SUZOHAPP

Dual Coin PRO

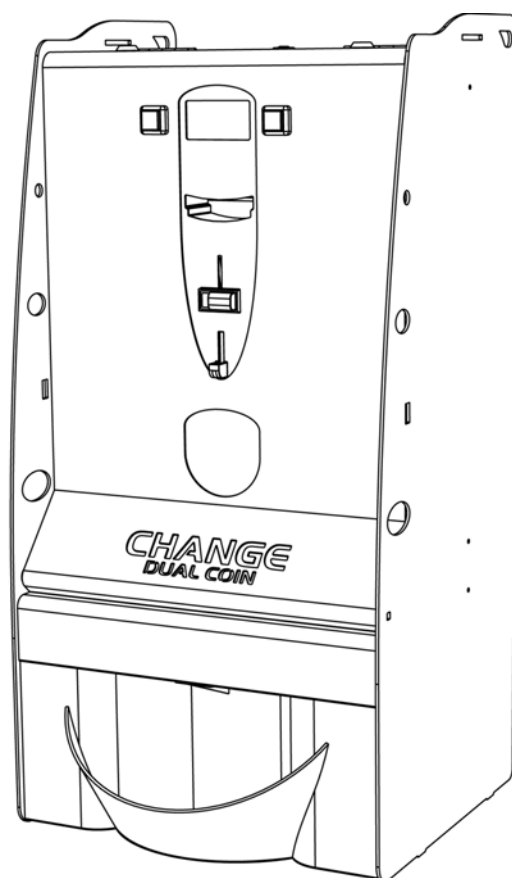## Change machine

Comestero

Operating Manual

CE

GUIDE TO THE SYMBOLS IN THE MANUAL

The following symbols are used in this manual
in order to facilitate its understanding.

Important information

Read carefully before use

Warning!

DECLARATION $C\boldsymbol{\epsilon}$ OF CONFORMITY

THE MANUFACTURER: SUZOHAPP
Antonie Van Leeuwenhoekstraat 9
3261 Oud-Beijerland LT NL

DECLARES

That the product:

TYPE: Change machine
BRAND: Comestero
MODEL: DualCoin PRO

Complies with the following European directives, including their latest changes, and with the relative national laws applying such directives:

2004/108/CE
2006/95/CE

And that the following harmonized standards have been applied:

EN 55014-1
EN 61014-2
EN61000-3-2
EN61000-3-3
EN62233
EN 60335-2-82

SAFETY INFORMATION

This machine is equipped with safety devices to prevent damage due to short circuits and fire.

These devices must not be bypassed, removed or disabled for any reason.
If the devices must be disabled to carry out maintenance or servicing, operate on the appliance only when the power supply has been switched OFF.

The safety devices have been constructed in compliance with existing regulations.
We recommend the operator to periodically check their correct operation.

Risks deriving from using the machine

The device is exclusively for indoor use.

If maintained in good operating conditions and installed correctly (according to the instructions of this manual), the machine does not pose any danger for the operator. The personnel loading the dispensers and turning on the machine after maintenance must take into account that: all moving parts, doors and cash boxes can cause injuries of varying severity, if operated inappropriately; it is a good practice to switch OFF the power supply for any operation carried out when the machine is open (maintenance, etc…) The machine must not be used by persons (including children) which reduced physical, sensorial or mental capacities, or lacking experience or knowledge, unless they are monitored by a person responsible for their safety or they have received instructions on how to operate the machine.

Children must be monitored to ensure they are not playing with the machine.

Electrical hazards: Direct contacts during connection to the main power supply.

Operations carried out by a **qualified technician**.

Crushing hazards due to moving parts in the machine.

The machine must be opened and closed slowly and carefully.

Hazards during machine installation and setup

Follow the machine installation instructions below (section 9) so that risks for people and property are minimal.

Crushing hazards during handling and positioning of the machine. Transport of the machine must be carried out by a **technician qualified** for moving loads (forklift operator, etc…).

Caution:

- Use suitable lifting machines and harnesses.

- Carry out operations in an area free from obstacles and people.
- Before lifting, always ensure that the load is stable and carry out all movements carefully, avoiding any oscillation.

Electrical hazards: Direct contacts during connection to the main power supply. Operations carried out by a **qualified technician**.

Caution:

- Make sure that the distribution line is sized according to the power supply used by the machine.
- Connect the system to ground before connecting the machine and the accessories.

Hazards during machine maintenance

Electrical hazards: Direct contact with live parts within the electrical cabinet.

Operations carried out by a **qualified technician**.

Caution:

- Service the machine only after the main power supply has been switched OFF.

Signage

The machine is equipped with warning labels located near dangerous areas, showing conventional hazard signs with symbols and/or written messages.

GENERAL HAZARD	ELECTRICAL SHOCK HAZARD	GROUND

GENERAL WARRANTY

Please read the following carefully to understand the general warranty conditions for this product.

ART. 1 - Scope of application

These general terms and conditions shall apply to all the goods and services provided by our company. Placed orders shall imply the full and unconditional acceptance of these general terms and conditions of sale. The contract of sale shall be considered perfected when the Purchaser receives the order confirmation from the Seller.

ART. 2 - Electromagnetic compatibility and safety

Our company certifies that the supplied goods comply with the standards concerning electromagnetic compatibility and safety; mandatory declarations are indicated in detail in the plates and labels affixed on the products and in the technical documentation attached or available at our premises. The recipients of the supply undertake to use or market the supplied goods, ensuring the integrity, completeness and usability of such information.

ART. 3 – Warranty

Except in cases where the mandatory provisions in Leg. Decree No. 206/2005 ("Consumer Code") or in other relevant laws are to be applied, the goods and services are supplied under warranty by our company for a period of 12 months. This period starts from the date of purchase of the product. The warranty is exclusively limited to the normal operation of the goods supplied and to the result of the service provided. The warranty exclusively involves the repairs or replacement of the goods. Restoration of the goods to their normal operative state shall be carried out in our factory. Although not provided for here, Art. 1512 CC is also applicable in terms of revocation and limitation.

Our company shall not be liable in any way for operation of goods supplied in environmental conditions or technical conditions other than those established by our specifications, usually set out in the technical documentation. Any liability for direct or indirect damage not deriving from a malfunction is expressly excluded.

The warranty is void and null if the purchaser is insolvent in paying the established price. The warranty does not apply in the following cases:

1. lack of or improper maintenance, even if carried out by qualified personnel;

2. repairs or alterations made by the purchaser on his unilateral initiative;

3. inadequate or irregular voltage in the power lines, insufficient flow rate and abnormal electrical systems;

4. corrosive action of detergents;

5. poor or non-functioning software or hardware or loss of data recorded by the purchaser as a result of storms, lightning, high temperature or voltage variations of the electric current, earthquakes, fire, etc.;

6. with reference to all the electrical components and mechanical plastic moving parts subject to normal wear, which must be replaced during routine maintenance;

7. where the products have been used in conjunction with or incorporated into equipment or materials whose specifications have not been approved in writing by the selling company;

8. tampering with the label showing the serial number of the machine;

9. fault or breakage due to transport, acts of vandalism, natural calamities or wilful damage;

10. wrong or bad installation of the product;

11. carelessness, negligence or lack of skill in using the product;

12. failure to comply with the operating instructions in the technical manual;

13. interventions for alleged defects or casual checks;

14. repairs carried out without our authorization.

Malfunctioning of the machine due to the software not being upgraded is not considered a defect. SUZOHAPP is not obliged in any way to upgrade the software free of charge or upgrade the mechanical components which may be necessary due to new coins or banknotes being introduced by the Italian and European authorities, when repairing a product that is covered by the warranty. However, such upgrades could still be requested from SUZOHAPP and the company is obliged to send a quotation to the customer prior to intervention.

Any repair or tampering carried out on the supplied goods by subjects who are not authorized by us will render the warranty null and void.

We declare to have carefully considered, to the best of our knowledge and manufacturing practices, the issue related to preventing the goods supplied from being violated by persons who intentionally intend to alter their operation. However, we shall no assume any liability for illegal conduct or damage that may result fraudulent use of the goods supplied. All required repairs not covered by the warranty must be paid for and the SUZOHAPP price list shall apply whose updates are regularly communicated.

ART. 4 – Limitation of Liability

Notwithstanding the hypotheses in art. 1229 of the Italian Civil Code and notwithstanding the mandatory provisions of law, for every damage caused directly or indirectly by failures or delays of the Seller or by the purchased products to objects or persons, including but not limited to lost profits and damage to the corporate image, the compensation payable by the Seller shall not exceed, in any case, 10% of the amount paid by the Purchaser for the product that caused the damage.

ART. 5 – Delivery

The goods subject of the supply are considered delivered at the time and in the place they are passed on to the carrier; therefore, our company shall not be held liable for total or partial shortages, damage or delays related to transport. Upon delivery, the recipient must duly note any errors or damage on the bill of lading. The Purchaser's refusal to accept or collect all or part of the ordered goods does not suspend obligation to pay. The terms of delivery indicated in the order confirmation allow for a grace period of 60 days. Upon delivery, the Purchaser must carry out a complete technical verification of the quality and

functionality of the product within eight days. If not, the product shall be considered accepted without reservations or objections by the Purchaser.

ART. 6 - Retention of Title

The supplied goods shall remain the property of our company until full payment of the price has been made. In the event of termination of the contract for non-payment, the Seller is entitled to claim the unpaid items held by the Purchaser, which must be returned at the Purchaser's expense. All sums already paid will be retained by the seller as compensation and penalty.

ART. 7 – Terms of payment

Invoices must be paid in accordance with the agreements and within the deadline specified on the invoice. Any delay in payment will automatically result, without the need of formal notice, the application of interest at the rate stipulated in Legislative Decree no. 231 of 9.10.2002, unless agreed otherwise. If the purchaser delays, each benefit in the terms and conditions that may have been granted shall be deemed null and void and the seller may demand immediate payment of all outstanding amounts as well as of additional orders on receipt of the goods.

ART. 8 – Returns

Return of faulty goods or of goods requiring our assistance must be expressly authorised by us. Therefore, we reserve the right to reject the return or ask you to return the good to another destination other than our headquarters. We shall be liable for the goods only when it will be delivered to the indicated address.

ART. 9 - Applicable law and court of jurisdiction

The supplies regulated by these general terms and conditions are governed by Italian law. Any dispute shall be resolved by the Court of Milan.

Dear customer,

thank you for choosing a SUZOHAPP product; by following the instructions of this manual carefully you will be able to appreciate and be satisfied by its quality. Please read the operation and maintenance instructions carefully, in compliance with the safety provisions, before using the machine, and store this manual for future reference.

Table of contents

EN

1. Introduction

This manual and its annexes provide all information needed to install and operate the product and all its parts, as well as some technical information for correct maintenance.

The information contained in this manual can be modified without prior notice and does not constitute a commitment on behalf of SUZOHAPP.

Please, refer to our website eu.suzohapp.com to download the latest version of this manual.

The information in this manual has been collected and verified with utmost care; however SUZOHAPP has no liability arising from using this manual.

Unless otherwise stated, any reference to companies, names, dates, and addresses is purely coincidental and has the sole purpose to illustrate the use of the product. The reproduction of any part of this manual without prior authorisation by SUZOHAPP is prohibited.

2. Product Presentation

DualCoin PRO is a secure and versatile change machine that can be installed easily and integrates perfectly in every type of environment thanks to its design.

It is equipped with a banknote reader, a comfortable large size display and a SD Card to export accounting data and configuration parameters.

DualCoin PRO is the ideal solution to dispense large quantities of two different denominations of coins/tokens and ensures security during collection since its structure is designed to resist over time and is particularly strong against vandals and thieves, due to the thick steel plate and the safety tube lock with three locking points. Electronic security is ensured by the new generation of peripherals connected by means of the ccTalk communication protocol.

3. Warnings

Read this manual carefully before installation.

Knowledge of the information and instructions of this manual is fundamental to use the product correctly.

Check upon receipt that the package and the product have not been damaged during transport.

Take care with the electrical connections. Faults due to failure to follow the warnings of this publication are not covered by warranty.

Significant situations that need to be followed strictly are signalled by specific symbols in this manual.

4. Handling and Unpacking

4.1 Receiving the packaged product

Check upon receipt that the product has not been damaged during transport. If any damage is noticed notify the transporter immediately.

After transport the package must be complete, that is, it must not:

- show dents, signs of shocks, deformation or breakages of the container
- show areas that are wet or signs that would point out to the fact that the casing has been exposed to rain, frost or heat
- show signs of tampering

Check that the content of the package matches the order.

4.2 Handling

In order to avoid damage to the machine we recommend moving it only within its original package, using suitable handling machines. Take care to follow the handling instructions printed on the box. After initial inspection, replace the machine in its packaging to transport it to the final installation area.

We recommend:

- not to drag the machine
- not to overturn or lay down the package horizontally during transport and handling
- not to bump the machine
- not to leave the machine (even if still in the package) under weather agents

4.3 Unpacking

After being tested and equipped the machine is delivered within different packages, one for the change machine and one for the base, made of corrugated carton, which ensure it is protected during transport and handling.

To facilitate loading/unloading the product, also by means of earth moving machines (transpallets), the boxes sit on an appropriate wooden pallet (up to two machine units per pallet).

Follow the instructions printed on the box to unpack the machine. Both the carton package and the pallet meet the standards for recycling and disposal (follow current local regulations).

4.4 Identification of the machine and accessories

Figure 1 shows the location of the identification label showing the main operating and identification characteristics of the machine. The serial number printed in the appropriate field is particularly important. Always mention this number any time you require service, parts, repairs or information relative to the operation of the machine.
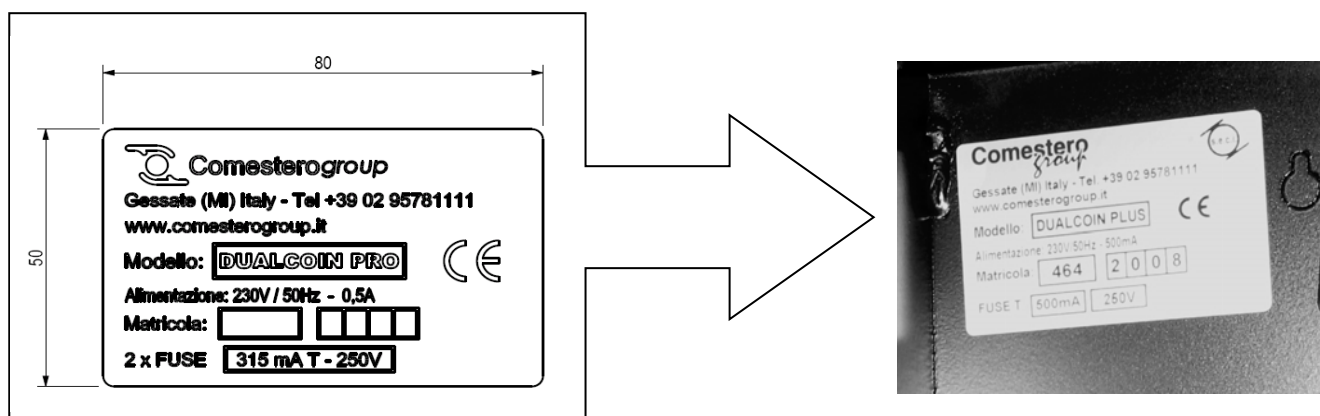
Fig. 1

The machine identification label must always be clearly readable. It is prohibited to remove it or tamper with the data printed in it. If damaged or lost, request a new replacement label from the manufacturer. The label is applied to the machine as shown in Figure 1.

