

C300 Cleaning Procedure

Standard maintenance and cleaning of the unit are important and recommended to significantly prolonging the lifespan of the product. Cleaning the unit helps prevent issues that may lead to costly repairs. Dirty sensors can affect the overall performance of the Cassida's C300, which can lead to a variety of errors such as E1 - E9 and EA codes. We at Cassida suggest performing weekly cleaning on the unit to maintain top performance.

TOOLS NEEDED

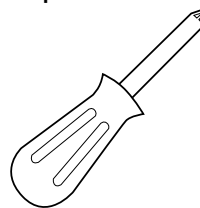
Air Duster



Cleaning Cotton Swab



Phillips Screwdriver



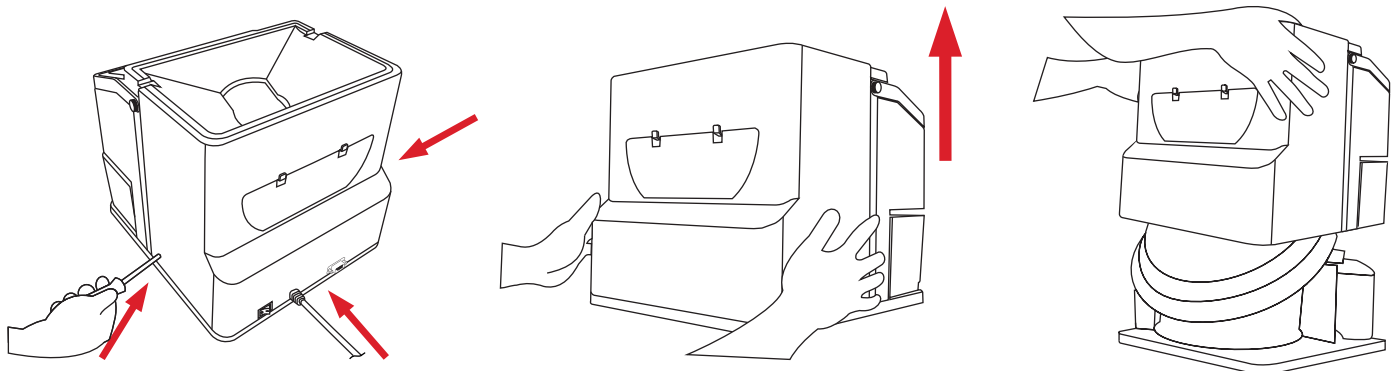
NOTE:

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

STEPS

1. Turn the power switch off and disconnect the power cord from the outlet.
2. Using a Phillips 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:

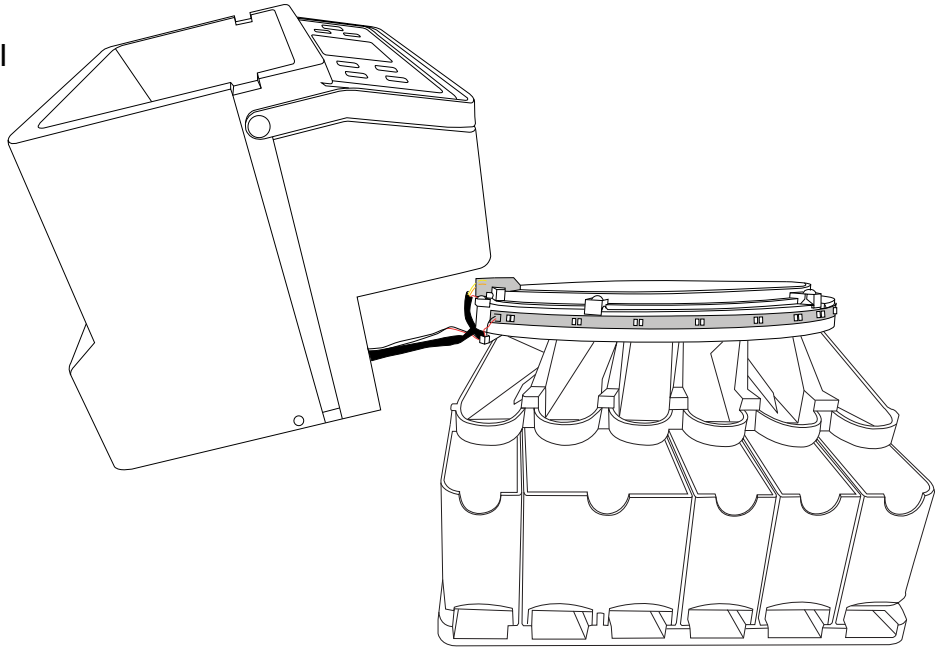
IMPORTANT: Use at your own risk, Cassida is not responsible for any damage to the unit and/or electronics when performing the maintenance procedures.



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3. Remove the housing by slowly lifting straight up. Be aware two cables will remain attached to the housing.

