INTRODUCTION

Thank you for choosing our product. The SPARK DT600 Money Counter is the perfect solution for a fast, accurate and reliable mixed-denomination & multi-currency note 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.

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 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.

CONTENT

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 m chine, 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 discon- nect 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 opera- ting. 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.

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INSTRUCTIONS BEFORE THE OPERATION

A.   PACKAGE CONTENTS:

1.   DT600 Money Counter
2.   Cleaning and service kit
3.   Power Cord
4.   Fuses (x2)

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 chose an appropriate workspace. 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 grounded wall outlet or ground protection socket.
5.   Ensure voltage operating range: AC 110~220V / 50~60HZ.
6.   Turn the machine ON and verify if its functioning properly. In case of any error msg, please contact the service center for help.

NOTE: WHEN REPLACING FUSES, MAKE SURE TO USE THE SAME TYPE AND RATING (F3A~250V). THE FUSES ARE LOCATED IN THE POWER JACK COMPARTMENT.

D.   NOTES SELECTION

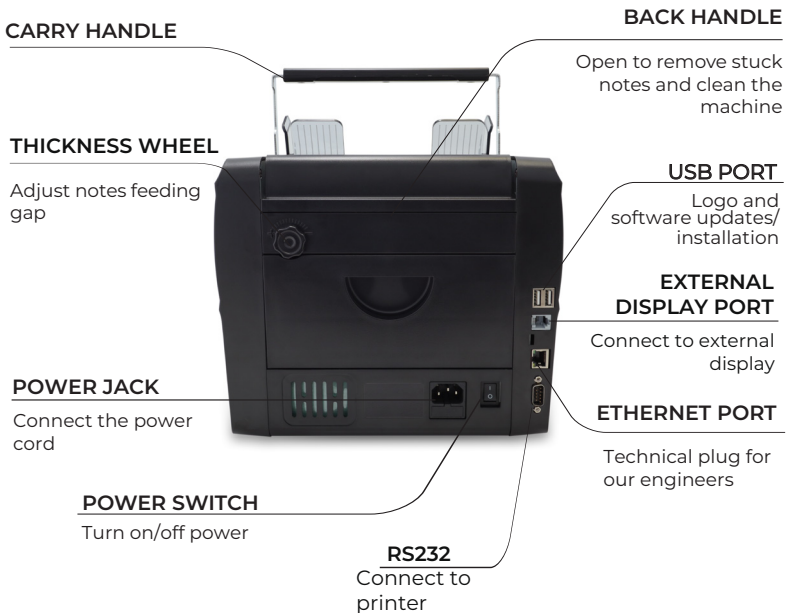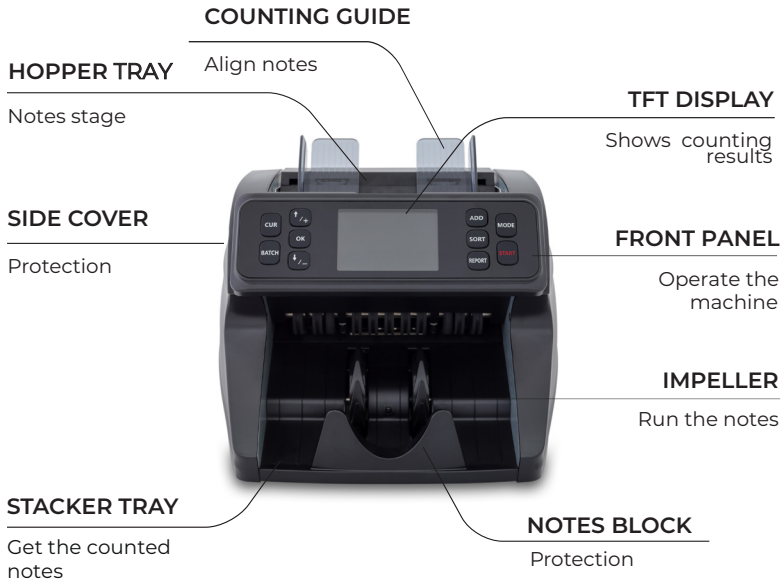To ensure a trouble-free operation before starting, please make sure to:

1.   Tidy up the notes on an even desk.
2.   Set the position of the counting guide (refer to main parts overview) to be 2mm to 3mm 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. 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

