Cassida®
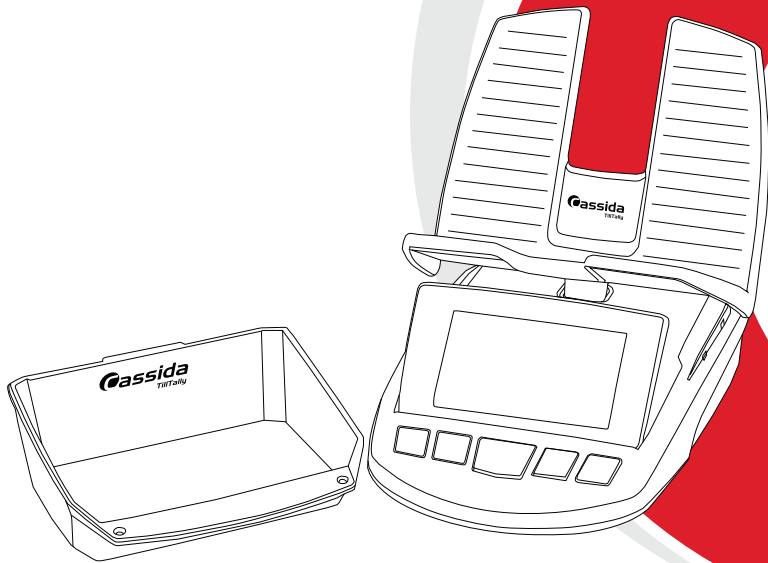
TILLTALLY™
moving money forward

USER MANUAL

TILLTALLY™ PROFESSIONAL MONEY COUNTING SCALE

Table of contents:

Table of contents:

1. INTRODUCTION

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

1.1 About the Cassida TillTally

Thank you for choosing the Cassida TillTally. We hope you enjoy using it.

The Cassida TillTally is designed to speed the process of counting a register till or cash drawer. It easily counts both coinage and paper currency, allowing you to count and calculate the value of a register till in approximately one minute.

1.2 Box contents

• Cassida TillTally Money Scale
• AC power cord
• User manual
• 500g reference weight for calibrating the money scale
• Coin cup for weighing coins
• Cup support tray (also called a hod) for holding the coin cup and for counting paper currency

Moving money forward

Cassida®

1.3   Front and rear views
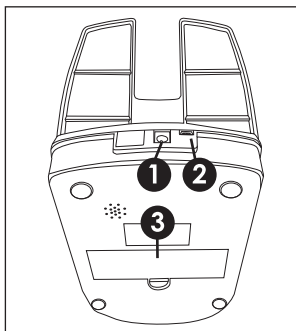
Rear/Bottom View
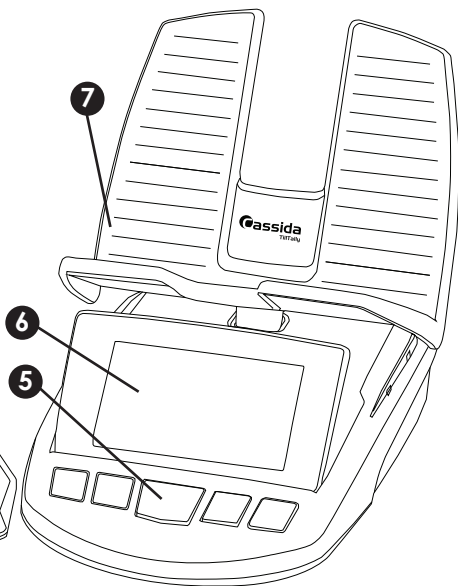
1 Power Input
2 Printer Port
3 Battery compartment
4 Coin cup for weighing coins
5 Keypad
6 Display
7 Cup support tray (hod) for coin cup and counting currency

