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# Cinco

5-way coin sorter

EN



## Operating Manual





## GUIDE TO THE SYMBOLS IN THE MANUAL

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



Important information

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Read carefully before use

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Warning!

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# DECLARATION OF CONFORMITY

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

DECLARES That the product: CINCO  
TYPE: 5-way coin sorter  
TRADEMARK: Comesterogroup

Complies with that foreseen by the following EU directives,  
including the latest amendments, and with relative national legislation of transposition:

2004/108/EC  
2006/95/EC

And that the following harmonised standards were applied:

EN 55014-1  
EN 55014-2  
EN61000-3-2  
EN61000-3-3  
EN62233  
EN 60335-2-82 used in conjunction with  
EN 60335-1

## 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 it is absolutely necessary to disable the devices 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 having the operator periodically carry out checks to make sure they are in good working order.

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## Risks deriving from using the machine

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.

Personnel in charge of charging the dispensers, switching the device on and of servicing the machine must be aware that all movable parts, doors, cash point, can cause injuries if not properly handled; it is also recommended to disconnect power when performing any operation with the device open (maintenance, etc...)



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



**Crushing hazards** during movement of movable parts of the device.  
The compartments must be opened and closed slowly and carefully.

### Hazards during machine installation and setup

Follow the machine installation instructions provided in this manual so that risks for people and property are minimal.



**Crushing risk** when handling and positioning the equipment.  
All equipment transport operations must be carried out by a **qualified technician** specialised in load handling operations (forklift operators, etc...)

Caution:

- Use lifts and equipment with suitable harnessing
- Perform these operations with the area clear of obstacles or people
- Before lifting the machine, always make sure that the load is stable and perform movements with extreme caution to keep it from swaying



**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 intensity of the current absorbed by the machine
- Set up the grounding system before connecting the machine and its 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

### Signs

The device is supplied with signs composed of warning labels bearing conventional danger indication pictograms with reference symbols and/or wording. The labels are positioned near the danger zones.



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GENERIC HAZARD



ELECTROCUTION HAZARD



GROUNDING

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# 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. **Comestero** 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 **Comestero** 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 not assume any liability for illegal conduct or damage that may result from 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



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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.



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# 1. Introduction

This manual and its annexes provide all the necessary information for a correct installation of the product and all its parts, as well as for its correct use and maintenance. The information contained in this technical manual can be modified without prior notice and do not constitute a commitment on behalf of SUZOHAPP. The information contained in this document has been collected and verified with the utmost care; however, SUZOHAPP has no liability arising from its use. When not specified otherwise, all references to companies, names, contacts and addresses used in the examples are purely fictional and have the aim to illustrate the operation of the product. The reproduction of any part of this document, even partially, in any form without express authorization by SUZOHAPP, is prohibited.

If you need to learn more about how to use the product or you are unsure how your device should function or you need to download this technical manual, please visit the website [eu.suzohapp.com](http://eu.suzohapp.com)

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# 2. Product presentation

SUZOHAPP has completed its range of coin sorters with a new 5-way sorter with a special focus on versatility. Only two versions are available, using the same sorter unit.

5-way sorter



Article code 1068-00-0051-A

5-way sorter with reject lever



Article code 1068-00-0050-A

## 2.1 Accessories

A series of optional accessories makes it possible to satisfy the requirements of different types of use and installation.

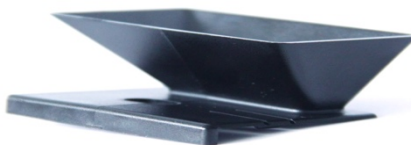
### Funnels



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Top Funnel (H: 20,5 mm)

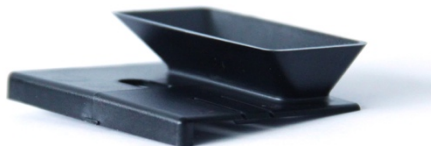
**Article code**  
1068-25-0021-A



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Medium Funnel (H: 11,5 mm)

**Article code**  
1068-25-0022-A



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Low Funnel (H: 4,5 mm)

**Article code**  
1068-25-0023-A



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## 3. Warnings



Read this manual carefully before use.  
Knowledge of the information and instructions contained in 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 signaled by specific symbols in this manual.

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## 4. Unpacking

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.

Finally, check that the content of the package matches the order.



Transport the apparatus exclusively in its original packaging to prevent damage.

