Cassida®
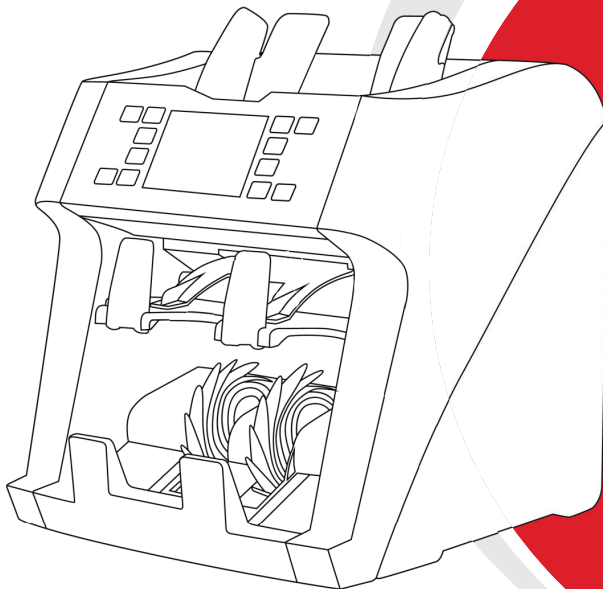## 9900R
moving money forward

USER MANUAL
CASSIDA 9900R MIXED CURRENCY COUNTER & SORTER

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

While every effort has been made to include all features into this user manual, specifications stated may not reflect all the features in later software versions.

If you have questions about your Cassida 9900R and its operation, please contact technical support at www.CassidaUSA.com/support

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

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

DO NOT DISPOSE IN TRASH.
Follow appropriate local electronics scrap procedure.

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

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Important Safety Notes

When using this unit, basic safety precautions should always be observed, including the following:

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

- Only use the power cord supplied with the machine. Plug the power cord into a properly grounded wall outlet. Do not remove the ground pin from the power cord. Failure to properly ground the machine can result in severe injury or fire.

- Make certain the unit is installed on a flat surface. Do not operate the machine in areas with high temperature, humidity, or smoke, as these conditions may prevent proper operation.

- This unit is designed for indoor use in a ventilated environment. Keep the machine away from direct sunlight and strong magnetic fields. These could interfere with the counterfeit detection sensors.

- When not using the unit for an extended period of time, disconnect the power cord from the wall outlet.

- Unplug the unit from the wall outlet before cleaning. Use a damp cloth or specifically designed maintenance accessories such as an air duster, soft bristle brush, or cleaning cards.

- To avoid the risk of electric shock, do not disassemble this unit. Disassembly will expose you to dangerous voltages and other safety risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.

- Take the unit to a qualified technician when service or repair is required. Do not try to replace any parts yourself, unless assisted by a Cassida Technical Service Center. Supplied spare parts are intended for use by qualified personnel only.

Table of Contents:

1. INTRODUCTION

1.1 About the Cassida 9900R

Thank you for choosing the Cassida 9900R 2-Pocket Mixed Currency Counter & Sorter.

The Cassida 9900R is a 2-pocket professional bill counter, value reader and sorter. It has a convenient reject pocket, touch screen control panel and intuitive user interface to offer a user-friendly experience with fast and premium performance.

The Cassida 9900R comes with a variety of operating modes and functions: Mix, Sort, Face, Orient, VBatch, DSort, Count, Add, Batch and Add+Batch to meet all counting needs.

1.2 Box Contents

- Cassida 9900R 2-Pocket Mixed Currency Counter & Sorter
- Power Cord
- Calibration Card (White Plastic Stripe)
- Quickstart Guide
- User Manual
- Cleaning Brush
- Microfiber Cloth
- External Display
- Dust Cover

