

DETECK

MONEY COUNTER DT200



USER MANUAL

Thank you for choosing our product. The Hawk DT200 Money Counter is the perfect solution for a fast, accurate and reliable Manual Mixed Denomination Value Counter. We recommend reading thoroughly all the information stipulated in this manual in order 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.

Contact Us

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Website

deteckusa.com

FAQ Support Portal

deteckusa.reamaze.com

IMPORTANT SAFETY INSTRUCTIONS

WARNING

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

Use only the same type and rating fuse when replacing an old one. Using an incorrect fuse rating may cause a potential fire hazard.

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

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 damp 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.

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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 for help.
- Any kind of objects dropped into the machine through the case slots or openings. Especially conductive objects such as paper clips, pins, etc.

Only use the type of cable provided with this machine. 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.
- Noticeable change in performance.

INSTRUCTIONS BEFORE THE OPERATION

PACKAGE CONTENT

1. DT200 Money Counter
2. User Manual
3. Power Cord (type B)
4. Maintenance Kit
5. Warranty Activation Card

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.

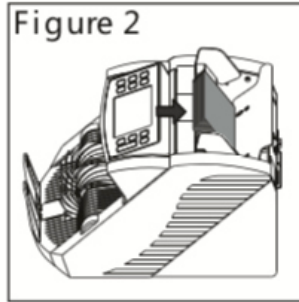
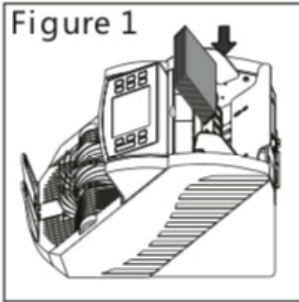
INSTALLATION

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 workspace environment to operate the machine.
3. Connect the power cord to the machine power supply port (back of the machine).
4. Connect the power cord to a grounded wall outlet or ground protection socket.
5. Ensure voltage operating range: AC 110V / 60HZ
6. Turn the machine ON and verify if it is functioning properly.
7. In case of any error message, please check the troubleshooting section or contact the service center for help.

Note : when replacing fuses, make sure to use the same type and rating. (F2A-250V). The fuses are located in the power jack compartment.

NOTES SELECTION



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

1. Tidy up the notes on an even desk.
2. Set the position of the counting guide (refer to main parts overview) to be 2 mm to 3 mm longer than the notes to be counted.
3. Place the notes onto the hopper stage of the machine and start the count.
4. The results will be displayed on the screen.
5. Press Report to get a count result by denomination.

Careful considerations

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

For more info on how to ensure a trouble-free counting operation, please check out our Hawk DT200 Channel on [youtube.com/deteckusa](https://www.youtube.com/deteckusa) and Support Portal on deteckusa.reamaze.com

