

C200 Paddle Drive Troubleshooting

The paddle drive is the grey wheel located in the hopper (top of the machine), where the coins are placed for counting. If the paddle drive is not turning, coins are not taken into the distribution system to be counted and sorted.

There are various reasons why the paddle drive may stop turning such as dirty sensors (EA and E9 errors) or foreign materials blocking the rotation. This procedure will help in resolving those issues.

TOOLS NEEDED

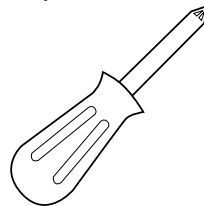
Air Duster



Cleaning Cotton Swab



Philips Screwdriver



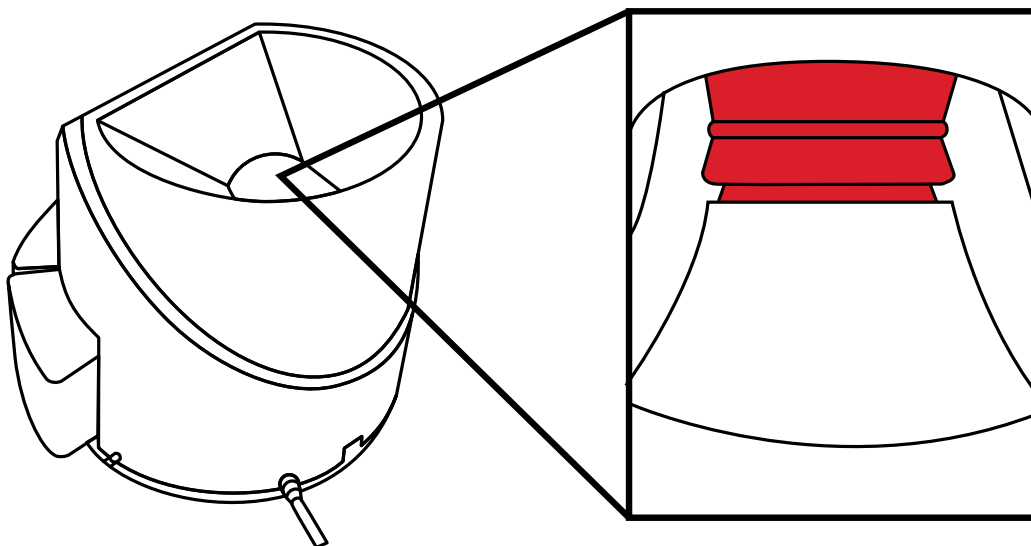
NOTE:

To clean the unit, it's recommended to use Cassida cleaning products.

