

Smart Easy

Change Machine

EN



Operator's Manual

DESCRIPTION OF THE SYMBOLS USED IN THIS MANUAL

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



Important information



Read carefully before use



Attention!

DECLARATION OF CONFORMITY

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

States that the product:

TYPE: Change machine
BRAND: Comestero
MODEL: Smart Easy

Is compliant with the following European Directives and related amendments, and with the national laws that have acknowledged these directives:

2004/108/EC
2006/95/EC

And that it has been designed in accordance with the following harmonised standards:

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

SAFETY INFORMATION

This machine is fitted with safety devices to prevent potential damages originating from short-circuits and fires.



These devices should never be disconnected from the circuit, removed or disabled for any whatsoever reason.

If the devices must be disabled to carry out maintenance or servicing, work on the appliance only when the power supply has been switched OFF.



All safety devices are compliant with current regulations.

We recommend that the operator periodically check their correct operation.

Risks deriving from using the machine

This machine has been designed 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 assigned to loading the dispensers, turning on the machine and carrying out maintenance must take the following into account: all moving parts, doors and cash box 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.).



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



Crushing risks when moving mobile parts of the machine.
Compartments must be opened and closed slowly and with maximum attention.

Hazards during machine installation and setup

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



Crushing risks during handling and positioning of the machine.
The machine must be transported by a **qualified technician** experienced in the handling of loads (truck operators, etc.).

Precautions:

- Use suitable lifting devices and slings
- Perform all operations in an area free from obstacles and people
- Before lifting the machine, always verify that the load is stable and perform all operations while very carefully keeping the load as balanced as possible



Electrical hazards: direct contacts during connection to the main power supply. These operations must be performed by a **qualified technician**.

Precautions:

- 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 to be carried out by a **qualified technician**.

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Precautions:

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

Labels

Warning labels have been installed on the machine close to dangerous areas. These labels contain traditional danger pictograms with symbols and/or reference indications.



GENERIC DANGER



RISK OF ELECTRICAL SHOCK



EARTH

GENERAL WARRANTY CONDITIONS

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:

- lack of or improper maintenance, even if carried out by qualified personnel;
- repairs or alterations made by the purchaser on his unilateral initiative;
- inadequate or irregular voltage in the power lines, insufficient flow rate and abnormal electrical systems;
- corrosive action of detergents;

-
- 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.;
 - with reference to all the electrical components and mechanical plastic moving parts subject to normal wear, which must be replaced during routine maintenance;
 - 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;
 - tampering with the label showing the serial number of the machine;
 - fault or breakage due to transport, acts of vandalism, natural calamities or wilful damage;
 - wrong or bad installation of the product;
 - carelessness, negligence or lack of skill in using the product;
 - failure to comply with the operating instructions in the technical manual;
 - interventions for alleged defects or casual checks;
 - 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 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 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,

Thanks for choosing a SUZOHAPP product. If you follow the instructions contained in this manual carefully, you will be able to enjoy the performance and quality of this machine over time.

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.

Contents

Contents	11
1. Introduction	13
2. Product overview	13
3. Warnings.....	14
4. Handling and unpacking.....	14
4.1 Receipt of the packaged product.....	14
4.2 Handling	15
4.3 Unpacking.....	15
4.4 Identification of the machine and accessories	15
5. Installation	17
5.1 Overall dimensions	17
5.2 Installation on Smart Easy-up flange	18
5.3 Installation on base.....	20
A. Installation on base.....	21
B. Emptying coins into the drawer	22
6. Connections.....	23
7. Starting and operating the machine	23
7.1 Preliminary operations.....	23
7.2 Operation	24
8. Programming.....	25
8.1 Preliminary operations.....	25
8.2 Quick maintenance/setup menu	26
A. Automatic hopper emptying	26
B. Accounting data.....	26
C. Overpay.....	27
D. Charge the Hopper	28
D.1 How to manually charging	28
D.2 Charging the hopper.....	28
8.3 Configuration menu	29
A. Peripheral status.....	30
B. Import configuration.....	30
C. Coins to be paid	31
D. Accepted banknotes	31
E. Controlled reloading	32
F. Residual credit / Overpay	32
G. Enabling/disabling the banknote reader	33