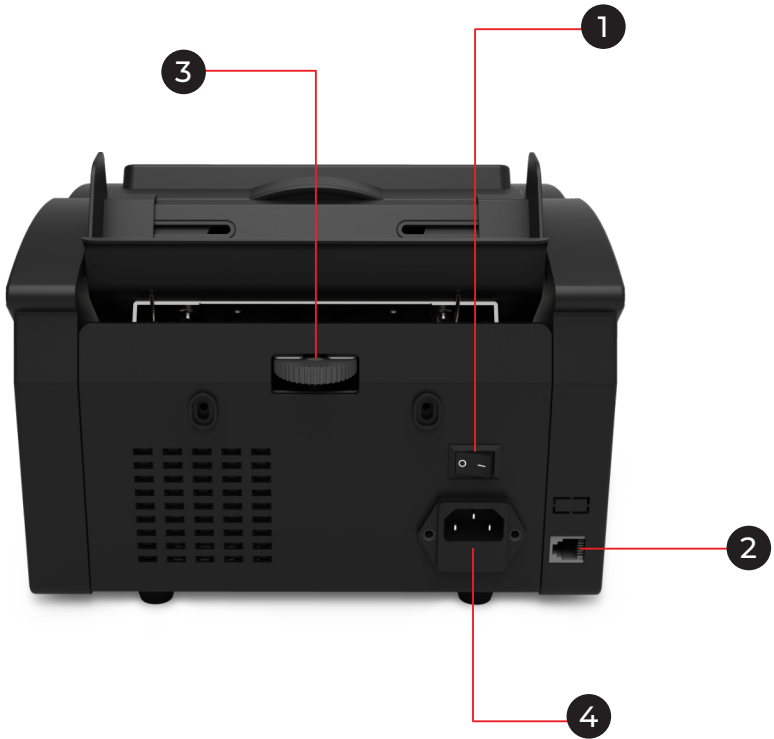
OVERVIEW OF THE PRODUCT

MAIN PARTS



1. Control Panel
2. Impellers - Transports counted notes into the stacker
3. Stacker Tray - Holds the counted notes
4. Stacker Sensors - Signals presence of notes in the stacker
5. Hopper Sensors - Signals presence of notes in the hopper
6. Hopper Tray - Notes Stage
7. Carry handle - Used to carry the counter

MAIN PARTS



1. Power switch - Turns the power on and off
2. LAN Port - External LED display or Printer connection port
3. Feeding Gap adjustment screw - adjusts notes feeding gap
4. Power outlet & fuse - to connect the power cord

Note: In case the machine is not having an accurate counting operation or displaying errors, adjust it as referred in the Thickness Wheel Adjustment Procedure (Feeding Gap) section.

MAIN DISPLAY



BUTTONS	SHORT PRESS	LONG PRESS
CUR	Switch between USD / EUR / Count Mode	Turn off beep
CF	Toggle between counterfeit detection methods UV and MG and DD	Turn all Counterfeit detection Off
ADD	Toggle ADD Function	Access Menu
BAT	<ol style="list-style-type: none"> 1. BATCH 100 2. BATCH 50 3. BATCH 20 4. BATCH 10 5. BATCH OFF 	
↑/+	<p>In batch mode: increase batch by +1</p> <p>In value mode, change denomination to the higher value</p>	
↓/-	<p>In batch mode decrease batch by -1</p> <p>In value mode, change denomination to the lower value</p>	
RPT	Pull out the Report - Switch between Denomination breakdown	
PRT	Print report of the count	Switch between LED Display and Printer "PRT"
CLR	Reset count to 0	Reset Factory Setting
VAL	Change Denomination in the following order USD 1>2>5>10>20>50>100 EUR 5>10>20>50>100>200>500	Enter / Exit Value Count mode
START	Start the count	Switch Manual / Auto Mode

FEATURES AND SPECIFICATIONS

DIMENSIONS

(WxDxH): - 11.6 x 9.8 x 7.2" (29.4 x 24.9 x 18.3 cm)

PACKAGE

(WxDxH): - 12.6 x 11.3 x 7.8" (32 x 28.8 x 20 cm)

NET WEIGHT

11 lbs (5 kg)

GROSS WEIGHT

14.1 lbs (6.4 kg)

COUNTING SPEED UP TO

1300 notes / minute

SCREEN DISPLAY

4" LCD

SIZE OF COUNTABLE NOTES

Maximum 185x90 mm | Minimum 110x60 mm | Thickness: 0.08~0.12 mm

AVAILABLE CURRENCIES

USD, EUR

FEED SYSTEM

Roller Friction System (Back Loading)

HOPPER CAPACITY

300 new bills or 150 old bills

STACKER CAPACITY

300 new bills or 150 old bills

POWER SUPPLY

110 V AC 60Hz

POWER CONSUMPTION

<70 Watts

AMBIENT TEMPERATURE

Ambient 32°F - 104°F (0°C - 35°C)

HUMIDITY

40%~90% (no condensation)

PRINTER INTERFACE

LAN RJ-45

COUNTING OPERATION

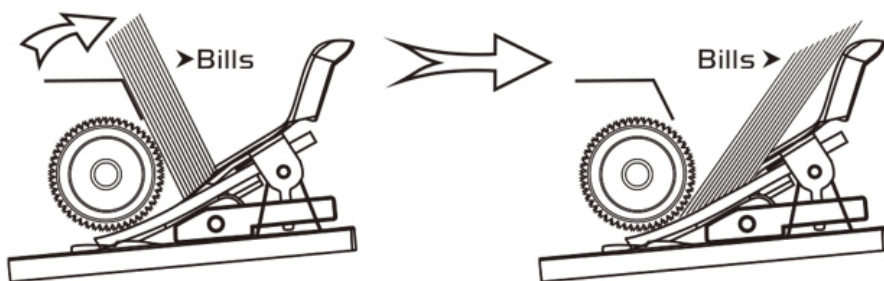
1. GETTING STARTED

POWERING UP

Please make sure the hopper is empty before switching the power on. The unit will conduct a self-check by spinning the counting wheels several times. The screen will display “0” when the unit is ready.