① ② ③ ④

🪙 🗞 🗎 + 1,2,3... 🗑

⑧ 0000000.00 ⑤

Quantity   Unit / Reference

⑨ 0000 000000.00

Auto Add
Auto Count
Float ⑥

Amount / Sum

⑩ 00000000.00 000 ⑪ 🔋 ⑦

ⓐ CLEAR ⓑ < ⓒ + OK ⓓ > ⓔ INFO

⏻   Float On/Off

SETUP
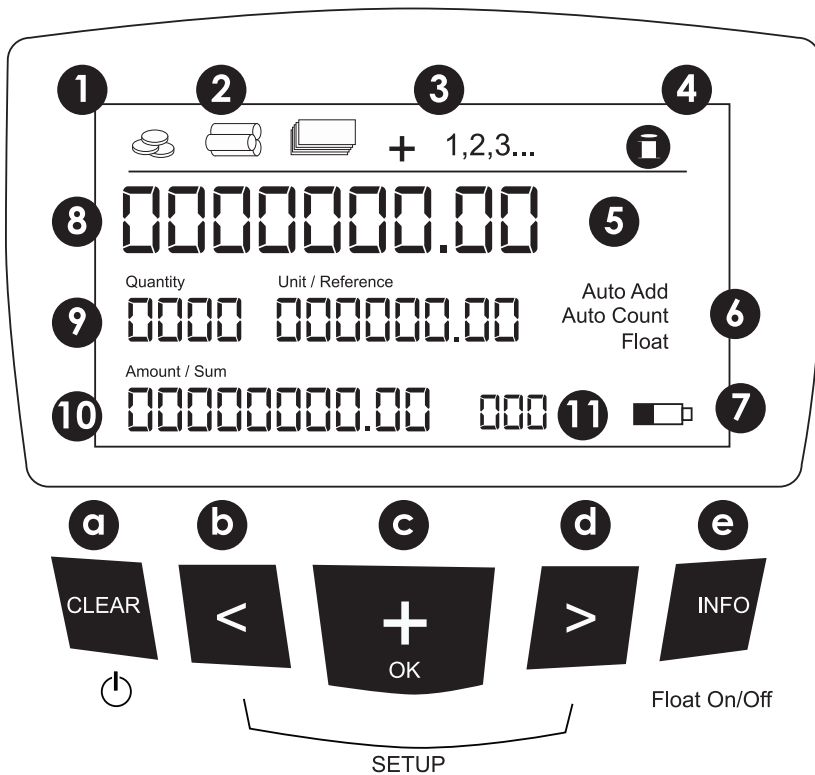
<u>Display</u>

1. LC display
2. Pictogram for coins, coin rolls and paper currency
3. Pictogram + (addition to total amount) and 1, 2, 3 (reference weighing)
4. Pictogram information overview
5. Pictogram g for weight (free weighing)
6. Active and inactive functions
7. Battery status
8. Sum of all items currently being counted
9. Quantity of all items currently being counted
10. Total sum of all items being counted
11. Currency

<u>Controls</u>

a. Switches the money scale on/off; quits the SETUP menu; resets all or single counting results to zero
b. Selects the coin, coin roll and currency denomination to weigh, selects the menu item; switches the scale functions on/off; start the SETUP menu in combination with d.
c. Adds the current total to the total amount; confirms a menu input; print a receipt with connected printer.
d. Selects the coin, coin roll and banknote denomination to weigh; selects the menu item switches the scale functions on/off; start of the SETUP menu in combination with b.
e. Changes from information display to counting display; activates the special functions Free Weighing, Reference Weighing, and Float.

2. CALIBRATION

The money scale must be calibrated:
1. On first usage
2. When it is reset to factory settings
3. After any change in the location where counting is carried out
4. If the scale should fall to the ground or receives a hard hit on its hod.

2.1   Calibrating for the first use

Once the TillTally is plugged in and turned on, the text CALIBRATE SCALE appears on the display. Insert the cup support into the scale and begin the calibration procedure by pressing the OK button. The message ZERO appears on the display to indicate that nothing has to be on the scale.