H. Enabling/disabling the coin mechanism	33
I. Language settings	34
I.1 Default language	34
I.2 Export language	34
I.3 Import language.....	35
L. Automatic payout	35
M. Resetting default conditions	36
N. Automatic hopper emptying.....	36
O. Active currency.....	36
P. Setting the date and time	37
Q. Password settings	37
Q.1 Enabling/disabling the password.....	37
Q.2 Changing the password	38
R. Saving the configuration on the SD Card	39
8.3 Accounting menu	39
8.4 Information on use of the SD Card.....	42
A. Introduction	42
B. Inserting and removing the SD Card.....	42
C. Displaying the data stored on an SD Card on a PC.....	42
D. Importing firmware updates from a PC and loading them into the change machine	43
9. Care and maintenance	43
9.1 Maintenance and cleaning of external surfaces	43
9.2 Maintenance and cleaning of the interior	43
9.3 Periods of inactivity.....	44
10. Troubleshooting and technical support	44
11. Technical specifications	45
12. Spare Parts.....	45
12.1 General overview with Smart Hopper and NV9.....	45
12.2 General overview with Smart Hopper and NV10	46
12.3 Exploded view of the upper door with NV9 banknote reader (Cod. 1019-30-0007-A).....	47
12.4 Exploded view of the upper door with NV10 banknote reader (Cod. 1019-30-0007-A)	47
12.5 Pre-assembled door group (Cod. 1019-30-0011-A)	48
12.6 Smart Hopper + Extension group (Cod. 1019-30-0009-A)	49
12.7 Serigraphy.....	51
12.8 Cables	51
13. Appendices	52
13.1 Electrical diagram	52
13.2 Removal from service and disposal	53

1. Introduction

This manual and its attachments provide all the information required to install the machine and all its components and use it, along with all the technical information for correct maintenance. The information contained in this manual can be changed without warning and does not constitute a commitment on the part of SUZOHAPP. While SUZOHAPP has taken all measures to collect and check the information contained in this manual, it declines any responsibility for damage arising from the use of the manual.

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

Unless otherwise specified, all references to companies, names, contacts and addresses used in the examples are purely fictional and have the aim of illustrating the operation of the product. The whole or partial reproduction in any form of this manual without the explicit authorisation of SUZOHAPP is strictly forbidden.

2. Product overview

Smart Easy is the compact change machine designed to respond to the need to provide change in small spaces. The exclusive coin dispenser allows Smart Easy to handle up to 6 different coins, allowing users to choose different combinations of change. As an additional option, you may request a Comestero RM5 HD coin mechanism to make the Smart Easy even more versatile so that you can change from coins of higher value to coins of lower value. All the installed devices are connected using the ccTalk communication protocol to ensure maximum protection against electronic frauds. Smart Easy is also fitted with a new high performance electronic board, which is the same as the one installed on the top models in the Pro line by Comestero. This board supports functions that are now regarded essential like those used to export accounting data or to clone and export configuration parameters from one machine to another, update the software and enter additional languages. The machine is enclosed in a very resistant cabinet to offer a high degree of protection against tampering. For added security, it is possible to fit Smart Easy with 2 bars made of special steel to protect the main locks and the central compartment.

3. Warnings



Read this manual carefully before installation.

Acquiring familiarity with the information and prescriptions contained in this manual is essential for a correct use of the machine. Upon receiving the machine, verify that the machine and packaging have not been damaged during transport. Pay particular

attention to electrical connections. Damage originating from the failure to comply with all the warnings provided in this manual is not covered by warranty.

Specific symbols are used in this manual to emphasise specific instructions that must be carefully observed.

4. Handling and unpacking

4.1 Receipt of the packaged product

Check upon receipt that the product has not been damaged during transport. If damage of any kind is visible, immediately report it to the carrier.

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
- There must be no signs of tampering on the container

Check that the content of the package matches the order.

4.2 Handling



To avoid damage to the machine we recommend moving it only within its original package, using suitable handling machines. Follow the handling instructions printed on the container. Given the weight of the machine, it is advisable to handle Smart Easy with automatic or manual trolleys designed for the transportation of heavy loads. If this is not possible, slide the change machine on its base or on an axis with wheels as far as the site of installation.

Smart Easy is fitted with four adjustable supporting feet that enable the machine to be levelled even on irregular surfaces and enhance its stability. Adjust the height of these devices depending on the characteristics of the supporting surface.