STEPS

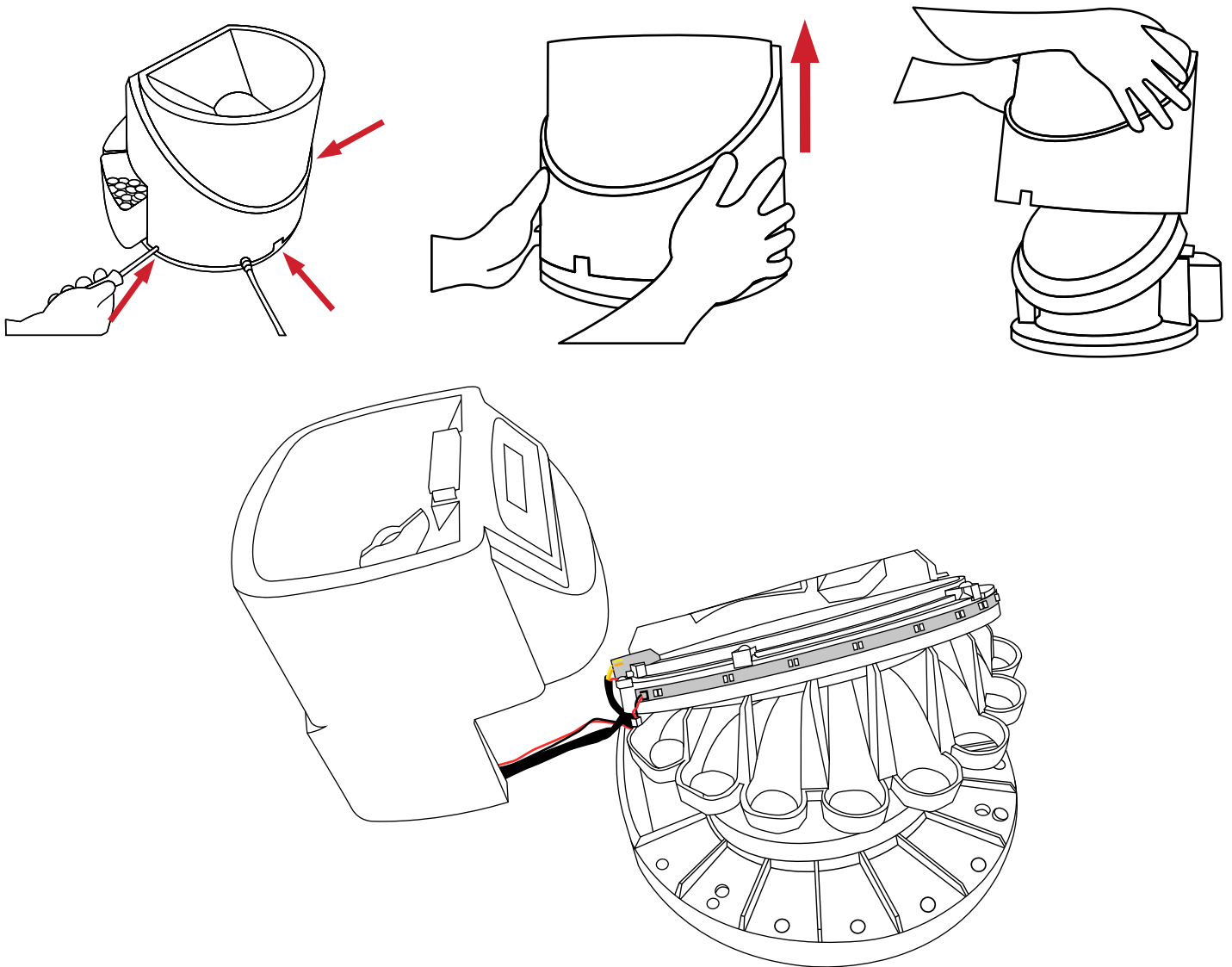
1. Locate the paddle drive from the top of the unit. Press the "START" button to make sure that the paddle drive is not turning.

CAUTION: If you see coins or foreign objects jamming the paddle drive, do not clear it until the power switch on the unit is turned off and the power cord is disconnected from the outlet.



