

Designed by Cassida Corporation, USA  
Assembled in China

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**Cassida**<sup>®</sup>  
USA



# USER MANUAL

## CASSIDA COINMASTER COIN COUNTER/SORTER

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

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**1. INTRODUCTION****1.1 About the Cassida Coinmaster**

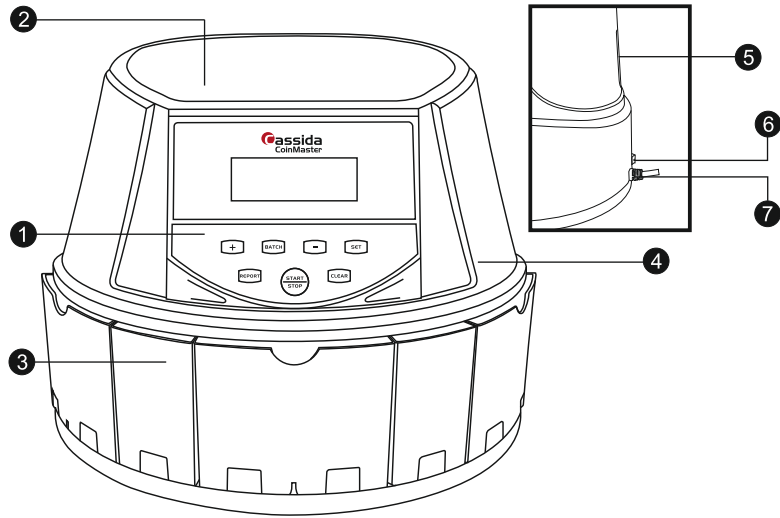
Thank you for choosing the Cassida Coinmaster coin sorter. We hope you enjoy using it.

The Cassida Coinmaster coin counter/sorter is a multifunctional coin processing machine which incorporates all of the features of a professional coin counter/sorter at a very affordable price. Its large hopper is capable of holding 2000 coins and the coin trays can each accumulate up to 300 coins at a time. Displaying the subtotal for each denomination and the total value make the Cassida Coinmaster an easy all-in-one tool for any coin handling needs. The Cassida Coinmaster's lightweight, compact and stylish design will easily fit into your business environment.

**1.2 Box contents**

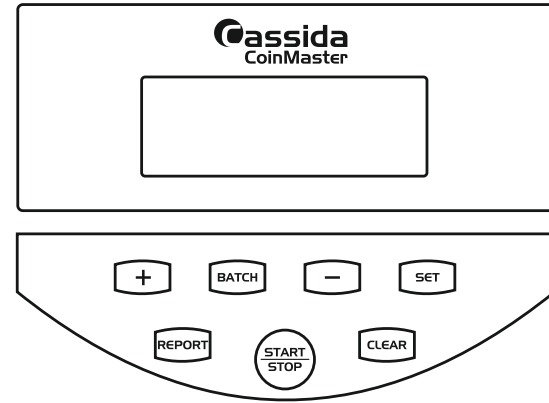
- Cassida Coinmaster Automatic Coin Counter/Sorter
- User manual

## 1.3 Coinmaster Overview



- |                        |   |
|------------------------|---|
| 1. Control panel       |   |
| 2. Coin hopper         | Holds coins that need to be counted.  |
| 3. Coin trays          | Each tray holds a specific denomination of counted and sorted coin.                       |
| 4. Plastic housing     | When removed, provides access to the counting mechanism for cleaning and repair purposes. |
| 5. Rear access panel   | Provides easy access to the interior mechanism to remove foreign objects and coins.       |
| 6. Power switch        | Turns the machine on and off.   |
| 7. Remote display port | Connection for optional remote display.   |

## 1.4 Control panel



- |  |   |
|--|---|
|  | Increases batch quantity by a value of 1<br>Switches between value reporting and quantity reporting               |
|  | Selects preset batch quantities (0-999)   |
|  | Decreases batch quantity by a value of 1.<br>Also used to clear all batch quantities when pressed for 2-3 seconds |
|  | Shows batch quantities set for each denomination  |
|  | Shows value (or quantity) of coins counted for each denomination  |
|  | Starts or stops operation of the machine  |
|  | Clears the display and resets the count   |

## 1.5 Specifications

Hopper capacity	up to 2500 coins
Coin tray capacities	Up to 1600 coins (depend on the coins size)
Control panel	display LCD, 3 digits for Batch and 7 digits for quantity of coins
Dimensions	317mm (w) x 347mm (d) x 273mm (h)
Weight	4.3 kg
Counting speed	up to 350 coins/minute
Input power	220 V / 50 Hz
Power consumption	<45
Ambient temperature	0°C – 40°C (32°F – 104°F)
Ambient humidity	30 to 80%

## 1.6 Important safety notes

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

- Do not use this unit in areas where it may be exposed to water or any other liquids.
- Only use the power cord supplied with the machine. 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 machine can result in severe injury or fire.
- 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.
- Do not start the unit when the rear access panel is open. Ensure no coins are in the hopper when the machine is first turned on.
- 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 a Cassida air duster or soft bristle brush.
- 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.

Take the unit to a qualified technician when service or repair is required. Do not try to replace any parts yourself.

## 2. GETTING STARTED

### 2.1 Powering up

**IMPORTANT:** Before turning on the Cassida Coinmaster, make certain no coins are present in the coin hopper. This will cause an " " error when the Coinmaster self-test is performed. To clear the "ER" error, press the "START/STOP" button, then empty any coins present in the coin trays.

Turn on the power switch located on the rear of the unit. The machine will conduct a self-check. The main display will show " " when the test has successfully completed.