Power supply	AC 100-240 V, 50/60Hz
Power consumption	≤ 115W
Counting speed	up to 1,200 bills/min
Applicable bill thickness	0.07-0.15mm
Hopper capacity	500 bills
Stacker capacity	200 bills
Batch range	1 - 999 bills
Feeding system	Roller friction system
Display	Touch screen TFT, 3.4''
Counterfeit detection	UV, MG, IR and 2 CIS
Ambient temperature	32° F - 104° F (0° - 40°C)
Operating humidity	40% - 90%
Size	10.8'' x 10.2'' x 12.2'' (275mm x 260mm x 310mm)
Weight	16.8 lbs (7.6 kg)
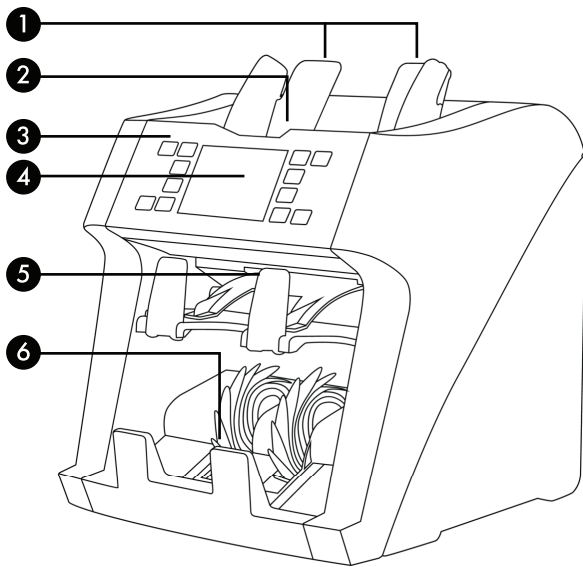
1. Bill Guides
2. Hopper
3. Control Panel
4. Touch Screen
5. Reject Pocket
6. Stacker

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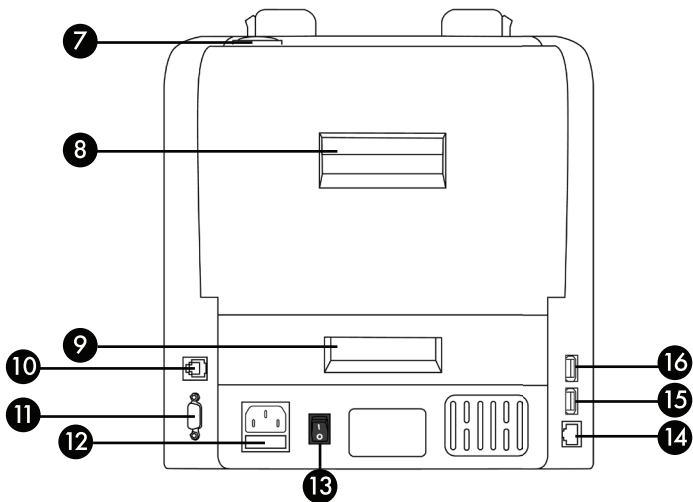
7.   Feed Gap Adjustment Knob
8.   Back Door Handle
9.   Back Drawer Handle
10. External Display Port
11.   Printer Port (RS232)
12. Power Outlet Fuse

13.   Power Switch
14.   LAN Port
15.   USB Port (Data Collection)
16.   USB Port (Software Update)

1.6 Control Panel

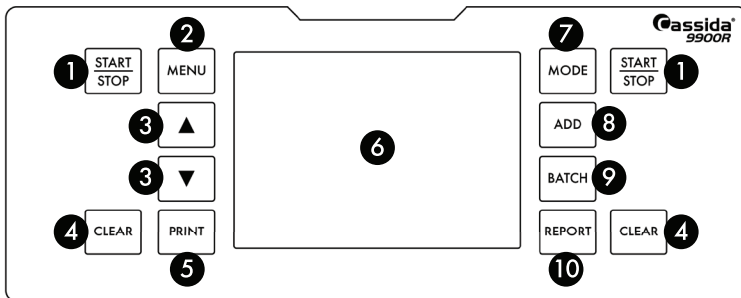| KEY	FUNCTION
1. START/STOP Buttons	Start or Stop the count or validate / confirm settings.
2. MENU Button	Show the Menu screen.
3. Navigation Buttons	Move cursor up or down / increase or decrease the batch amount.
4. CLEAR Buttons	Reset the count / go back when on the Menu screen.
5. PRINT Button	Print report.
6. DISPLAY	Shows amount of bills counted, error codes, currencies, and activated modes.
7. MODE Button	Change the mode (MIX, SORT, FACE, ORIENT, VBATCH, DSORT, COUNT).
8. ADD Button	Activate / Deactivate Add function.
9. BATCH Button	Activate / Deactivate Batch function.
10. REPORT Button	Show the Report and then the Serial Number Report screens.
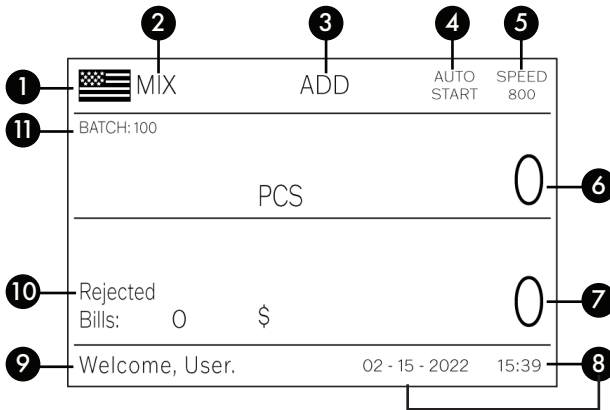
1.   Currency Selected
2.   Activated Mode (MIX, SORT, FACE, ORIENT, VBATCH, DSORT, COUNT)
3.   Add Function Activated/Deactivated
4.   Auto/Manual Count Start
5.   Adjustable Speed (800, 1000, 1200 bills/min)
6.   Number of Bills Counted
7.   Total Value of Bills Counted
8.   Date and Time
9.   Customizable Username
10. Number of Rejected Bills
11. Batch Function Activated/Deactivated