Please remember that the warranty is tied to the machine identification number.

4.5 Name of Parts
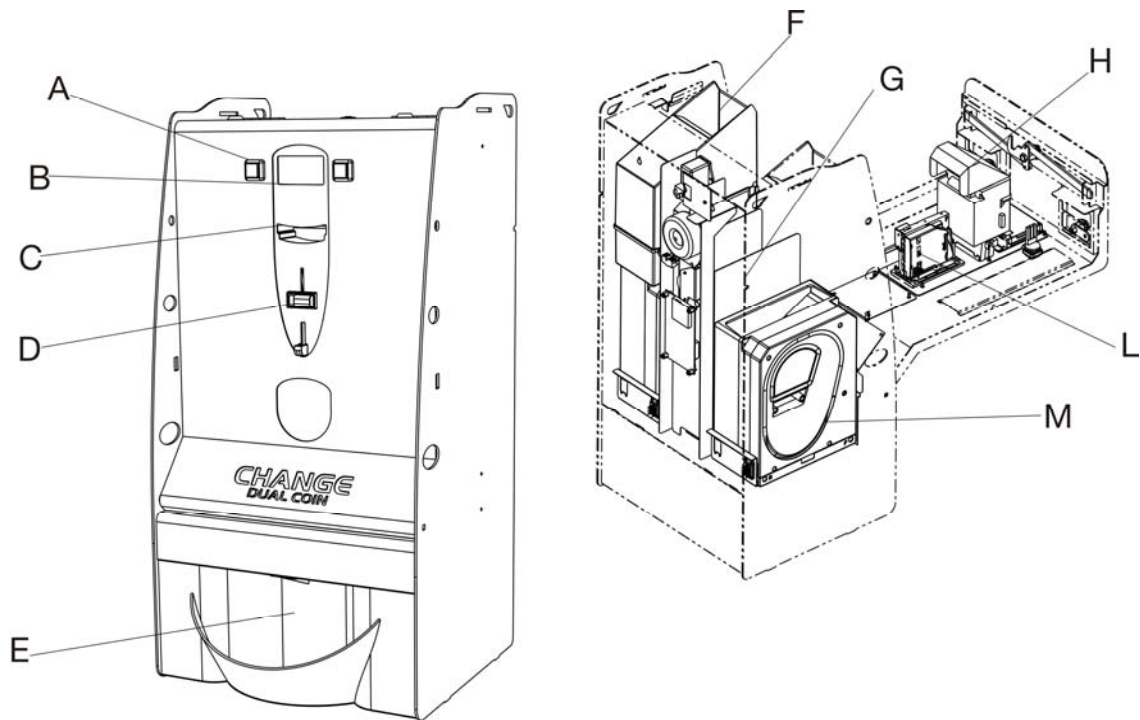
Fig. 2

A	Selection buttons	F	Hopper extension
B	Display	G	Cash box compartment
C	Banknote insertion	H	Banknote reader (internal)
D	Coin insertion	L	Electronic coin mechanism (internal)
E	Coin dispensing	M	Single coin hopper
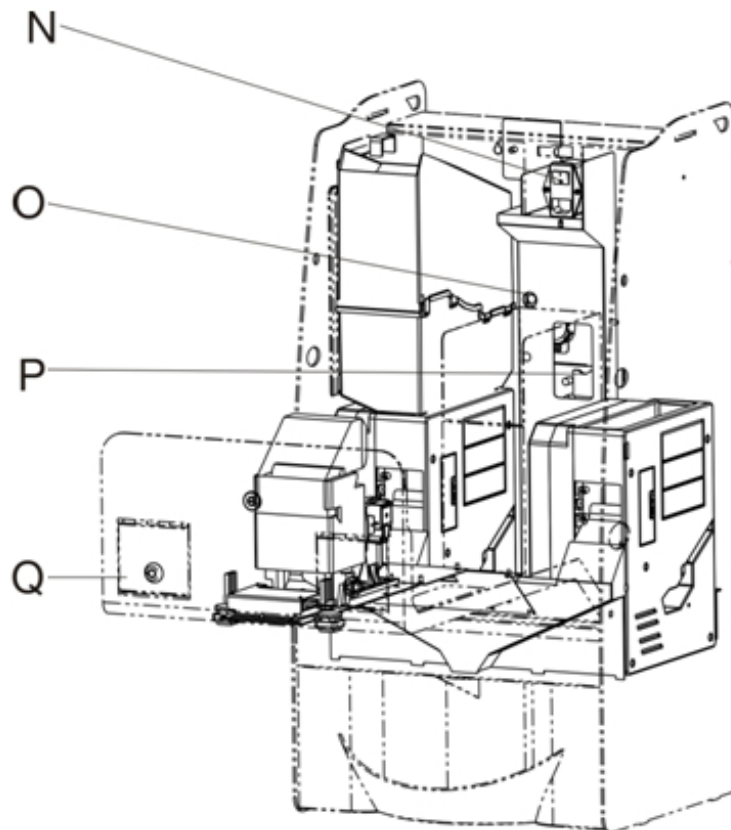
Fig. 3

N	Power ON button	P	Electronic board with SD Card slot
O	Setup button	Q	Openings for hopper loading

The product includes the following **standard accessories**:

- Compartment keys

Two keys are provided for each of the two locks of the machine.

We recommend creating two sets of keys and storing spare keys in a safe place other than the place normally used for the service set of keys.
Furthermore, we recommend noting down the serial number engraved on each key so that a duplicate key can be requested to SUZOHAPP if the key is lost.
The other four accessories are:

- Loading funnels

- Instruction manual

- SD Card

- Power cord

5. Installation

5.1 Dimensions

The following drawing shows the dimensions of the machine in order to facilitate its placement and installation. The Dual Coin PRO change machine can be installed in 2 different ways: on a countertop (Fig. 4) or on a support base (see Fig. 5 down).
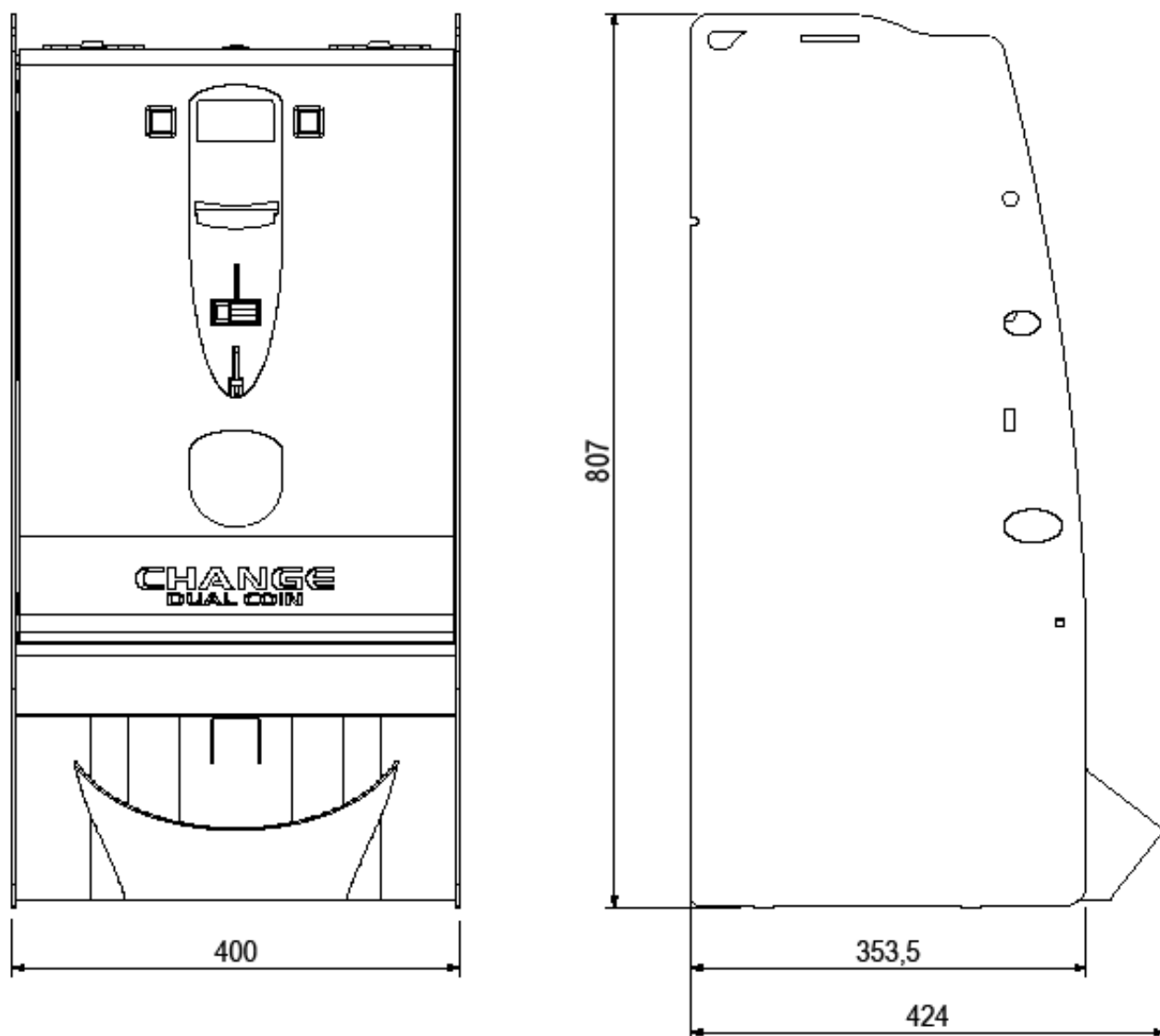
Fig. 4

5.2 Installation on support base

- Place the base where you want to install the machine

- Lift and place the change machine onto the base, so that the three holes located on the base match the 3 nuts on the change machine

- Screw in three M6 screws with a screwdriver (Phillips head, size 4)

- Connect the power plug to activate the change machine
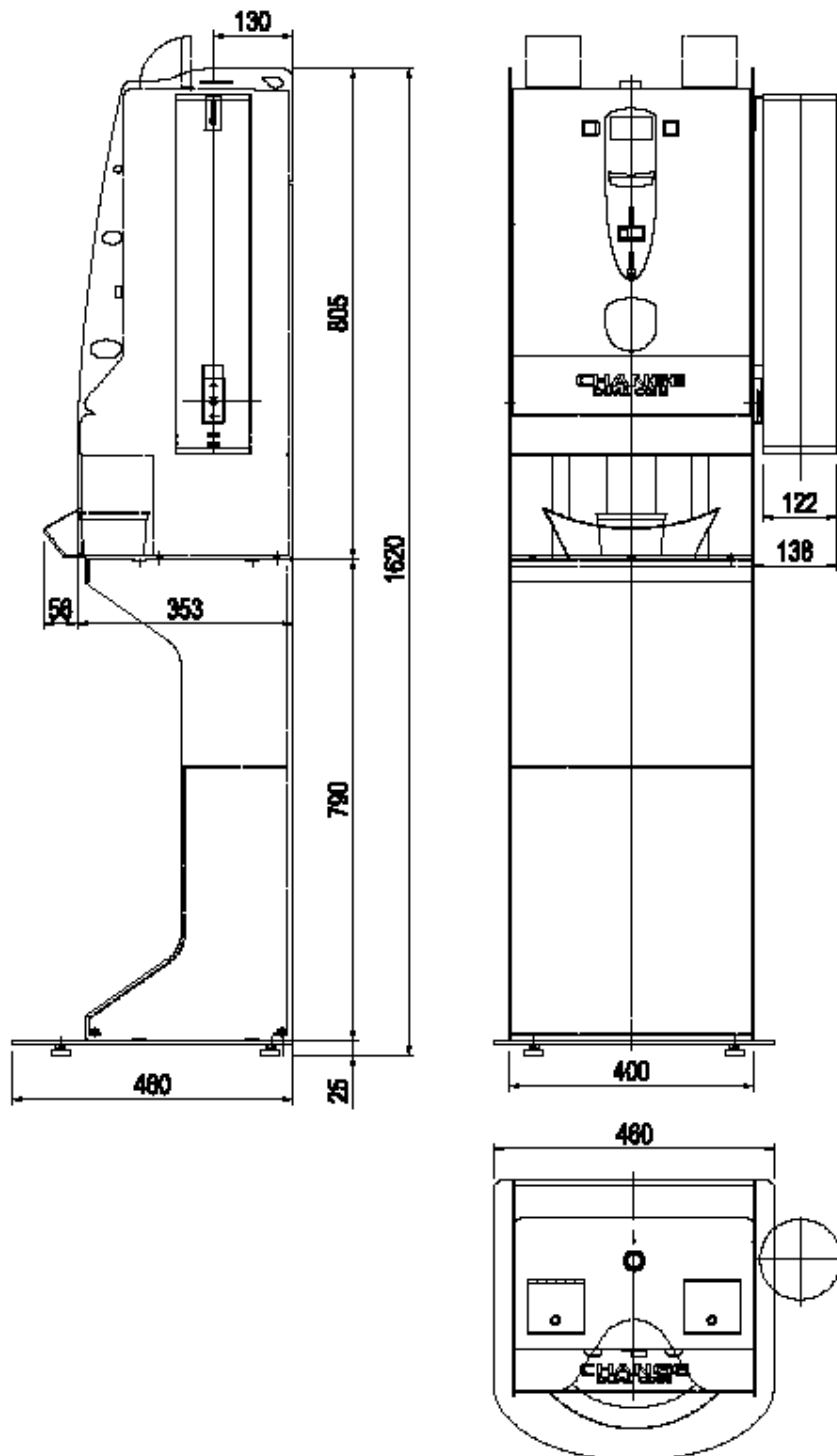
Fig. 5

5.3 Installation on countertop

Dual Coin PRO can also be installed on a countertop.
Ensure that the surface where Dual Coin PRO will be installed is stable and is capable of supporting the weight of the machine. Do not install Dual Coin PRO on irregular or uneven surfaces.
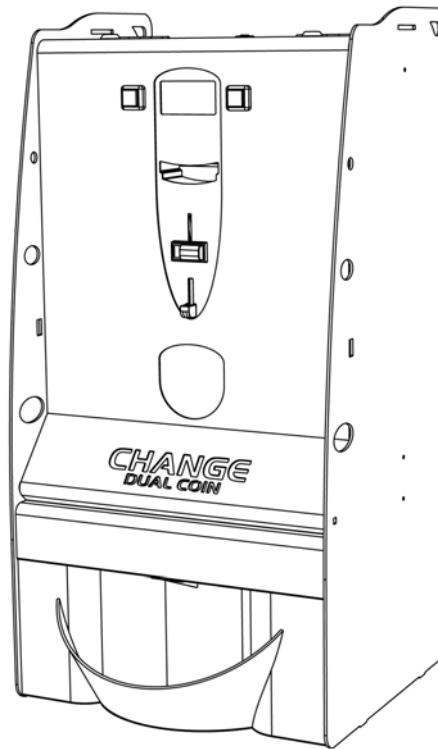
Fig. 6

5.4 Wall mounting

IT IS ESSENTIAL THAT THE WALL WHERE DUAL COIN PRO WILL MOUNT IS STRONG ENOUGH TO SUPPORT THE WEIGHT OF THE MACHINE. IT IS ALSO ESSENTIAL TO ENSURE THE CHANGE MACHINE USING SOME ANCHORS.