LOADING THE HOPPER

It's important to properly load the hopper to ensure a trouble-free counting operation, please check below diagrams on how to ensure a smooth operation. We recommend placing the notes between the counting guides (left figure), then swiftly push the notes to rest on top of the hopper plate (right figure).



2. OPERATION MODES

For more info on how to ensure a trouble-free counting operation, please check out our Hawk DT200 Channel on [youtube.com/deteckusa](https://www.youtube.com/deteckusa)

2.1 COUNT MODE

Once the machine is turned on, it defaults to counting mode. Under this mode, the Counterfeit detection functions are switched on.

The machine will start counting automatically and will move the bills from the hopper to the stacker as it counts them. It will stop counting when the hopper is empty or when the stacker is full.

After each count, the quantity of notes will be displayed on the screen. Remove the counted notes from the stacker and place more bills into the hopper.

The screen will clear itself of the previous count before the machine starts counting the new stack.

If you want to resume the count by adding more notes, please refer to the ADD mode for additional instructions

Note: Please ensure the stacker is not overloaded with notes as this will cause jamming and may lead to a motor failure.

2.2. BATCH MODE

To switch to batching mode, press the BAT button until the BATCH indicator is on.

If you would like to change the batch amount, press the BAT button again to move down incrementally (100-50-20-10) or use the UP or DOWN arrows to change the batch number by one.

The unit will start counting automatically once bills are placed in the hopper. As soon as the unit counts the desired batch number, it will stop and emit a confirmation beep.

The screen will show the number of bills in the counted batch.

If the number of counted bills in the stacker does not reach the preset batch number, the screen will alert you by blinking the actual number counted.

If you want to complete the batch, just place more notes in the hopper and it will resume the count until the batch is complete .

Note: please ensure the stacker is emptied once you reach the preset batch number

2.3. ADD MODE

In this mode, the unit enables you to count multiple stacks of bills while keeping track of the total amount of bills counted.

To switch to adding mode, press the ADD button until the ADD indicator is on.

Place the bills in the hopper. The unit will start counting automatically. Empty the stacker frequently and refill the hopper. The unit will continue counting and adding the new count to the total.

Note: To keep adding without emptying the stacker, refill the hopper and the unit will keep counting and adding the new stack of bills to the partially full stacker. Be sure not to accumulate more bills than the stacker can hold (300 new bills or 150 old bills), as this will cause jamming and may lead to a motor failure.

2.4. ADD + BATCH MODE

This mode batches the desired quantity of bills and monitors the running total at the same time. To activate this mode, press the ADD and BAT buttons until the ADD and BATCH indicator are both on. Use the keypad to enter the desired batch amount. The total number of bills counted will appear on the LCD screen. If the batch is incomplete, the LCD screen blinks to notify the user.

2.5. VALUE COUNT MODE

This mode allows you to display the total value of bills counted. To access this mode, press the VAL Button for 3-5 seconds until the VAL indicator is on.

Select the desired denomination (\$100, \$50, \$20, \$10, \$5, \$2 and \$1) as a multiplier by pressing the VAL button multiple times or use the Up or Down Arrows.

The machine has a user-defined denomination multiplier and displays the total value of bills counted. For example, a denomination of \$50 x 25 bills counted = \$1250 displayed.

After selecting the desired denomination, load the bills to be counted into the hopper. Ensure that the denomination of the bills matches the selected denomination. The DT200 counts the stack, displays the total value and shows the number of bills counted on the screen.

To exit this mode hold the VAL button down for 3-5 seconds.

2.6. VALUE + ADD MODE

This mode counts different denominations of bills and tracks the total value of bills counted.

To activate this mode, enter the VAL Count mode and press the ADD button. The ADD indicator will appear on the screen.

Press the VAL button until the desired denomination is displayed on screen. The denomination may be changed at any time by pressing the VAL button or the UP and DOWN arrows. The machine will now start calculating the value using the new denomination.