2. GETTING STARTED

2.1 Powering Up

Ensure the hopper and stacker are empty. Attach power cable to rear of the machine, plug into a three-prong outlet and turn the power switch, located on the rear of the machine, to the ON position. The unit will load and conduct a power-on self-test (POST). The screen will display "0" in all counting fields when the unit is ready to operate.

2.2 Loading the Hopper

In order to avoid jams and ensure proper operating speed of the machine, it is important to load the hopper correctly. Cassida recommends to not use more than 500 bills at a time and change to MANUAL mode until the technique of loading bills is mastered. Follow the 3-step loading technique below to ensure smooth bill feeding.

1. Make a Stack
Correct or remove bills that are severely wrinkled, damaged or folded. Square the bill stack.

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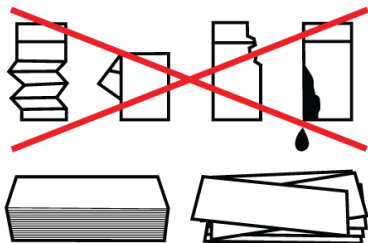
2. Load the Stack

Make sure the bill stack is square, as shown in the diagrams below. Loading more than 500 bills at a time is not recommended.
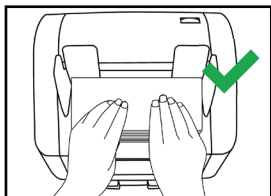
Correct

Incorrect

3. Feed the Bills

See diagrams below for proper bill feeding.

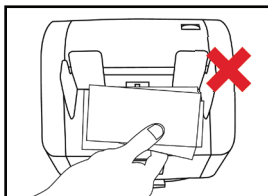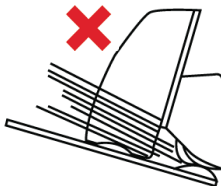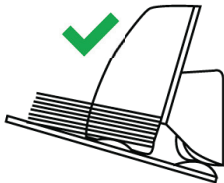# 3. OPERATING MODES & FUNCTIONS

3.1 Auto & Manual Mode

After turning the machine on for the first time, it will default to AUTO mode, and "AUTO START" will be displayed on the home screen. In this mode, the machine starts counting automatically. To switch to MANUAL mode, press "AUTO START" on the touch screen. If Manual mode is selected, "MANUAL START" will be displayed on the home screen.

In MANUAL mode, the machine will stop counting automatically. The START button must be pressed each time to begin counting. To go back to AUTO mode, press "MANUAL START" again on the touch screen.

3.2 Mix Mode

After turning the machine on for the first time, it will default to MIX mode, and "MIX" will be displayed on the home screen.

MIX mode is used to count a stack of mixed denominations. To count mixed bills, place them in the hopper and follow the procedure described in 2.2 LOADING THE HOPPER. The machine will start counting and will move the bills from the hopper to the stacker as it counts them. The machine will stop counting when the hopper is completely emptied. Total number of bills and total value will be displayed on the home screen. When the operation is complete, a detailed report can be viewed by pressing the REPORT button. Report of the rejected bills can be viewed by pressing Rejected Bills on the touch screen.

To return to MIX mode from another mode, press the MODE button, or the mode name on the touch screen, until "MIX" is displayed.

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3.3 Sort Mode

This mode is available by pressing either the MODE button or the mode name on the touch screen until "SORT" is displayed on the home screen.