Make sure the wall where DualCoin PRO will be fixed, is suitable to anchor the machine. Failure to install screws or anchors, or using an unsuitable surface, could cause damage to persons or property.

For anchoring in a complete and solid manner the change machine, it is necessary to arrange two holes with anchor for screw with a diameter of 10mm.

1. "Detect" on the wall the points where the holes will be make for the insertion of the anchor

2. Using a pencil, draw on the wall the center of the two holes you can find on the back of DualCoin PRO

3. With a drill, and a tip with the size appropriate to the type of anchor you intend to use, make on the wall the two holes of a diameter of 10mm, inside of which you will insert the plugs

4. Insert the anchors into the holes you have just created.

5. Remove the two hole caps on the back of Dual Coin PRO and indicated with a circle in the Figure 7 below.
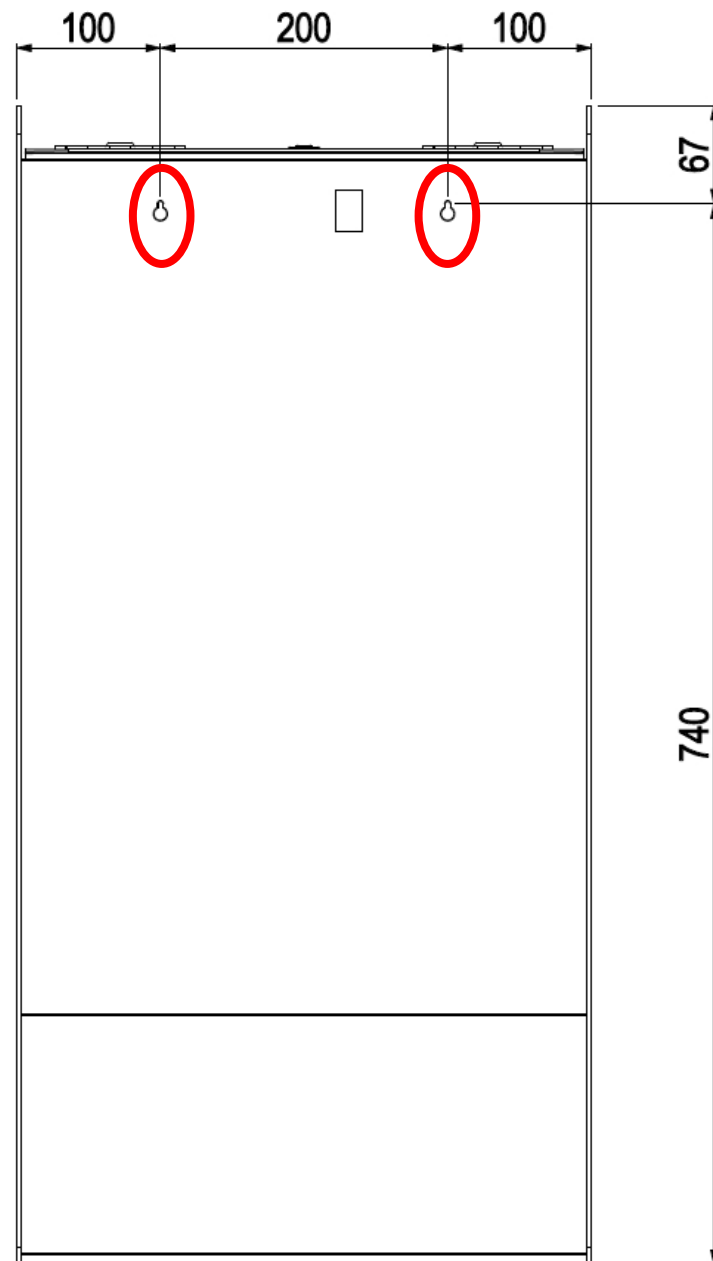
Fig. 7

6. from the inside of the change machine, using a screwdriver and two screws suitable to the dimensions and shape of the anchor used, fix DualCoin PRO on the wall.

7. Make sure the change machine, once mounted on the wall, is perfectly vertical.

6. Connections

All electrical connections of the machine are already installed except the power supply. Before connecting to the grid make sure the main switch of the machine, located on the front compartment inside the change machine, is in position "0", OFF, as shown in Figure 8.
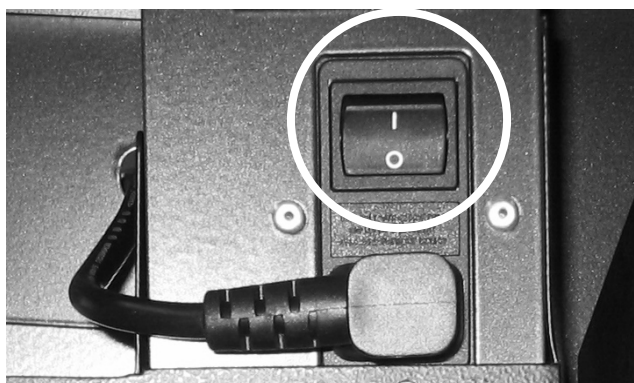
Fig. 8

Check that the power socket, where the machine is going to be connected, has an electrical rating suitable to the machine and it is protected by a residual current device with suitable rating. Plug the machine to the grid through the supplied cable (the cable, already plugged to the main switch of the machine, is located in the rear part of the equipment).

For installation, see the following standard: **CEI EN 61140: Protection from electrical arcing.**

7. Starting up the machine

This machine is delivered, from the factory, with a standard configuration that can be modified by the user.

7.1 Preliminary operations

Before starting the machine, to exit from the EMPTY condition, fill the dispensers.

In this way the various payment systems are enabled and the machine is ready to operate. To fill the hopper, open the top door (point Q in the Figure 3 above) so that you can access the dispenser and pour the coins into the appropriate compartment.

7.2 Operation and programming

Turn ON the change machine with the switch located inside it.

When the machine is turned ON, the display will show the version of the machine software, which will automatically disappear after a few seconds.

DualCoin PRO is equipped with 2 coin dispensers, 1 banknote reader and 1 coin validator (if installed).

The following is the standard operation of the change machine: if settings have been adjusted differently than those set in the factory, the machine could behave differently from what follows (see the "Programming" chapter).

Unless otherwise required by the customer upon purchase, the machine will be programmed and set as follows:

- Language: Italian / English / Spanish / French
- Value table
- Currency: Euro
- Type of banknote reader: Innovative Technology NV10
- Reader setup: ccTalk with 5/10/20/50 Euro
- Type of the coin validator: Comestero RM5HD
- Setup of the coin validator: ccTalk with 0.05/0.10/0.20/0.50/1/2 Euro (active sorter)
- Type of the coin dispenser: SUZOHAPP Hopper Evolution (for coins with diameters greater than 30 mm, the coin dispenser type is the Hopper Money Control MK4)

8. Programming

8.1 Preliminary operations

To change the operation settings of the change machine or to access the programming function, press the setup button (point O in the Figure 3 above) inside the upper door. When the setup button is pressed, the operating status of the change machine will pass to setup mode. All setup operations are performed by means of the selection buttons (point A in the Figure 2 above) and the display (point B in the Figure 2 above). DualCoin PRO has a quick setup menu (called quick menu) which includes the most common maintenance and configuration functions, as well as a complete menu divided into accounting and setup menu. Navigation through the quick, accounting and setup menus is by means of the two selection buttons (point A in the Figure 2 above) on the front cover of the change machine. Take into consideration that the left button is usually associated to navigation while the right button is used to select/confirm.

8.2 Quick maintenance and setup menu

The quick setup menu includes the most common maintenance setup functions. To access this menu, set the change machine in programming mode by pressing the setup button (point O in the Figure 3 above) inside the compartment of the change machine.
The display will show the first screen of the quick maintenance and setup menu.

Press one of the two blue selection buttons to access the menu.

A. Automatic hopper emptying

The first screen of the quick menu is relative to the empty hopper (hopper 1 and hopper 2) screen.
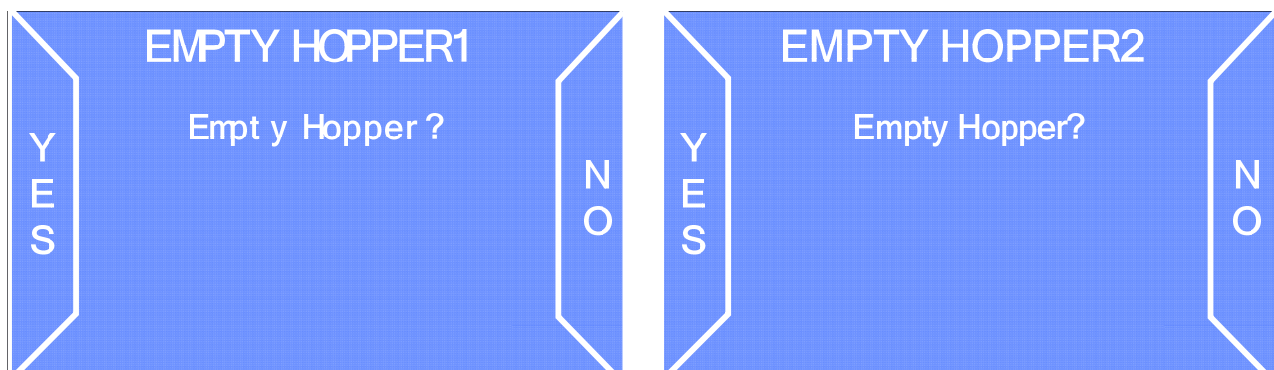
In the first picture here above, select YES to start the automatic hopper1 emptying procedure; select NO to go to the following screen, relative to the emptying of hopper2, as you can see in the second picture here above.

NOTE:
The procedure can be interrupted at any moment during hopper emptying by pressing one of the two buttons again.

B. Accounting information

The second item of the quick menu is the partial accounting screen, where general information about collected money, dispensing, bonus and unpaid can be viewed.

PARTIAL ACCOUNTING

R E S E T

Collected 50.00 €
Dispensed 50.00 €
Bonus 0.00 €
Unpaid 0.00 €

N E X T

Selecting RESET the partial accounting data are cleared; while selecting NEXT you can go on with the next screen.

The third item of the quick menu is the total accounting data.

TOTAL ACCOUNTING

R E S E T

Collected 50.00 €
Dispensed 50.00 €
Bonus 0.00 €
Unpaid 0.00 €

N E X T

Similarly to the partial accounting data, when RESET is selected, the total accounting data are cleared; while selecting NEXT you can go on with the next screen.

C. Overpay

Every time an overpay takes place, i.e. a failure when you are changing coins, the change machine records the individual event so that all overpays can be shown in a separated list; if no overpay took place, the display will show :

No Over pay! !

At the end of the quick menu the following screen is shown :

```
        QUICK MENU
 C                              S
 O        End                   T
 M    Press Start               A
 P    to restart,               R
 L      Compl for               T
      Complete Menu
```

Select START to restart with the quick menu; select COMPL to access the complete menu.

8.3 Setup menu

From the initial screen of the complete menu, select CONFIG to access the setup menu.

```
      COMPLETE MENU
 A                              C
 C                              O
 C    Select CONFIG             N
 O   for configuration          F
 U     ACCOUNT for              I
 N      accounting              G
```

A. Peripheral status

The first screen of the setup menu offers a view of the status of all peripherals installed in the change machine. If the machine peripheral is operating correctly, in the list on the screen, it will be marked with "OK", otherwise an "Alarm" message will be displayed next to the corresponding peripheral. Select NEXT to move to the next screen.

```
     PERIPHERAL STATUS

  Hopper 1 . . . . . .  OK        N
  Hopper 2 . . . . . .  OK        E
   Notes reader   . . OK          X
  Coin mechanism . . OK           T
```
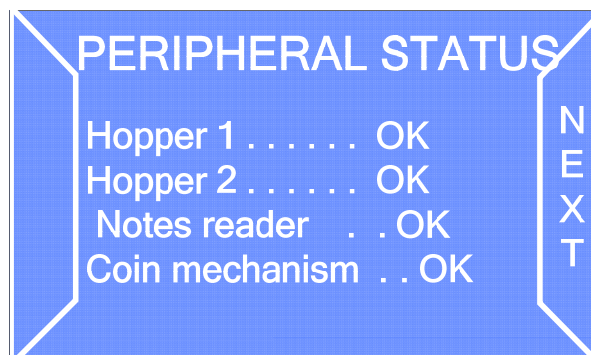
B. Import configuration

From the "Import config" screen it is possible to install the operation settings saved on a SD Card onto the change machine.

```
                    IMPORT CONFIG
         Y                                    N
         E             Import                 O
         S        configuration ?
```
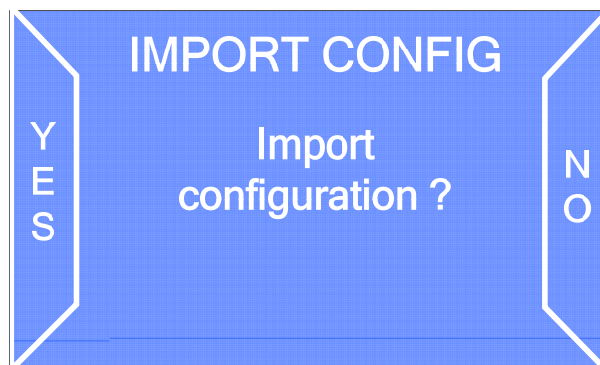
> NOTE:
> This function can be accessed only if a SD Card with configuration data is inserted in the
> appropriate slot (point P in the Figure 3 above).

Select YES to import the setup parameters from the SD Card and saved into the change machine; otherwise select NO to move to the next screen without importing data.

