USER MANUAL

CASSIDA C900 HEAVY DUTY COIN SORTER
This manual contains important information on safety measures and operational features. Please read carefully before operating your coin sorter, and keep it for future reference.
## Contents

1. Introduction .......................................................... 4
   1.1 About the Cassida C900 Heavy Duty Coin Sorter .......... 4
   1.2 Box contents .................................................... 4
   1.3 Front and rear view ........................................... 5
2. Technical specifications ........................................... 8
3. Safety notes ......................................................... 10
4. Operation ............................................................ 11
   4.1 Powering on .................................................... 11
   4.2 Counting ....................................................... 11
   4.3 Viewing count results by denomination .................. 11
   4.4 Sorting into coin bags ....................................... 12
   4.5 Sorting into paper coin wrappers ......................... 12
5. Counting in batch mode ........................................... 13
   5.1 Setting batch amounts ....................................... 13
   5.2 Batching while sorting ..................................... 14
   5.3 Storing count results ....................................... 14
   5.4 Storing count results for individual denominations ... 15
6. Maintenance and troubleshooting ................................ 17
   6.1 Daily maintenance ........................................... 17
   6.2 Troubleshooting ............................................... 18
7. Warranty and contact information ................................ 19
   7.1 Warranty ....................................................... 19
   7.2 Contact information .......................................... 20
1. Introduction

1.1 About the Cassida C900 Heavy Duty Coin Sorter

Thank you for choosing the Cassida C900 heavy duty coin sorter. We hope that you will enjoy using it.

The Cassida C900 coin sorter is a professional coin-processing machine intended for heavy-duty use. Its large hopper is capable of holding 1800 coins. Its features include simple count mode, add, and batch modes. With the optional coin bagging/wrapping attachment, you can batch coins directly into coin bags or coin wrappers (not included).

1.2 Box contents

- Cassida C900 Heavy Duty Coin Sorter
- Coin bins
- User manual
- (optional) coin bagging/wrapping attachment
- (optional) coin wrapping tubes
1.3 Front and rear view

Front view

1. LED display
2. Keypad
3. Hopper
4. Coin bins
5. Coin rail access door
Rear view

1. ON/OFF Switch
2. AC power jack
3. RS-232 Printer Port
Keypad

<table>
<thead>
<tr>
<th>Key</th>
<th>Function description</th>
</tr>
</thead>
<tbody>
<tr>
<td>M+</td>
<td>Adds displayed count to counts previously stored in memory.</td>
</tr>
<tr>
<td>MR</td>
<td>Recalls stored data from memory.</td>
</tr>
<tr>
<td>MT</td>
<td>Activates Memory Mode and stores displayed count in memory.</td>
</tr>
<tr>
<td>BAT</td>
<td>Edits batch amounts.</td>
</tr>
<tr>
<td>+1</td>
<td>Increases batch amount in increments of 1</td>
</tr>
<tr>
<td>+10</td>
<td>Increases batch amount in increments of 10</td>
</tr>
<tr>
<td>+100</td>
<td>Increases batch amount in increments of 100</td>
</tr>
<tr>
<td>+1000</td>
<td>Increases batch amount in increments of 1,000</td>
</tr>
</tbody>
</table>

Cassida C900 Heavy Duty Coin Sorter
### Key | Function description
--- | ---
VALUE/COUNT | Switches between coin count and coin value report modes.
REV | Reverses motor rotation.
CLR | Clears display.
PRINT | Sends count results to an optional printer.
REPORT | Displays count results for different denominations.
↑ and ↓ | Selects between different denominations while in REPORT mode.
START/STOP | Starts or stops counting

### Technical Specifications

<table>
<thead>
<tr>
<th>Counting speed</th>
<th>600 coins/minute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hopper capacity</td>
<td>1800 coins</td>
</tr>
<tr>
<td>Coin bin capacities</td>
<td></td>
</tr>
<tr>
<td>1¢</td>
<td>700</td>
</tr>
<tr>
<td>5¢</td>
<td>450</td>
</tr>
<tr>
<td>10¢</td>
<td>900</td>
</tr>
<tr>
<td>Coin Value</td>
<td>Quantity</td>
</tr>
<tr>
<td>------------</td>
<td>----------</td>
</tr>
<tr>
<td>25¢</td>
<td>350</td>
</tr>
<tr>
<td>50¢</td>
<td>200</td>
</tr>
<tr>
<td>$1</td>
<td>300</td>
</tr>
<tr>
<td>$2</td>
<td>270 (Canadian version only)</td>
</tr>
</tbody>
</table>