SORT mode allows counting and sorting bills by one denomination. This can be useful to sort out other denominations from a large single-denomination stack. The first bill in the hopper determines the counting and sorting denomination. The machine will direct any bills of other denominations into the reject pocket. The total number of bills and total value will be displayed on the home screen. When the operation is complete, a detailed report can be viewed by pressing the REPORT button. Report of the rejected bills can be viewed by pressing Rejected Bills on the touch screen.

To return to SORT mode from another mode, press the MODE button, or the mode name on the touch screen, until "SORT" is displayed.

3.4 Face Mode

This mode is available by pressing either the MODE button or the mode name on the touch screen until ''FACE'' is displayed on the home screen.

FACE mode allows the user to sort bills based on whether they are loaded into the machine face up or face down. The facing orientation (up or down) of the first bill in the hopper determines the sorting and counting orientation for the whole stack. The machine will not count and will sort out any bills having the opposite orientation by directing them into the reject pocket. Total number of bills and total value will be displayed on the home screen. When the operation is complete, a detailed report can be viewed by pressing the REPORT button. Report of the rejected bills can be viewed by pressing Rejected Bills on the touch screen.

To return to FACE mode from another mode, press the MODE button, or the mode name on the touch screen, until "FACE" is displayed.

3.5 Orientation Mode

This mode is available by pressing either the MODE button or the mode name on the touch screen until ''ORIENT'' is displayed on the home screen.

ORIENTATION mode allows the user to count and sort bills by one of the four possible orientations. The orientation of the first bill in the hopper determines the sorting and counting orientation for the whole stack. The machine will not count and will sort out any bills having a different orientation by directing them into the reject pocket. Total number of bills and total value will be displayed on the home screen. When the operation is complete, a detailed report can be viewed by pressing the REPORT button. Report of the rejected bills can be viewed by pressing Rejected Bills on the touch screen.

To return to ORIENTATION mode from another mode, press the MODE button, or the mode name on the touch screen, until "ORIENT" is displayed.

3.6 VBatch Mode

This mode is available by pressing either the MODE button or the mode name on the touch screen until "VBATCH" is displayed on the home screen. VBatch mode (aka "Value Batch mode") allows the user to set a target value and count out a mixed denomination batch of the same currency. The machine will process the loaded stack until the target value is reached in the stacker and will display "VBATCH COMPLETE". If the loaded stack runs out before the target is reached, the machine will stop and display "VBATCH INCOMPLETE".

To set the target VBatch value:

1. Make sure VBatch mode is selected.
2. Press the BATCH button or the smaller VBATCH label on the touch screen.

3. The " VBatch value input" screen will be displayed.

4. Use the number pad on the touchscreen to enter the target value.
    Press SAVE on the touchscreen.

5. Observe the target value next to the smaller VBATCH label on the home screen, indicating that VBatch mode is activated and set to the desired batch value.

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3.7 DSort Mode

This mode is available by pressing either the MODE button or the mode name on the touch screen until "DSORT" is displayed on the home screen.

DSort mode (aka "Design Sort mode") allows the user to count and sort bills of the same currency by their design type. The design type of the first bill in the hopper determines the sorting and counting design type for the whole stack. The machine will not count and will sort out any bills having a different design type by directing them into the reject pocket. Total number of bills and total value will be displayed on the home screen. When the operation is complete, a detailed report can be viewed by pressing the REPORT button. Report of the rejected bills can be viewed by pressing Rejected Bills on the touch screen.

To return to DSORT mode from another mode, press the MODE button or the mode name on the touch screen until "DSORT" is displayed.

3.8 Count Mode

This mode is available by pressing either the MODE button or the mode name on the touch screen until COUNT is displayed on the home screen.

COUNT mode allows to simply count the total number of bills without recognizing their denomination and counting their value. Counterfeit detection is disabled as well in COUNT mode.

To return to COUNT mode from another mode, press the MODE button, or the mode name on the touch screen, until "COUNT" is displayed.

3.9 Add Function

This function is available by pressing the ADD button. When the ADD function is activated, "ADD" will be displayed on the home screen.

In this function, the machine will count multiple stacks of bills while keeping track of the total amount and value of bills counted. To utilize the ADD function, load the first stack of bills into the hopper and run the machine as usual. The number and value of the bills will be displayed on the screen. Empty the stacker and add the new stack into the hopper. The machine will continue counting and adding the new values to the totals. Note that the Cassida 9900R will memorize and resume the status of the ADD function when turned off.

To disable the ADD function, press the ADD button again.