We recommend:

- not to bump the machine
- not to leave the machine (even if still in the package) exposed to the weather

## 5. Connections

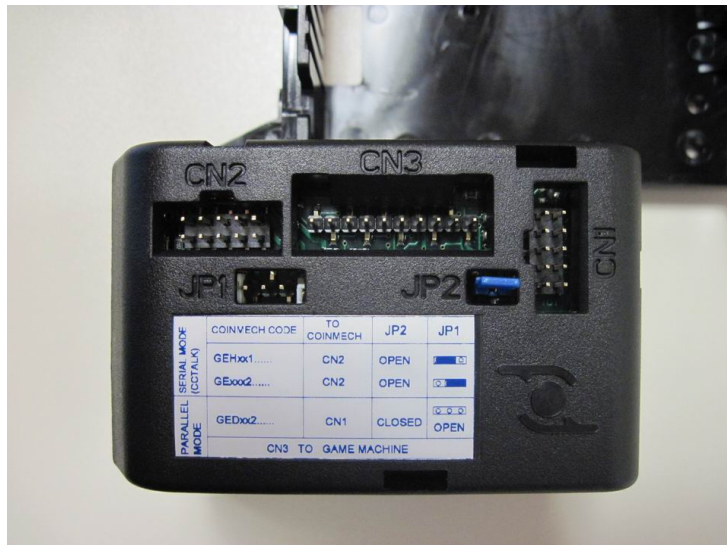
The Cinco coin sorter is intended for use with various different RM5HD coin mechanisms for the following applications:

- ccTalk applications (the coin mechanism guides the sorter)
- Parallel applications (the machine guides the sorter)

The table below (which also appears on the sorter) indicates which connectors to use on the basis of the coin mechanism and how the sorter is used.

| SERIAL MODE<br>(CCTALK) | COINMECH CODE       | TO<br>COINMECH | JP2    | JP1 |
|-------------------------|---------------------|----------------|--------|-----|
| SERIAL MODE<br>(CCTALK) | GEHxx1.....         | CN2            | OPEN   |     |
|                         | GExxx2.....         | CN2            | OPEN   |     |
| PARALLEL<br>MODE        | GEDxx2.....         | CN1            | CLOSED |     |
|                         | CN3 TO GAME MACHINE |                |        |     |

The names of the connectors refer to the information appearing on the coin sorter, as shown in the image below.



### 5.1 ccTalk Mode

There are two possible cases:

GEHxx1 coin mechanism (where xx can be any number)

- Connect up the machine to the coin mechanism via a 4 pin ccTalk connector
- Connect up the coin mechanism to the CN2 connector on the coin sorter with a 10 pole flat (supplied)
- JP2 must be open
- JP1 must be positioned all the way to the left

GEHxx2 coin mechanism (where xx can be any number)

- Connect up the machine to the coin mechanism via a 4 pin ccTalk connector.
- Connect up the coin mechanism to the CN2 connector on the coin sorter with a 10 pole flat (supplied)
- JP2 must be open
- JP1 must be positioned all the way to the right