**Countable coin size**
- Thickness: ≤ 0.157” (4mm)
- Diameter: 0.55” to 1.22” (14mm to 31mm)

**Display**
- 8-digit LED

**Operating modes**
- Count, add, and batch modes

**Power consumption**
- 30W during operation

**Power requirements**
- 120VAC ±10%, 60 Hz

**Temperature**
- 32°-104° F (0°-40° C)

**Humidity**
- 30-75%

**Dimensions**
- 18.9” x 11” x 12.5” (480mm x 280mm x 318mm) (W x D x H)

**Net Weight**
- 34 lb (15.4 kg)
3. Safety Notes

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.

Do not open the top cover when coins are in the hopper. Do not reach inside any part of the unit when it is operating.

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. The total combined weight of all coin bags should never exceed 40 pounds.

When using this unit, basic safety precautions should always be taken, 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 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. Make sure the unit is installed on a flat surface.
- When not using this unit for an extended period of time, remove the power plug from the wall outlet.
- Unplug this unit from the wall outlet before cleaning. Use specified cleaning products such as a can of compressed air a soft cloth or a soft bristle brush.
- To avoid the risk of electrical shock, do not disassemble this unit. Disassembling it will expose you to dangerous voltages and other risks. Incorrect reassembly can cause electrical shock when the appliance is subsequently used. Take it to a qualified technician when service or repair is required.
4. **Operation**

4.1 **Powering on**

Plug the unit into a properly grounded outlet. Turn on the power switch, located on the rear of the unit. The machine will display “0.00”. It is now ready for operation.

4.2 **Counting**

Load coins to be counted into the hopper. Ensure all coin bins are empty and in proper position. Press [STOP/START] to begin counting. All coins will be sorted into the proper bin. The total value of all sorted coins will be shown in the display.

To display the total number of coins sorted, press [VALUE/COUNT].

4.3 **Viewing count results by denomination**

To enter the denomination report mode, press [REPORT]. The coin denomination will be shown on the left of the display. The counted value for the denomination will be shown on the right. Use the keys to select each denomination.

To view the counted number of coins, press [VALUE/COUNT]. The counted number of coins will display on the right. Press [REPORT] to exit the report mode.
4.4 Sorting into coin bags

Remove the coin bin for the denomination you wish to sort into a coin bag. Install the optional coin bagging attachment as shown below.

Install an empty coin bag onto the outlet of the coin bagging attachment, and secure the bag in place with the spring-loaded locking lever.

Sorted coins will now drop directly into the coin bag.

**IMPORTANT NOTE:** The bottom of the coin bag should be supported on a stand. The total weight of any attached coin bags must never exceed 40 pounds, or tipping of the machine can result.

4.5 Sorting into coin wrappers

Note: wrappers are not included.

Remove the coin bin for the denomination you wish to sort into coin wrappers. Install Coin bagging attachment in place (top left). Coin bag attached to bagging attachment (top right). Coin wrapping attachment in place (bottom left). Coin tube and attachment (bottom right).
the optional coin wrapping attachment as shown.
Place a paper coin wrapper onto the end of the coin tube, and then insert the coin tube with wrapper into the coin wrapping attachment. Install the coin wrapping attachment onto the outlet of the coin bin adapter, and turn the attachment clockwise to lock it in place.
Sorted coins will now drop through the tube into the wrapper.

5. Counting in batch mode

The Cassida C900 may be set up to batch coins for each denomination. In the Batch mode, the C900 will count the desired number of coins for a denomination, then stop and alert the user that the batch amount has been reached.

**IMPORTANT NOTE:** Due to the design of the C900 sorting mechanism, coins may be present on the rail when the batch amount is reached. This can cause extra coins to be added to the batch. The screen will display the number of coins in the bin. Remove coins in excess of the actual batch amount.

5.1 Setting batch amounts

Press [BAT] to enter Batch Setup mode. The display will show the denomination on the left, and the batch amount on the right. Use the ↓↑ keys to select the desired denomination.

Use the +1000, +100, +10 and +1 keys to enter the desired batch value. The batch amount may be set to zero by pressing [CLR]. If desired, press the ↓↑ keys to select a
different coin denomination and set the batch for that denomination.
To exit Batch Setup, press [BAT].

5.2 Batching while sorting

Load the hopper with coins. Press [STOP/START] to begin sorting. When a denomination reaches the programmed batch amount, the C900 will stop and display an alert message showing the denomination and the number of coins that have been batched into that bin.
Replace (or empty) the coin bin or coin bag. Press [STOP/START] to continue sorting and batching. When batching has been completed, press [CLR] to clear the bin counts before starting the next batch.