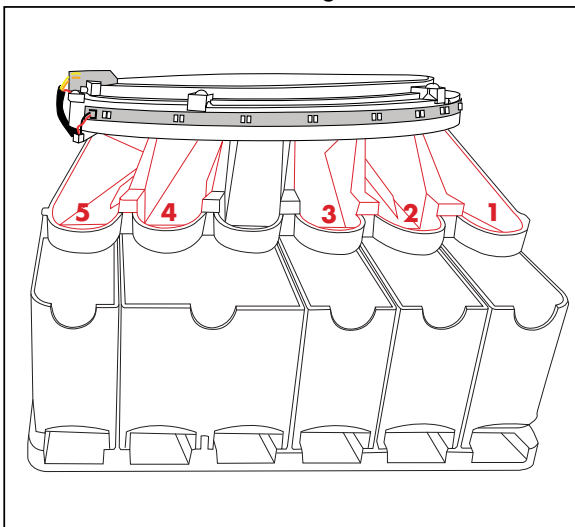
CAUTION: Do not pull or twist the cables.



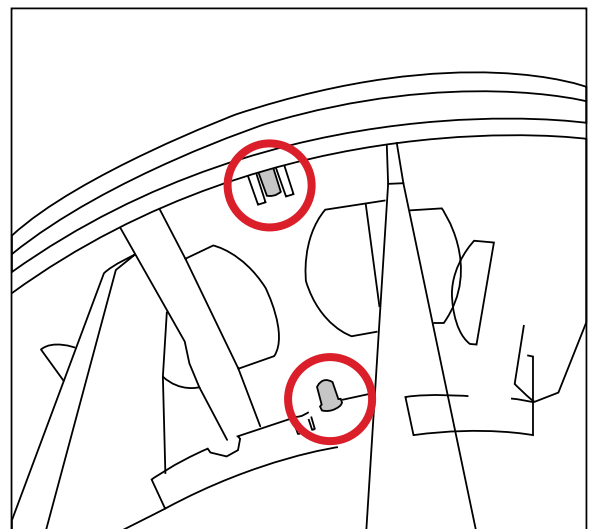
COUNT SENSOR CLEANING (E1 – E8 ERROR TROUBLESHOOTING).

4. Refer pictures below to locate counting sensors (one dark, one clear) positioned at the top of the coin discharge chutes which are placed under the distribution wheel.

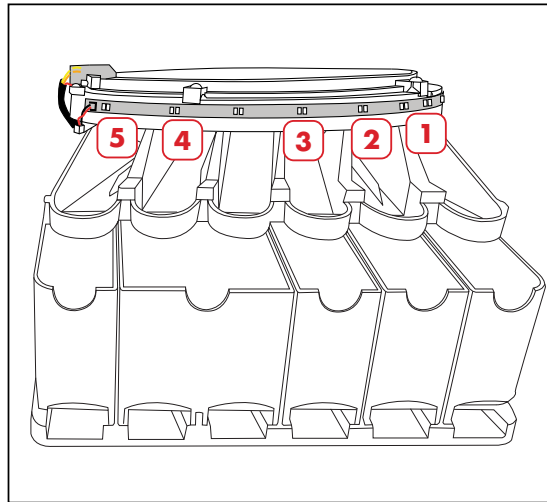
A. Coin discharge chutes



B. A pair of count sensors



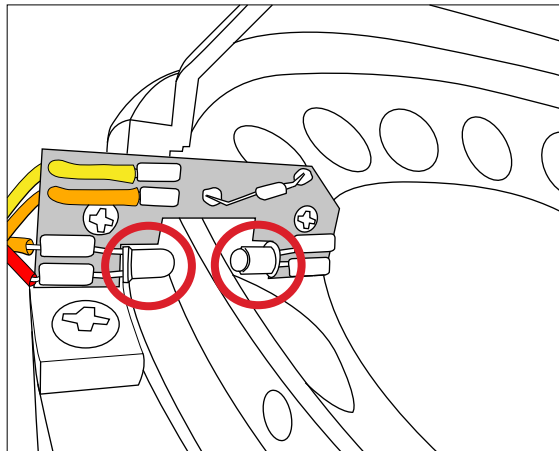
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5. Using a special cleaning cotton swab (or a microfiber cloth/cotton swab **lightly** moistened with isopropyl alcohol), clean the round end of each pair of counting sensors in each coin path. Next inspect the coin discharge paths for any debris that might be obstructing the sensors (paper coin tube wrappers, etc.).
6. Check if the sensors are aligned, if not, straighten them up gently. Too much force can damage the sensors.