C. Coins accepted

The "Coins accepted" screen enables or disables the types of coins to be accepted by the change machine (if a coin validator is installed).

```
                   COINS ACCEPTED
         E                                    S
         N          Press Skip to             K
         T           skip this                I
         E         menu, Enter to             P
         R             enter
```
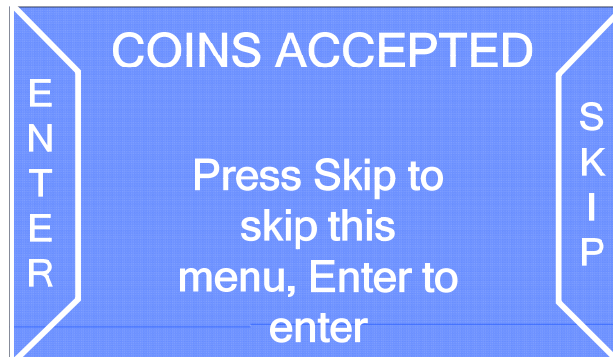
Select SKIP to ignore this menu or ENTER option to enter and change the settings.
After entering the sub-menu, the display will show :

```
      COINS ACCEPTED              COINS ACCEPTED
 D                           D
 I     Coin  1 (2.00€)   N    I    Coin  2 (1.00€)   N
 S                      E    S                      E
 A        Enabled       X    A       Enabled        X
 B                      T    B                      T
 L                           L
```
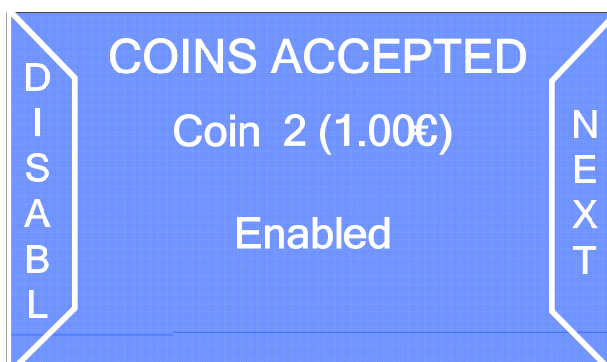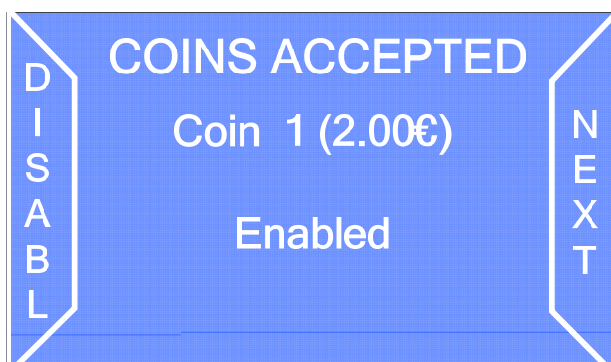
Select ENABLE/DISABL to enable/disable the acceptance of the corresponding coin, then select NEXT to move to the next coin or token.

D. Banknotes accepted

In the "Banknotes accepted" screen, select SKIP to ignore this menu; select ENTER to access to the menu where you can enable or disable the banknote denominations to be accepted by the change machine.

```
                BANKNOTES ACCEPTED
E                                           S
N                                           K
T        Press Skip to                      I
E        Skip this                          P
R        menu, Enter to
         enter
```
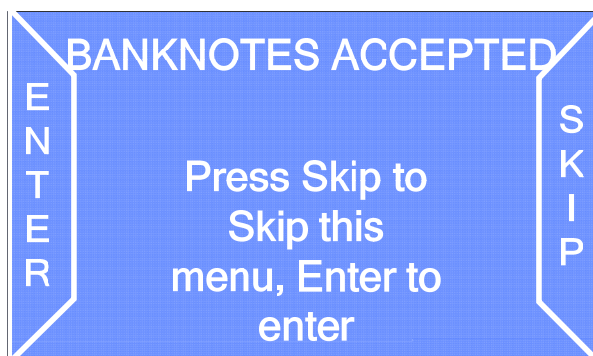
Select ENABLE/DISABL to enable/disable the acceptance of the corresponding banknote, then select NEXT to move to the next banknote.

```
        BANKNOTES ACCEPTED              BANKNOTES ACCEPTED
D                               N    D                              N
I       Bank. 1 (5.00€)         E    I      Bank. 2 (10.00€)        E
S                               X    S                              X
A                               T    A                              T
B       Enabled                      B      Enabled
L                                    L
```
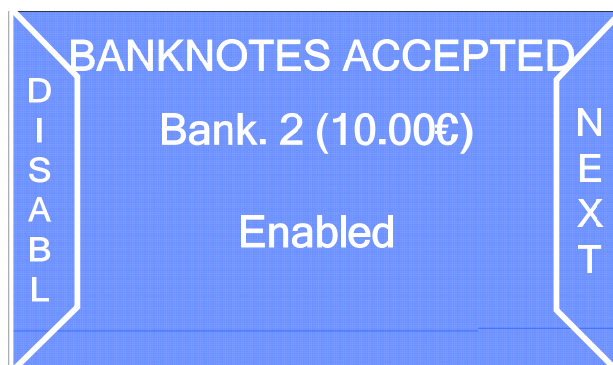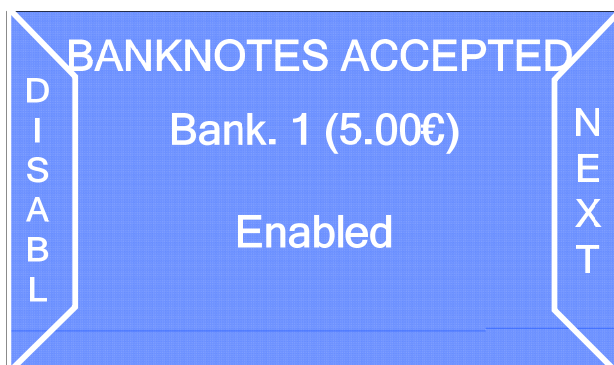
E. Coin setup in the hopper

In order that the change machine operates properly, the type of coins filling the hopper 1 and hopper 2 must correspond to the value set in the "Coin hopper 1" and "Coin hopper 2" screens.

```
C       COIN HOPPER 1           N    C       COIN HOPPER 2          N
H                               E    H                              E
A       Coin 1 (1.00¤)          X    A       Coin 2 (2.00¤)         X
N                               T    N                              T
G                                    G
E                                    E
```

Press NEXT to move to the next menu, or CHANGE to move to the next coin.

If CHANGE button is pressed again, after the sixth coin you can verify the type of value associated to any token inserted in the hopper.

```
C                COIN HOPPER 1                N
H                                             E
A               Token 1 (2.00¤)              X
N                                             T
G
E
```

In the example, a value of 3 Euro is assigned to the token. This function is valid also for the second hopper (if present).

F. Setting up the token value

To assign a value to the type of token inserted into the hopper, select YES in the following screen.

```
        VALUE TOKEN 1                    VALUE TOKEN 2

Y       Present value       N    Y       Present value       N
E           2.00¤           O    E           1.00¤           O
S      To change value?          S      To change value?
```

The display will show:

```
        VALUE TOKEN 1    C             VALUE TOKEN 2    C
C                        H    C                         H
O       Present value    A    O       Present value     A
N          002.00¤       N    N          001.00¤        N
T                        G    T                         G
I                        E    I                         E
N                             N
```

You can set an Euro value for the token by means of the left button (CONTIN), to move to the next digit, and right button (CHANGE), to change the value.
A token value can also be entered for the second hopper (if present).

G. Enabling/disabling the banknote reader

The installed banknote reader may be enabled/disabled by means of the "Banknote reader" screen.
Select NEXT to move to the next menu.
Select ENABLE/DISABLE to toggle the status of the reader between enabled and disabled.
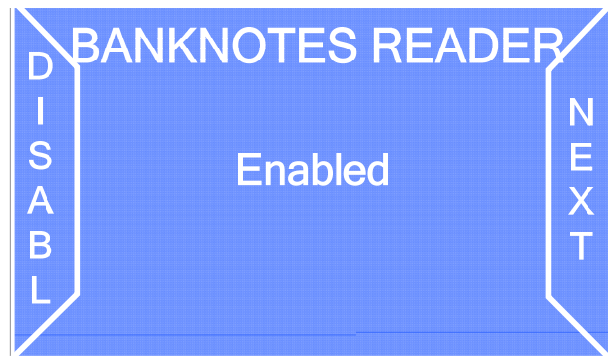
H. Enabling/disabling the coin validator

The coin validator (if installed) may be enabled/disabled by means of the "Coin mechanism" screen.
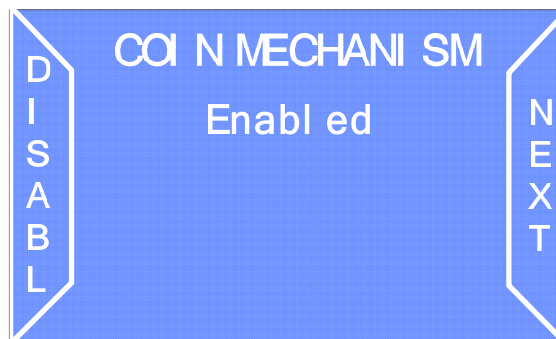
Select NEXT to move to the next menu. Select ENABLE/DISABLE to toggle the status of the coin mechanism between enabled and disabled.

I. Language setup

The operating parameters relative to the languages managed by the change machine can be set in the following screens.

I.1 Default language

The default language, used by the change machine to communicate with the end-user and the maintenance operator, can be chosen in the screen you can see here on the right. Here it is possible to choose from four languages (Italian, English, French and Spanish).
Select NEXT to move to the next menu. Select CHANGE to change language.

I.2 Export language

The language pack included in a change machine of the "Pro" series can be exported into a change machine of the same series and model by means of the included SD Card using this screen. The language pack will be written on the onboard SD Card.

EXPORT LANGUAGE

Y
E
S

Export language ?

N
O

Select NO to move to the next menu. Select YES to export the language pack onto the onboard SD Card.

I.3 Import language

The language pack included in a change machine of the "Pro" series can be imported into a change machine of the same series and model by means of the included SD Card using this screen. The language pack will be downloaded onto the SD Card from the CPU of the change machine.

IMPORT LANGUAGE

Y
E
S

Import language ?

N
O
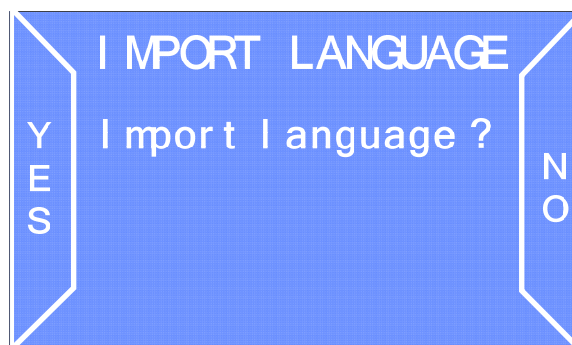
Select NO to move to the next menu. Select YES to import the language pack from the onboard SD Card onto the CPU.

J. Automatic dispensing and mixed dispensing

Automatic dispensing is the automatic dispensing of change when a banknote is inserted, without the need to press any button.

AUTO DISPENSING

D
I
S
A
B
L

Enable

N
E
X
T
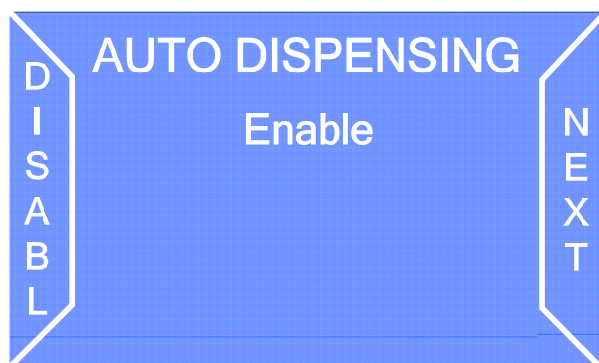
Select NEXT to move to the next menu. Select ENABLE/DISABL to toggle the status of the automatic dispensing between enabled and disabled.

K. Reset of default conditions

The factory settings can be reset (default) by means of the "Load default" screen.

```
              LOAD DEFAULT
   Y
   E        Load Default ?
   S                              N
                                  O
```
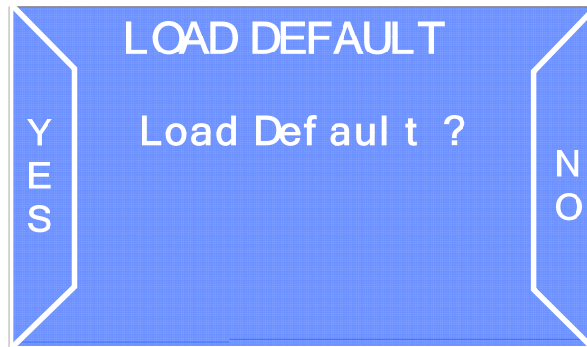
Select NO in order not to reset the default settings and to move to the next menu. Select YES to reset the default settings and move to the next menu.

L. Automatic hopper emptying

The hopper can be automatically emptied by means of the "Empty Hopper" screen.

```
     EMPTY HOPPER1                    EMPTY HOPPER2
 Y     Empty hopper?             Y     Empty hopper?
 E                    N          E                    N
 S                    O          S                    O
```
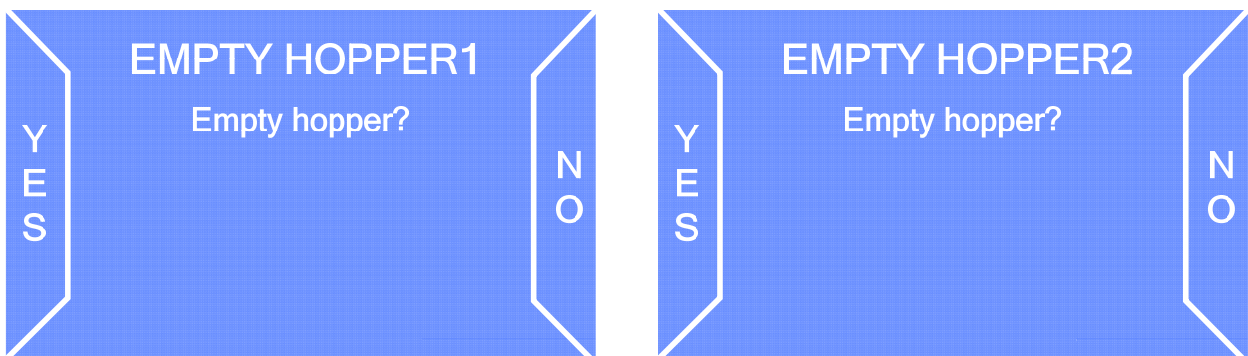
Select YES to start the automatic hopper emptying procedure, or NO to go to the following screen.