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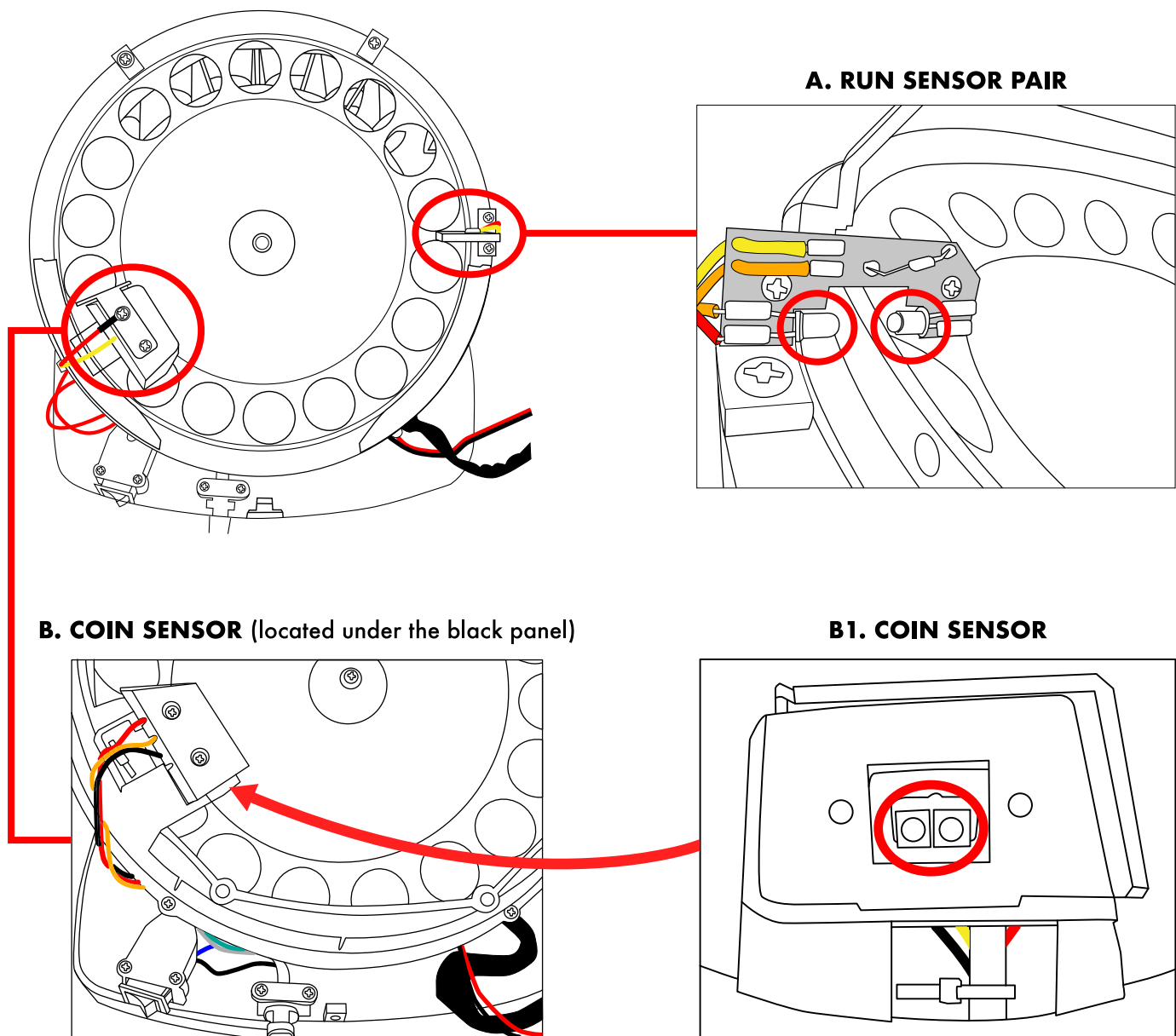
2. Turn the power switch off on the unit and disconnect the power cord from the outlet.
3. Using a Philips screwdriver, remove the three screws located at the bottom edge of the housing that secure it.
The picture below shows the location of the three screws:



4. Remove the housing by slowly lifting straight up. Be aware that two cables will remain attached to the housing.
CAUTION: Do not pull or twist the cables.

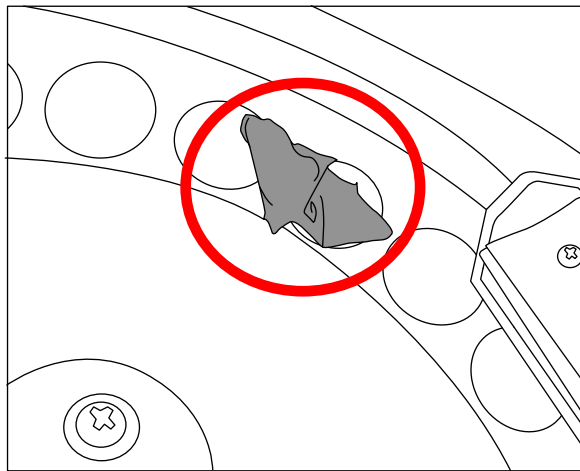
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5. Locate both the run sensor and the coin sensor as shown below.
6. Gently wipe the run sensor and coin sensor with a special cleaning cotton swab (or a microfiber cloth/cotton swab **lightly** moistened with isopropyl alcohol) as shown below.