3. COUNTERFEIT DETECTION FUNCTIONS

Please note the integrated detectors cannot guarantee a counted bill to be genuine or counterfeit. There are several reasons a genuine note may be recognized as counterfeit or

vice versa. Possible reasons include: direct sunlight exposure, worn out bill, excessively dirty bill or highly advanced counterfeiting techniques used to produce the bill. Separate equipment may be required to determine definitively whether or not a note is counterfeit.

3.1. ULTRAVIOLET LIGHT (UV)

This feature is used to check all kinds of banknotes which contain UV features.

The UV function is automatically turned on by default when the machine is powered up. It can also be selected or deselected by pressing the "CF" button.

If the machine detects a counterfeit note when counting, it will stop and emit a beeping sound, while the display will show the message "UU" and the UV indicator will blink (alerting the user the presence of a suspicious bill).

To clear the error, remove the suspicious note from the top of the stacker (last note counted), press "START" button to resume the count. The counterfeit bill will not be added to the count.

3.2. MAGNETIC INK (MG)

This feature is used to check all kinds of banknotes which contain MG features.

The MG function is automatically turned on by default when the machine is powered up. It can also be selected or deselected by pressing the "CF" button.

If the machine detects a counterfeit note when counting, it will stop and emit a beeping sound, while the display will show the message "nng" and the MG

indicator will blink (alerting the user the presence of a suspicious bill).

To clear the error, remove the suspicious note from the top of the stacker (last note counted), press "START" button to resume the count. The counterfeit bill will not be added to the count.

3.3. DOUBLE NOTE (DBL)

The IR sensors help detect if two bills are stuck together. This feature is activated by default in all counting modes for convenience.

The machine will beep and stop counting when a double bill is detected; a "DBL" message will be displayed.

To clear the error, all bills must be removed from the stacker. The screen will automatically reset. All bills in the stacker must then be placed back in the hopper and recounted.

Double Note detection in ADD mode:

When in ADD mode reset the count with the CLR button then move all bills from the stacker to the hopper for recounting.

3.4. HALF NOTE (HALF)

The IR and DD sensors help detect if a half note passes through the counting mechanism. This feature is activated by default in all counting modes for convenience.

The machine will beep and stop counting when a half note is detected and a "HALF" message will be displayed on the screen.

To clear the error, all bills must be removed from the stacker. The screen will automatically reset. All bills in the stacker must then be placed back in the hopper and recounted.

Half Note detection in ADD mode:

When in ADD mode reset the count with the CLR button then move all bills from the stacker to the hopper for recounting.

3.5. CHAIN NOTE (CHN)

The sensors help detect several notes passing through the count mechanism at once. This feature is activated by default in all counting modes for convenience.

The machine will beep and stop counting when chain notes are detected and a "CHN" message will be displayed on the screen.

To clear the error, all bills must be removed from the stacker. The screen will automatically reset. All bills in the stacker must then be placed back in the hopper and recounted.

Chain Note detection in ADD mode:

When in ADD mode reset the count with the CLR button then move all bills from the stacker to the hopper for recounting.

3.6. DOUBLE DIMENSIONS

The DD sensors help detect the size of notes. This feature is activated by default in all counting modes for convenience.

If the machine detects a counterfeit note when counting, it will stop and emit a beeping sound, while the display will show the message "dd" (alerting the user to the presence of a suspicious bill).

To clear the error, remove the suspicious note from the top of the stacker (last note counted), press "START" button to resume the count. The counterfeit bill will not be added to the count.

4. PRINTING

The DT-200 is compatible only with DETECK Printers.

You can connect the printer through the LAN Port located on the back of the machine.

Once you turn On the machine, please ensure the LAN Port is configured correctly for Print mode. You can do so by holding the PRT button (long press) and make sure it shows "Prt" on the display.

Run a count and press the "PRT" button to print the results.

Under count mode, the receipt will show the total pieces of notes counted.

Under Value Count mode, the receipt will show the total amount and breakdown by denomination

5. THICKNESS WHEEL ADJUSTMENT PROCEDURE (FEEDING GAP)

When the notes are improperly fed into the machine, please adjust the hopper feeding gap by fine tuning the Thickness Wheel located on the back of the machine.



Proceed with this calibration when the notes are not fed smoothly through the machine or several error messages are occurring too often like Double Bills, Chain or miscounting errors.

