do not remove the ground pin from the power cord. Failure to properly ground the unit can result in severe injury or fire.
- When not using the unit for an extended period of time, remove the power plug from the wall outlet.
- Do not use near water or other liquids.
- Avoid dropping the machine as it may cause a damage or malfunction.
- Do not over-fill the hopper. The coins may spill out if the hopper overflows during counting.

2. OPERATION

2.1 Count

Plug the power cord into outlet on the machine back side and turn on the power switch. The machine will display «0», when it is ready for operation. Set the diameter and thickness settings for the type of coin to be counted. To start counting, press the START/STOP button. The machine will automatically stop when counting is completed.

After stopping, the display will reset to zero when counting is resumed. To display the total number of coins counted since the machine was powered on, press and hold the M button. To clear the display, press the clear key.

2.2 Add mode

Press the ADD key to turn on the add mode (the indicator light above the ADD key will be lit). In this mode, the last count displayed on the screen will be added to your new count. Set the diameter and thickness settings for the type of coin to be counted. Press the START/STOP key to begin counting. The upper display will show the number of counted coins. The machine will automatically stop shortly after counting all coins. If necessary, the machine can be stopped manually during the counting by pressing the START/STOP key.

To display the total number of coins in the last count, press and hold the M button. Add mode can be used in either count or batch mode.

2.3 Batch mode

Press the COUNT/BATCH key to choose batch mode (the light above the COUNT/BATCH key will be unlit).

The batch amount can be set from 20 to 9999. Enter your desired batch amount by pressing the +1, +10, +100, and +1000 keys. The batch amount will be shown on the lower display after the letter "P". If the batch amount is accidentally set too high, then exit and re-enter batch mode to start over from the minimum batch amount.

Set the diameter and thickness settings for the type of coin to be counted. Press the START/STOP key to start counting. The machine will automatically stop when the batch is finished (the letter «P» will flash on the display and the indicator light will turn off). Press the START/STOP key to start the next batch. If the last batch did not finish because the hopper was empty, load coins into the hopper and press the START/STOP key to resume.

To display the total number of coins counted since the machine was powered on, press and hold the M key.

2.4 Counting mixed coin denominations

When counting mixed denomination coins the largest diameter coins need to be counted first. Set the diameter dial to the largest diameter coin in the hopper. Set the thickness to the thickest coin in the hopper. Note: Nickels are thicker than quarters. The largest diameter coin will be counted while all others will be sorted into the reject coin box.

After the largest diameter coins are counted, load the rejected coins back into the hopper. Set the diameter dial to the largest coin in the hopper. Set the thickness to the thickest coin in the hopper. Count the coins. Repeat the process until all coins have been counted and sorted.

IMPORTANT: Full bags of coins can be heavy. To avoid injury from heavy bags disconnecting from the machine and falling, use special coin bags that can stand the weight of the coins, and make sure that the coin bag rests on a supported surface.

2.5 Counting tokens or non-US denomination coins

Before counting tokens or foreign denominations, the physical size (in millimeters) of the coins/tokens must be measured. It is recommended that the measurements be taken on several coins/tokens using a set of calipers. If the coin/token dimensions are published, those values may also be used as a starting point. Please note that used coins/tokens will be slightly thinner than new coins/tokens.

When counting mixed size coins/tokens the largest diameter coins need to be counted first. Set the diameter dial to the largest diameter coin/token in the hopper. Set the thickness to the thickest coin/token the hopper. Note: Largest diameter coin may not be the thickest. The largest diameter coin/token will be counted while all others will be sorted into the reject coin box.

After the largest diameter coins/tokens are counted load the rejected coins/tokens back into the hopper. Set the diameter dial to the largest diameter coin/token in the hopper. Set the thickness to the thickest coin/token in the hopper. Count the coins/tokens. Repeat the process until all coins/tokens have been counted and sorted.

Several trial runs should then be performed to determine the machine's optimal settings. The following suggestions should help establish proper settings. Coin jamming may be experienced during trial runs.

- If coins/tokens are observed in the reject coin box, the diameter adjustment should be decreased by 0.25mm (one click).
- If coin jamming on the coin runway is experienced, the diameter setting should be increased by 0.25mm (one click).
- If double-stacked coins/tokens are observed under the lock plate, this can indicate that the thickness setting is too large. Try decreasing the setting by 0.05mm.
- If centrifugal wheel jamming is observed, it could indicate that the thickness setting is too small. Try increasing the thickness setting by 0.05mm.

Coins jammed in the runway.

Double-stacked coins on the centrifugal disc.