A.   MAIN PARTS

COUNTING GUIDE

HOPPER TRAY
Align notes

Notes stage

TFT DISPLAY

Shows counting results

SIDE COVER

Protection

FRONT PANEL

Operate the machine

IMPELLER

Run the notes

STACKER TRAY

Get the counted notes

NOTES BLOCK

Protection

CARRY HANDLE

BACK HANDLE

Open to remove stuck notes and clean the machine

THICKNESS WHEEL

Adjust notes feeding gap

USB PORT

Logo and software updates/installation

EXTERNAL DISPLAY PORT

Connect to external display

POWER JACK

Connect the power cord

ETHERNET PORT

Technical plug for our engineers

POWER SWITCH

Turn on/off power

RS232
Connect to printer

OVERVIEW OF THE PRODUCT

B.   MAIN DISPLAY

SPEED SET

Counting functions

DATE AND TIME

COUNTING MODE

If SORT is pressed it will
show FACE or ORIENT

COUNTING CURRENCY

TOTAL PIECES

Notes counted

AUTO / MANUAL

Counting fuctions

TOTAL VALUE

Notes counted

SPEED SETTING

Counting fuctions

C.   FRONT PANEL FUNCTIONAL KEYS

MODE

This button is used to switch among CNT mode (count), SDC mode (Single Denomination Count) & MDC mode (Mixed Denomination Count)

START

This button is used to start counting when notes are placed on the Hopper. It also allows the user to switch from Auto (default) to Manual counting by pressing the Start button long enough (over 5 seconds) until it switches to Manual and then release the button. Repeat this exercise If you need to switch back to Auto.

CUR

This button is used to display available currencies and allow you to choose the required counting currency by pressing the arrow keys (Up and Down). Press Ok to confirm your selection. Auto will recognize the first currency note and count only this currency. Mix can count the first 4 currencies (only under MDC mode)

BATCH

This button is used to switch ON/OFF the batch mode. This function is used to create stacks of an equal number of notes. When BATCH is on, 100pcs is shown as default on the display. Use the arrow keys (Up and Down) to adjust the batch number. Press Start to confirm your selection and start the count. You will get a notification on the display when the batch is complete

ADD

This button is used to switch on/off the Add function. It allows you to Add an additional stack of notes without resetting the previous count. The total value count will be the result of multiple counts. You can use ADD along with the BATCH function

SORT

This button is used to turn on/off the face or orientation sorting function under the main interface. The Face feature sort notes with the same side. The Orientation feature sort notes in the same direction and side.

REPORT

Press to check the counting report: the report screen shows the amount and value per Denomination and the total quantity of notes (PCS)
Press twice to check notes Serial Numbers.

Note: If the Serial # report consist on several screens, then press the "arrows" keys to scroll it up and down.

OVERVIEW OF THE PRODUCT

UP ARROW

This button is used to adjust speed levels upward. When BATCH is on, press this button to increase the Batch number

OK

Press to confirm the selection. Use this button to print the results in the report interface

DOWN ARROW

This button is used to adjust speed levels downward. The lower the speed, the more accurate the detecting functionalities. When BATCH is on, press this button to decrease the Batch number

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): Double note sensitivity, two notes stuck together (thickness)
- Image Detection (ID): Detects the authenticity of the note through the CIS sensors (reads the denomination of the notes and the serial numbers)

TECHNICAL PARAMETERS

DIMENSIONS
(W x D x H): 10x9.5x9" (26x24x23cm)

PACKAGE
(W x D x H): 14x11x13" (34x28x32cm)

NET WEIGHT
Approx. 11.5 lbs / 5.3Kg

GROSS WEIGHT
Approx. 14 lbs / 6.4Kg

COUNTING SPEED
800/1000 notes/min (MDC SDC and CNT MODE) 1200 notes/min (CNT MODE only)

DISPLAY
LCD (TFT) 3.5

SIZE OF COUNTABLE NOTES
Maximum 185x90 mm I Minimum 110x60 mm I Thickness: 0.08~0.12 mm

AVAILABLE CURRENCIES
USD, EUR, CAD, GBP and MXN

FEED SYSTEM
Roller Friction System (Front Loading)