To further increase the stability of the change machine and prevent the risk of thefts, it is advisable to install ballast in the lower compartment of the change machine and fix the machine to the wall using anchoring bolts.

Following initial inspection, put the apparatus back in its box for transportation to its final location.

It is advisable to:

- Avoid dragging the machine
- Avoid tilting the container or resting it on one side during transport and handling
- Avoid bumping the machine
- Avoid leaving the machine exposed to the weather (even if still in the package)

4.3 Unpacking

After being tested and equipped the machine is delivered within a corrugated cardboard package which ensures it is protected during transport and handling.

To simplify the loading/unloading of the machine, the container is placed on a special wooden pallet.



Unpack the machine following the instructions printed on the container. Both the cardboard package and the pallet meet the standards for recycling and disposal (follow current local regulations).

4.4 Identification of the machine and accessories

Figure 5 shows the nameplate with the main operating specifications and identification data. Pay particular attention to the serial number printed on the box.

Always mention this number any time you require service, parts, repairs or information relative to the operation of the machine.

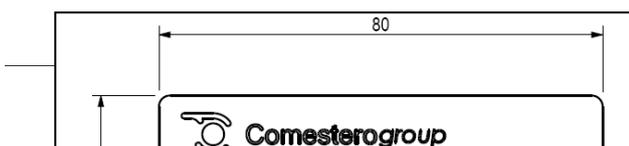




Fig. 1

The machine’s identification plate must always be clearly readable. It is prohibited to remove it or tamper with the data printed in it. If the nameplate is damaged or is lost, it is necessary to order a replacement from the manufacturer.



The nameplate is installed inside the central maintenance compartment and on the rear of the machine.

It is important to remember that the warranty is associated with machine’s identification number.

