

INTRODUCTION

Thank you for choosing our product. The SWIFT DT10C (3MG) is the perfect solution for a high speed and reliable Value Counting Counterfeit Bill Detector. We recommend reading thoroughly all the information stipulated in this manual to make the best use of this product.

PLEASE TAKE NOTICE Should the equipment be altered in any way or used in a manner for which it was not intended at the time of delivery, the supplier of the equipment accepts no responsibility for injury or damage to personnel or equipment. If the conditions for use of the equipment are changed, the supplier must be contacted or the declaration of conformity will be invalidated

All support provided from our North
American Support Team
1-332-228-1098
Support@deteckusa.com

[FAQ Section - DT10C 3MG](#)
www.deteckusa.com/support

IMPORTANT SAFETY INSTRUCTIONS

WARNING

Keep the machine away from heavy humidity and high temperature as it may prevent it from working properly.

Do not drop conductive objects into the machine to prevent internal short circuit.

Do not use this machine in areas where it may be exposed to water or other liquids .

Unplug this machine from the wall before opening the back cover for maintenance.

Do not clean the machine with chemical solvents. Use a dry cloth for cleaning.

Do not disassemble this machine as this may expose you to dangerous voltages as well as electrical shocks if wrongly re-assembled. Take it to qualified personnel for service or repair if required.

CAUTION

When not using the machine for a prolonged period of time, please switch off the machine and disconnect the power cord from the machine. Not following these instructions may result in fire, electrical shock or damage to the machine.

Ensure the cable is disconnected before moving the machine otherwise the power cord may get damaged resulting in fire and electrical shock.

Do not pull the cord to unplug the power cord, but rather grip the plug to pull it out.

Do not touch the power cord with wet hands. Not following these instructions may result in fire, electrical shock or damage to the machine.

Do not use the machine if the power cord is damaged or the plug socket is loose. This may result in fire, electrical shock or other hazards.

Do not bend excessively the power cord as it may get damaged. This may result in fire, electrical shock or other hazards.

Do not place heavy objects on the cord. This may result in fire, electrical shock or other hazards.

Do not change the position of the optical sensors



CONTENT

- 5. SAFETY PRECAUTIONS**
- 6. INSTRUCTIONS BEFORE THE OPERATION**
- 7. OVERVIEW OF THE PRODUCT**
- 8. FEATURES AND SPECIFICATIONS**
- 9. OPERATION**
- 12. TROUBLESHOOT**
- 13. MAINTENANCE**
- 14. WARRANTY**

SAFETY PRECAUTIONS

PLEASE READ CAREFULLY AND UNDERSTAND ALL THE SAFETY INSTRUCTIONS.

This product should not be exposed to:

- Shaky or vibrating surface.
- High temperature including but not limited to strong sunlight, radiator or heater register. It should not be placed in a built-in installation unless properly ventilated.
- High humidity and dust as this may damage the machine.
- Water or other liquids. In case of spilled liquid into the interior of the machine, please stop operating, switch off and disconnect the power cord immediately. Contact the service center of help.
- Chemical solvents such as oil, gasoline, benzene and acidic liquids. In case of spilled liquid into the interior of the machine, please stop operating, switch off and disconnect the power cord immediately. Contact the service center of help.
- Any kind of objects dropped into the machine through the case slots or openings. Especially conductive objects such as paper clips, pins, coins, etc.

Only use the type of cable provided with this machine and ensure it's plugged to a grounded wall outlet or ground protection socket. This machine should only operate from the type of power source indicated in this user's guide technical parameters. If you are not sure of the type of power supply in your location, consult your dealer or local power company.

Please contact the service center for help or refer to a qualified service personnel under the following conditions:

- Machine dropped or case damaged.
- Liquid spilled into the machine or exposed to rain or water.
- Power cord or plug is damaged (or frayed).
- Machine does not operate normally after adjusting controls covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product.
- Noticeable change in performance.

INSTRUCTIONS BEFORE THE OPERATION

A. PACKAGE CONTENTS:

1. DT10C (3MG) Counterfeit Detector
2. User Manual
3. Power Adapter
4. USB Key
5. Ion Lithium Battery

B. UNPACKING

After unpacking the machine, please store the box and the packing material for future use. Failing to ship the machine back in its original machine box, Styrofoam and packing material will void the machine's warranty.