HOPPER CAPACITY
Approx. 500 notes

STACKER CAPACITY
200 notes

POWER SUPPLY
AC 110~220V ±10%50/60 Hz

POWER CONSUMPTION
Idle 0.2A(110~220 VAC) 60 W I Maximum 1.8A(110~220 VAC)

TEMPERATURE (OPERATING)
Ambient 32°F - 104°F (0 C - 35 C)

USAGE ENVIRONMENT
14°F - 140°F (-10°C - 60°C)

HUMIDITY
20% - 90%(no condensation)

PRINTER INTERFACE
RS-232C

USB INTERFACE
USB2.0 USB3.0

OPERATION

A. OPERATION MODES

Press the MODE Button sequentially to select the desired operating mode. You can find the selection on the top right of the display

1. **CNT MODE:** This mode is used to derive the quantity of notes counted (PCs). It works on all notes even for currencies that are not programmed on this machine. Under this mode, the machine works as a conventional note counter (note that all the detection functions are disabled in this mode). It's also used in case the fitness condition of the notes is poor and not well recognized (rejected) i n MDC mode. You can select 3 different counting speeds 800, 1000 and 1200 notes/min. In this mode, you can switch on ADD or BATCH or ADD+BATCH functions

2. **SDC MODE:** Press button MODE to select SDC mode. This mode is used to count single denomination notes. The system will take the first note as the benchmark and alert you to remove other denominations from the stacker. The result will be t he Total amount of money (Total Value) and quantity of notes (PCs) counted for the same denomination. You can select 2 different counting speeds 800 and 1000 notes/min. In this mode, you can switch on ADD or BATCH or ADD+BATCH functions

3. **MDC MODE:** Press button MODE to select MDC mode. This mode is used for value counting of Mixed Denomination notes. Press REPORT button to check the counting details. The result is the Total amount of money (Total value) as well as quantity of notes (PCs) counted. You can select 2 different counting speeds 800 and 1000 notes/min. In this mode, you can switch on ADD or BATCH or ADD+BATCH functions

B. COUNTING OPERATION

1. Proceed to turn the machine ON.
2. The machine will start with a short Self-Test routine to confirm the proper operation of all its module before starting the counting. If any error is reported, check the ERROR MESSAGES section for solving the problem.
3. Select the required Currency (for multi-currency models) as well as the operating mode (CNT-SDC-MDC)
4. Set up the rest of the options like SPEED, BATCH/ADD and SORT based on your own needs.
5. Place the notes orderly in the hopper and the machine will start counting them automatically.

   NOTE: If the machine is set up in MANUAL, you must press START to begin the counting operation.

C.   PRINTING

Plug the Printer cable in the machine printing interface (RS-232C Serial Port). Once connected, Turn On the machine, ensure the baud rate is correctly setup (check settings 1.4 section) and start the count. Press Report Button once. Press the OK Button to print the Total value and quantity of notes result. Press Report Button twice. Press the OK Button to print the Serial Numbers of the notes counted.

D.   MISCOUNTING ERRORS

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).
•   If MG or UV or DD errors messages are reported frequently, proceed to verify the functions sensitivity and consider reduce them in case you confirm the current sensitivity value is too high. We highly advice to contact the support team prior to adjusting the default factory sensitivity values.

E.   THICKNESS WHEEL ADJUSTMENT PROCEDURE (FEEDING GAP)

When the notes are improperly fed into the machine, please adjust the notes thickness in the hopper by turning the note adjustment 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

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OPERATION

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, adjust toward "+" 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
- We advise to keep it to Neutral mode otherwise small ad-justment toward **"+"** direction works best

F.   REMOVING JAMMED NOTES

When notes are stuck in the machine, please open the machine from the back and remove the notes. Once the stuck notes are removed, press start to resume the count

In case notes are jammed inside the transporting mechanism, please follow below instructions:

1. Proceed to open the back compartment pushing down the lock lever located at the back at the same time you pull it toward you.
2. If you notice you can reach the note easily using your fingers, then proceed to remove it carefully. Otherwise if it is difficult to reach or stuck with the transporting rollers, then proceed to turn the machine OFF before any attempt to remove the note.
3. Do not use any tool or metallic instrument to remove the note since it might damage other components accidentally.
4. Make sure to remove any remaining debris in case the note is broken.
5. Close the compartment properly after finishing to extract the note.

