

Designed by Cassida Corporation, USA
Made in China

Cassida
C 800

Caring about your money



USER MANUAL
CASSIDA C 800 HIGH SPEED COIN COUNTER

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

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IMPORTANT:

When counting mixed coin denominations, the Cassida C800 must be adjusted for the largest diameter and largest thickness coin present in the batch.

1. INTRODUCTION

1.1 About the Cassida C800 High Speed Coin Counter

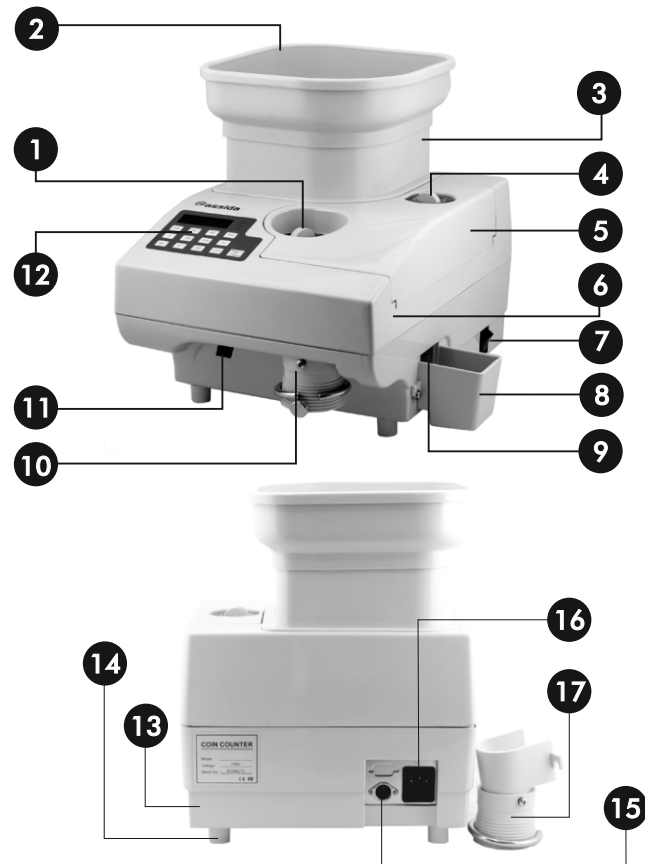
The Cassida C800 coin counter is a professional coin-processing machine intended for heavy-duty use. Its large hopper is capable of holding 7,000 coins. Its features include simple count mode, add and batch modes. With the optional coin tube attachment, you can batch coins directly into paper coin rolls.

1.2 Box contents

- Cassida C800 coin counter
- User's manual
- Spare V-belt
- Reject coin bag attachment
- Coin Reject Box
- Extended hopper

1.3 System overview

- | | |
|------------------------------|--------------------------------|
| 1. Diameter adjustment knob | 10. Coin outlet |
| 2. Extended hopper | 11. Upper cover release latch |
| 3. Hopper | 12. Keypad |
| 4. Thickness adjustment knob | 13. Bottom cover |
| 5. Hinged side cover | 14. Rubber foot |
| 6. Hinged upper cover | 15. Remote display port |
| 7. Power switch | 16. Power connector |
| 8. Reject coin box | 17. Reject coin bag attachment |
| 9. Reject coin outlet | |



1.4 Keypad



| Key | Function description |
|-------------------|---|
| ADD | Press to turn the Add mode on or off. In Add mode, the ADD indicator will be lit. |
| BAT | Press to enable the Batch mode. When in Batch mode, the BAT indicator will be lit. |
| BM | Transfers the current programmed batch amount into |
| Type | Press to enter Type mode. In this mode, one of nine different memory locations may be used to store coin count information. See section 4.9.2 for more details. |
| -1 | Decreases batch amount by one. |
| -10 | Decreases batch amount by ten. |
| +10 | Increases batch amount by ten. |
| +1 | Increases batch amount by one. |
| MC | Clears the current count in memory. |
| M+ | Adds current count to memory. When machine memory contains a stored count, the "MEM" indicator will be lit. |
| MR | Displays total count in memory. |
| CLR | Clears the current displayed count. |
| Stop/Start | Start or stop counting. |