DESCRIPTION OF COMPONENTS

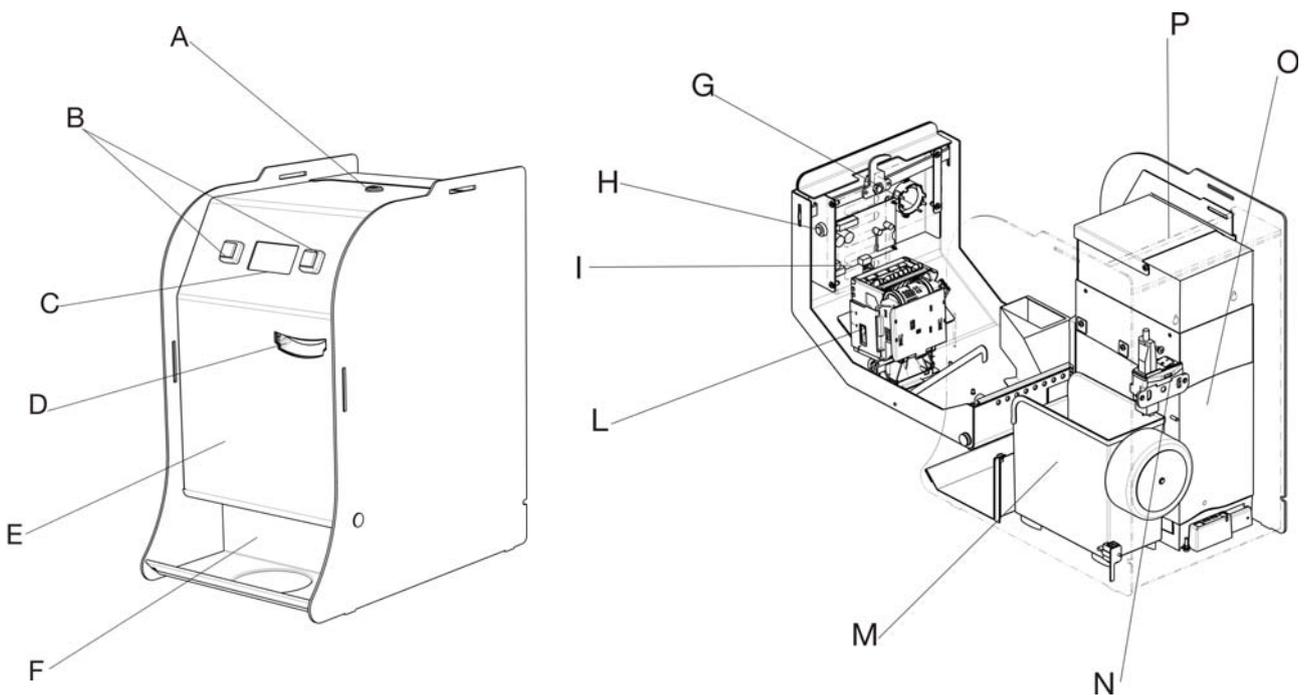


Fig. 2

A	Safety lock	F	Coin dispensing compartment	M	Banknote cash box
B	Selection buttons	G	Buzzer	N	Main switch with fuse tray
C	Display	H	Programming button	O	Multiple-coin hopper Hopper extension with lid to prevent overturning
D	Banknote entry	I	Electronic card with SD Card slot	P	
E	Door	L	Banknote reader		

The machine is supplied as standard with the following accessories:

- Opening key:

Two keys are supplied for each of the locks fitted on the machine. It is advisable to separate them and keep one copy of each key in a safe place different from the ones on the bunch of keys normally used. It is also advisable to note the serial number chiselled on each key to be able to request a copy to Comestero in case of loss.

- SD Card:

Used to export accounting data to a PC, export configuration parameters to another machine and manage overpays stored in memory.

- Operator's manual
- Power cord
- 2 steel bars



5. Installation

5.1 Overall dimensions

The figure below shows the overall dimensions of the machine and should be used as reference during the positioning and installation of the machine.