In case a note is stuck inside the hopper stage, please follow below steps:

1. Ensure the machine is turned off before proceeding with the steps.
2. Loosen the Wheel by turning it clockwise, towards the "-" sign
3. Gently spin the hopper wheels backward to pull out the stuck notes. This will prevent notes from getting ripped.
4. Adjust the Wheel Hopper back to a neutral position. Having the correct feeding gap adjusted will ensure smooth counting as well as a trouble-free operation. Trial and error attempts are recommended before you make the final adjustment and start the count.

Check out our support portal for additional help **deteckusa.com/support** and search for DT600 stuck notes

SERVICE MENU

In order to access the SET MENU, Press the OK button until you are prompted to input a password. The default password is ↓↓↓↓.

1.   Settings
2.   CIS Calibration
3.   Time & Date
4.   Version
5.   Factory Reset

You can use the arrows to select a sub-menu. Press OK button to confirm your selection and press BATCH button to return to the previous page.

1.   SETTINGS

You can use the arrows to scroll through the sub-setting menu and press ok to confirm your selection. Press Batch if you want to return to the previous page. Press Start to go back to the main display and start counting.

For each of the sub-setting features, once adjusted, press the Start button to confirm and save your selection. Press Batch if you want to go back to Settings without saving.

Note any changes you make in the sub-setting menu will auto-save if you exit by pressing OK (However it will reset to the default setting once you reset the machine). Please ensure you press Start to save prior to exit.

CAUTION: Please do not change sub-settings which have the following mark [*] without reaching out to the support team for advice and guidance.

1.1. UV [*]
Allow the user to adjust the sensitivity of the UV detection function.
UV-0 is OFF / UV-9 is Highest / UV-3 default

1.2. MG1 [*]
Allow the user to adjust the sensitivity of the MG detection function.
MG-0 is OFF / MG-9 is Highest / MG-5 default

1.3. MG2 [*]
Allow the user to adjust the sensitivity of the MG detection function.
MG-0 is OFF / MG-9 is Highest / MG-5 default

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1.4. Printers Baud Rate Set
Allow the user to match the thermal printer communication. The baud rate can change based on the printer which connects to the machine. We set to value=3 if the baud rate is 9600, otherwise set to other values that matches with your printer baud rate.

1.5. Width Threshold [*]
Allow the user to adjust the sensitivity of the DD detection function (Width).
WT-0 is OFF / WT-9 is Highest / WT-4 default

1.6. Size Threshold [*]
Allow the user to adjust the sensitivity of the DD detection function (Width).
ST-0 is OFF / ST-9 is Highest / ST-4 default

1.7. Double Sensitivity [*]
Allow the user to adjust the sensitivity of the DB detection function (Double Bill).
DB-0 is OFF / DB-9 is Highest / DB-5 default

1.8. External display selection
This function is currently not available.

1.9. Start Sensor Threshold [*]
Allow the user to adjust the Start Sensor Sensitivity in Auto Count when the notes color are too dark. higher values increase the sensitivity of the sensor.

1.10. IR Sensitivity [*]
Allow the user to adjust the sensitivity of the IR detection function.
IR-0 is OFF / IR-9 is Highest / IR-1 default

1.11. Back-light Time
Allow the user to set the back-light time of the display screen when the machine is idle.

1.12. Clear Sensor Threshold [*]
Allow the user to clear the data from the last count. When notes are removed from the stacker post each count, the machine display will clear-zero. If the machine doesn't clear the last count display, please contact support team to advice on increasing the sensitivity or otherwise replace the sensor

1.13. Alarm Counting Selection
This function is not applicable

1.14. SN Serial Number Switch
Allow the user to adjust the SN by using the Up and Down arrows. SN is turned ON when Value=1 and turned off when Value=0

1.15. Brake Sensitivity [*]
Allow the user to adjust the sensitivity of brakes i.e. fast or slow break

1.16. Beeper Setup
Allow the user to adjust the value by using the Up and Down arrows. The beeper is switch off when Value=1 and incrementally increases up to value=4.

1.17. Save Image to U-Disk
This function is used in case we need to receive Image Data to analyze the errors you might be experiencing. Please contact the Support Team and we will assist you on the process

1.18. Stacker Stacker Capacity
Default capacity is set at 150notes. You can adjust the limit 0, 100, 150 & 200.

SERVICE MENU

2.   CIS CALIBRATION

When it's necessary to adjust CIS sensor (often need when the display shows repeatedly IMAGE or IR ERROR), please follow below step by step instructions or reach out to our support team for help.