2. SPECIFICATIONS

| | |
|---------------------|--|
| Counting speed | 1,900 coins/minute (for dimes) |
| Hopper capacity | 3,700 coins without the hopper extender (dimes) 7000 coins with the hopper extender (dimes) |
| Countable coin size | Thickness of 1.0 to 3.7mm (0.0039 to 0.146 inches) Diameter of 14 to 35mm (0.55 to 1.33 inches) |
| Max count display | 9,999,999 |
| Count modes | Continuous, Batch and Add |
| Power consumption | 70W during operation |
| Power requirements | 120VAC $\pm 10\%$, ± 60 Hz, or 220VAC $\pm 10\%$, ± 50 Hz. Please refer to the power requirement label on the back of the machine. |
| Dimensions | 270mm x 362mm x 266mm (W x D x H) 10.63" x 14.25" x 10.5" (W x D x H) |

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 defeat the top cover interlock or operate the machine with the top cover open.

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.

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. Do not operate the machine in areas with high temperature, humidity or smoke: it may prevent it from working correctly.
- 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 re-assembly can cause electrical shock when the appliance is subsequently used. Take it to a qualified technician when service or repair is

4. OPERATION

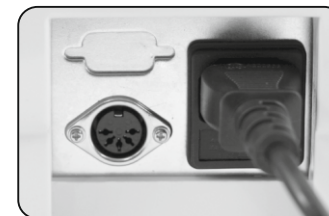
4.1 Installing the hopper extender

The hopper extender may be used if you have a large quantity of coins to be counted. To install the extender, align the groove in the extender with the hopper lip, and press down firmly.



4.2 Powering on

Plug the machine into a properly grounded outlet. Turn on the power switch, located on the right side of the machine. After a short self-test, the machine will display "0". It is now ready for operation.



4.3 Count mode (for single coin denominations)

IMPORTANT: Refer to section 4.6 for instructions on counting mixed coin denominations.

Set the Coin Diameter Adjusting Knob to the desired coin diameter (in millimeters). Each click equals 0.25mm.



Set the Coin Thickness Adjusting Knob to the desired coin thickness (in millimeters)



Connect a coin bag to the coin outlet

IMPORTANT! - When using a coin bag, please place the bottom of the bag on the floor or on a stand to prevent the machine



Install the Coin Reject box on the side of the machine.



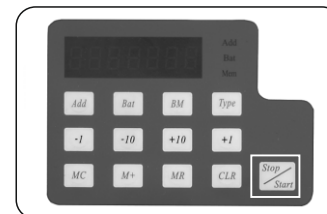
Load the coins into the hopper, and press the START/STOP key. Counting will begin. When the hopper is empty, the machine will automatically stop

Do not open the top cover when coins are in the hopper.

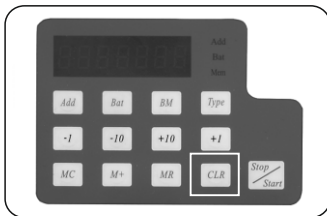


To halt counting, press the START/STOP key. To resume counting, press the START/STOP key again.

Please note that if the machine is manually stopped, the count will be reset to zero when counting is resumed

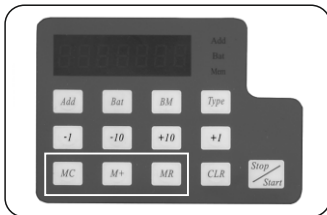


When counting is complete, you may press the CLR key. This will reset the displayed count to 0.



If you wish to store the count in memory, press the M+ key. To retrieve the number from the memory press the MR. To clear the count in memory, press the MC button.

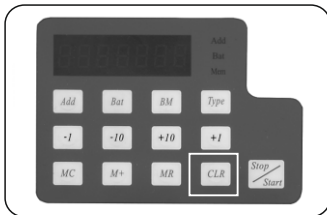
NOTE: In the Count mode, the displayed count will be reset to 0 when a new coin batch is started.



4.4 Add mode

Press the ADD key to turn on the Add mode. The "Add" indicator on the right side of the display will be lit. By default, the last count displayed on the screen will be added to your new count. Pressing the CLR button will clear the screen and let you start adding from the new batch.

The Add mode may also be used when in the Batch mode.