3.10 Batch Function

This function is available by pressing the BATCH button. When the BATCH function is active, the batch size is displayed on the home screen.

The BATCH function is used to specify a target output number of bills. The machine will then run until the target number of bills is reached in the stacker (even if there are remaining bills in the hopper), then stop and display a "BATCH COMPLETE" message alongside the number of bills counted. When the stacker is emptied, the machine will automatically resume counting for another batch. If the hopper runs out of bills before a batch is completed, the machine will display "BATCH INCOMPLETE". The user may then add bills to the hopper to complete the batch or remove the incomplete batch from the stacker. To set the desired target batch number, press the BATCH button repeatedly to cycle through different presets (100, 50, 20, 10) or use the "arrow up" and "arrow down" buttons for interim adjustment.

To disable the BATCH function, press the BATCH button repeatedly until "BATCH" disappears on the screen.

3.11 Add + Batch Function

This function allows batching bills while also incrementing the running totals as more bills are added to the hopper, instead of resetting them after each batch. It occurs when both the ADD and the BATCH functions are active at the same time.

To exit the ADD+BATCH state, disable either the ADD or the BATCH function as described in their dedicated sections above.

3.12 Multi-Currency Function

This function allows counting a stack of mixed currencies. It is available by repeatedly pressing the Currency indicator on the touch screen until it shows the Infinity symbol (∞).

The machine can automatically detect and handle up to 7 mixed currencies at a time. The total number of bills and total value for each currency will be displayed on the screen.

To exit the MULTI-CURRENCY function, press the Currency indicator / Infinity symbol (∞) on the touch screen as to activate another desired currency choice.

3.13 Auto-Currency Function

This function allows sorting and counting individual currencies out of stacks of mixed currencies. It is available by repeatedly pressing the Currency indicator on the touch screen until it shows the World Map symbol.

The currency of the first bill in the hopper determines the sorting and counting currency for the whole stack. The machine will not count and will sort out any bills having a different currency by directing them into the reject pocket. Total number of bills and total value will be displayed on the home screen. When the operation is complete, a detailed report can be viewed by pressing the REPORT button. Report of the rejected bills can be viewed by pressing Rejected Bills on the touch screen.

To exit the AUTO-CURRENCY function, press the Currency indicator / World Map symbol on the touch screen as to activate another desired currency choice.

4. AFTER-COUNT FUNCTIONS

4.1 Report

This function is available by pressing the REPORT button. It provides an on-screen report of the number of bills and the total value for each denomination and a grand total value for all bills counted.

To exit the Report screen, press the CLEAR button or BACK on the touch screen.

4.2 Serial Number Report

This function is available by pressing the REPORT button again, when the Report screen is already open. It provides an on-screen report of each bill counted with its serial number and denomination.

To exit the Serial Number Report screen and return to the Report screen, press the CLEAR button or BACK on the touch screen.

4.3 Rejected Bills Report

This function is available by pressing Rejected Bills on the touch screen. It provides an on-screen report of the rejected bills and the rejection reasons.

To exit the Reject Report screen, press the CLEAR button or BACK on the touch screen.

Reject Code	Cause
UV ERROR	Suspect bill detected by ultraviolet detection or UV detection issue.
MG ERROR	Suspect bill detected by magnetic detection or MG detection issue.
IR ERROR	Suspect bill detected by infrared detection or IR detection issue.
DB ERROR	The last processed bill is a double note or double detection issue.
DD ERROR	Bill size mismatch.
ID ERROR	Bill image not recognized.
FACE	Bill face mismatch.
SORT	Bill denomination mismatch.
ORIENT	Bill orientation mismatch.

Please note that the Cassida 9900R, like all other integrated detection discriminators on the market, cannot guarantee a 100% accurate counterfeit detection for every single bill regardless of its specific condition. Several factors may cause recognizing a genuine bill as counterfeit or vice versa, including direct sunlight exposure, excessive wear or soiling or highly advanced counterfeiting techniques used to produce the bill. Separate equipment may be required to definitively determine whether a bill is counterfeit or not.

4.4 Print

The Print function is available after connecting a compatible printer and by pressing the PRINT button. It allows printing a Report or a Serial Number Report (if available) for the last count. A Serial Number Report can only be printed when the Serial Number Report screen is open.

The printer connection port in located on the rear panel of the machine - as shown in section 1.5 Rear View. Cassdia recommends using the Universal Cash Handling Thermal Printer that comes with the required compatible cables.