5.3 Storing count results

Storing counts for all denominations
Press [MT] while the total count is displayed. The current count for all denominations will be stored in memory, overwriting any previous stored data. The red indicator light to the left of the display will light, indicating data is stored in memory.

Adding counts for all denominations to memory
To add the current count to prior counts already in memory, press [M+] while the total count is displayed. The display will read zero after pressing [M+].
View memory data for all denominations
To view the stored data for all denominations, press [MR]. The total count in memory will be displayed.

To view memory data for each denomination, press [REPORT] to enter report mode. Then use the ↑↓ keys to view stored data for each denomination. When finished, press [REPORT] to exit the report mode.

Clearing memory data for all bins
Press the [CLR] to zero the display. Then press [MT]. All memory data will be cleared.

5.4 Storing count results for individual bins

Adding counts to memory for a single denomination
Press [REPORT] to enter report mode. Use the ↑↓ keys to select the desired denomination, which will be displayed on the left of the display.

To store a denomination value and overwrite any previous data, press [MT] key.

To add the current denomination count to previous memory data, press [M+]. The display will read “0” after pressing [M+].

Press [REPORT] to exit the report mode.

View memory data for a single bin
Press [REPORT] to enter the report mode. Use the ↑↓ keys to select the desired denomination, which will be displayed on the left of the display.
Press [MR] key to view data for the selected denomination.
Press [REPORT] to exit the report mode.

**Clearing memory data for a single bin**

Press the [REPORT] key to enter the report mode. Use the ↑↓ keys to select the desired denomination, which will be displayed on the left of the display.

Press the [CLR], then [MT] to clear all memory data for the selected denomination. Press [REPORT] to exit report mode.
6. Maintenance and troubleshooting

6.1 Daily Maintenance

IMPORTANT: Please turn off and unplug the machine before performing any maintenance.

- Turn off and unplug the unit. Open the coin rail access cover.
- Clean the counting sensors using a soft bristle brush and an air duster.
- Clean the coin rail with a soft bristle brush.

1) Clean inside area of sensor as shown.
2) Clean coin rail.

View from top with access cover open.
# 6.2 Troubleshooting

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Possible Causes</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>No power</td>
<td>• Power cord</td>
<td>Verify that the power cord is properly connected. Check the fuse located inside the AC power cord socket.</td>
</tr>
<tr>
<td></td>
<td>• Blown fuse</td>
<td></td>
</tr>
<tr>
<td>Coins jammed at output of hopper</td>
<td>• Foreign material</td>
<td>Check coin batch and remove any foreign objects or deformed coins.</td>
</tr>
<tr>
<td></td>
<td>• Bent or deformed coins</td>
<td></td>
</tr>
<tr>
<td>Coins jammed on the rail</td>
<td>• Foreign material</td>
<td>Remove any foreign material that may be present on the coin rail.</td>
</tr>
<tr>
<td></td>
<td>• Bent or deformed coins</td>
<td>Check for bent / deformed coins that may be jammed on the rail.</td>
</tr>
<tr>
<td>Coins not sorting</td>
<td>Coin deflector out of position</td>
<td>Open the coin rail access door and make sure deflector is in the rear most position.</td>
</tr>
<tr>
<td>Error “ERR 0”</td>
<td>Coins are jammed on the rail.</td>
<td>Remove any coins on the rail.</td>
</tr>
<tr>
<td>Error “ERR 1”</td>
<td>Data exceeds the display range.</td>
<td>Press the [CLR] button</td>
</tr>
</tbody>
</table>
### Symptoms

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Possible Causes</th>
<th>Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Error “ERR 2”</td>
<td>A counting sensor is blocked.</td>
<td>Check for coin blocking a counting sensor. Clean all counting sensors with a soft bristle brush and air duster.</td>
</tr>
</tbody>
</table>

### 7. Warranty and contact information

#### 7.1 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 5.1 “Maintenance” for guidelines. Please register your product to enable the warranty by visiting 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**

The customer is responsible for shipping fees to the Cassida Technical Service Center.

**Non-warranty service**

Cassida can perform maintenance and cleaning for an extra fee. For a non-warranty repair/maintenance quote, contact Cassida Technical Support.
7.2 Contact information

email: technicalsupport@cassidausa.com
phone: 888.800.0303

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

• Product model – Located on the rear panel
• Serial number – Located on the rear panel
• 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.