RUN SENSOR CLEANING (E9 ERROR TROUBLESHOOTING)

7. Locate the run sensor pair.



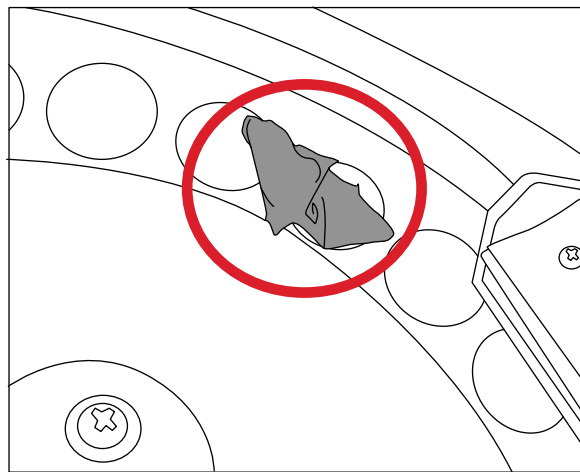
8. Gently wipe the run sensor pair with a special cleaning cotton swab (or a microfiber cloth/cotton swab **lightly** moistened with isopropyl alcohol).

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9. Check if the sensors are aligned, if not, gently straighten them up. Too much force can damage the sensors.

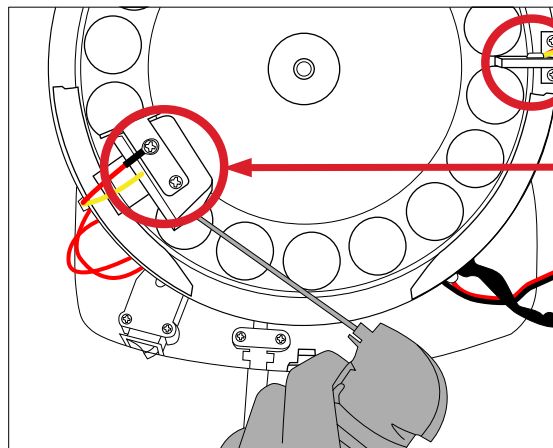
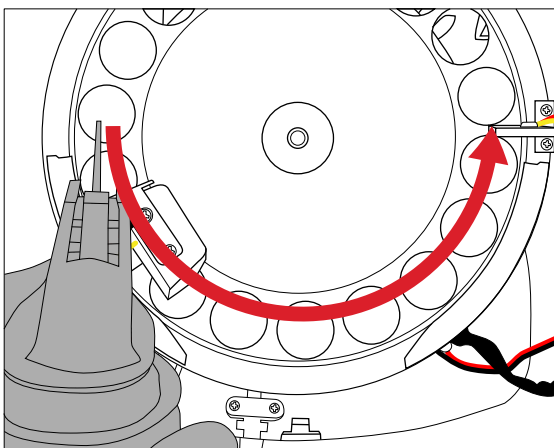
EA ERROR TROUBLESHOOTING

10. Inspect the interior of the machine. Remove coins or any other foreign objects that may be preventing the coin platter from rotating.



11. Clean the dust from the distribution wheel and sensors using an air duster. Spray the air duster from left to right with a rotative circle as shown below. Intensify the spraying around sensors.

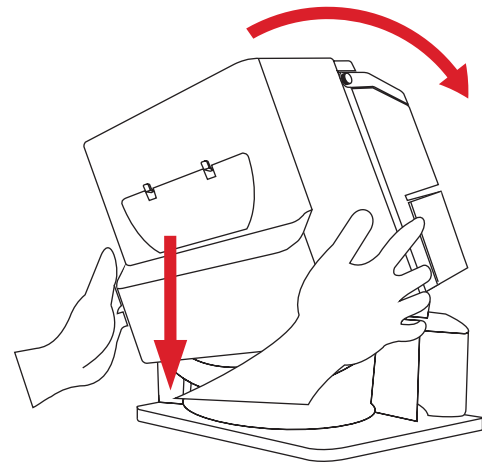
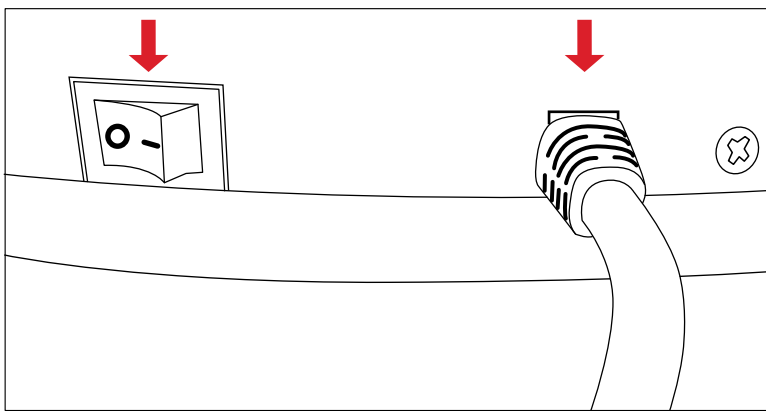
* Be cautious and always keep the nozzle 1-2 inches away from the unit.



**Coin Presence
Sensor**
(Intensify spraying
under the sensor)

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- 12.** 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 damage the coin feed mechanism built into the housing.



- 13.** Reinstall all three cover screws removed in Section 3 Step 2.
- 14.** Ensure all cleaned parts are dry of the cleaning agent prior to use.
- 15.** 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, located under the unit)

CONTACT INFORMATION

Cassida Corporation

After Market Technical Services

Support: <http://www.cassidausa.com/support>

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