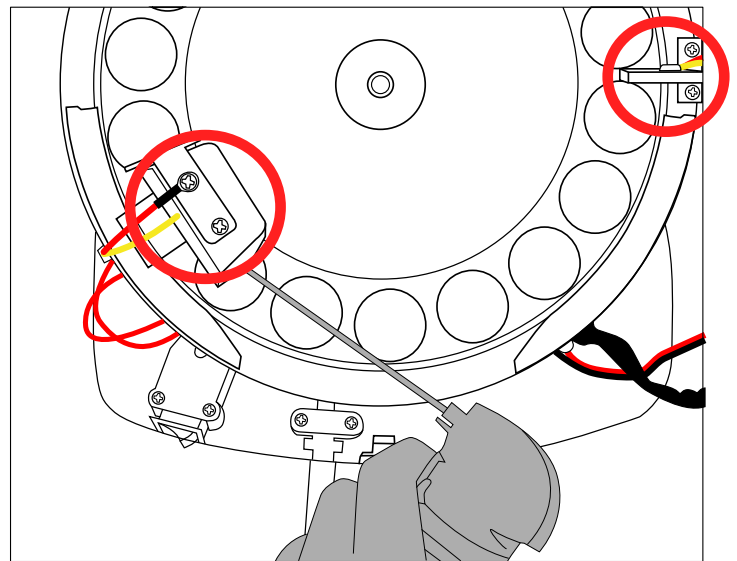
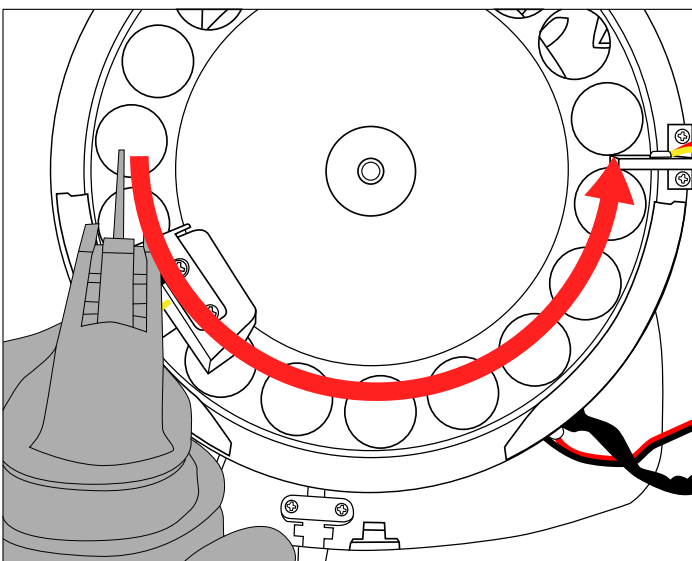
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7. Inspect the interior of the machine. Remove any coins or foreign objects that may be preventing the coin platter from rotating. For example:



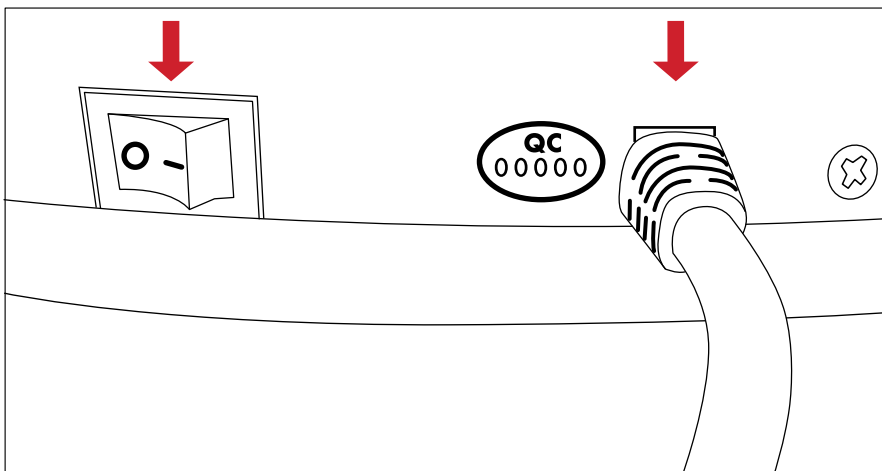
8. Clean the dust from the machine using an air duster. Spray the air duster from left to right in a circular motion as shown below. Intensify the spraying around the sensors.

* Be cautious and always keep the nozzle 1-2 inches away from the unit.



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9. Reinstall the housing. Housing must be properly lined up with the AC power cord at the back of the machine. Do not force the housing while placing it back, as this could cause damage to the coin feed mechanism built into the housing.



IMPORTANT:

Do not force the housing while placing it back. This will damage the paddle drive motor, which is located inside the housing.

10. Reinstall all three cover screws removed in STEP 3.
11. Ensure all cleaned parts are dry of the cleaning agent prior to use.
12. If, after following this procedure, issues are still occurring with the machine, please contact Cassida After Market Technical Services for further troubleshooting. Be sure to provide the following information:
- Model
 - Serial Number (label with barcode, bottom of unit)
 - Detailed description of symptoms

NOTE:

Several factors can cause a Cassida C200 to malfunction.

- Dropping the unit or bumping into the unit during use
- A harsh change in temperature
- An extended period of non-use
- Improper maintenance or lack of preventive maintenance or cleaning

CONTACT INFORMATION

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