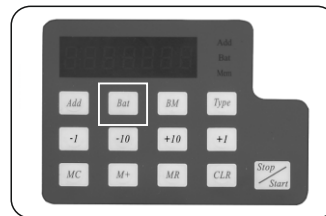


4.5 Batch mode

In the batch mode, the machine will stop when the total count reaches the batch quantity, or when the hopper is empty. To complete a partial batch, load additional coins into the hopper, and press the START/STOP button.

Using pre-programmed batch quantities:

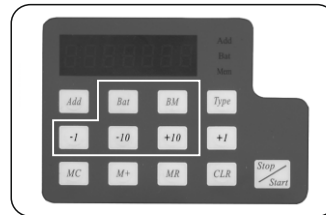
Press the Bat key. The "Bat" indicator will be lit. Continue pressing the Bat key to select a pre-programmed batch quantity. The default quantities are 20, 25, 40, 50, 100, 200, 500, 1,000, 5,000. When the desired batch quantity is displayed, press the CLR key to select the value.



To exit the Batch mode, press the Bat key repeatedly until the "Bat" indicator turns off.

Manually entering batch quantities:

Press the Bat key to enable Batch mode. Enter your desired batch amount using the -1, -10, +10 and +1 keys. The "BAT" indicator will light and remain lit while the batching mode is on.



To store the manually entered batch quantity in memory, press the BM key. The new batch quantity is automatically added to the list of pre-programmed batch quantities.

4.6 Operation for mixed coin denominations

Largest diameter coins should be counted first. Set the Coin Diameter Knob for the largest diameter coin. Set the Coin Thickness Knob for the largest thickness coin. Please note that the coin with largest thickness may not be the one with the largest diameter.

IMPORTANT: Failure to properly set the Coin Diameter and Thickness Knobs can result in machine jamming.

Connect a coin bag to the coin outlet attachment. When using a coin bag, please place the bottom of the bag on the floor or on a stand to prevent the machine from tipping over.

Install the Coin Reject Bag attachment on the side of the machine, and attach a coin bag to the outlet.



Load the mixed coins into the hopper, and press the START/STOP key.

Do not open the top cover when coins are in the hopper.

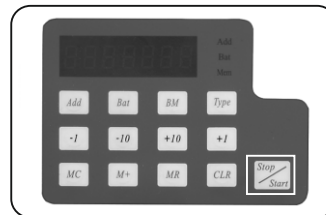
Counting will begin. When the hopper is empty, the machine will automatically stop.

The largest diameter coin (determined by the Coin Diameter Adjustment) will be counted, and sorted into the Coin Outlet bag. All smaller coins will be sorted into the Coin Reject bag. The smaller coins are not counted.

To continue sorting the mixed batch, set the Coin Diameter and Coin Thickness adjustment knobs for the largest diameter and thickness coin present in the Coin Reject bag. Reload the rejected coins into the hopper, and press the START/STOP button. The machine will now count and sort the coins based on the new diameter and

Please note that the coin with largest thickness may not be the one with the largest diameter.

Repeat this procedure until all coin sizes have been sorted and counted.



4.7 Counting tokens or non-US denomination

Before counting tokens or foreign coin denominations, the physical size (in millimeters) of the coins or tokens must be

It is recommended that 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 will generally be slightly thinner than new coins.



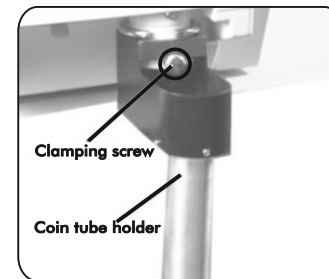
The Cassida C800 should be set for the proper coin thickness and diameter based on the largest measured values, or on published values.

Several trial runs should then be performed to determine the final settings. The following suggestions should help establish the final settings. Coin jamming may be experienced during the trial runs. Please see section 5.2 for details about

- If coins/tokens are observed in the Reject Sort box, the Coin Diameter Adjustment should be decreased by 0.25mm (one click).
- If coin jamming on the coin runway is experienced (see section 5.2.1), the Coin Diameter Adjustment should be increased by 0.25mm (one click).
- If double-stacked coins are observed underneath the Lock Plate (see section 5.2.3), this can indicate the Coin Thickness is set too large. Try decreasing the thickness setting by 0.05mm.
- If centrifugal wheel coin jamming is observed (see section 5.2.2), it could indicate the Coin Thickness is set too small. Try increasing the thickness setting by 0.05mm.