The screen will prompt you to add the included 500 g reference weight. Place the weight on the cup support and then press OK. As soon as the procedure has been completed, SCALE READY will appear on the display, followed by an audible beep. The scale turns off automatically. Remove the 500 g reference weight and turn the scale on by pressing the CLEAR button. The money scale is now calibrated for the current location and counting can begin.

NOTE: If the scale was quality tested at Cassida prior to shipping, you will not need to calibrate during your first usage.

2.2   Recalibrating the scale

In the SETUP menu, choose the option FCTRY SET. Press the OK button for approximately 3 seconds to change to calibration mode. The procedure is finished when three audible beeps are emitted from the scale. After resetting the device to factory settings, the scale will need to be recalibrated. Follow the CALIBRATE procedure above.

Moving money forward

3. OPERATION

Follow these steps to use the Cassida TillTally Correctly:
1. Place the TillTally on flat surface
2. Be certain the TillTally is calibrated before its first use (follow directions above)
3. Use the included power cord and/or 6 AAA batteries
4. Remove all items from the cup support hod before use.

Turn ON the TillTally by pressing the CLEAR button. The standard counting mode is activated. The counting procedure always starts with the lowest denomination of the selected currency. This is signaled with the coin symbol on the display. The value of the money denomination being weighed appears in the Unit/Reference field. Be certain to place only the coin or bill denomination that appears on the display.

Turn OFF the TillTally by pressing the CLEAR button. NOTE: all confirmed settings will be saved after turning the device off.

Counting coins using the coin cup
Use the provided cup to weigh coins.
1. Fill the weighing cup with the coin denomination shown on the display.
2. Place the coin cup on the TillTally money scale.
3. The weight and value will register. You'll hear an audible tone and the result will be shown on screen.
4. After removing the counted coins from the scale, the sum is automatically added to the total amount.
5. The scale automatically continues on to the next higher denomination unless Auto Continue function is inactive. If auto continue is inactive, select the next higher or lower denomination by using the < or > button.

NOTE: The TillTally does not count 50 cent pieces or $1 coins.

The TillTally includes a coin cup. Place the empty cup onto the scale's cup support tray. Assure the coin symbol is shown on screen. Next, place loose coins of a single denomination directly into the cup. The denomination placed into the cup should match the shown on screen. Change the denomination by pushing the , or > button.

Once the TillTally registers the count and value of the denomination, remove the cup from the hod and empty it.

Return the cup to the scale and place the next denomination into the cup. Do the same for all coins.

If you have forgotten coinage and need to add to a denomination, simply choose the denomination by pushing the < or> button.

If your till or register has removable cups, you can place the filled cups directly on the scale. A prior calibration of the cups is required before using your own cups. See section 5.4. Place the filled cups directly on the cup support.

NOTE: The TillTally can calibrate and store the weight for a single cup. The TillTally Elite has the ability to calibrate and store the weight for up to 8 different cups.

NOTE: Do not overfill the cups. The TillTally can weigh up to 1kg before overweighing.

3.2   Counting coin rolls

The coin roll symbol will display when the TillTally is ready to count coin rolls. This step occurs directly after the last coin denomination is counted and just prior to the bill counting. The TillTally default setting is to have coin roll counting not activated, but the function can be switched ON or OFF in the SETUP menu.
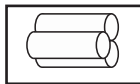
When counting coin rolls, the Cassida TillTally identifies each coin roll automatically. You can count coin rolls of different denominations, just be certain to place each roll individually on the scale.

To count coin rolls:
1. Remove the coin cup, so only the cup support hod is on the scale.
2. Assure coin rolls are selected
3. Place only one coin roll at a time on the scale
4. Wait until the scale weighs and registers the placed coin roll before placing an additional roll onto the scale. An audible tone tells you the weight is registered. Coin rolls do not have to be from the same denomination.
5. When removing coin rolls from the scale, you must remove all placed coin rolls in one movement. Do not remove coin rolls one by one, as this will create an ERROR message and you will need to recount the coin rolls.