1. Open the Upper back cover using the handle, place the white plastic strip and close the back cover.

   Note: Please clear the sensors prior to performing this task using the brush provided as part of the maintenance kit

2. Select the CIS Calibration sub-menu by pressing the OK button. Input the following password to initiate the process: ↓↓↓↓

3. If the CIS adjustment is successfully completed, you will get the following notification (OK!). Please remove the white plastic strip from the back and restart the machine by pressing the OFF/ON switch and start counting.

4. If the CIS adjustment fails, you get the following notification (FAIL!). Please restart the machine by pressing the OFF/ON switch and try again this process until its successfully adjusted.

We recommend checking our support portal **deteckusa.com/support** and search for "DT600 CIS Calibration". We've uploaded a video showing how to perform the CIS calibration.

Please contact support@deteckusa.com if the CIS calibration keeps failing.

All support provided from our North American 24/7 Support Team
1-332-228-1098
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3. TIME & DATE

Adjust the time and date by using the Up and Down arrows. Press OK to transition through the clock diagram. Once adjusted, press the Start key to confirm your selection and start counting.

4. VERSION

This function helps extract the latest version of the machine.

5. RESTORE FACTORY SETTINGS

This function allows the user to restore the factory settings. Input the following password to initiate the process: ↓↓↓↓.

6. LOGO UPDATE

CAUTION: Ensure the machine is switched OFF before following those steps.

1. The Logo file has to be correctly formatted. Please contact the support team
2. Use a formatted (USB 2.0 or 3.0) to upload your Logo file
3. Insert the USB key into the INNER USB Port (left side if you are facing the back of the machine). Please ensure it's plugged in the INNER USB Port.
4. Turn ON the machine and wait until the update is complete.
5. Please Turn OFF the machine, remove the USB Key and Turn ON the machine again

PLEASE CONTACT THE SUPPORT TEAM FOR HELP IF YOU WOULD LIKE US TO ASSIST WITH FORMATTING YOUR EXISTING LOGO FILE.

NEW FEATURE - SAVE SERIAL NUMBER ON USB-KEY

This function allows you to save a breakdown report of the count, including the Serial Numbers, on a USB-Key. Below step by step instructions:

1. Plug the USB Key in the Inner Port
2. Run a count under SDC or MDC mode.
3. Once complete, access the Report and Press OK. The machine will beep and save the data. A CSV file will be added to the U-Disk (under Excel Folder).
4. A new CSV file will be added to the same Excel Folder after each count.

THIS FEATURE IS AVAILABLE ON THE LATEST SOFTWARE (RELEASED IN APRIL 2022 - MAIN 20220420WX). PLEASE CONTACT OUR SUPPORT TEAM FOR HELP ON HOW TO INSTALL THE LATEST VERSION.

MAINTENANCE AND TROUBLESHOOTING

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

DAILY ROUTINE: Perform the following steps on a daily basis:

1. Turn Off the machine when not in use.
2. With a clean dry cloth or a brush remove the dust deposited on the hopper and the stacker area.

WEEKLY ROUTINE: Perform the following steps on a weekly basis:

1. Turn off the machine and unplug its power cord.
2. Open the back cover carefully.
3. Use an air duster can and a brush to carefully remove the dust from the note passages areas.
4. Inspect the CIS sensors to verify if they are stained with ink and use a cloth slightly soaked in alcohol to clean the CIS sensor surface only in the case it has residues of ink from the notes. Please refer to the Self Check Error Code section below

1.   SELF-CHECK ERROR CODES

A. HOPPER SENSOR ERROR:

You will get notified if something is covering the hopper Sensor (Self-check) or if the hopper sensor is damaged. In case of the latter, please reach out to the support team for advice.

B. STACKER SENSOR ERROR:

You will get notified if something is covering the stacker sensor (Self-check) or if the stacker sensor is damaged. In case of the latter, please reach out to the support team for advice.

C. CHAIN MOTOR ERROR:

Please contact the support team if the display shows Main Motor Error.