C. INSTALLATION

Please follow below step-by-step instructions:

1. Place the machine on a solid flat surface before using.
2. Please review the safety considerations to carefully choose an appropriate work-space environment to operate the machine.
3. Connect the power cord to machine power supply port (back of the machine).
4. Connect the power cord to a wall outlet or socket.
5. Ensure voltage operating range: AC 110V-220V
6. Turn the machine ON and verify if it is functioning properly.
7. In case of any error message, please check the troubleshoot section or contact the service center for help.

D. NOTES SELECTION

To ensure a trouble-free operation before starting, please make sure to:

1. Tidy up the notes on an even desk.
2. Insert the notes onto the hopper feeder to the right and start the count.
3. The results will be displayed on the screen. Press Report to get a detailed count result.

Careful considerations

- Avoid counting wet, excessively dirty, folded or curved notes
- Fan each bundle of notes before counting in the case the notes are slightly adhesive one each other
- Check for foreign objects mixed up with the notes like paper clips, rubber bands, pieces of paper, etc.

OVERVIEW OF THE PRODUCT



COUNTERFEIT DETECTION FUNCTIONS

- Infrared Light (IR): Reveals invisible marks in ink that reflects or absorbs IR light.
- Ultraviolet Light (UV): Checks for any security markings that glow under UV light.
- Magnetic Ink (MG): Detects iron oxide in ink used in real money.
- Metallic Thread (MT): Identifies security threads woven into notes
- Double Dimension (DD): Note Size / Length and Width
- Double Bill (DB): Thickness sensitivity, two notes stuck together
- Image Detection (ID): Detects the authenticity of the note through the CIS sensors

FEATURES AND SPECIFICATIONS

The Swift DT10C Counterfeit Detector automatically and accurately scans notes for authenticity:

- It includes ultraviolet, magnetic, infrared, double note, and size detection sensors to ensure a 100% authentic count.
- Its unique value counting system not only eliminates all doubts but also allows you to keep track of every count through a detailed report showing the total value of count and breakdown per denomination.

FEATURES:

- Scans USD and EUR Notes for Authenticity
- Automatic Feeding System
- 2-way Exit through the Feeding Hopper or the Back of the machine
- 4-way Orientation bills Insert
- Advanced Counterfeit Detection Methods
- Sleep Mode if left idle for 3 minutes to Save Power
- Power Off Automatically if left idle for 5 minutes
- Suitable for Small Business Owners

SPECIFICATIONS

- Operating Temperature: 41- 95°F
- Storage Temperature: 0-150 °F
- Product Dimensions: 6.1 x 5.4 x 3.2 inches
- Product Weight: 1.82 lbs
- Power Supply: AC100V~240V 50/60Hz or DC 12V/1.0A
- Battery (optional): Rechargeable lithium battery 11.1V/500mAH
- Power Consumption: <10W
- Detecting Speed: <0.5 seconds/piece

OPERATION

1. POWER SUPPLY

◆ **DC Power:** Connect the power adapter to a 110V or 220V outlet, then connect the terminal to the machine's DC12V input socket.

◆ **Lithium Battery (optional):** When the battery is fully charged, you can use the machine without a power adapter. The battery (if not in use) should be stored in a clean and dry ventilated room at the recommended temperature between of -41 -95 °F and kept out of fire, heat and proximity to corrosion of metals. When the battery is un-used for a prolonged period, please take out the battery from the machine compartment.

Note: The battery should recharged once every 6 months. When the power is low, it will take 15 hours to be fully charged.

2. BUTTON INTRODUCTION

CUR/DIR: Press the CUR/DIR button to select the choice of currency. Press and hold the button to change the exit direction of bills

The denotation of direction will be shown on the left part of the display. The UP arrow↕means the genuine banknote will go exit from the back and the DOWN arrow↕means the genuine banknote will retreat from the feeding hopper.

REP/CLR: Press the REP/CLR button to access the report and switch between total value count or value by denomination. Press and hold the button to reset the count.