The coin counting function is usable only on coins packaged in standard coin wraps that follow ABA standards. The scale identifies each roll automatically by comparing the placed coin roll with a saved reference weight. If you place a coin roll that does not match a reference weight, the message SUSPECT CHECK ROLL will appear on screen – this means the roll has either too many or too few coins in it, or it might have tape on it, causing the roll to weigh too much. Correct the error by removing only the last coin roll placed, not all coin rolls. If you remove more than one roll the ERROR COUNT AGAIN message will appear on the display. If this occurs, remove all coin rolls and restart the coin roll counting procedure.

NOTE: The TillTally cannot determine or indicate if the coin rolls are incomplete or if there are counterfeit coins in the coin roll. Only US penny, nickel, dime and quarter rolls are supported. Rolled 50 cent pieces and rolled dollar coins cannot be counted on the TillTally.

3.3   Counting paper currency

To count paper currency:
1. Remove coin cup from the cup support hod
2. Assure paper currency is selected
3. Select the bill denomination using the < or > keys
4. Bills should be pre-sorted by denomination
5. Place bills of the single denomination chosen directly on the cup support hod
6. An audible tone tells you the count and value are registered
7. Remove the bills and the TillTally will automatically continue on to the next higher denomination
8. If you need to count a lower or higher denomination stack of bills, select the denomination by using the < or> keys
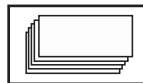
Begin with 10 to 15 bills and then add small stacks of bills. If you place too many bills at once the message OVERLOAD REMOVE SOME BILLS OR CUP will appear. This means you attempted to place more bills than the scale could count at one time. Remove some banknotes from the cup support hod until the OVERLOAD error disappears. You do not need to remove all bills from the hod, simply peel back enough bills until the error is corrected. The counting process can then continue. The TillTally hod can hold up to 200 bills.

The TillTally Elite features dynamic weighing, meaning it learns to count more bills over time. Initially you'll start feeding the scale with 15 bills, but over time the TillTally Elite will allow you to feed as many as 25 bills onto the scale. The dynamic weight not only will speed your cash processing, but it also compensates for worn, soiled and taped bills that might be rejected by other types of bill counters and other scales without dynamic weighing. The TillTally Elite can hold up to 400 bills on its cup support hod.

NOTE: The TillTally does not count or total $2 bills.

Cassida®

3.4 Displaying results of your count

The result of the total value of the counted coinage and paper currency is displayed in the Amount/Sum area of the display. To see a display of the type, quantity and total of each amount placed on the TillTally scale, press < or > to scroll through the counting information.

3.5 Printing a record of your counting

To print results from cashing out, connect the money scale to a receipt printer and turn it on. In the normal counting mode, press +. The message PRINTING will appear.
NOTE: The receipt printer is available through Cassida authorized dealers.

3.6 Deleting the complete counting process

Press CLEAR to delete the complete counting process. Caution: The information cannot be retrieved once it is cleared.

3.7 Deleting a single counting result

Single results of the counting process can be deleted by pressing INFO once. Select the desired denomination by pressing < or >. Once the denomination is selected, press CLEAR and the sum of the selected denomination will be deleted.

3.8   Using the FLOAT feature

After cashing out the till, a fixed sum is often left in the till as a FLOAT for the next day. The TillTally Elite allows you to automatically set the amount of FLOAT needed in the till and count against that amount.

If the float function is activated, the counting process starts with a negative value, which is the previously chosen FLOAT total (if the FLOAT is $100, the count will start at -$100). The weighed coins and paper currency are added to the negative start value. When the amount of money in the till reaches or exceeds the FLOAT total, an audible tone is emitted to signal that the till has reached the FLOAT total.