The Menu can be accessed by pressing the MENU button. To navigate and choose a sub-menu, use the arrow buttons on the control panel or press the items and the navigation controls on the touch screen.

Sub-Menu	Description
1. Settings	Open the Settings sub-menu.
- UI Color	Sets the interface background color.
- Display Brightness	Sets the display brightness (Low, Medium, High).
- Username	Sets the username displayed on the home screen and on the printed receipt.
- Beep	Key beep: beeping that acknowledges user inputs (pressing control panel buttons or items on the touch screen). Warning beep: beeping that signals of various processing warnings or errors (suspect bill, different denomination etc.).
- Date & Time	Sets the date format and the date and time displayed on the home screen and on printed reports. Press the UP or DOWN buttons or the Up or Down arrows on the touch screen to cycle between the adjustable items and then the Left or Right arrows on the touch screen to change the value of the selected item. To save the changes and exit, press the START/STOP button or SAVE on the touch screen. To exit without saving changes, press the CLEAR button or BACK on the touch screen.
- Sleep Mode	Sets the downtime duration before entering sleep mode.
- Auto Print	Sets if/when the machine prints reports automatically (printer required).
- Reject Pocket	Sets the maximum number of bills allowed in the reject pocket.

Sub-Menu (continued)		Description (continued)
2.	Detections	Sets individual detection systems "ON" or "OFF".
3.	Modes	Sets if individual Modes will be available to operate and activate from the home screen.
4.	Service	Opens the Service sub-menu.
	- Calibration	Calibrates the Contact Image Sensors. Note that Cassida calibrates each unit before shipment to maximize performance.
	- Detection Sensitivity	Sets the sensitivity for each individual detection sub-system. Note that the optimum sensitivity values are preset by default.
	- Data	Displays the total number of bills counted and other usage-related data.
	- Factory Reset	Resets all settings to their default values.
5.	Product Information	Displays hardware and software version information.

5. DETECTION FEATURES

5.1 Counterfeit Detection

The Cassida 9900R detects counterfeit bills through the following built-in detection systems (all activated by default):

- Ultraviolet (UV) light
- Magnetic (MG) ink
- Infrared (IR)
- Contact Image Sensor (CIS)

Suspected bills are automatically directed to the reject pocket and are not added to the count. Please note that not every single suspect bill is guaranteed to be counterfeit regardless of its specific condition. Several factors may cause recognizing a genuine bill as counterfeit or vice versa, including direct sunlight exposure, excessive wear or soiling or highly advanced counterfeiting techniques used to produce the bill. Separate equipment may be required to definitively determine whether a bill is counterfeit or not.

5.2 Half Note Detection

The Cassida 9900R detects half notes and automatically directs them to the reject pocket.
This feature is activated automatically in all modes.

5.3 Double Note Detection

Bills may stick to each other due to excessive soiling, folding or various other reasons.
The Cassida 9900R uses infrared technology to determine whether two bills are stuck together.
This feature is active automatically in all modes.

5.4 Chain Note Detection

The Cassida 9900R utilizes a self-checking system that detects when two or more notes go through
at once and directs them to the reject pocket.

5.5 Contact Image Sensor

The Cassida 9900R utilizes a Contact Image Sensor (CIS) to recognize the value and other
properties of the processed bills. This feature is activated in MIX, SORT, VSORT, FACE and
ORIENT modes.

## 6. MAINTENANCE AND TROUBLESHOOTING

6.1 Maintenance

ATTENTION: Always POWER OFF unit and disconnect from power source before cleaning

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Regular care and preventive maintenance will significantly increase the lifetime of the Cassida 9900R and help avoiding most operational issues. Avoid any metal clips, staples, or rubber bands with the bills being counted. Make sure to follow the proper procedures for loading the hopper (referring to section 2.2 Loading the Hopper) and for adjusting the feed gap (referring to section 6.2 Feed Gap Adjustment). For best results, use an air duster and a soft bristle brush to remove any dust or debris from the interior of the unit.

Soiled sensors can degrade the machine's performance and cause genuine bills to be rejected. Weekly maintenance is recommended for top performance.

- Clean the machine frequently to avoid malfunctions caused by foreign objects.
- Clean the sensors (as shown on the following diagrams) frequently with the provided soft bristle brush or a dry cloth.
- Rubber rollers may be cleaned with a slightly damp cloth. Dampen the cloth with a small amount of isopropyl alcohol. Wait until the rollers are completely dry before turning on the machine.