> NOTE:
> The procedure can be interrupted at any moment during hopper emptying by pressing the button again.

M. Date and time setup

The date and time can be set by means of the "Date and time" screen.

```
       SET DATE AND TIME
   C
   H     Do you want change       N
   A       date and hour ?        E
   N                              X
   G                              T
   E
```

Select NEXT to move to the next menu, CHANGE to increase the digits.
Selecting CHANGE the following screen will appear, where you can edit the time and the date:

SET DATE AND TIME

CHANGE

Time
12

NEXT

N. Setup Password

The operating parameters relative to the password protecting the access to setup and maintenance menus can be set in the following screen.

N.1 Enabling/disabling the password

From the "Enable password" screen you can enable/disable the password request to access the setup and accounting menus.

ENABLE PASSWORD

DISABL
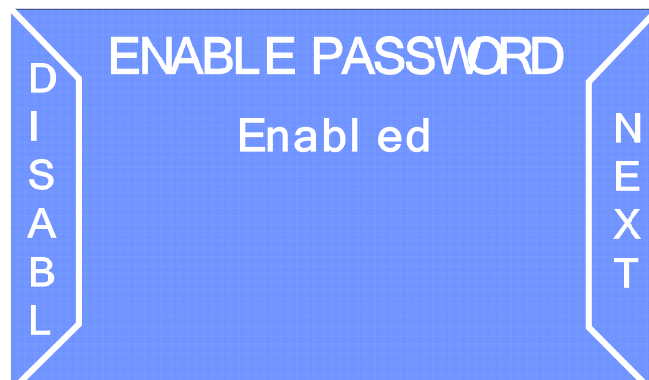
Enabled

NEXT

Select NEXT to move to the next menu, ENABLE/DISABL to toggle the status between enabled and disabled.

N.2. Change of the password

The password can be changed from the "Change password" screen you can see here on the right.
Select NO to move to the next screen or YES to change the password.

CHANGE PASSWORD

YES

Change Password
config menu ?

NO

If you want to change the password, the old password must be entered first, or the **default password (1111) must be entered** if the password has never been changed before. The display will show the picture here on the right.

```
  ┌─────────────────────────────────┐
  │ C   CHANGE PASSWORD          C   │
  │ O                            H   │
  │ N         <0000>             A   │
  │ T                            N   │
  │ I       Enter old           G   │
  │ N       password            E   │
  └─────────────────────────────────┘
```
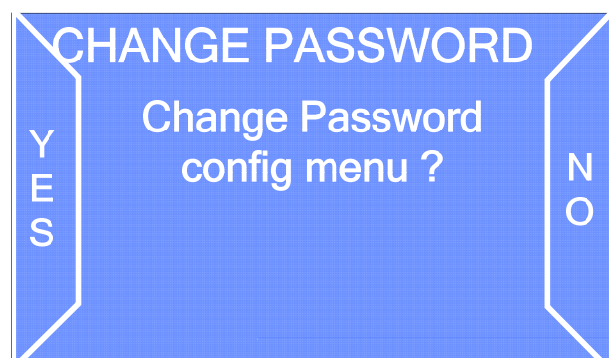
Select CONTIN to move the cursor from one digit to the other, select CHANGE to increase the selected digit. The new password is then requested.

```
  ┌─────────────────────────────────┐
  │ C   CHANGE PASSWORD          C   │
  │ O                            H   │
  │ N         <0000>             A   │
  │ T                            N   │
  │ I       Enter new           G   │
  │ N       password            E   │
  └─────────────────────────────────┘
```
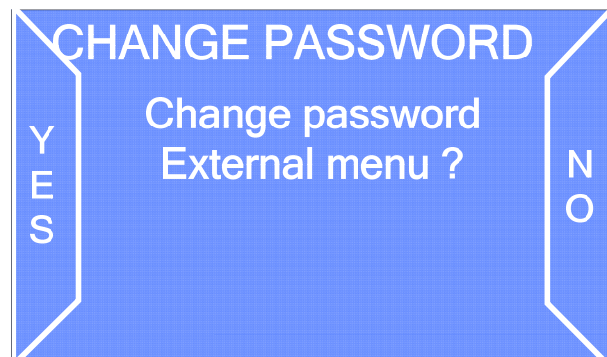
Select CONTIN to move the cursor from one digit to the other, select CHANGE to increase the selected digit. Finally keep pressed to confirm and move to the next screen.

N.3. Change of the external menu password

The external menu password can be changed from the "Change password" screen you can see here on the right.
Select NO to move to the next screen or YES to change the password.

```
  ┌─────────────────────────────────┐
  │   CHANGE PASSWORD               │
  │ Y   Change password         N   │
  │ E   External menu ?         O   │
  │ S                               │
  └─────────────────────────────────┘
```

If you want to change the password, the old password must be entered first, or the **default password (1111) must be entered** if the password has never been changed before. The display will show:

```
  ┌─────────────────────────────────┐
  │ C   CHANGE PASSWORD          C   │
  │ O                            H   │
  │ N         <0000>             A   │
  │ T                            N   │
  │ I       Enter new           G   │
  │ N       password            E   │
  └─────────────────────────────────┘
```
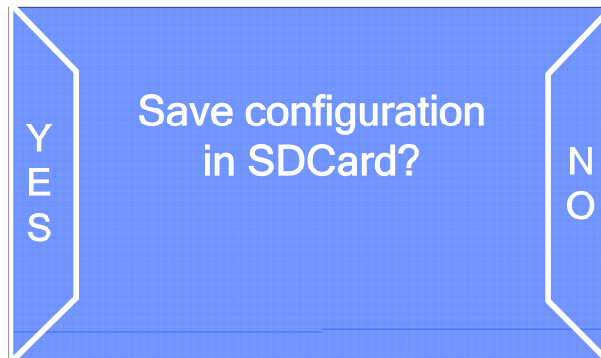
Select CONTIN to move the cursor from one digit to the other, select CHANGE to increase the selected digit.

O. Saving configuration onto the SD Card

All modifications of the configuration parameters can be saved onto the SD Card.
When the configuration operations have ended, the display will show the following screen:

```
 Y        Save configuration        N
 E           in SDCard?             O
 S
```

Selecting NO the setup will not be saved and you will exit from the menu, while selecting YES the setup will be saved onto the onboard SD Card.

8.4 Accounting menu

Information on accounting data can be viewed, in terms of money collected and money dispensed, by means of the accounting menu.
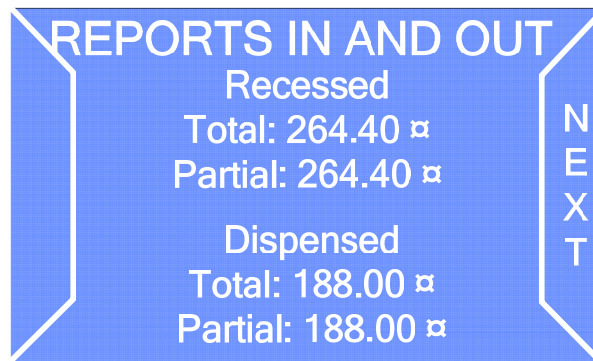Accounting is divided into partial accounting and total accounting.
From the complete menu select ACCOUN to access the accounting menu.

```
 A      COMPLETE MENU       C
 C                          O
 C       Select CONFIG      N
 O      for configuration   F
 U       ACCOUNT for        I
 N        accounting        G
```

The display will show the first accounting screen, which it is relative to the overpays that has been occurred.

```
 Y          OVERPAY          N
 E        Show Overpay?      O
 S
```
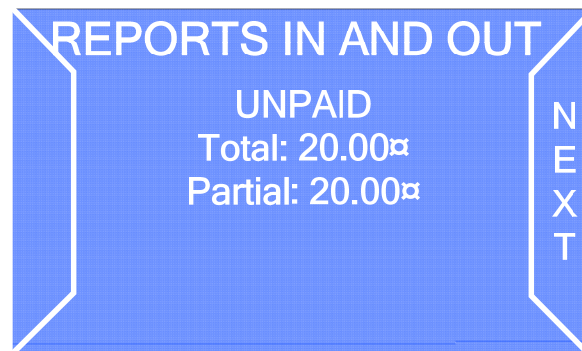
The display will show the second accounting screen, which shows a list of partial and total accounting data for incoming and outgoing money.
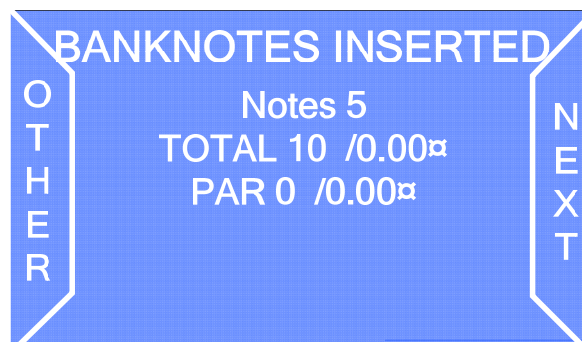
```
REPORTS IN AND OUT
        Recessed
     Total: 264.40 ¤        N
    Partial: 264.40 ¤       E
                            X
        Dispensed           T
     Total: 188.00 ¤
    Partial: 188.00 ¤
```

Select NEXT to see the accounting data relative to Bonuses:

```
REPORTS IN AND OUT

          Bonus
      Total: 18.00 ¤        N
     Partial: 18.00 ¤       E
                            X
                            T
```

Select NEXT to see the accounting data relative to the Unpaids :

```
REPORTS IN AND OUT

          UNPAID
      Total: 20.00¤         N
     Partial: 20.00¤        E
                            X
                            T
```

Select NEXT to move to the next screen, relative to the detailed accounting of banknotes inserted.

```
      BANKNOTES INSERTED
O
T         Notes 5           N
H      TOTAL 10  /0.00¤      E
E       PAR 0  /0.00¤        X
R                            T
```

Select NEXT to move to the next screen, select OTHER to see the detailed accounting for other banknote denominations.
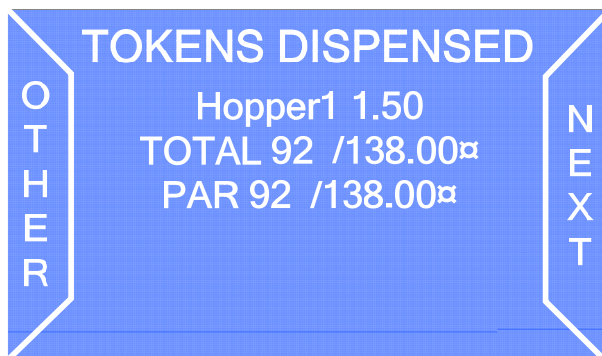
The same type of information is available for coins in the following screen.

```
              COINS INSERTED
  O              Coins 2              N
  T          TOTAL 0  /0.00¤         E
  H          PAR 0  /0.00¤           X
  E                                  T
  R
```

Select NEXT to move to the next screen, select OTHER to see the detailed accounting for other types of coins.
Finally, the same applies to coins and tokens dispensed:

```
    TOKENS DISPENSED                      COINS DISPENSED
O      Hopper1 1.50        N        O      Hopper2 1.50        N
T   TOTAL 92 /138.00¤      E        T   TOTAL 92 /138.00¤      E
H   PAR 92 /138.00¤        X        H   PAR 92 /138.00¤        X
E                         T        E                          T
R                                  R
```
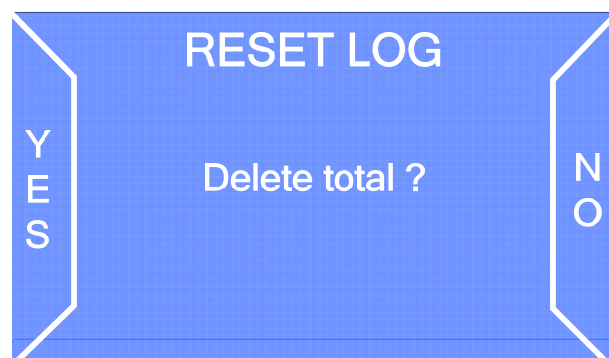
The accounting data stored can be reset in the "Reset log" screen. Select one of the following functions with SELECT:

Delete partial ? : to reset partial accounting data
Delete total ? : to reset total accounting data

```
        RESET LOG                           RESET LOG
Y                         N        Y                          N
E     Delete partial ?    O        E     Delete total ?       O
S                                  S
```

Then select **YES** to confirm the selected function.

Exit ?: to exit from the reset log screens and moving to the next screen.
Then select **YES** to confirm the selected function.

All accounting data can also be exported onto the onboard SD Card and then viewed with Microsoft Excel or another equivalent software (like the open source Libreoffice), and processed on a personal computer.
Select NO to exit, YES to export the accounting data.

8.5 Information on using the SD Card

A. Introduction

A SD Card is a compact storage unit with variable storage capacity. All change machines that belong to the new "Pro line" series, are equipped with an electronic board with a slot where a SD Card, supplied with the machine, is already inserted. A series of files working only on Pro series change machines of the same model can be stored on the SD Card, following the procedures explained above.

B. Extracting and inserting the SD Card

The SD Card supplied is already inserted in the appropriate slot of the change machine CPU board.
To extract the SD Card from its slot, press on the free side:

- a spring loaded system will release the card and then you will be able to extract it.

- when you are repositioning the SD Card into the slot, press it until it clicks.

C. Viewing data contained in a SD Card on a Personal Computer

All various data contained in a SD Card can be viewed on a PC with Microsoft Excel or another equivalent software (like the open source Libreoffice Calc).
The PC must be equipped with a standard SD Card reader. If the PC does not have an inbuilt reader, a lot of SD Card readers are available on the market (contact your local dealer for further information).

After inserting the SD Card into the reader and after the PC recognizes it correctly, please go to "My Computer" and select the SD Card (generally recognized as "Mass storage device"); clicking on it you can "open" the device SD and start a program suitable to view its contents. For example, if accounting data, or the history log, have been stored on the SD Card (see the "exporting accounting data" section in this manual), they can be viewed with Microsoft Excel, LIbreoffice Calc or an other open source equivalent software.

D. Importing firmware updates from a PC on the change machine

To import a Firmware update onto the change machine, the update must be copied onto the SD Card using a PC (for further detail see the previous section). Once the update has been "loaded" into the SD Card, you only need to insert it into the CPU board slot of your Dual Coin PRO change machine. When you will turn ON the machine, a special sound will warn that the update has been concluded.

9. Bootloader and Firmware update

This chapter explains how to update the software (Bootloader and/or firmware) on board the Dual Coin PRO change machine.

It is not necessary to save the configuration or the accounting before making updates. The procedures to update the Bootloader and/or Firmware will keep unchanged both the configuration and the accounting of the machine.

Since the update of the Bootloader is a delicate operation, the update files will be provided only upon specific request by the customer. Call the SUZOHAPP after-sales service at the following telephone number: (+39) 0295781111 to get a copy of the file.