4.8 Using the optional coin tube attachment

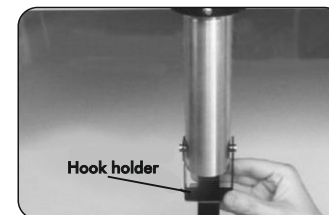
Loosen the Coin Tube Holder clamping screw, as shown in the diagram.



Install the Coin Tube Holder as shown. Tighten the clamping screw to lock the Coin Tube Holder in place.



Install the Hook Holder on the Coin Tube Holder as shown in the diagram.

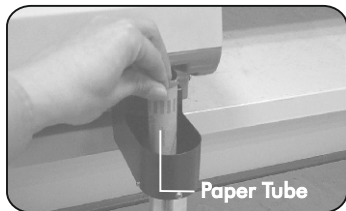


Select the proper Coin Interior Tube and insert it into the Coin Tube Holder.



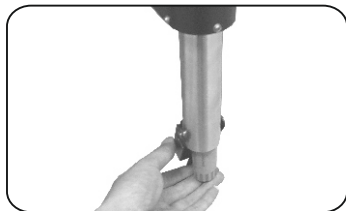
Insert a preformed paper coin tube into the Coin Interior Tube. Slide the paper coin tube down until the bottom contacts the Hook Holder.

Set the proper batch amount for the coin denomination (see section 4.5).



Load the coins into the hopper, and ensure the Coin Thickness and Coin Diameter knobs are correctly set. Press the START/STOP button to begin batching. The machine will stop when the desired batch quantity has been reached. All counted coins will drop into the paper coin tube.

Once the coin tube is full, remove it by pressing the Hook Holder backwards, and sliding the coin tube down and out of the Coin Tube Interior Tube. Crimp the top of the full coin tube to secure the coins. An empty coin tube may now be inserted to continue batching



4.9 Memory functions

4.9.1 Memory

If you wish to store the count in memory, press the **M+** key. To retrieve the number from the memory press the **MR**. To clear the count in memory, press the **MC** button.

4.9.2 TYPE memory

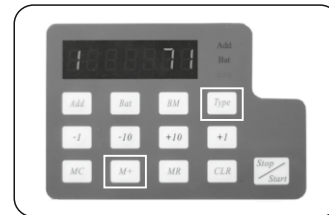
The **TYPE** memory function allows you to store and recall coin counts for up to nine different classifications or groupings of your choice. For example, to keep track of the total of all denominations counted, you could assign each coin denomination to a separate memory type:

- **Type 1:** pennies
- **Type 2:** nickels
- **Type 3:** dimes
- **Type 4:** quarters

Storing coin counts in **TYPE** memory:
Count your desired coin denomination.

Press the **TYPE** button. The current **TYPE** number will be shown in the left hand location on the digital display. By repeatedly pressing the **TYPE** button, you can select any of the nine available **TYPE** memory locations that are available.

After selecting the **TYPE** number, press the **M+** key to store the current displayed count in the **TYPE** location.



Repeat this process to add additional batches of the same denomination to the same TYPE memory.

The total count for the TYPE that was selected will be held in memory even if the machine is turned off.

Recalling TYPE total count:

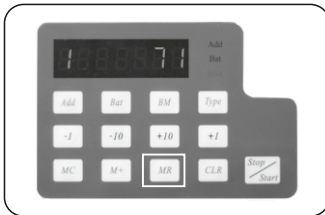
To recall the total TYPE count, press the TYPE button until the desired TYPE number is shown in the left hand of the display. If data is stored in the TYPE memory, the MEM indicator will be lit.

Press the MR button. The total count for the TYPE number will be displayed.

If you wish to clear the TYPE count from memory, press the MC button.

Press the CLR button to exit the TYPE mode.

IMPORTANT NOTE: If you press the MC button before pressing the TYPE button, stored counts will be erased for all nine TYPE's.