1. Hopper Sensor
2. Reject Pocket Sensors
3. Stacker Sensors
4. CIS Line
5. MG Sensors
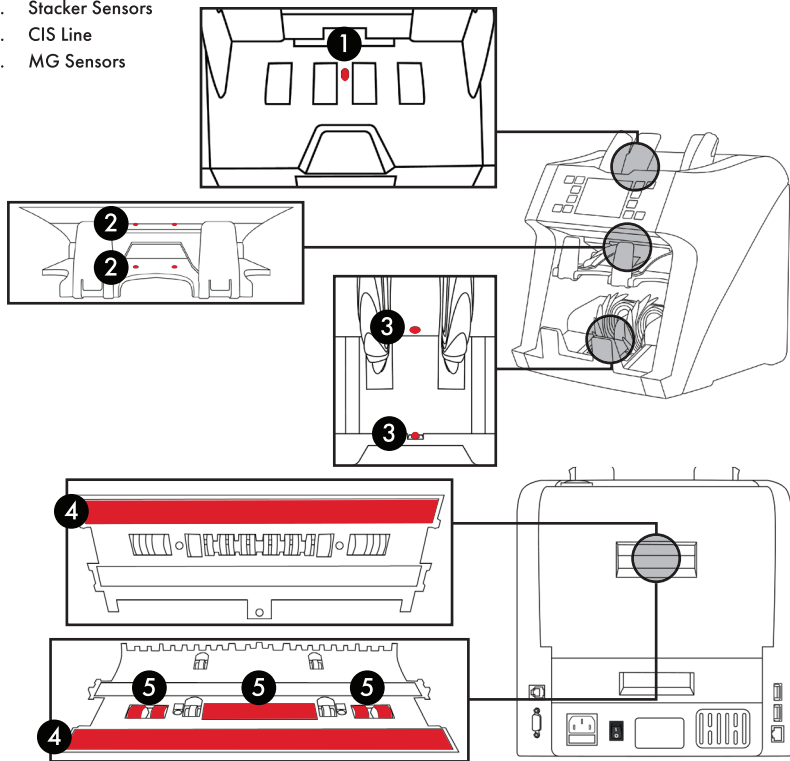
6.2 Feed Gap Adjustment

The feed gap of the Cassida 9900R comes factory adjusted for optimal performance. However, feed gap adjustments may be required occasionally due to specific bill conditions or lifecycle mechanical wear of the bill feeder. Double or Chain errors may occur if the feed gap is too loose while setting it too tight may cause Chain errors or bill jamming.

Take the following steps to adjust the feed gap as needed:

1. Ensure the machine is turned OFF.

2. Locate the Feed Gap Adjustment Knob on the top panel (as shown on the diagram to the right).

3. Turn the knob left or right, as follows:

       3.a. If more than one bill is being pulled through the bill feeder at a time (causing Double and/or Chain errors), tighten the feed gap by turning the knob to the right (towards the " + " mark).

       3.b. In case of Chain errors or bill jamming, loosen the feed gap by turning the knob to the left (towards the " - " mark).

4. Test the machine.

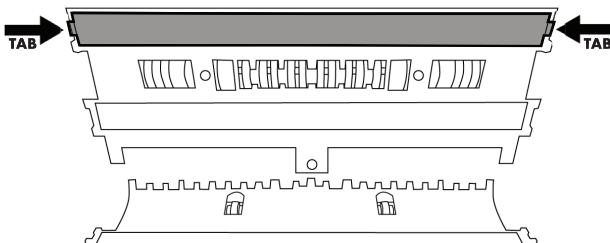5. Repeat if necessary.
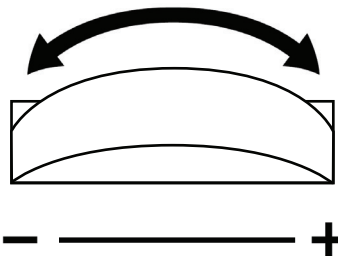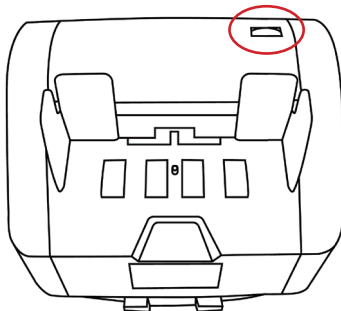
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6.3 Calibration Procedure

The CIS, ultraviolet (UV) and infrared (IR) sensors of the Cassida 9900R come factory calibrated for optimal performance.