DualCoin PRO is designed to avoid any kind of problems during the update. The machine is able to perform the operation in a fast and very easy way both for the Bootloader and the Firmware.

9.1 Preparation

To update the DualCoin PRO on board software make sure to have at your disposal the following material:

- One SD Card approved by SUZOHAPP (you can use the card already available on board the change machine).

- One built-in or externally card reader connected to the PC
- Bootloader and/or firmware update files

## 9.2 How to check the onboard software version in use on the machine

a) Turn ON the machine.
b) When the machine is turned ON, it will display for some instance a screen similar to the one shown in the Figure below. On this screen, you can always check the Firmware version (second line under the heading "FW Version") installed on board the change machine:

Comesterogroup

FW Version
05.00.03
SN. 2010000009

Attention:
"##.##.##" represents the software version currently in use.

c) Wait for the complete start of the machine to display the usual banknotes or coins acceptance screen.

L A N G

Insert cash
PAY OUT
10:09:46

L A N G
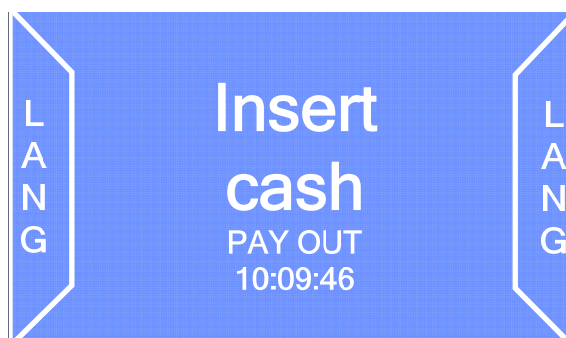
9.3 How to update Bootloader

In the event the power goes down during the update, the change machine may be damaged. Never remove the memory card or disconnect the power during this step. If the update is not completed successfully and the machine becomes unusable, we suggest you to contact our qualified technicians of the SUZOHAPP after-sales service to fix the problem.

We recommend you always update the machine software to the latest version to achieve maximum benefit from the latest updates and features.

The Bootloader update operation will always involve the removal of any information regarding the machine firmware. At the end of the installation process will always be necessary to proceed to restoring the firmware previously installed on DualCoin PRO, as described later in this chapter.

A. How to extract the new Bootloader

a) Create a new folder on your computer.

> Attention:
> If you are using Windows 8, select "Desktop" in the boot screen to get into the desktop mode

b) Save the file you received from SUZOHAPP, with the DualCoin PRO updates inside, into the folder you have just created in the previous step.

c) Open the folder you have created in the previous step a) and make double-click on the file inside ("FILE_##_##_##.rar", where "##_##_##" represents the Bootloader version) to extract the bootloader in a folder at will.

FILE_##_##_##.rar

The resulting files and folders hierarchy are described below:

FILE_SD

ChangerMachine.bin
513 KB

Upgrader.bin
32 KB

B. How to copy Bootloader on the SD Card

The Bootloader can be copied on the machine SD memory card using a computer equipped with a card reader or a card slot.

a) Remove the SD card from its slot on the CPU board of the machine. In the event you haven't the card provided with the machine, you can ask for a new one contacting directly the Comestero after-sales service

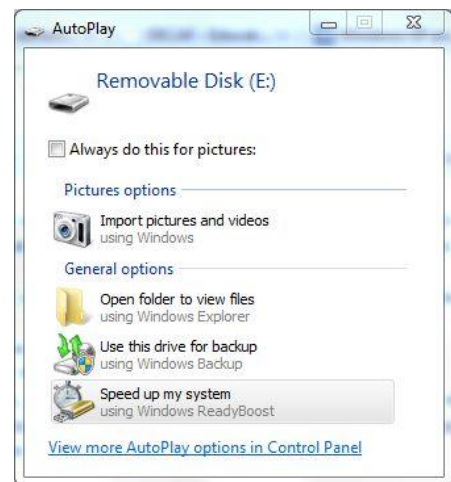b) Then insert it into your Personal Computer card reader

Windows 8

If Windows displays the message shown in the illustration, click "x" to close the dialog.
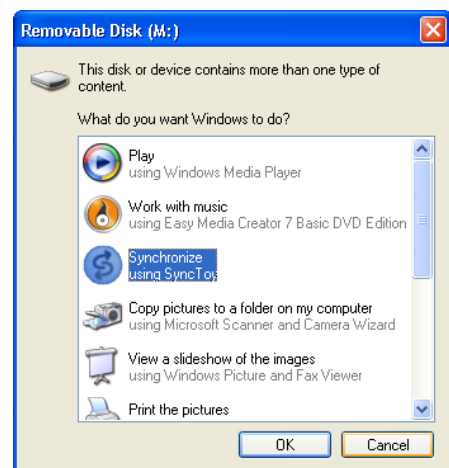

Windows 7 / Windows Vista

Under Windows 7 / Windows Vista, an auto Play dialog may be displayed. Click [X].

Windows XP

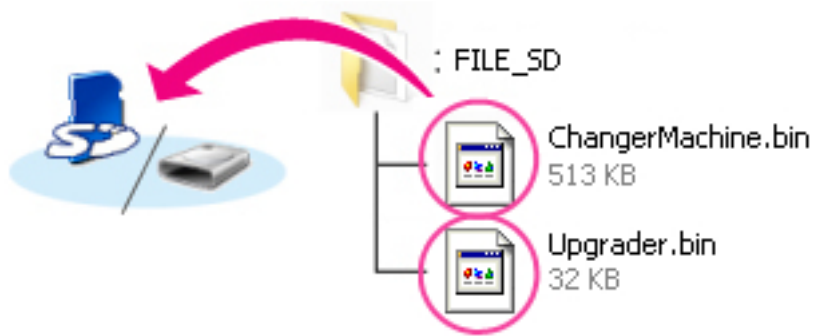Under Windows XP, a Removable Disk dialog may be displayed. Click **Cancel.**

c) Format the SD Card only in "FAT" mode. Other modes are not valid

Attention:
all data on the SD Card will be deleted when formatting only in the event you are using the SD Card on board the machine. Before formatting you must save all of your data on the card to your computer or on another device.

d) Copy the "ChangerMachine.bin" and "Upgrader.bin" files into the SD Card

e) When copying is complete, check that the memory card contains the 2 files "ChangerMachine.bin" and "Upgrader.bin".

Be sure to copy the "ChangerMachine.bin" and "Upgrader.bin" to the root directory of the memory card, without renaming files.

The change machine will not recognize the new Bootloader if it is placed in a folder under the root directory and with other names different than those listed above.

f) If your computer shows the SD Card as a removable disk, right click the removable disk and select "Eject" from the menu that appears. Remove the SD Card from the card reader or card slot

C. How to update machine Bootloader

The menus displayed on your machine may differ from those shown in this section.

Attention!

During the update, DO NOT:

– remove the memory card
– turn the machine OFF
– operate any of the change machine controls
– attach or remove devices
– unplug or disconnect the AC adapter

Any of the above actions could cause the Dual Coin PRO machine to become inoperable.

a) Extract the SD Card from your Personal Computer

b) Turn OFF the change machine Dual Coin PRO and make sure the main switch of the unit is in the OFF position

c) When the change machine is turned OFF, insert the SD card containing the Bootloader updates inside its CPU slot. Always observe the orientation of the card (the side with manufacturer's label facing up) and make sure to have it properly pushed towards bottom

d) Turn ON the machine

e) Once the machine is turned ON, it will display a screen similar to the one shown in the first Figure below. On this screen, you can always check the Bootloader version (first line under the heading "Upgrader Ver. 06.00.00") installed on board the change machine

f) Press one of the 2 external blue button within 5 seconds to start updating

> **Upgrader Ver. 06.00.00**
>
> **Old ver: 05.00.00**
> **LOADER**
> **Push Button to start**
> **Upgrading 5**

g) The update will start and a screen very similar to the one shown in Figure below will be displayed. In this way you can always check the percentage of completion of the upgrade (indicated by a progressive counter)

> **Upgrader Ver. 06.00.00**
>
> **Old ver: 05.00.00**
>
> **LOADER**
> **Upgrading 10%**

h) When the update is complete, the change machine will show on screen the message: "Complete! Rebooting", as shown in the Figure below. At this point the machine will reboot. Wait for the complete rebooting until you will see on display the screen shown in the Figure at point i) below

```
UPGRADE LOADER


Old Ver: 04.00.00

LOADER
Complete ! Rebooting
```

i)   If all has been successfully completed, the change machine will show on display the message "Complete !! 100% Pls, remove SD Card and reboot system", as shown in the Figure below

```
UPGRADE LOADER

Complete  !!
100%

Pls,  remove SdCard
and reboot system
```

j)   Turn OFF the machine and make sure the main switch of the equipment is in the OFF position

k)   Remove the SD Card containing the Bootloader updates from its slot and proceed with the firmware update as described in the next section called "How to Update Firmware"

Any failure when you restore the machine firmware, after you update the machine Bootloader, will involve the complete block of the equipment until you restore the onboard firmware.

If you couldn't update the machine software for any reason, please contact our after-sales service at the telephone number:
(+39) 02 95781111.

9.4 How to update Firmware

In the event the power goes down during the update, the change machine may be damaged. Never remove the memory card or disconnect the power during this step. If the update is not completed successfully and the machine becomes unusable, we suggest you to contact our qualified technicians of the SUZOHAPP after-sales service to fix the problem.

We recommend you always update the machine software to the latest version in order to achieve maximum benefit from the latest updates and features.

A. How to download and extract the new Firmware

a)   Create a new folder on your computer.

Attention :
If you are using Windows 8, select "**Desktop**" in the boot screen to get into the desktop mode

b)   Go to the DualCoin PRO page at the following address: eu.suzohapp.com and download the update Firmware file.

In the event you have no Internet access, you can ask for the necessary files contacting our after-sales service at the following telephone number: (+39) 02 95781111.

c)   Save the file into the folder you have just created in the step a).

d)   Open the folder you have created in the previous step a) and make double-click on the file inside ("PRO_line.zip") to extract the Firmware in a folder at will.

PRO_line.zip

The resulting file and folders hierarchy are described below:

PRO_line

ChangerMachine.bin
513 KB

B. How to copy Firmware on the SD Card

The Firmware can be copied on the machine SD Card using a computer equipped with a card reader or a card slot.

a) Remove the SD Card from its slot on the CPU board of the machine. In the event you haven't the card provided with the machine, you can ask for a new one contacting directly the SUZOHAPP after-sales service

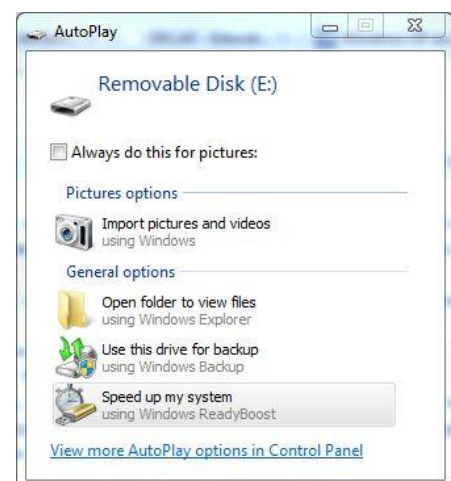b) Then insert the card into your Personal Computer card reader

Windows 8

If Windows displays the message shown in the illustration, click "x" to close the dialog.
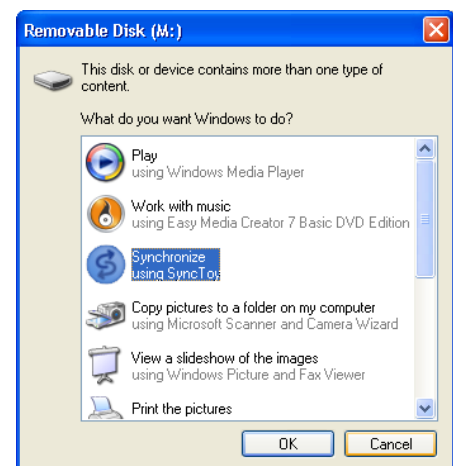

Windows 7 / Windows Vista

Under Windows 7 / Windows Vista, an auto Play dialog may be displayed. Click .

Windows XP

Under windows XP, a Removable Disk dialog may be displayed. Click **Cancel.**

c) Format the SD Card only in "FAT" mode. Other modes are not valid.

Attention:
all data on the SD Card will be deleted when formatting only in the event you are using the SD

Card on board the machine. Before formatting you must save all of your data on the card to your computer or on another device.

d) Copy the "ChangerMachine.bin" file to the SD Card.

Windows 8
To have both the current folder (the folder containing the Firmware update) and the memory card folder open at the same time, right click the memory card icon in Explorer and select "Open in new window".

e) When copying is complete, check that the memory card contains the file "ChangerMachine.bin".

Be sure to copy the "ChangerMachine.bin" to the root directory of the memory card, without renaming files.

The change machine will not recognize the new Firmware if it is placed in a folder under the root directory and with other names different than that listed above.

f) If your computer shows the SD Card as a removable disk, right click the removable disk and select "Eject" from the menu that appears. Remove the SD Card from the card reader or card slot.

C. How to update the machine Firmware

The menus displayed on your machine may differ from those shown in this section.

Attention!

During the update, DO NOT:

– remove the memory card
– turn the machine OFF
– operate any of the change machine controls
– attach or remove devices
– unplug or disconnect the AC adapter

Any of the above actions could cause the DualCoin PRO machine to become inoperable.

a) Extract the SD Card from your Personal Computer

b) Turn OFF the Dual Coin PRO and make sure the main switch of the unit is in the OFF position

c) When the change machine is turned OFF, insert the SD card containing the Firmware updates inside its CPU slot. Always observe the orientation of the card (the side with manufacturer's label facing up) and make sure to have it properly pushed towards bottom

d) Turn ON the machine

e) Once the machine is turned ON, it will display a screen similar to the one shown in the first Figure below

f) Press one of the 2 external blue button within 5 seconds to start updating

```
Upgrader Ver. 06.00.00

Old ver: 04.00.00
New ver: 05.00.00
LINEA PRO
Push Button to start
Upgrading  5
```

g) The update will start and a screen very similar to the one shown in Figure below will be displayed. In this screen you can always check the percentage of completion of the updating (indicated by a progressive counter)

```
Upgrader Ver. 06.00.00

Old ver: 04.00.00
New ver: 05.00.00
LINEA PRO

Upgrading  10%
```

h) When the update is complete, the change machine will show on screen the message: "Complete! Rebooting", as shown in the Figure below
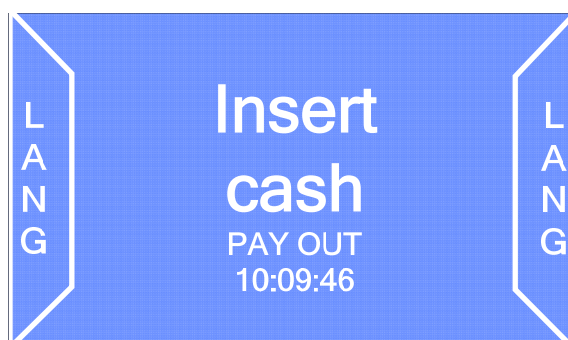
```
UPGRADE LOADER

Old ver: 04.00.00
New ver: 05.00.00
LINEA PRO

Complete ! Rebooting
```

i) If all has been successfully completed, after a few seconds the machine will reboot automatically and it will display the usual home screen of the DualCoin PRO, as you can see here below.

j) Turn OFF the machine and make sure the main switch of the equipment is in the OFF position

k) Remove the SD card and insert it into a SD card reader connected to a computer. Delete the file "ChangerMachine.bin" and re-insert the SD Card into its slot on the CPU board of the change machine

Any failure during the machine Firmware update, will involve the complete block of the equipment until you restore the onboard firmware.