NOTE: Activating the FLOAT function disables the use of FREE and REFERENCE weighing.

3.9   Activating the FLOAT Function

Changing the float function is done in the SETUP menu. When FLOAT appears on screen, the pre-set float amount will appear on the display. Use < or > to adjust the exact FLOAT amount. On the TillTally, the float can be increased or decreased by $5 increments. Save the desired amount by pressing OK. By default, the value of the FLOAT on the Cassida TillTally is set at $0.

To activate or inactivate the FLOAT function after setting the FLOAT amount, press and hold the INFO button until FLOAT appears in the window.

When counting, to allocate the float total with the total amount, press and hold INFO in the normal counting mode. If the value is included in the result, a check mark will be displayed next to the word FLOAT. Inactivate this function by pressing and holding INFO until the check mark disappears from the screen.

Please refer to SETUP Menus to learn more about changing the float function.

Cassida®

4. SPECIAL FUNCTIONS

4.1   FREE weighing

In addition to counting paper currency and coins, the money scale can be used to weigh letters and small items weighing up to 1 kg.

To activate the FREE weighing function:

1. Press and hold INFO in the standard counting mode. The scale will change to the FREE weighing mode. NOTE: FREE weighing cannot be used if FLOAT or REFERENCE weighing are activated. Deactivate both FLOAT and REFERENCE weight by using the SETUP menu to turn them OFF.
2. The gram symbol "g" will appear on the display.
3. Place an object on the scale and the display will show the weight of the item in grams.
4. To reset the scale to 0 grams, press CLEAR.
5. To return to standard counting mode, press and hold INFO.

4.2   REFERENCE Weighing

Use REFERENCE weighing to count tickets, small hardware pieces, coupons or vouchers. REFERENCE weighing does not give you the weight of the items counted; instead it gives you the count of the items put on the scale. Use REFERENCE weight if the items to be counted have the same weight and/or the same value.

To set up REFERENCE weighing, you'll need to set up and save a reference weight for the pieces in the SETUP menu.

Using REFERENCE Weighing

1. Press and hold INFO. Using REFERENCE Weighing will automatically deactivate FREE weighing and FLOAT functions.
2. Place a number of the REFERENCE weight items on the cup support hod.
3. The total weight, the number of pieces and the reference mass of the selected item is displayed.
4. Quit the REFERENCE weight mode by pressing and holding INFO.

NOTE: If two special functions are set up, activate the last saved function by pressing INFO

5. CHANGING THE SETUP MENU

All functions can be activated or inactivated in the SETUP menu. Select the SETUP menu by pressing the < and > keys simultaneously. To select the desired function, press < or > and confirm this by pressing OK. Press CLEAR for several seconds to quit the SETUP menu.

SETUP Menu functions are in this order:

1	Float (TillTally Elite only)	8	Auto Add
2	Packages (TillTally Elite only)	9	Auto Save (TillTally Elite only)
3	Order (TillTally Elite only)	10	Currency
4	Set Cup Weight	11	Factory Settings
5	Reference	13	Eco Mode (TillTally Elite only)
6	Calibrate (TillTally Elite only)	14	Contrast (TillTally Elite only)
7	Auto Continue	15	Coin Roll

5.1 Float

This function allows you to leave a set amount of cash in the till for the next day or user. To configure or change FLOAT, press OK when FLOAT is shown in the SETUP menu. Use < or > to adjust the exact float amount needed or turn the function off completely.

You can choose any FLOAT amount between $0 and $500, in $5 intervals. The default FLOAT amount for the TillTally Elite is $0. Save the desired amount by pressing OK.

To continue with SETUP menus, press < or >. To exit the FLOAT setup menu, press CLEAR.

To activate or inactivate the float function during the regular counting mode, press and hold INFO for several seconds. You'll know FLOAT is activated if you see a check mark next to the word FLOAT in the lower right side of the screen. To allow FLOAT to become activated in regular counting, you must have set a FLOAT that is $5 or greater.