Other reasons that might require to readjust the feeding gap are:

- The counting of new or mint condition notes
- The counting of poor or bad fitness condition notes

Polymer notes and Paper-made notes counted together Having the correct feeding gap adjusted will ensure a smooth counting as well as a trouble-free operation. Trial and error attempts are recommended before you make the final adjustment.

- When the hopper is too tight, please loosen it by toggling the wheel to "-". It works for used (thicker) notes and Polymer notes to increase the gap
- When the hopper is too loose, please tighten it by toggling the wheel to "+". It works for new (thinner) notes and Polymer notes to reduce the gap

If the problem persists, please contact our support team for advice on further troubleshoot steps at support@deteckusa.com

For more info on how to ensure a trouble-free counting operation, please check out our Hawk DT200 Channel on [youtube.com/deteckusa](https://www.youtube.com/deteckusa) and Support Portal on deteckusa.reamaze.com

6. REMOVING JAMMED NOTES

When notes are stuck in the machine, please toggle the thickness wheel counter-clockwise to loosen the hopper feeding gap. Then proceed by removing the notes.

We also recommend to manually spin the wheels upward while gently pulling out the stuck notes.

Once the stuck notes are removed, press start to resume the count.

For more info on how to ensure a trouble-free counting operation, please check out our Hawk DT200 Channel on [youtube.com/deteckusa](https://www.youtube.com/deteckusa)

7. FACTORY RESET

When the machine is turned on, hold the CLR button for 3 seconds until you hear a "beep" sound. This will restore the machine to its original setting.

MAINTENANCE AND TROUBLESHOOTING

MAINTENANCE

Following these periodic cleaning routines, it will help safeguard the machine in the optimum condition for ensuring a trouble-free operation as well as to extend the machine's lifespan.

For more info on how to perform the maintenance procedure, please check out our Hawk DT200 Channel on [youtube.com/deteckusa](https://www.youtube.com/deteckusa) and Support Portal on deteckusa.reamaze.com

CLEANING ROUTINE:

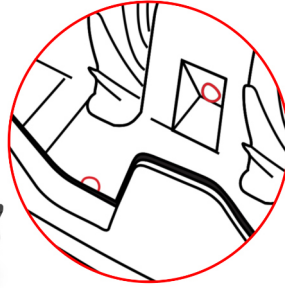
Perform the following steps on a daily basis:

1. Turn Off the machine when not in use.
2. Use a brush to remove the dust deposited on the hopper and the stacker areas.
3. Use a compressed air can or dry cloth to clean the sensors in the stacker and hopper areas (refer to section below to help locate the sensors).
4. Keep the machine covered when not in use. Please use a dust cover to protect the machine from the accumulation of dust.

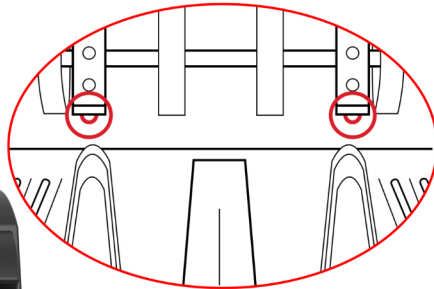
HOPPER SE



STACKER SENSOR



COUNTING SENSOR



TROUBLESHOOTING

Check out our Support Portal by visiting the following link:

deteckusa.reamaze.com







In case the machine is not having an accurate counting operation, proceed as follow:

- Ensure that the notes are placed orderly in the hopper.
- Check the counting sensors for dust or any other kind of malfunctioning source.
- Verify the note thickness adjustment mechanism (feeding gap) in case it needs to be re-adjusted for improving the machine performance (use the Thickness Wheel).

Error Code	Reason	Corrective Action
Ea0 (Ea0)	Problem with the left counting sensor or relative circuit	Clean the sensor or contact support team
Ea1 (Ea1)	Problem with the right counting sensor or relative circuit	Clean the sensor or contact support team
Ea2 (Ea2)	Problem with the: <ul style="list-style-type: none">- Reset sensor or relative circuit	Clean the sensor or contact support team
Ea3 (Ea3)	Problem with the: <ul style="list-style-type: none">- Drive belt- Speed sensor- Plug contact- Main motor- Power supply board- Main board	Contact the Support Team
Ea4 (Ea4)	Problem with the feeding sensor	Check if something is covering the feeding sensor or contact support team