### 2.2 Counting

The Coinmaster always operates in a batching mode. To enable simple counting, all batch quantities need to be set to zero. To set batch quantities to zero, press and hold the "-" button for approximately seven seconds until "E" is displayed on the left side of the LCD display.

- Before loading the hopper, make sure there are no uncounted coins remaining in it from the previous count.
- To count coins, place them into the hopper and press the "START/STOP" button.
- The Coinmaster will start counting and will automatically sort all coins into the appropriate coin trays.
- The machine will automatically stop when all coins in the hopper are counted, or if the batch quantity for any coin denomination is reached.
- To stop the machine, press the "START/STOP" button.

- To resume counting, press the "START/STOP" button.
  - When a coin tray becomes full, please stop the machine and empty the tray to ensure correct machine operation. Stopping the machine will not alter or reset the count. You can continue counting by pressing the "START/STOP" button.
  - As it counts, the Cassida Coinmaster will automatically display the total value of counted coins on the screen.
- To view the number of coins counted for each denomination press the "REPORT" button. The denomination will appear on the left and number of coins counted on the right part of the screen.
- To reset the coin count before starting a new batch, press the "C" button.
  - In "REPORT" mode while pushing "+" button machine will display only total quantity of the coins or quantity of the counted coins for each denomination.

### 2.3 Adding

The Coinmaster operates in ADD mode by default. In ADD mode, the coin count is added to the count from previous batches. To start a new count, press the "C" button. This will reset the coin count to zero.

### 2.4 Setting Batch Quantities

You may batch the desired quantity of each coin denomination. Each denomination can be assigned a batch quantity.

Press "Set" until the desired denomination appears on the left part of the screen.

To assign a batch quantity for this denomination press the "BATCH" button until a desired batch quantity appears on the display (10-20-25-50-80-100-120-150-200-300-400-500). Fine adjustments to batch quantity can be made by pressing "-" or "+" button.

- Repeat procedure to set the desired batch quantities for other coin denominations.

The Coinmaster will stop when a desired batch quantity is completed for any of the denominations. The denomination will be displayed on the left and the total count for that denomination will be displayed on the right side of the screen.

**NOTE:** When operating in batch mode, the Coinmaster will keep a running total for each denomination coin. For example, after four batches of 50 fils have been dispensed, the Coinmaster will stop and display:

200 (quantity reporting)

To resume counting, press "START/STOP" button.

Pressing the "C" button will reset the count and the machine will start batching from zero.

The batch quantities you choose will be stored in the Coinmaster's internal memory, and will not be reset when the machine is turned off.

## 2.5 Clearing Batch Quantities

You may clear batch quantities for each denomination by pressing "BATCH" button until Coinmaster displays "0" message on the control panel.

# 3. MAINTENANCE AND TROUBLESHOOTING

## 3.1 Maintenance

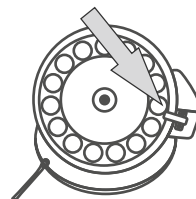
Most operational problems can be avoided by regular care and preventative maintenance. Taking regular care of your coin sorter will significantly increase its lifetime and help you avoid costly repairs.

**IMPORTANT:** You should always turn the machine off and disconnect the power cord before cleaning the machine.

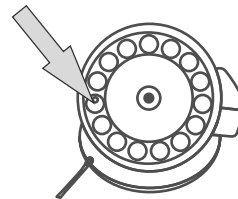
To get the best results out of your machine, the following maintenance is recommended on a regular basis:

- Clean all external parts of the machine with a Cassida air duster or a soft cloth. Do not use solvents, as they may damage the Coinmaster.
- Clean all the sensors using the procedure described below.

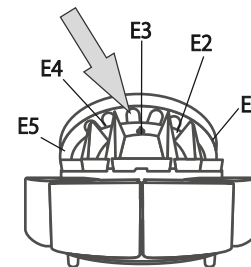
1. Remove the three housing screws and carefully lift up the housing.
2. Clean all sensors and other dusty parts using a Cassida air duster.



optical sensor

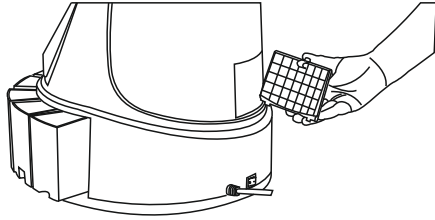


running sensor



counting sensors

To remove any foreign objects from the machine, please open back cover as on photo:



### 3.2 Troubleshooting

#### Error message display

Error code	Cause	Corrective action
E1-ES	A counting sensor may have collected dust, or is obscured by a foreign object.	Clean the counting sensor using a Cassida air duster. Inspect coin outlet openings for possible foreign material that may be present (rubber bands, paper, etc.)
EC	Running sensor does not detect rotation of the coin platter.	Clean the running sensor. Inspect the interior of the machine for possible foreign material that may be preventing the coin platter from rotating.  If the error persists, contact Cassida Technical Support.
ED	1. Coins present in the hopper when the machine is turned on. 2. Dirty coin sensor.	1. Press the "START/STOP" button to clear the error. Empty any coins in coin trays back into the hopper. 2. Clean the coin sensor using Cassida air duster.

### 3.3 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 Technical Service Center. Before shipping the unit to the Cassida Technical Service Center the warranty card must be filled out with model full name and number, serial number, cause for service, errors occurred.



### 3.4 Contact information

#### Technical Support contact information:

e-mail: [fabin.johny@cassida.me](mailto:fabin.johny@cassida.me)  
tel: 042 739 328  
[www.cassida.me](http://www.cassida.me), [www.cassidausa.com](http://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.

Office # 101,  
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Hor Al Anz East, Behind Al Mamzar Centre  
Dubai - United Arab Emirates  
PO box 454867