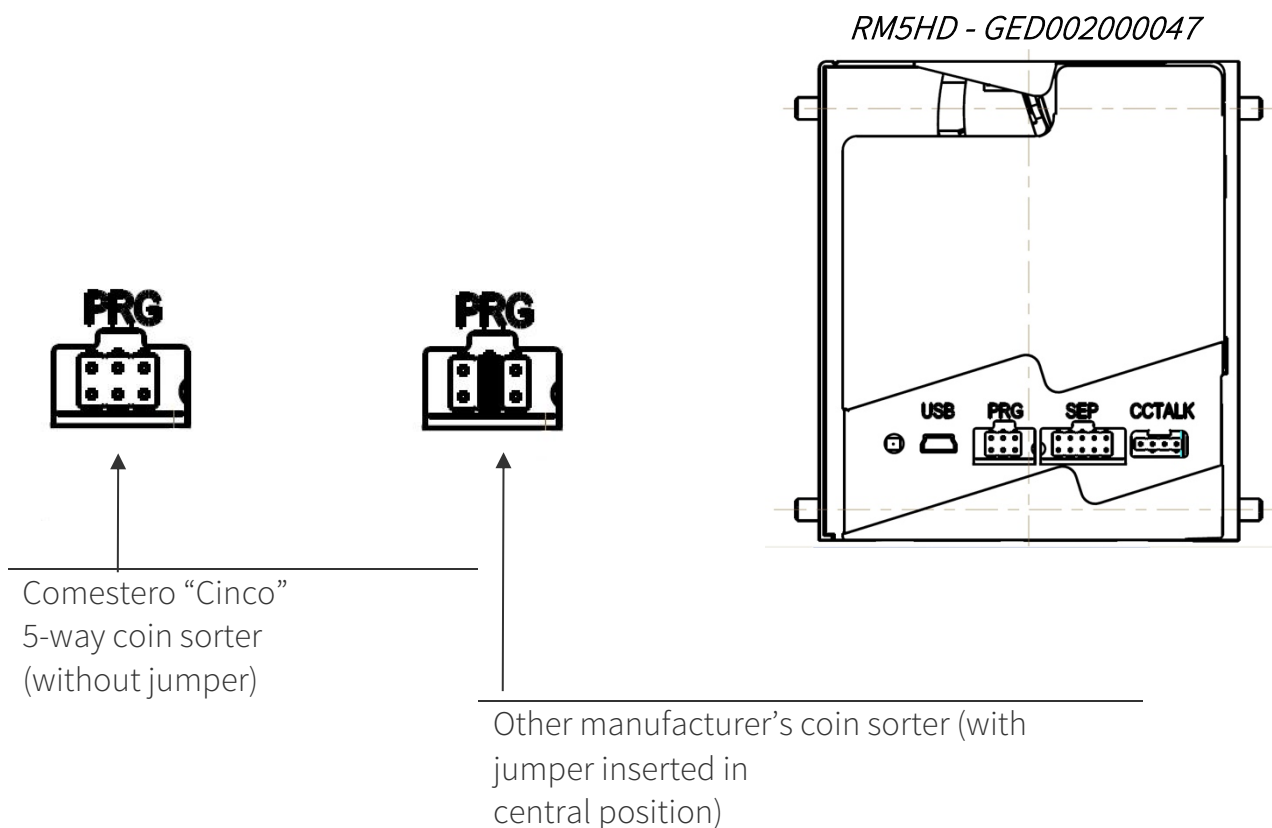
## 5.2 Parallel Mode

GEDxx2 coin mechanism (where xx can be any number)

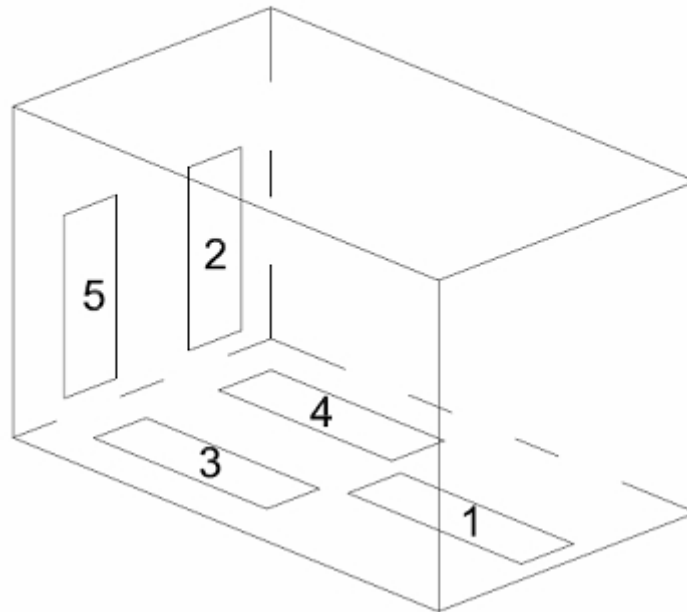
- Connect up the machine to the sorter via CN3 (10 poles on the line)
- Connect up the coin mechanism to the CN1 connector on the coin sorter with a 10 pole flat (supplied)
- JP2 must be closed
- JP1 must be open

Note:

If you have a RM5HD coin mechanism with the code GED002000047, you will be able to choose the type of coin sorter to use with it simply using a jumper in the central position on the connector, referred to as PRG, as shown below. The coin mechanism will control a Comestero Cinco 5-way coin sorter without a jumper. If a jumper is inserted in the centre, as shown, the coin mechanism will be able to operate another manufacturer's coin sorter.



## EXIT PATH



**NOTE:**

The outputs 2 and 5 are not suitable for coins with diameters and thicknesses, respectively, lower than 22,25 mm and 2,14 mm. This involves for example that, in the Euro area, you can not send on paths 2 and 5 coins with denomination lower than 0,20 Euro.

## 6. Care and maintenance



All maintenance operations performed on the coin sorter must be performed with the power supply to the apparatus on which the coin sorter is installed turned 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.

### 6.1 External maintenance and cleaning

Clean the exterior surface of the machine; use a damp cloth with water or a mild cleaning solution. To dislodge stubborn dirt, clean the surface with water and alcohol. Do not use aggressive chemical solvents containing gasoline or trichloroethylene or abrasive cleaning products or pads as they could damage the apparatus.



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Do not dip or expose the machine directly to water or liquids of any nature.  
Periodically check the condition of the apparatus' surfaces, paying special attention to areas which can represent a hazard to the user under normal conditions of use.