COUNTERFEIT DETECTION ALERTS

If you are experiencing repetitive counterfeit detection errors during the count, we recommend adjusting the sensitivity levels. Please contact our tech support team if you need any assistance at support@deteckusa.com

Code	Possible Cause	Solution
 UV Error	<ul style="list-style-type: none"> - Suspicious note by UV detection. - The image or integrated UV feature of notes may become weaker when a note is old, heavily used or when it has accidentally been washed. 	<ul style="list-style-type: none"> - Remove the suspicious Note Follow the cleaning procedure if the error persists. Consider reducing the UV sensitivity.
 MG Error	<ul style="list-style-type: none"> - Suspicious note by MG detection 	<ul style="list-style-type: none"> - Remove the suspicious Note. - Follow the cleaning procedure if the error persists. - Consider reducing the MG sensitivity.
 IR Error	Two or more notes passed together (partially overlap).	Ensure that there are no banknotes stuck, folded or glued together. <ul style="list-style-type: none"> - Check the banknote quality. If no obvious visible issues are found, count the notes again and check if the problem persists. - The hopper may be set too loose. Adjust the hopper screw in a clockwise direction. Check Thickness Wheel Adjustment Procedure.
 Chain Note Error		
 Half Note Error	An incomplete, torn or half-size note has been detected.	<ul style="list-style-type: none"> - Check the note quality. If no obvious visible issues are found, count the notes again and check if the problem persists.
 DD Error	Suspicious Non-conforming size has been detected	

HOW TO ACCESS THE SUB-MENU:

1. Press and hold the ADD button for 3 seconds.
2. Press the Batch button to change Sensitivities (UU,NNG,DBL,DD). Default value is 5.
3. Press the Up (+) or Down (-) key buttons to choose the desired sensitivity level (range from 0-9).
4. Press the "START" button to confirm your selection.

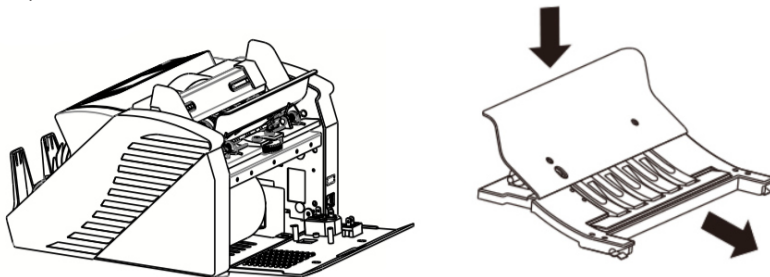
HOW TO REPLACE THE RUBBER BELT

Please contact our support team at support@deteckusa.com to proceed with this troubleshoot step or you can find more information on our Support Portal deteckusa.reamaze.com

HOW TO REPLACE THE RUBBER TONGUE

Please contact our support team at support@deteckusa.com to proceed with this troubleshoot step or you can find more information on our Support Portal deteckusa.reamaze.com

1. Use a phillips screwdriver to open the left cover, right cover, back cover of the machine
2. Pull out the hopper stage
3. Remove the rubber language by pressing firmly on the badge/spring
4. Replace the rubber for a new one, adjusting it properly to its original place



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 ensure you 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.

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) normal wear 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 products for replacement, you agree to transfer ownership of the original product to DETECK.

To obtain a return address, please call us at **(332) 228-1098** or email us at support@deteckusa.com

If you need to contact Deteck Technical Service Center, please have the following information with you:

- **Product Model:** Located on the back side of the machine
- **Serial Number:** Located on the back side 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)

Technical Support contact information:

Email: support@deteckusa.com

Phone: (332) 228-1098

Support Portal: deteckusa.reamaze.com



**CHOKING HAZARD.
SMALL PARTS.**
Not for children under
3 years old.



**WARNING: RISK OF
ELECTRICAL SHOCK.** This
equipment is to be serviced by
trained personnel only.



**DO NOT DISPOSE
IN TRASH.** Follow
appropriate local electronics
scrap procedures.



**WARNING: HAZARDOUS
MOVING PARTS.** Do not
place fingers, hair, clothes,
lanyard... near moving parts.



PROP 65 WARNING. This product may contain chemicals known to the State of California to cause cancer, or birth defects or other reproductive harm.
<https://oehha.ca.gov/>