You must delete the "ChangerMachine.bin" file from SD Card after you update the machine Firmware, to avoid that every time you turn ON the machine, it automatically starts the Firmware upgrading.

Never delete the files inside the SD Card, except for the ".bin" file mentioned above. In this way you will preserve all previously accounting, etc …data saved on the card.

In the event you need help, or for any other problems you could encounter, please contact our after-sales service at the following telephone number: (+39) 02 95781111.

10. Care and maintenance

All maintenance inside the machine must be carried out when the power supply has been switched OFF.

Follow the warnings carefully so that the machine is always in the best operating conditions, preventing dangerous situations or situations which would render the warranty null and void.

10.1 External maintenance and cleaning

Clean the exterior surface of the machine; use a damp cloth with water or a mild cleaning solution.
Do not use aggressive chemical solvents that may damage the finishing of the machine.
Do not dip or expose the machine directly to water or liquids of any nature. Do not use jets of water (hydro-cleaners) to clean the machine.
Periodically check the surface of the machine, taking particular care to the areas that could be dangerous for the user due to normal operating conditions or wilful damage (sharp or bent metal sheets, rust, etc.)
See the "Spare parts" section later this manual, to order the right replacement parts.

10.2 Internal maintenance and cleaning

Clean the machine interior with a damp cloth; use only compressed air to clean the electronic components.
Periodically check the connections of each cable and check that the peripheral connection cables are not frayed or excessively bent.
If any unusual situation is noticed with regard to cables and connectors, immediately replace them according to the "Spare parts" section.

10.3 Inactivity periods

We recommend turning the machine OFF by means of the main power switch located inside the case for short inactivity periods, when the machine will not be used for two or three days.
For long inactivity periods, when the machine will not be used for longer periods of time, we suggest unplugging the machine from the power grid, removing the power plug from the wall socket and remove all the battery protection fuses.
Protect the machine from dust, covering it with a drape and store it in a dry and ventilated area.

11. Diagnostic and technical support

This section presents the main faults that can be noticed during operations and the corresponding possible solutions to minimise or completely eliminate any need for machine shutdown.

If the fault is not among those listed below or if it is there but the suggested solution does not solve the issue, call our after-sale service at the following number: (+39) 02/95781111.

Issue	Solution
Empty hopper message is displayed although the hopper is apparently loaded.	Make sure the coins level in the hopper is sufficient to cover the metal plates located on the bottom of the coin collector compartment.
	Make sure the connections between the hoppers and the hopper slides are correct by pushing the hopper toward the back of the cabinet.
	Clean the metal plates located on the bottom of the coin collection compartment with a metal brush. Then wipe the plates with a soft cloth soaked in alcohol.

Issue	Solution
The machine is on but the banknote reader does not accept credits.	Check there are no banknotes jammed on the bottom of the reader.
	Check the level of banknotes in the cash box is not such as to hinder the fall of banknotes at the reader output.
The machine accepts banknotes, but does not add them to the credit	Check the level of banknotes in the cash box is not such as to hinder the fall of banknotes at the reader output.
	Check the denomination of banknote inserted is set up in the banknote value table.
Poor acceptance of banknotes by the reader.	Remove the reader and open it, clean the upper and lower part of the LED sensors with a wet cloth.
	Check the reader is perfectly close.

12. Technical specifications

Dimensions (lxhxw) [mm]:	400x785x353		
Weight [Kg]:	43		
Power supply [Vac – Hz]:	230 – 50		
Current consumption [W]:	max 60		
Coin capacity:	0.50 7,000	1.00 7,000	2.00 6,500
Cash capacity:	4,600		
Installed peripherals			
Banknote reader:	Innovative Technology NV9USB		
	Innovative Technology NV10 USB		
Hopper:	SUZOHAPP Evolution (x2)		
Optional peripherals			
Hopper:	Money Control MK4 (x2) (For coins with diameters greater than 30 mm)		

13. Spare parts

Perfectly identical to the parts to be replaced, our spare parts are in compliance with manufacturing specifications, and they guarantee with time optimum performance and reliability, satisfying all industry regulations for which they are designed.

For further information about this spare parts list, please call our After-Sale service at the following number: (+39) 02/95781111.

In order to provide a fastest way to search for spare parts and so to facilitate the work of our technicians, it's necessary to provide the following information to SUZOHAPP after-sales service:

- Model, type and serial number of the machine

- Code number, name and quantity of parts you intend to order

The following list applies to all configurations which the DualCoin PRO is produced and sold.
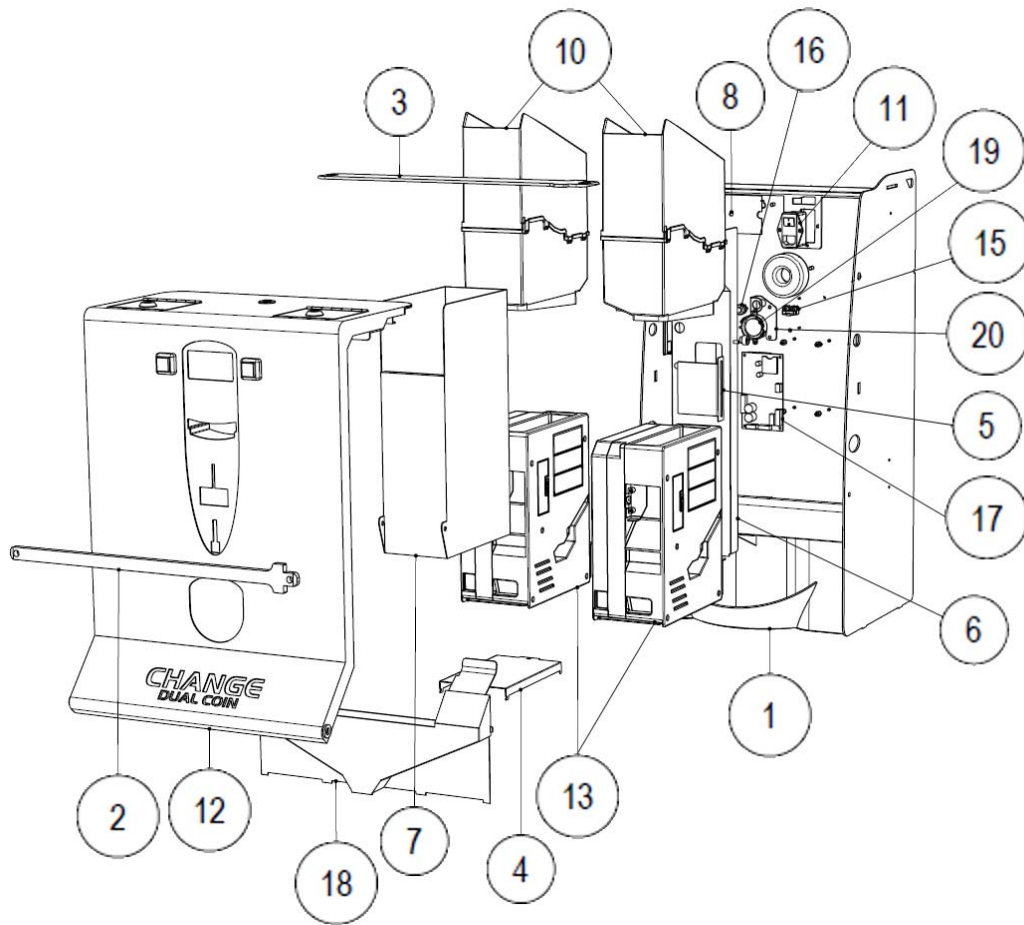
13.1 Dual Coin PRO general assembly

Fig. 9

POSITION	CODE	DESCRIPTION
1	C20-10712-H----	CABINET - CHANGE EURO DUAL COIN
2	1020-20-0009-A	SAFETY BEAM – DUAL COIN
3	1020-20-0010-A	SAFETY BEAM – DUAL COIN
4	Z/EX-2010674A	DUCT
5	1020-20-0002-A	CARTER CLOSING DOOR SD CARD
6	1020-20-0003-A	CARTER BOARDS
7	Z/DC-2010707-F	CASHPOINT Version F
8	Z/EX-2010673B	COVER FOR POWER CABLE
10	C25-30-1019D-A	DUAL COIN EXTENSION
11	Z/DC-FILTRO	MAIN FILTER WITH TWO FUSES

12	(SEE PAGE 45 FOR DETAILS)	DOOR GROUP WITH NV9, NV10 AND NV10 WITH RM5 HD
13	SZ/EV1001CCTSTD	HOPPER EVOLUTION CCTALK
15	C33-M403-SI1	FUSE BOX 1 POLE WITH FIXING HOLE
16	P/TEST	P/TEST BUTTON
17	20514000000047A-EASY	MCB1 BOARD FW 02.03.01- EASY-DUAL-JOLLY-TWIN
18	C20-10713-G	COIN CHUTE DUAL COIN Revision G
19	CA33KPEG182-LAV	KINGSTATE KPE-182 ALARM
20	1020-20-0008-A	SUPPORT FOR PROGRAMMING BUTTON

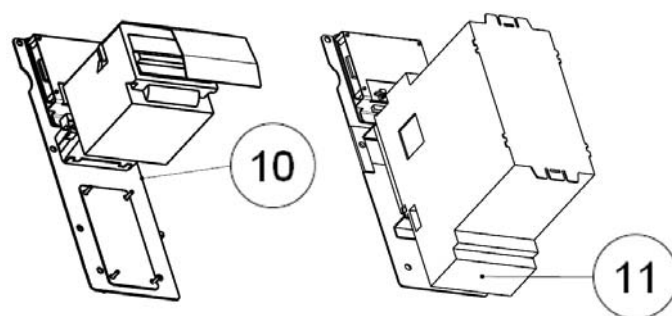## 13.2 Door with NV9, NV10, NV10 and RM5 HD
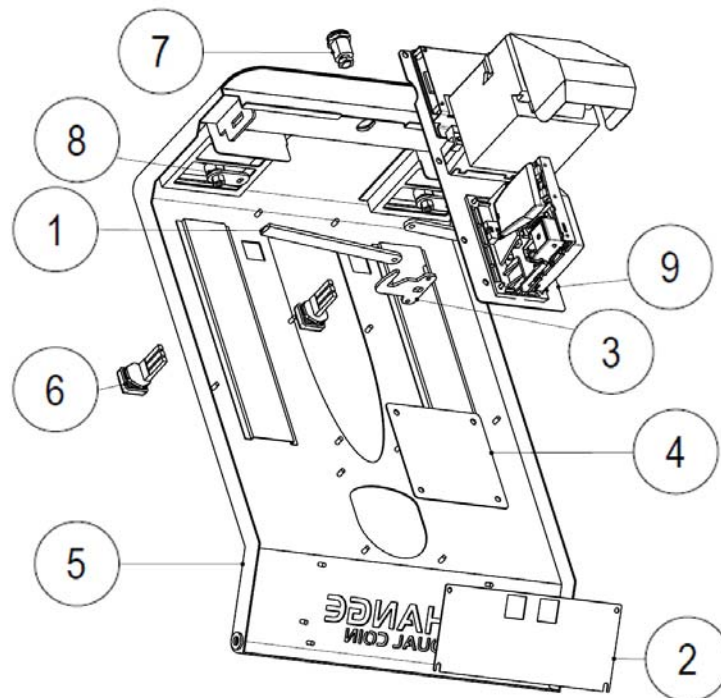
Fig. 10

POSITION	CODE	DESCRIPTION
1	C20---10082-D	BEAM FOR LOCK
2	Z/DC-2010715	BOTTOM FOR WRITTEN CHANGE
3	C20---10626-B	STAKE HOOK ver. B
4	Z/EX-2010654A	METAL SHEET INSTRUCTIONS
5	1020-20-0001-A	DUAL COIN – DOOR
6	300501-00000200	LED BUTTON HALO BLU EASY / DUAL
7	SMINI6KD/2	MINI 6 LOCK
8	SCT17KD	CAM LOCKS 17 MM KD
9	(SEE PAGE 46 FOR DETAILS)	FRONT GROUP NV10-RM5-DISPLAY
10	(SEE PAGE 46 FOR DETAILS)	FRONT GROUP NV10-DISPLAY
11	(SEE PAGE 47 FOR DETAILS)	FRONT GROUP NV9-DISPLAY