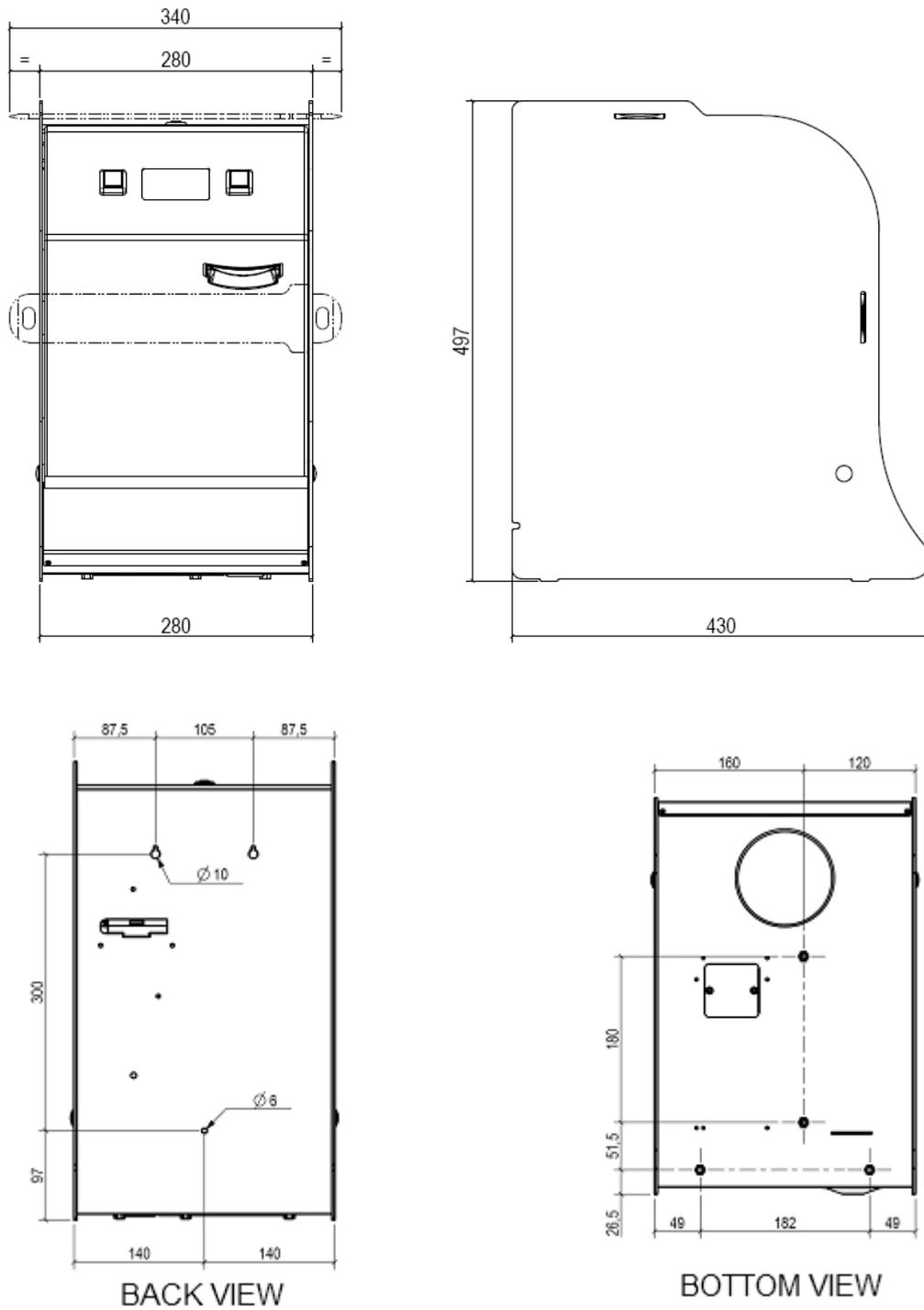


Fig. 3

5.2 Installation on Smart Easy-up flange



Read the instructions below carefully before installing the Smart Easy-up kit.