Moving money forward

Cassida®

5.2   Packages

This function allows you to set up the weight of your desired coin rolls or banknote bundles. To configure or change PACKAGES, press OK when PACKAGES is shown in the SETUP MENU. Use < or > to choose OFF, CONFIGURE or SEPARATE.
Setting PACKAGES to OFF will skip the coin roll/strapped bills mode in regular counting.

Choose CONFIGURE to set the quantity of coins and the weight of the wrapper or bag for coins. Go to "Unit/Reference" to select the desired coin denomination and confirm entry with OK. Press or to select the amount of coins that will be in the package (Quantity) and confirm with OK. The weight of an empty standard paper coin roll (for USD coins) will be automatically displayed. Confirm indicated weight with OK.

Press < or > if you would like to indicate a different weight for your paper roll/ plastic bag place the filled roll or bag on the scale, listen for the weight to register and confirm by pushing OK. Up to 255 pieces can be put in the package; setup is done in steps of 5 pieces.

For bill bundles and straps: Select the desired banknote value and the quantity of banknotes in a bundle as indicated above. When "REFERENCE" is displayed, place the desired strapped bills on the scale and confirm entry with OK.

Choose SEPARATE to setup the print receipt so it indicates coin rolls/ bags and banknote bundles separately from coins and banknotes. Activate this function by pressing OK. The PACKAGES function is then activated and the results from the counted coin rolls/bags and strapped bills bundles will also be indicated in the print receipt (apart from coins and banknotes). Press CLEAR for several seconds to go to counting mode. A print receipt can be printed by pressing OK for several seconds.

To deactivate the SEPARATE function, go to PACKAGES and select ON. To deactivate the PACKAGES function, go to PACKAGES and select OFF.

To continue with SETUP menus, press < or >. To exit the PACKAGES setup menu, press CLEAR.

5.3   Order

This function allows you to count up from pennies to larger bills (ascending) or down from larger bills to pennies (descending) ASCENDING is the default setting for the TillTally Elite. To change or configure ORDER, press OK when ORDER is shown in the SETUP menu. Press < or > to choose ASCENDING or DESCENDING. Press OK to confirm your choice.

To continue with SETUP menus, press < or >. To exit the ORDER setup menu, press CLEAR.

5.4   Set Cup Weight

This function allows you to set the weight for the TillTally counting cup and/or the cups from your register. The TillTally Elite allows can store the weights of up to 8 cups. To change or configure SET CUP WEIGHT, press OK when SET CUP WT is shown in the SETUP menu.

TillTally: The scale will prompt you to PLACE CUP. Place the cup on the cup support hod. Press OK to save cup. Choose < or > to continue scrolling through SETUP menus. To exit the SET CUP WEIGHT setup menu, press CLEAR.

TillTally Elite: The scale will prompt you to CHOOSE CUP. Press OK to choose ALL cups. Use this function if all of your cups are exactly the same weight. Or press < or > to weigh a specific cup (CUP 1, CUP 2... CUP 8). Press OK. The Scale prompts you to PLACE CUP. Place the cup on the support hod. Press OK to save cup. Choose < or > to continue scrolling through SETUP menus. To set the cup weight of an additional cup, you'll need to repeat this CHOOSE CUP process.

To continue with SETUP menus, press < or >. To exit the SET CUP WEIGHT set up menu, press CLEAR.

Cassida®

5.5 Reference

This function allows you to set the REFERENCE weight of non-money items, allowing you to count tickets, small hardware pieces, coupons, vouchers, etc. To set REFERENCE weight, press OK when REFERENCE is shown in the SETUP menu.

Place 20 items of the object to be counted directly on the cup support hod. An audible tone will emit from the scale confirming the items were counted successfully. Press OK to save the reference weight.

To continue with SETUP menus, press < or >. To exit the REFERENCE set up menu, press CLEAR.