3. INSERTING THE BANKNOTE CORRECTLY

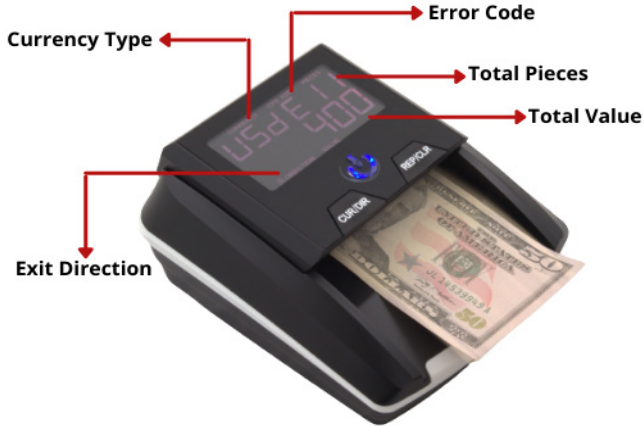
Please insert the banknotes straighten and to the left side of the device (as shown below). If a banknote is incorrectly inserted, the machine will trigger audible and visual warning alerts



OPERATION

4. DETECTING

If you insert a genuine banknote into the feeding hopper, the quantity of pieces counted will increase by one and the value of the bill will add to the total value of the current count. When the number of pieces counted is over 999 or the total value is over 9999, the on-screen data will automatically reset to zero.



If a suspicious banknote is detected, it will retreat/exit from the feeding hopper without adding to the existing count (the quantity of pieces and total value of the count do not change). The device will trigger audible and visual warning alerts

5. HOW TO USE THE BLOCK

Please remove the block if you want to use larger notes i.e. 100 EURO bills



OPERATION

Reach out to support@deteckusa.com if you experience any of the following errors:

ERROR CODE	REASON
C1	MOTOR / CODE DISC ERROR
C2	LEFT FEEDING SENSOR ERROR
C3	RIGHT FEEDING SENSOR ERROR
C4-C17	RIGHT IR3 - LEFT IR1 FEEDING SENSOR ERROR
C5	MIDDLE IR4 SENSOR ERROR
C6	BOTTOM IR2 REFLECTION ERROR
C7	UPPER IR5 REFLECTION ERROR
C8-C9	BOTTOM-UPPER 850 IR SENSOR ERROR
C10-C11	DOWN-UPPER 940 IR SENSOR ERROR
C12-C14	LEFT-MIDDLE-RIGHT MG SENSOR ERROR
C15	UV SENSOR ERROR
C16	VOICE ERROR

Troubleshoot steps: Access our support portal deteckusa.com/support and search for "DT10C 3MG Power On Error"

5. SLEEP (POWER SAVING) MODE

The detector will enter sleep mode if left idle for 3 minutes to save power. The information on the display window will turn off and only the blue ON/OFF indicator lights up. You can resume the count by touching any key or inserting a banknote into the feeding hopper. If the machine is left idle for more than 5 minutes, it will power off automatically.

6. SOFTWARE UPGRADE

Please refer to our support portal for the latest Software Upgrade. You can access the portal through deteckusa.com/support. Search for "DT10C 3MG Software upgrade"

7. VERIFYING BILLS AUTHENTICITY

If you are experiencing repetitive errors while scanning a genuine bill, please refer to our support portal on how to scan and share the Data with us to analyze the authenticity of the bill. You can access the portal through deteckusa.com/support. Search for "DT10C 3MG Scan Data"

TROUBLESHOOT

1. SELF-TEST ERROR CODES DISPLAY

The Swift DT10C (3MG) Counterfeit Detector automatically performs a self-test every time you turn On the device. If one of the C-codes is flashing on the display, please ensure the sensors are not covered by any object, stuck banknotes, or even accumulated dust.

2. COUNTERFEIT DETECTION ERROR CODES DISPLAY

If one of the following E-error codes appear on the display window after inserting a note into the feeding hopper, there is a high risk of holding a suspicious note

ERROR CODE	REASON
E01/E02/E03	E01-E02 BANKNOTE LENGTH / E03 HALF NOTE ERROR
E04/E05	INFRARED PROPERTIES ERROR
E06/E07	BANKNOTE THICKNESS /DOUBLE NOTE ERROR
E10	BANKNOTE RETREAT ABNORMAL
E11-E13	INFRARED IMAGE ABNORMAL
E14-E17	Dual-Band Signal/EUR SG/WATERMARK ERROR
E40-E41	UV FEATURE ABNORMAL
E60-E63	MG FEATURE ABNORMAL
E64-E66	BANKNOTE MAGNETISM EXCEED THE LIMIT

Troubleshoot steps: Access our support portal [deteckusa.com/support](https://www.deteckusa.com/support) and search for "DT10C 3MG Counting Error"