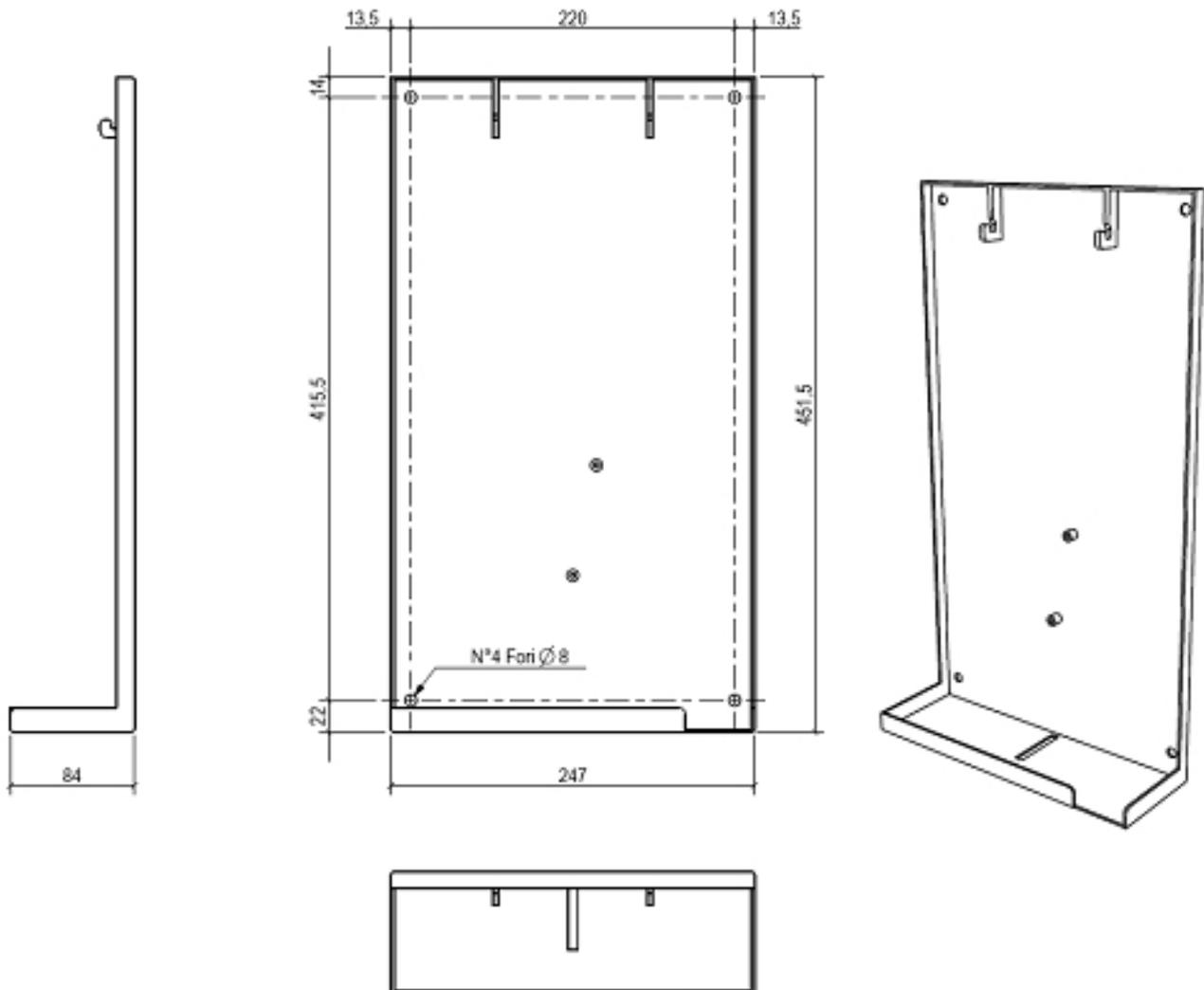


Fig. 4

- Remove the Smart Easy-up kit from its package
- Rest the Smart Easy-up kit against the wall at the desired height
- Use a pencil to mark the centre of the four holes in the Easy-up kit on the wall
- Make sure that the Smart Easy-up is perfectly vertical when anchored to the wall
- Use a drill with a bit of appropriate size for the type of anchoring bolt in use to drill four holes in the wall
- Anchor Smart Easy-up to the wall with a screwdriver and four anchoring bolts

Prepare the Smart Easy change machine as follows:

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- Using a slotted screwdriver, remove the metal membrane on the three holes on the back of the Smart Easy
- Use a size 7 socket spanner to unscrew the internal casing and remove it
- Use a crosshead screwdriver to screw the bracket for the padlock with two screws (supplied with the Smart Easy-up kit) under the change machine
- Rest the Smart Easy on the Smart Easy-up shelf so that the two hooks on the Easy-up shelf fit into the two slots on the back of the Smart Easy, then check that the Smart Easy power cable comes out of the opening at the lower right and the padlock bracket fits into the central slot
- Use a size 4 crosshead screw to screw the Smart Easy on all the way from the inside with the screw supplied with the Easy-up kit
- Put the inner casing back into the Smart Easy
- Make sure that installation has been completed correctly and the change machine is stable and secure
- For greater security, you may insert a padlock in the ring under the Smart Easy-up

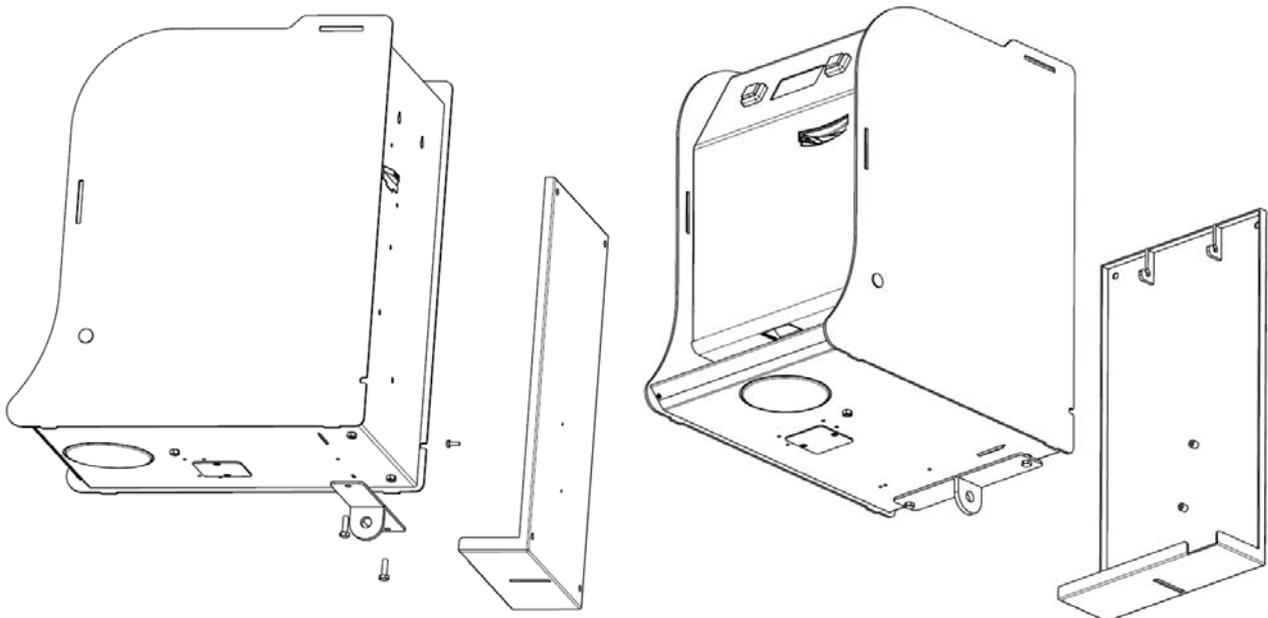


Fig. 5

5.3 Installation on base

An optional supporting base designed specifically for the Smart Easy change machine is available on request. The base is not just a support for converting the change machine into a stand-alone device, but also permits the hopper to be emptied into a special drawer for easy handling.