3. MAINTENANCE AND TROUBLESHOOTING

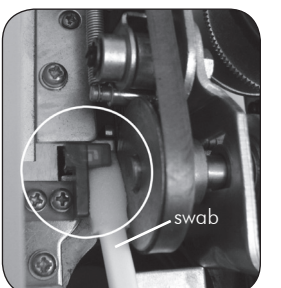
3.1 Maintenance

Most of the problems in the machine operation can be avoided through regular and preventative maintenance. Regular maintenance of your coin counter significantly prolongs its service life.

1. Turn off and unplug the machine. Remove the cover over the thickness and diameter dials.
2. Use a vacuum or air duster to remove dust from the hopper and runway.
3. Clean the coin runway and the counting sensor using a small soft-bristled paintbrush. Be careful when cleaning the machine to keep hands and fingers away from the coin runway so as to avoid injury.
4. Use a Cassida Clean Pro cleaning swab to clean the counting sensor and runway.
5. Check whether the feed belt is dirty or worn. If it

Removing the cover over the thickness and diameter dials.

Cleaning the coin runway using a Clean Pro swab.



Cleaning the sensor using a Clean Pro swab.

is dirty, it may be cleaned using a Cassida Clean Bill cleaning card or a soft cloth moistened with denatured alcohol. If the belt is worn, it should be replaced - contact the Cassida Service Center.

3.2 Exterior Cleaning

Clean the machine with a soft, lint-free cloth or duster. Do not use synthetic fabrics, detergents, water, or cleaning sprays as these may damage the machine.

3.3 Troubleshooting

Problem #1: Coins are counted incorrectly.

Make sure the diameter and thickness settings are correct. Set the diameter dial to the largest diameter coin/token in the hopper. Set the thickness to the thickest coin/token in the hopper. Incorrect settings may lead to jamming or incorrect rejection of the coins. If the machine is set for too large a diameter, the machine may incorrectly reject more coins.

Problem #2: Coins are spinning inside the machine and are not dropping into the coin bag.

Make sure the diameter and thickness settings are correct. Set the diameter dial to the largest diameter coin/token in the hopper. Set the thickness to the thickest coin/token in the hopper. Incorrect settings may lead to jamming or incorrect rejection of the coins. If the machine is set for too small a diameter, coins will not be able to pass through the gate and into the bag. Additionally, if the thickness setting is too high, coins may become double-stacked in the gate and cause jamming (see photo).

Coins double-stacked in the gate.

Problem #3: Machine will not power on.

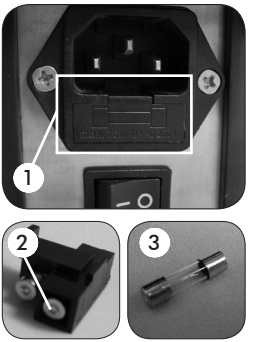
Check whether the machine is connected to proper voltage. The machine requires 110VAC for proper operation.

Unplug the unit from the wall outlet. Check the fuse located under the cover beneath the power cord connector. If the fuse is blown, replace it with the spare fuse included under the fuse cover.

Problem #4: The displayed data do not correspond the actual data.

The counting sensor might be damaged or dirty. Please contact the Cassida Service center.

Problem #5: When turning on the machine the following errors are displayed:



1. Location of fuse cover, 2. spare fuse in fuse holder, and 3. fuse.

Error code	Cause/Corrective actions
Eb0	Coins are jammed in the machine. Stop the machine, open the cover (refer to section 3.1. "Maintenance"). Clear the jam. Then press the start/stop key and restart the machine.
E04	The machine cover is removed or not installed properly. Stop the machine and make sure the cover is secure, then start the machine again.

6. WARRANTY AND CONTACT INFORMATION

6.1 Warranty

All Cassida products are warranted 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. Please refer to section 3.1 "Maintenance" for guidelines.

To activate your warranty please register your product online by visiting http://cassidausa.com/register.html

Coverage:

The warranty covers defects in materials and workmanship. It does not cover maintenance and cleaning (cleaning parts or sensors of dust, replacing parts such as rubber rollers, V belts, etc. that are worn out by a natural cycle of work.)

Shipping:

Return shipping from the Cassida service center is included for items under warranty. Shipping to the service center is at the customer's expense.

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.

6.2 Contact information

email: technicalsupport@cassidausa.com

phone: 1-888-800-0303

When contacting Cassida Technical Support, please have the following information available:

- Product model - located on the rear panel of your currency counter.
- Serial number - located on the bottom of your currency counter.
- Nature of the problem - what happens, an when does it happen? Does the display show an error message?
- Steps already taken to resolve the problem.

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