## 7. Technical service



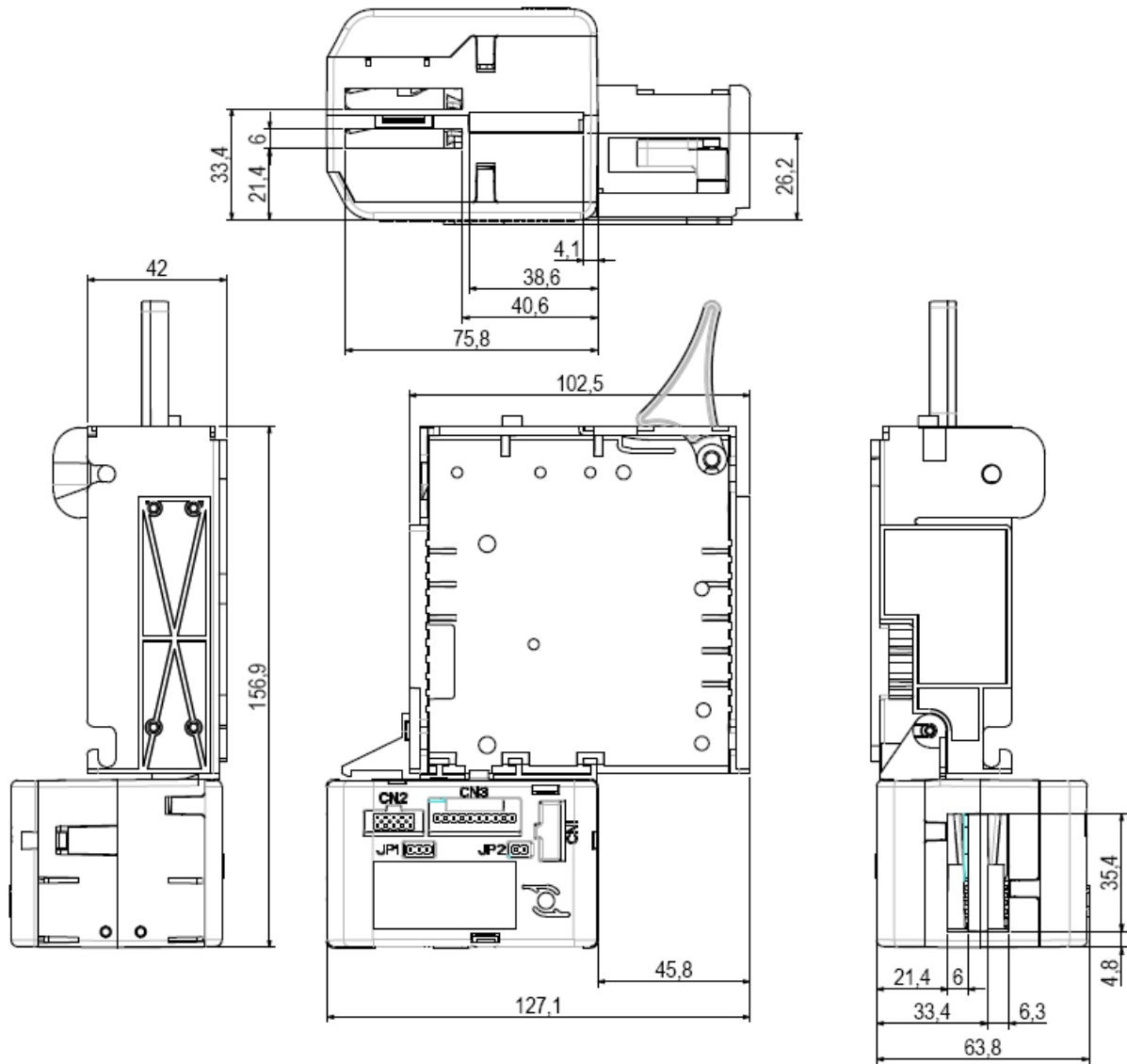
In the event of an anomaly or malfunction, contact SUZOHAPP Post-Sales Assistance Service at : (+39) 02 95781111.

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## 8. Technical data

|                             |                       |
|-----------------------------|-----------------------|
| Power supply [Vdc]:         | 12 ÷ 24 (- 5 % + 10%) |
| Max absorption [mA]:        | Max 80                |
| Operating temperature [°C]: | 0 ÷ 55                |

## 9. Footprint



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## 10. Appendices

### 10.1 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. Call the following telephone number: +39 02/95781111.

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:

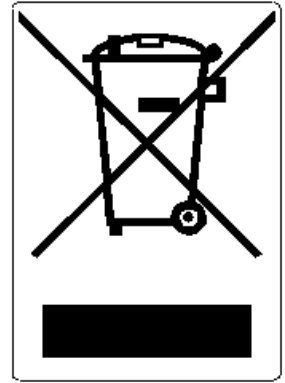
7.6 Coin / token machines

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 be 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





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