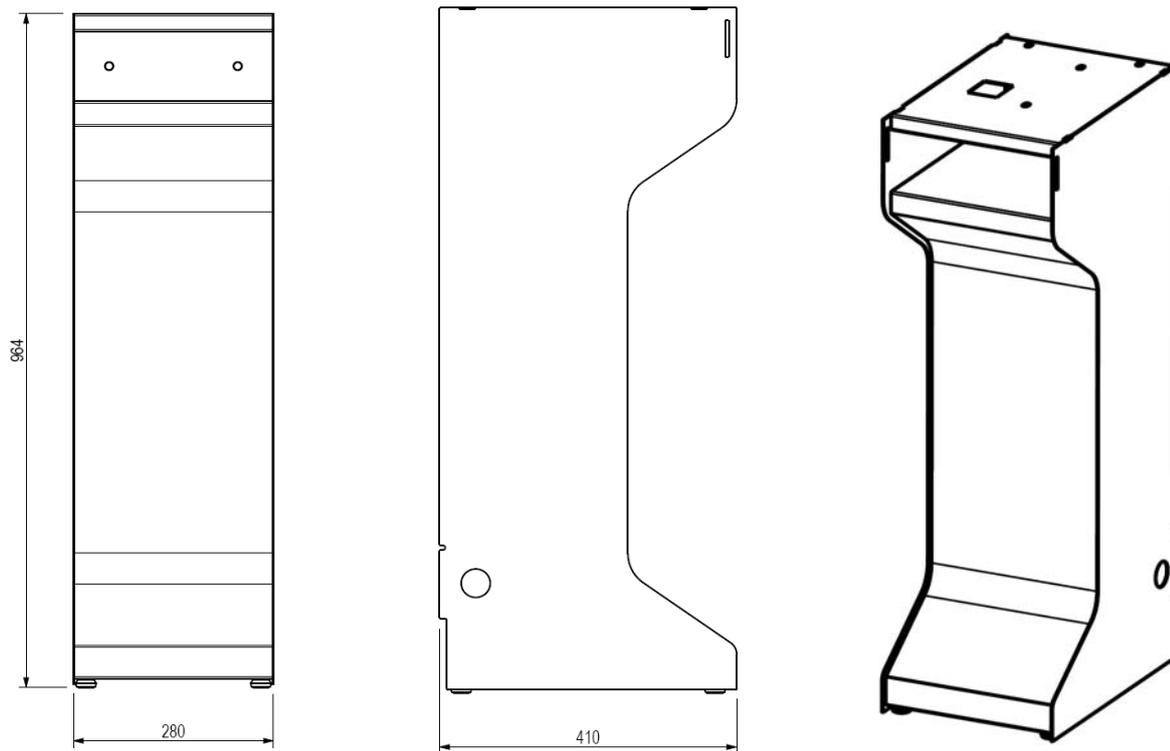


Fig. 6

A. Installation on base

Place the Smart Easy on its supporting base, being careful to align the guides identified with the arrow so that the opening for emptying coins is aligned with the opening in the upper part of the supporting base.

Remove the drawer and anchor the change machine to the base using the 4 screws provided with the base (wrench size 10).