5. MAINTENANCE AND TROUBLESHOOTING

5.1 Daily maintenance

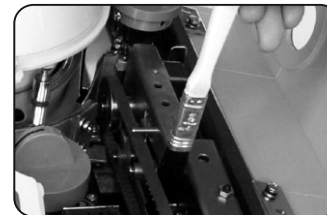
IMPORTANT: Please turn off and unplug the machine before opening the side or upper cover.

Turn off and unplug the machine. Open the side cover.

Clean the coin runway and the count sensor with a soft bristle brush.

Clean the counting sensor using a Cassida CleanPro swab.

Check whether the feed belt is dirty or worn. If it is dirty, it may be cleaned using a Cassida CleanBill cleaning card or a soft cloth moistened with denatured alcohol. If the belt is worn, it should be replaced (see section 5.3.1).



5.2 Troubleshooting

If the machine stops without having counted all coins in the hopper, please perform the following steps:

1. Please make sure you have set the thickness and diameter exactly corresponding to the size of the coin denomination being counted. Press the Start/Stop button to restart the count. Please make sure to note the current count before pressing the Start/Stop button, as it will be cleared when counting is restarted.
2. On smaller coins (dimes and pennies), the machine can occasionally stop without having counted all coins in the hopper. Please press Start/Stop to have the machine count them again. Please make sure to note the current count before pressing the Start/Stop button as it will be cleared when counting is restarted.
3. Note the current count. Turn the machine off and manually remove any remaining coins. Check for centrifugal disc jamming, coin runway jamming or

5.2.1 Coin runway jamming

If coins become jammed on the coin runway (see picture on the right), rotate the Coin Diameter Adjustment Knob counter-clockwise to release the left guide plate. The jammed coin will fall into the Rejected Coin Box.



The Coin Diameter Adjustment Knob may then be reset to the correct position to continue operation



5.2.2 Centrifugal disc jamming

Centrifugal disc jamming (see picture on the right) can be caused by:

- Foreign objects are mixed with coins in the hopper.
- The coin thickness is set for a value smaller than the thickness of the largest coin denomination in the batch.
- Damaged coins



To clear a coin jam:

Turn off and unplug the machine. Open the side cover.

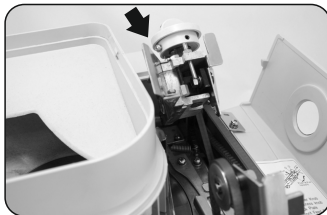
IMPORTANT: Please turn off and unplug the machine before opening the side or upper cover.



Pull up the Front Feed Pulley arm.



Push to release the Lock Plate, and swing it up and towards the rear of the machine



Remove any foreign objects or jammed coins.

Push the Lock Plate back down and ensure the lock snaps into place.

Push the Front Feed Pulley arm back down until it contacts the Lock Plate.

IMPORTANT: Press firmly on the front roller of the Front Feed Pulley (refer to the image on right) to verify the roller is not floating in the up position. If the roller is floating in the up position, it may cause coin jamming, or improper coin feeding

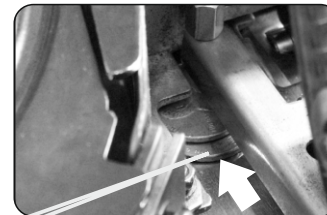


Close the side cover and plug the machine back in.

5.2.3 Coin jamming under Lock Plate

If double stacking of coins is observed under the Lock plate, it indicates the coin thickness setting is not correct.

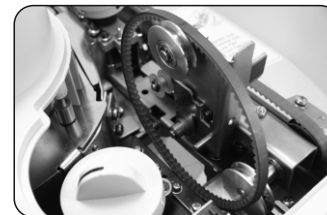
The Coin Thickness knob should be adjusted for the thickness of the largest coin in the batch being counted.



5.2.4 Error JA

Error JA indicates the counting sensor is covered with dust. To clear the error, turn off and unplug the machine. Open the side cover and swing up the Front Feed Pulley arm and Lock Plate as described 5.2.2.

Remove the coin feed V-belt from the Front Feed Pulley arm.



Clean the counting sensor using a Cassida CleanPro swab.



Reinstall the V-belt, and close the Lock Plate and Front Feed Pulley arm as described



IMPORTANT: Press firmly on the front roller of the Front Feed Pulley (refer to the image on right) to verify the roller is not floating in the up position. If the roller is floating in the up position, it may cause coin jamming, or improper coin feeding.