MAINTENANCE AND TROUBLESHOOTING

PLEASE REACH OUT TO THE SUPPORT TEAM IF YOU GET ANY OF THE FOLLOWING ERROR NOTIFICATIONS

ERROR CODE	SENSOR PROBLEM
CE01	UV SENSOR
CE02	SPEED SENSOR
CE03	RIGHT COUNTING SENSOR
CE04	LEFT COUNTING SENSOR
CE05	START (HOPPER) SENSOR
CE06	MG SENSOR
CE07	KEYBOARD
CE08	STACKER SENSOR

MACHINE NOT TURNING ON

Check out our support portal deteckusa.com/support and search for "DT600 Machine No Turning On"

The article which will help demonstrate how to check if a fuse is damaged and how to replace a damaged fuse. If the issue is not related to the fuse, please try replacing the power cord, especially if you notice that any movement of the cord is affecting the power of the machine.

IMAGE LOADING FAILED >>

If you encounter this error when starting the machine, please check out our support portal deteckusa.com/support and search for "DT600 Image Loading Fail".

We suspect the issue is probably related to a loose cable.

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MAINTENANCE AND TROUBLESHOOTING

2. OTHER ERROR CODE REFERENCE

CAUTION: Make sure that the device is not in the vicinity of any magnetic fields or devices transmitting any signal since this may disrupt the integrated sensors.

CODE	ERROR MSG	POSSIBLE CAUSE	SOLUTION
E1	UV ERROR	• Suspicious Note Detected. • 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.	• Remove the suspicious Note. • Follow the cleaning procedure if the error persists. • Consider reducing the UV sensitivity.
E2 E3	DOUBLE ERROR (DD) CHAIN ERROR	• Two or more notes passed together (partially overlap).	• Ensure that there are no banknotes stuck, folded or glued together. • 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 clockwise direction. Check Thickness Wheel Adjustment Procedure.
E4	HALF ERROR	• An incomplete, torn or half-size note has been detected.	• Check the banknote quality. If no obvious visible issues are found, count the notes again. **Contact Support** if the problem persists.
E10	IMAGE ERROR	• Suspicious note by CIS Image detection.	• **Try pass it again** • **Ensure there is nothing obstructing the CIS Sensors (foreign objects) Clean the CIS sensors** • **If the error persists, proceed with the CIS calibration** • **if the calibration Fails, please contact support**
E11	WIDTH **ERROR (DB)**	• Suspicious Non-conforming size has been detected	• Check the note quality. If no obvious visible issues are found, count the note again. • Contact the Support Team

CODE	ERROR MSG	POSSIBLE CAUSE	SOLUTION
E14	DENO-MINATION ERROR	• Different denomination notes detected in SDC mode	• Remove the top note from the stacker and resume the count • Switch to MDC mode if you are counting a mix stack of bills
E15	IMAGE SIGNAL ERROR	• No Image Signal	• Contact the Support Team
E16	FACE ERROR	• Different Side detected from the Initial note side	• Remove the top note from the stacker and resume the count
E17	ORIENT ERROR	• Different Side or Direction detected from the Initial note side and direction	• Remove the top note from the stacker and resume the count
E20 **E21**	MG ERROR MT ERROR	• **Suspicious Note Detected** • Suspicious Note Detected (Side MG)	• Remove the suspicious Note **and resume the count** • **Follow the cleaning procedure if the error persists.** • **Consider reducing the MG sensitivity.** • **Contact Support if the error persists**
E30	IR ERROR	• Suspicious Note Detected • **Loose Feeding Gap** • The image or integrated IR feature of notes may become weaker when a note is old, heavily used or when it has accidentally been washed	• **Tighten the feeding gap by turning the Wheel Hopper Counter-Clockwise "+"** • If you encounter too many IR errors, proceed with CIS calibration. • Consider reducing the IR sensitivity from 1 to 0 • If the error persists, contact the Support Team

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WARRANTY

This DETECK product is warranted to be free of defects in materials and work-manship for one (1) year after the date of purchase.

Please ensure you activate your extended warranty within 3 months from the purchase date by visiting - **https://deteckusa.com/warranty**. Failure to do so will make any claim null and void after 1 year from purchasing the product.

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 fit-ness 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 circums-tances 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 descri-bed below in this warranty statement.

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

FAQ Section - DT600
www.deteckusa.com/support

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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 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.

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