5.6 Calibrate

Use this function if your TillTally Elite scale has been moved; your location has had a change in humidity; the scale has fallen or was knocked; or if you think your scale is not weighing properly. To CALIBRATE, press and hold OK when CALIBRATE is shown in the SETUP menu. Scale will clear its weight then prompt 500.0 g WGHT NEEDED. Place the metal weight that came with your scale directly on the cup support hod. Press OK. You'll hear an audible tone and the message SCALE ready will appear on screen. The scale will turn itself off. Remove the metal weight from the cup support hod and turn the scale ON.

To calibrate the TillTally scale, use the FACTORY SETTINGS function described below.

5.7 Auto Continuation

This function permits the user to automatically count through all denominations, from lowest to highest, without having to use the < or > keys to move to the next denomination ON is the default setting. To change or configure AUTO CONTINUATION, press OK when AUTO CONT is shown in the SETUP menu. Press < or > to choose ON or OFF. Press OK to confirm your choice.

To continue with SETUP menus, press < or >. To exit the AUTO CONT set up menu, press CLEAR.

If this function is activated, AUTO CONT will appear on the right side of the display followed by a check mark during the regular counting mode.

5.8   Auto Add

This function allows the last total to be automatically added into a total sum after removing the amount from the scale. ON is the default setting. To change or configure AUTO ADD, press OK when AUTO ADD is shown in the SETUP menu. Press < or > to choose ON or OFF. Press OK to confirm your choice.

To continue with SETUP menus, press < or >. To exit the AUTO ADD set up menu, press CLEAR.

If this function is activated, AUTO ADD will appear on the right side of the display followed by a check mark during the regular counting mode.

5.9   Auto Save

This function allows the complete results of the last count to be automatically saved in the scale's memory, even if the scale is turned off. ON is the default setting. To change or configure AUTO SAVE, press OK when AUTO SAVE is shown in the SETUP menu. Press < or > to choose ON or OFF. Press OK to confirm your choice.

To continue with SETUP menus, press < or >. To exit the AUTO SAVE set up menu, press CLEAR.

5.10   Currency

Use to select the desired currency. The TillTally is pre-set to count United States currency and EUROS at this time. The chosen currency will be shown on the display. To change CURRENCY, press OK when CURRENCY is shown in the SETUP menu. Press < or > to choose USD or EUR. Press OK to confirm your choice.

To continue with SETUP menus, press < or >. To exit the CURRENCY set up menu, press CLEAR.

In regular counting mode, the CURRENCY you are counting is signified in the lower right of the screen, next to AMOUNT.

5.11 Factory Settings

Reset all saved settings, including calibration of the coin cup. To change to FACTORY SETTINGS, press and hold OK when FCTRY SET is shown in the SETUP menu. The procedure is finished when three audible beeps are emitted from the scale. After resetting the device to factory settings, the scale will need to be recalibrated. Follow the CALIBRATE procedure above.

5.12 Eco Mode

When this mode is activated, the scale will turn itself OFF after a preset amount of time. To change ECO MODE, press OK when ECO MODE is shown in the SETUP menu. Press < or > to choose OFF, 15 minutes, 30 minutes, 45 minutes or 60 minutes. Press OK to confirm your choice.

To continue with SETUP menus, press < or >. To exit the ECO MODE set up menu, press CLEAR.

5.13 Contrast

Increase or decrease the contrast of the TillTally screen to make it more visible in your environment. To change CONTRAST, press OK when CONTRAST is shown in the SETUP menu. Press < or > to choose a value between 1 (darkest) and 12 (brightest). The default setting for the TillTally is 10. Press OK to confirm your choice.

To continue with SETUP menus, press < or >. To exit the CONTRAST set up menu, press CLEAR.

5.14   Coin Roll

The scale can count rolls of coins when this function is activated. The default setting for COIN ROLL is OFF. To change COIN ROLL settings, press OK when COIN ROLL is shown in the SETUP menu. Press < or > to choose OFF or ON. Press OK to confirm your choice.