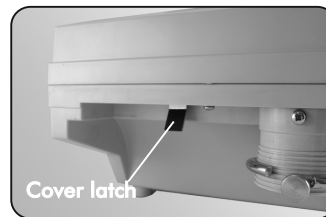
5.3 Replacing V-Belts



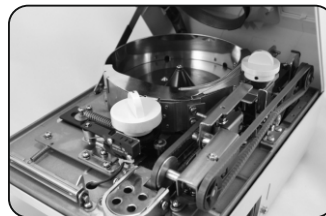
This section should only be performed by a qualified service technician. Do not attempt to perform belt replacement on your own.

5.3.1 Replacing the coin feed belt V-322

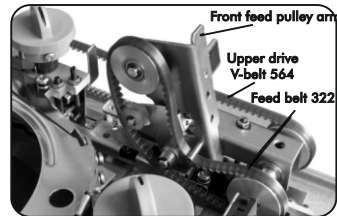
Ensure the machine is turned off and unplugged. Release the Upper Cover Latch.



Open the upper cover.



Swing the Front Feed Pulley arm upward to take tension off the coin feed belt V-322.

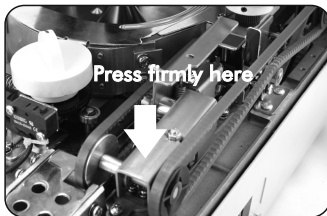


Remove and replace the coin feed V-322 with a new belt.



Swing the Front Feed Pulley arm down until it contacts the Lock Plate.

IMPORTANT: Press firmly on the front roller of the Front Feed Pulley (refer to the image on right) to verify the roller is not floating in the up position. If the roller is floating in the up position, it may cause coin jamming, or improper coin feeding.



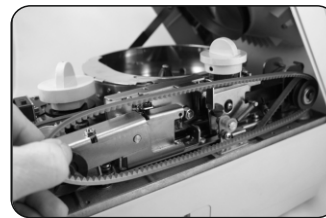
Close the upper cover, and plug the machine back in.

5.3.2 Replacing upper drive belt V-564

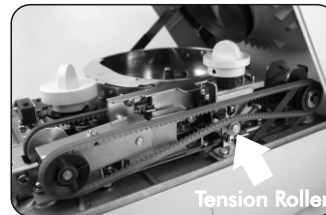
Ensure the machine is turned off and unplugged. Open the upper cover using the cover release latch.



Remove the upper drive belt V-564, located on the right-hand side of the machine.



Install a new drive belt V-564, ensuring the belt is properly contacting the tension roller.



5.3.3 Replacing lower drive belt V-350

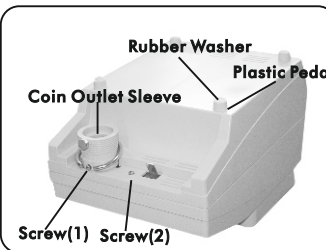
Remove the hopper extender (if installed).

Place the machine upside down on a padded work surface.

Remove the rubber washers from the four Plastic Foot Pedals. Remove the four screws located inside the Foot Pedals.

Remove screws 1 and 2. Rotate the Coin Outlet Sleeve counterclockwise to unscrew it.

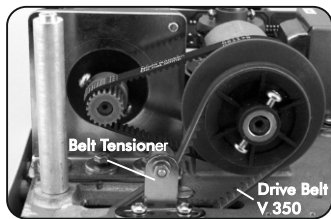
Lift off the lower cover.



Mark the position of the Belt Tensioner using a felt tip pen. Loosen the two securing screws for the Belt Tensioner. Slide the Belt Tensioner to the left.

Install a new Lower Drive Belt V-350. Once the belt is in place, slide the Belt Tensioner to the right so it is aligned with the position that was marked earlier. Tighten the two securing screws.

Reinstall the lower cover, the Coin Outlet Sleeve, and screws 1 and 2. Reinstall the four screws inside the Foot Pedals. Reinstall the Rubber Washers on the Plastic Pedals.



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 5.1 “Maintenance” for guidelines.

Please register your product to enable the warranty 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:

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 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, and when did it happen? Did the machine display an error message?
- Steps already taken to resolve the problem, and the results.