IMPORTANT NOTICES

- ◆ If the machine keeps beeping or is not working properly, please check if:
 - The main power supply is within specified range (AC 100V-240V/50-60Hz)
 - The DC output is within specified range: DC 12V ± 5%.
 - The terminal plug is well connected to the device
 - The built-in battery is sufficiently charged (optional)
 - There is dust on the sensors.
- ◆ If a banknote gets stuck during the count, please open the top cover and gently remove the stuck banknote.
- ◆ Please ensure the banknotes are inserted straight to the far right of the feeding hopper

MAINTENANCE

This machine is equipped with a piece of detecting equipment that needs periodic maintenance. We recommend:

- Check power supply voltage and ensure it sits within the specified range
- Keep the machine in a ventilated space, away from strong sunlight and magnetic fields
- Use a piece of cotton with a small amount of alcohol to clean all the sensors, rubber wheels, and synchronous belt
- Keep the surface of the sensors away from sharp objects to avoid any damage
- Do not attempt to disassemble the detector

CALIBRATION

Access the video tutorial through deteckusa.com/support and Search for "Calibration DTIOC 3MG"

CAUTION: Please do not perform this calibration without prior instructions from our support team. Do not perform this calibration if the detector is functioning properly

WARNING: Using a low GSM Paper Quality can result in Calibration Failure. We advise using a white Postcard of 140gsm or more (calibration paper attached to the manual).

WARRANTY

This DETECK product is warranted to be free of defects in materials and workmanship for one (1) year after the date of purchase. Please don't forget to activate your warranty by visiting our website: <https://deteckusa.com/warranty>.

These warranties do not cover consumer caused damages such as misuse, abuse or repairs attempted by the consumer. This limited warranty gives you specific legal rights and you may also have other rights, which vary from state to state.

We warrant that during the warranty period, the product will be free from defects in materials and workmanship. We limit the duration and remedies of all implied warranties, including without limitation the warranties of merchantability and fitness for a particular purpose to the duration of this express limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

The remedies described herein are your sole and exclusive remedies and our entire liability for any breach of this limited warranty. Our liability shall under no circumstances exceed the actual amount paid by you for the defective product, nor shall we under any circumstances be liable for any consequential, incidental, special or punitive damages or losses, whether direct or indirect. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Our responsibility for defective goods is limited to repair, or replacement as described below in this warranty statement.

WARRANTY

WHAT DOES THIS WARRANTY COVER?

This limited warranty covers defects in materials and workmanship of the DETECK products (the “product”) for the Warranty Period as defined below.

WHAT DOES THIS WARRANTY NOT COVER?

This warranty excludes batteries and any electrical components or products. This limited warranty does not cover any damage due to: (a) carelessness; (b) misuse; (c) commercial use; (d) abuse; (e) improper installation; (f) modification; (g) normalwear and tear; (h) loss; (i) theft; (j) deliberate damage or cosmetic damage that does not hinder the performance of the product; or (k) external causes such as accidents, or other actions or events beyond our reasonable control.

WHAT IS THE PERIOD OF COVERAGE?

This limited warranty starts on the date of your purchase and lasts for one (1) year (the “Warranty Period”). The Warranty Period is not extended if we repair or replace the product. We may change the availability of this limited warranty at our discretion, but any changes will not be retroactive.

WHAT ARE YOUR REMEDIES UNDER THIS WARRANTY?

With respect to any defective product during the Warranty Period, we will, in our sole discretion either (a) repair or (b) replace such product (or the defective part) free of charge. Customer should allow the manufacturer the time and opportunity to test and diagnose the machine to determine warranty and non-warranty claims

HOW DO YOU OBTAIN WARRANTY SERVICE?

Unless restricted or prohibited by applicable law, in returning this DETECK product for repair or replacement under this warranty, the original consumer purchaser must prepay all postage, shipping transportation, insurance and delivery costs, and the DETECK product must be delivered in its original carton placed in a shipping or freight package offering an equal degree of protection. DETECK will not be responsible for any loss or damage incurred in connection with the return of this product. If defective, the product will be repaired or replaced at DETECK’s option, at no charge. If defective, the product will be repaired or replaced at DETECK’s option, at no charge. DETECK may replace your product with a product that was previously used, repaired and tested to meet DETECK specifications. DETECK will pay to ship the replacement product to you. By sending product for replacement, you agree to transfer ownership of the original product to DETECK.

To obtain a return address, please email support@deteckusa.com and provide us with the Order ID, Serial Number and the issue you are experiencing.

All support provided from our
North American 24/7 Support Team
1-332-228-1098
support@deteckusa.com