Normal lifecycle use and wear might decrease their sensitivity, though, leading to Image errors. This can be resolved by re-calibrating the machine with the included Calibration Card (white plastic stripe), through the following procedure:

1. Ensure the machine is turned ON.

2. Press MENU and select SERVICE, then CALIBRATION.

3. Turn the machine around (as to access the back panel) and open the back door.

4. Referring to the illustration, locate the CIS sensor and cover it with the Calibration Card. Make sure the placement is accurate and the side tabs on the Calibration Card are correctly aligned, as shown.

5. Close the back door (do not remove the Calibration Card yet).

6. Press CALIBRATE on the touch screen.

7. When "Calibration succeeded" is displayed, turn the machine OFF, open the back door, and remove the Calibration Card.

8. Turn the machine ON.

TAB

TAB

Issue/Error Message	Procedure/Cause	Reference
Unit Does Not Turn On	1. Ensure the power cord is plugged in. 2. Check the fuse and replace if damaged (under the power outlet).	If the problem persists, refer to section 6.6 Contact Information to contact the Cassida technical service center for additional support.
Motor/Rollers Do Not Rotate	Turn off the unit and remove any jammed bills or foreign objects.	
Motor/Rollers Keep Turning	1. Ensure the lid is properly closed. 2. Turn the unit OFF/ON.	
Unit Does Not Detect Counterfeit Bills	1. Make sure the unit is not in COUNT mode (detections are disabled). 2. Clean ALL sensors (ref. section 6.1 Maintenance). 3. Calibrate the unit (ref. section 6.3 Calibration Procedure).	Remove all bills from the stacker and the reject pocket. Recount. If excessive errors occur, ensure: 1. Bills are loaded correctly (ref. section 2.2 Loading the Hopper). 2. The feed gap is adjusted fittingly (ref. section 6.2 Feed Gap Adjustment).
Bill Jams or Unsmooth Bill Feed	1. Turn OFF the unit and remove any objects from the bill path. 2. Clean the sensors (ref. section 6.1 Maintenance). 3. Adjust the feed gap (ref. section 6.2 Feed Gap Adjustment). 4. Load bills correctly (ref. section 2.2 Loading the Hopper).	3. The sensors are clean (ref section 6.1 Maintenance). 4. The unit is calibrated (ref section 6.3 Calibration Procedure). If the problem persists, refer to section 6.6 Contact Information to contact the Cassida technical service center for additional support.

(continued):

Issue/Error Message	Procedure/Cause	Reference
Inaccurate Counting	1. Ensure bills are correctly stacked in the hopper. 2. Adjust the feed gap (ref. section 6.2 Feed Gap Adjustment).	1. Bills should be loaded into the hopper correctly (ref. section 2.2 Loading the Hopper. 2. The feed gap needs adjustment (ref. section 6.2 Feed Gap Adjustment).
Hopper Sensor Error	1. Ensure the Hopper Sensor is not covered. 2. Clean the Hopper Sensor.	The sensors should be cleaned (ref. section 6.1 Maintenance).
Stacker Sensor Error	1. Ensure the Stacker Sensor is not covered. 2. Clean the Stacker Sensor.	
Main Motor Error	Motor problem or speed sensor damaged.	Technical support is required. Contact the Cassida technical service center (ref. section 6.6 Contact Information).
Back Door Open	The back door is not securely closed.	Ensure the back door is closed. Press Start to continue.

6.5 Warranty

To activate your warranty in the U.S.A., please register your product online by visiting
www.CassidaUSA.com/warranty-registration

The Cassida 9900R is warrantied for a period of three years from the date of purchase. In most cases,
a malfunction can easily be resolved by cleaning the unit. Please refer to section 6.1 Maintenance for
directions.

Non-Warranty Service:
Cassida can perform maintenance and cleaning for an extra fee. For a non-warranty repair/
maintenance quote, contact the Cassida Technical Support at www.CassidaUSA.com/support

Shipping:
The warranty covers the cost of shipping to the Cassida Technical Service Center.

6.6 Contact Information

Technical Support Contact Information:
Email: support@cassidausa.com
Phone: 1-888-800-0303 option 1, then 2
If you need to contact the Cassida Technical Service Center, please prepare to provide the following
information:

- Product Model: Located on the back of the machine.
- Serial Number: Located on the bottom of the machine.
- Description of the Problem: What happened, and when did it happen?
  What error messages did the machine display (if any)?
- Steps Taken: Steps already taken to resolve the problem, and the results (if any).

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