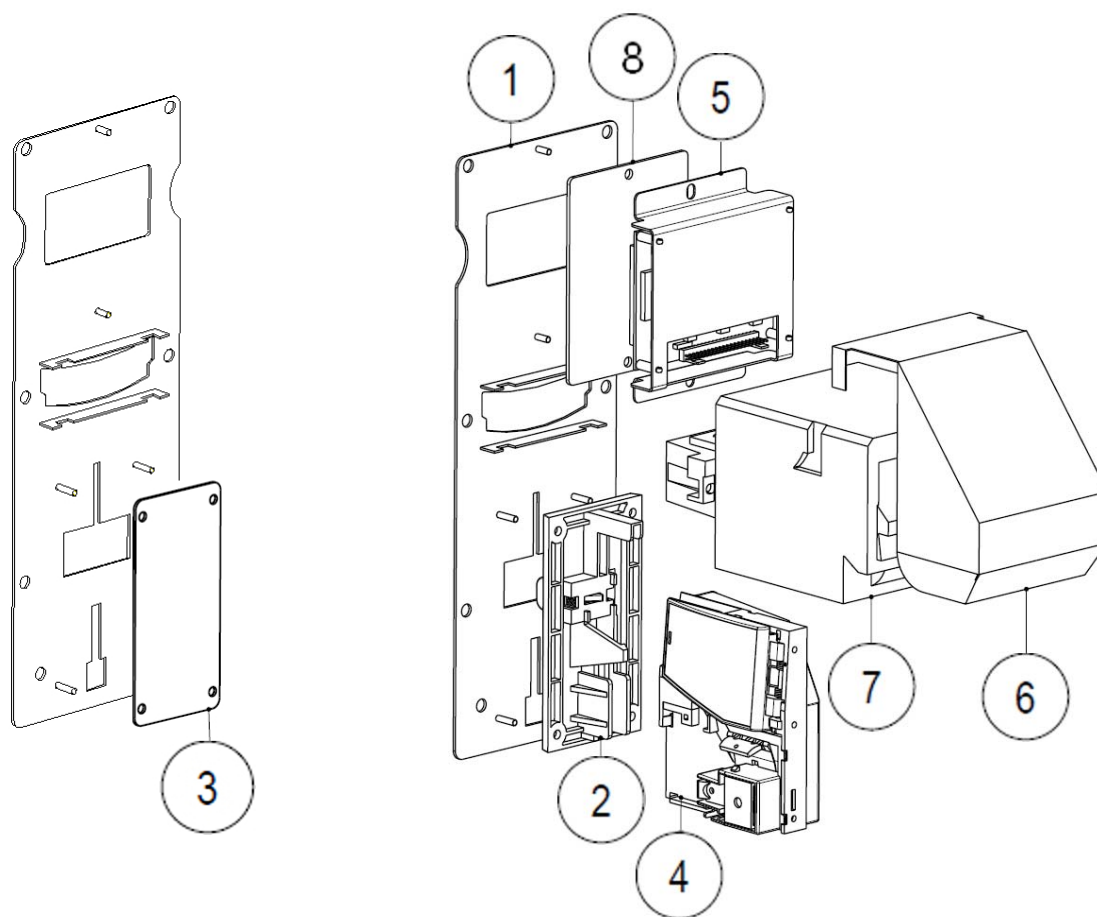## 13.3 NV10-display frontal group with and without coin mechanism RM5 HD

Fig. 11

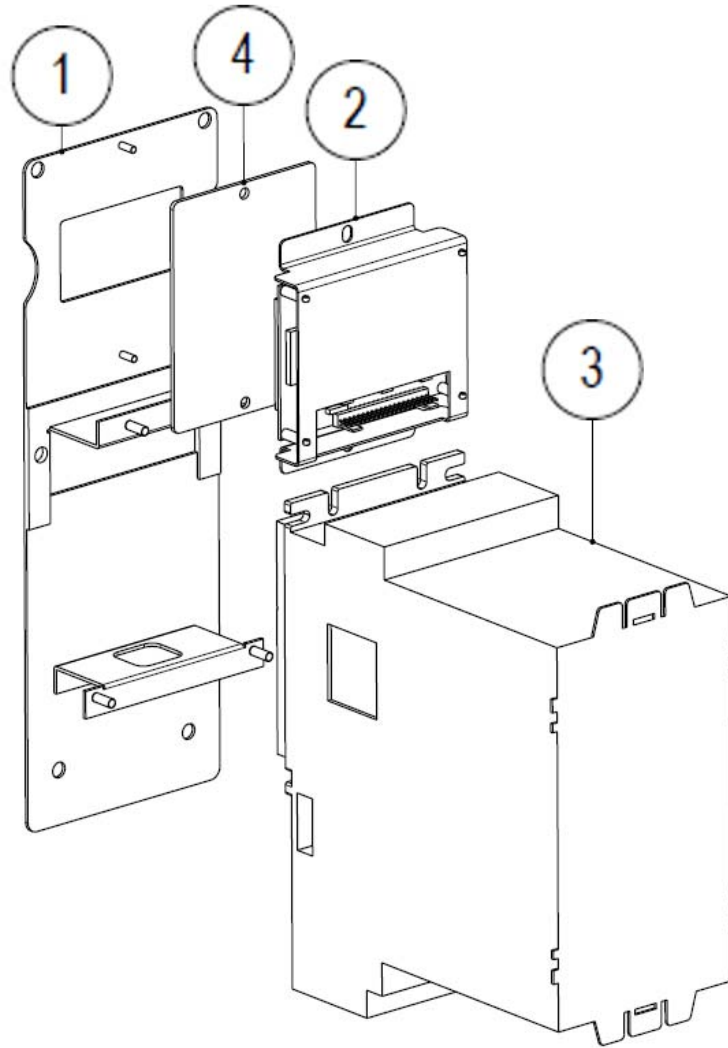| POSITION	CODE	DESCRIPTION
1	1020-20-0007-A	NV10-RM5-DISPLAY 128x64 METALLIC FRONTAL
2	F-CM-F1-A	FRONT PANEL F1 Blue
3	Z/EX-2010477-C	HOLE COVER RM5 Version C (for version without coin mechanism)
4	GEH101000038	COIN MECHANISM RM5HD F CCTALK FULL
5	(SEE PAGE 48 FOR DETAILS)	DISPLAY GROUP - DUAL COIN PRO
6	C20---10723-A	GUIDE FOR NV10 ON DUAL COIN
7	LS/NV10/E2-CCT-ENCRY	NV10 ENCRYPTION BANKNOTES READER
8	1020-20-0005-A	GLASS DISPLAY

13.4 NV9 frontal group with display

Fig. 12

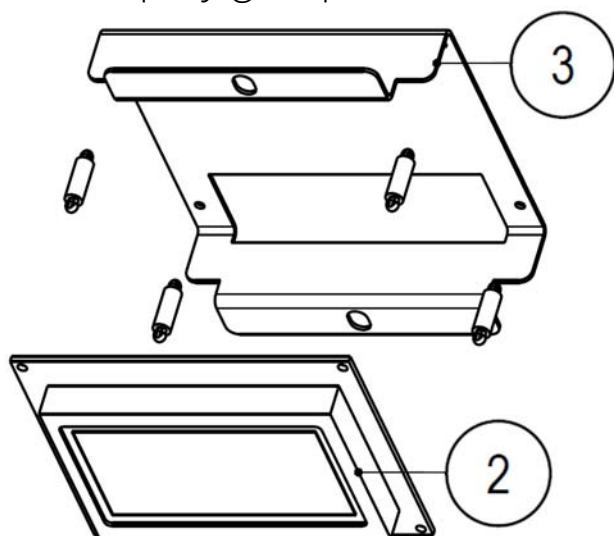| POSITION	CODE	DESCRIPTION
1	1020-20-0006-A	NV9 DISPLAY METALLIC FRONTAL
2	(SEE PAGE 48 FOR DETAILS)	DISPLAY GROUP - DUAL COIN PRO
3	Z/NV9-CCT-V-STK	NV9 READER CCT WITH VERTICAL STACKER
4	1020-20-0005-A	GLASS DISPLAY

13.5 Display group

POS	CODE	DESCRIPTION
2	200515000000030	ASSEMBLED LCD GRAPHIC 128X64 BLU 3.3V
3	1020-20-0004-A	OMEGA DISPLAY

Fig. 13

13.6 Silkscreen

N°2 - Cod. 300877-0000020A
Apply on both sides

Cod. 30060101000005A

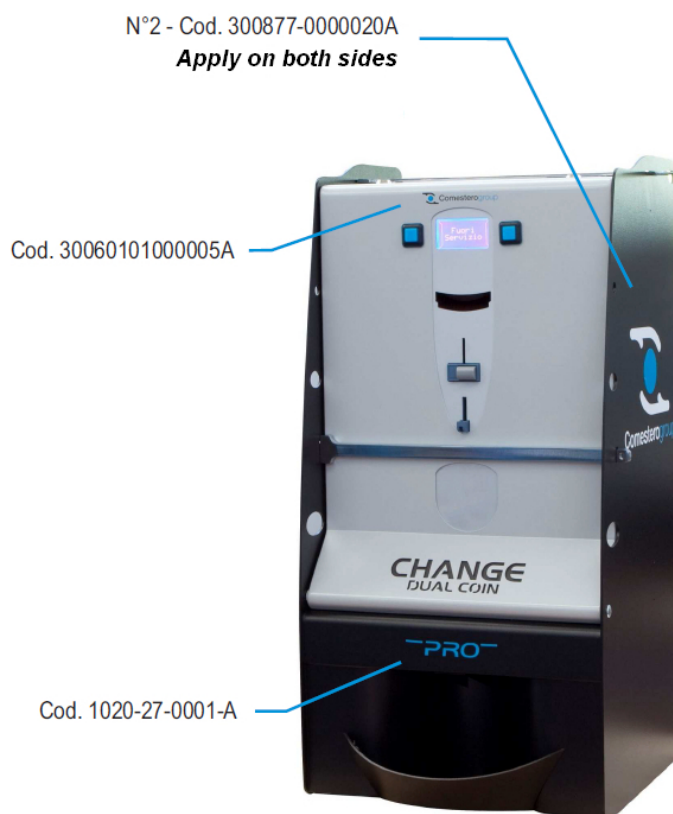Cod. 1020-27-0001-A

Fig. 14

CODE	DESCRIPTION
300877-0000020A	PRESPACED LARGE Comesterogroup LOGO
30060101000005A	PRESPACED LOGO + HORIZONTAL BRAND 100X14.3MM

1020-27-0001-A	STICKER FOR DUAL COIN PRO

13.7 Plug hole cover

CODE	DESCRIPTION
Z/EX-2010477-C	HOLE COVER RM5 Version C
C20---10664	HOLE COVER NV8

13.8 Cables

CODE	DESCRIPTION
Z/X-CAVOITA90A	ENGLISH PLUG SOCKET CEE 90°
Z/X-CAVOSCK90	POWER CORD SOCKET SCHUKO 90° 10A
1020-40-0001-A	CABLED TRANSFOMER 60 VA DUAL COIN ADVANCE
1020-40-0005-A	CPU CABLE SLIDE DUAL COIN ADVANCE
1020-40-0008-A	GROUND CABLE CEP DUAL ADV EMC FILTER
Z/XX-CAVOTERRA	GROUND CABLE WITH EYELET TERMINAL DUAL
1019-40-0009-A	EASY ADVANCE ALARM CABLE
1020-40-0009-B	DUAL COIN PRO ASSEMBLED CABLES
1020-40-0002-B	DISPLAY CABLE DUAL COIN PRO

EN

14. Appendixes

14.1 Decommissioning and disposal

At the end of its life the product must be decommissioned and sent to a disposal centre.

Remove the machine from its installation place, empty all coins and remove the power cable. **Contact SUZOHAPP to collect the decommissioned machine.** It is mandatory to dispose the machine pursuant to Legislative Decree 25/07/2005 no. 151.

Please read the following information carefully.

Since December 31, 2006, precise criteria have been established with regard to the Disposal of Waste Electronic and Electrical Equipment (WEEE), with the purpose of protecting the environment.
These machines fall within the scope of legislative decree 151/2005 annex 1B article 2 section 1, since they are:

7.6   Coin / token machines

10.2   Automatic dispensers of cash or products.

In brief:

- These machines must not be disposed of as normal waste but rather be separately collected.
- Dealers will collect used machines for free, then they will send them to specialised collection centres so that they can be correctly disassembled and any reusable material can be recycled.
- Collection centres for waste electronic and electrical equipment (WEEE) have been created. Users can return used machines to their dealers when a new, equivalent machine is purchased.
- These machines or their parts are potentially harmful for the environment and human health if used incorrectly or if not disposed of pursuant to the present procedure, due to some substances being present in the electronic components.
- The symbol representing a crossed-out trash bin, well visible on these machines, means without doubts that the machine has entered the market after August 13, 2005 and that it must collected separately.
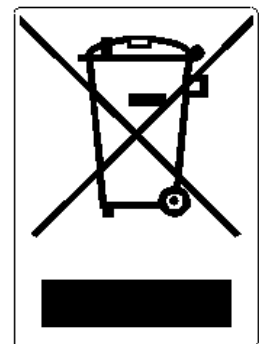
The following sanctions are established if this waste is disposed of unlawfully:

1. Pursuant to article 6, section 1, letter b), a dealer that does not accept the return of a used electrical or electronic equipment for free will incur a monetary sanction of Euro 150 to Euro 400 for each device that is not accepted or is accepted for a fee.

2. A manufacturer that does not organise a separate collection system for professional WEEE as per article 6 - section 3 and a system for returning and sending, treating and recycling the WEEE, pursuant to articles 9 - section 1 and 9 - section 1, 11 - section 1 and 12, sections 1, 2 and 3, without prejudice to the agreements signed pursuant to article 12 - section 6, will incur a monetary sanction of Euro 30,000 to Euro 100,000.

3. A manufacturer that after August 13, 2005 does not provide the financial guarantee established by article 11 - section 2 or 12 - section 4 when the electrical or electronic device enters the market, will incur a monetary sanction of Euro 200 to Euro 1,000 for each device which enters the market.

4. A manufacturer that does not provide instructions for the use of WEE pursuant to article 13- section 1 will incur a monetary sanction of Euro 200 to Euro 5,000.

5. A manufacturer that, within one year from the launch on the market of any new WEE, does not provide the instructions pursuant to article 13- section 3 to re-use centres and treatment and recycling plants will incur a monetary sanction of Euro 5,000 to Euro 30,000.

6. A manufacturer that after August 13, 2005 launches on the market WEE without the identification or symbol set out by article 13 - sections 4 and 5 will incur a monetary sanction of Euro 200 to Euro 1,000 for each device that enters the market. The same

monetary sanction applies if the identification or symbol is not conforming with the requirements set out by article 13, sections 4 and 5.

7. A manufacturer that launches on the market a WEE without being registered with the Chamber of Commerce pursuant to article 14- section 2 will incur a monetary sanction of Euro 30,000 to Euro 100,000.

8. A manufacturer that does not communicate the information established by article 13, sections 4 3 5 to the national register of subjects obliged to dispose of WEEE within the terms established by article 13, section 8 can incur penalties.

9. With the exceptions set out by article 5 section 2, everyone that after July 1, 2006 launches on the market WEE containing substances listed in article 5, section 1 or further substances identified pursuant to article 18, section 1, will incur a monetary sanction of Euro 50 to Euro 500 for each device that enters the market or of Euro 30,000 to Euro 100,000.

SUZOHAPP

EMA Headquarters

Antonie van Leeuwenhoekstraat 9

3261LT Oud-Bijerland The Netherlands

P +31 (0) 186 643333

F +31 (0) 186 643322

Info.nl@suzohapp.com

NCS Headquarters

1743 Linneman Rd

Mount Prospect IL 60056 USA

P +1 (847) 593 6130

F +1 (800) 593 4277

info@suzohapp.com

APA Headquarters

44-48 Rocco Drive, Scoresby

Victoria Australia 3179

P +61 3 9757 5000

F +61 3 9763 7265

info@suzohapp.com.au

suzohapp.com

For more information
SuzoHapp Netherlands B.V.
Antonie Van Leeuwenhoekstraat 9
3261 LT Oud-Beijerland - The Netherlands
Phone: (+31) 186 64 33 33 - Fax: (+31) 186 64 33 32
sales.nl@suzohapp.com