To continue with SETUP menus, press < or >. To exit the COIN ROLL set up menu, press CLEAR.

If this function is activated, the coin roll symbol will show on the display after all denominations of loose coins are counted. Reminder: When counting coin rolls, place only one coin roll per step. Listen for the audio tone to tell you the coin roll has registered. The next roll can be placed only if the last one was correctly identified.

Cassida®

6. TROUBLESHOOTING, SPECIFICATIONS

6.1 Troubleshooting

The Cassida TillTally counts your cash accurately. Error messages, however, may occur for various reasons. Please use the following guide to troubleshoot errors:

Error Code	Cause	Solution
REMOVE SOME BILLS OR THE CUP	A weight of more than 1 kg was placed on the scale.	Remove the complete weight from the money scale and restart the weighing procedure using a smaller amount.
	Too many paper bills were placed at one time on the scale during the paper currency counting procedure.	Remove some of the bank notes and continue the weighing process. Never place more than 15 banknotes on the scale at once. On the TillTally Elite, over time you will be able to place up to 25 bank notes at one time, due to its dynamic weighing abilities.
	The coin cup is on the scale and you want to count paper currency.	Remove the coin cup from the scale and start the paper currency weighing procedure.
OVERLOAD TOO MUCH WEIGHT	More than 1 kg was placed on the scale.	Remove all weight from the scale.
ERROR COUNT AGAIN	A button was pushed during the weighing procedure.	The weighing procedure was cancelled. Remove all weight from the cup support hod and restart the weighing procedure.

Error Code	Cause	Solution
	More than one coin roll was removed within one step when counting coin rolls. The scale cannot identify the removed coin rolls.	Remove the coin rolls from the cup support hod and restart the counting procedure.
SUSPECT CHECK ROLL	A coin roll is not recognized. Roll may have too many or too few coins, may have tape on the wrapper, or it could be wet.	Remove the coin roll from the cup support hod. Examine the roll for issues with its packaging. Replace the roll onto the hod. If roll is not recognized, you'll need to break the roll down into the coin cup. Choose the denomination and count the coins in the roll.

6.2   Specifications

TillTally:
Net weight: 1.3 lbs (.6 kg)
Dimensions: 7.5" L x 5.1" w x 5.8" h (190x130x148mm)
Power Consumption: 100-240v~50/60Hz 0.66A max
Power supply: 9 V - 650 mA adapter; 6 AAA batteries (optional)
Currencies: USD

Cassida®

7. WARRANTY, SHIPPING, CONTACT INFORMATION

7.1   Warranty

Our goal is to make Cassida your lifetime work partner. That's why Cassida products are subject to stringent quality control measures and are backed by a solid one year parts and labor warranty.

Warranty information is available at www.CassidaUSA.com/support.html

To activate your warranty in the US or Canada, please register you product online by visiting www.cassidausa.com/register.html

In many cases a unit malfunction can easily be corrected by performing a thorough cleaning. This requires disassembly of the unit to clean each individual sensor. This cleaning is not covered by warranty and should be performed only by your local dealer or the Cassida Technical Service Center.

7.2   Shipping

The warranty does not cover the cost of shipping to Cassida's Technical Service Center.

7.3   Contact information

Technical support contact information:
Email: support@cassidausa.com
Tel: 1-888-800-0303
www.cassidausa.com/support

If you need to contact the Cassida Technical Service Center, please have the following information with you:
• Product Model: Located on the bottom of the machine
• Serial Number: Located on the bottom of the machine
• Nature of the Problem: What happened, and when did it happen?
                        Did the machine display an error message?
• Steps Taken: Steps already taken to resolve the problem, and the results (if any)

| care about money | speed | counterfeit detection | operation ease | design | support | quality |

Designed by Cassida Corporation, USA
Made in China