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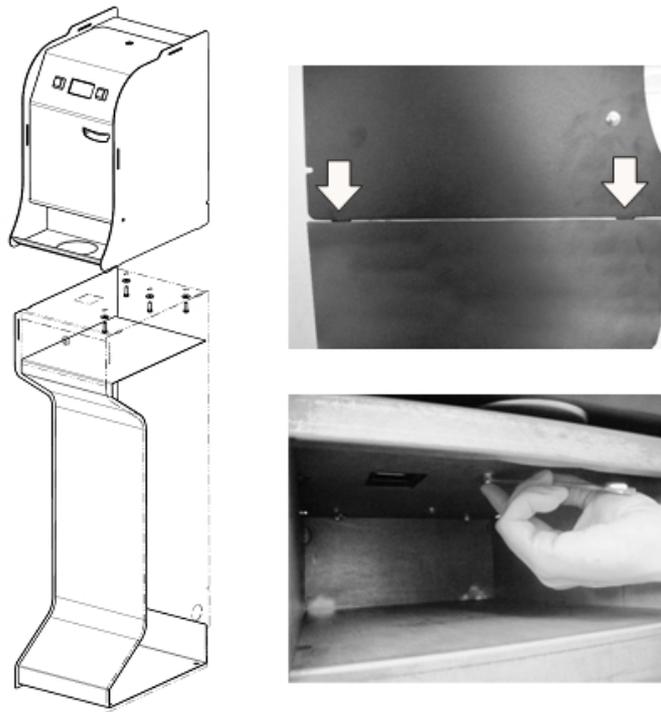


Fig. 7

B. Emptying coins into the drawer

To use the function for emptying the hopper into the drawer in the base, remove the Jumper in the central compartment of the Smart Easy change machine as shown in the figures below. The Jumper is under the housing of the SD card.

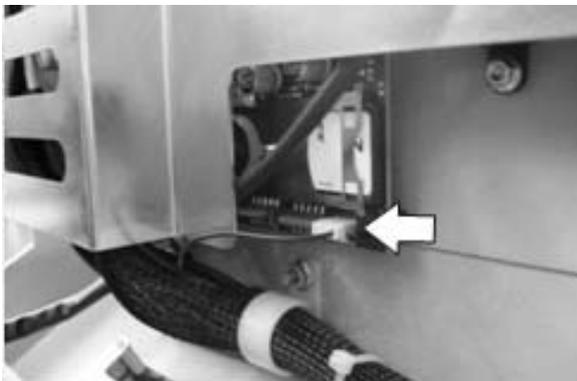
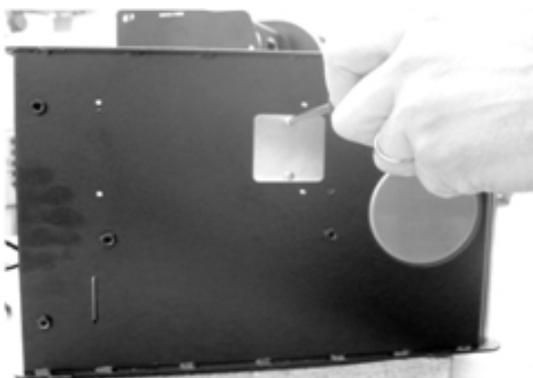


Fig.8



Fig.9

Turn the change machine onto one side and remove the metal plate on the bottom by loosening the two screws so that the opening through which coins are expelled is all the way open.



6. Connections



All electrical connections of the machine are already installed except the power supply. Before connecting the machine to the power supply, check that the main switch situated in the front compartment inside the change machine is in position “0” or OFF, as shown in Figure 12.

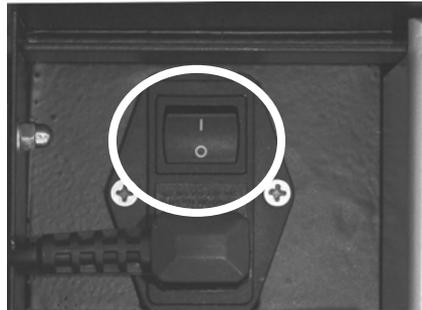


Fig. 12



Check that the rating of the outlet to which the machine has to be connected matches that of the machine and is protected by a **differential magneto-thermal switch with appropriate specifications**. Connect the machine to the mains using the cable supplied (the cable that is pre-assembled in the main machine switch, situated on the rear of the machine).

Note: For installation instructions, refer to the specific regulations concerning protection against contact with electric components.

7. Starting and operating the machine

7.1 Preliminary operations



Before starting the machine, load the hopper.
Before loading the coins, make sure the change machine is powered OFF.

To fill the hopper, open the upper lid to access the opening that allows you to fill it with coins, lifting the cover as shown in figure 10.

When you have finished filling the hopper, close the change machine again and turn it on with the main switch.

After loading the hopper with coins, the payment systems are activated and the change machine is ready for use.

Note: refer to the “Reloading the hopper” and “Controlled loading” sections for further information.

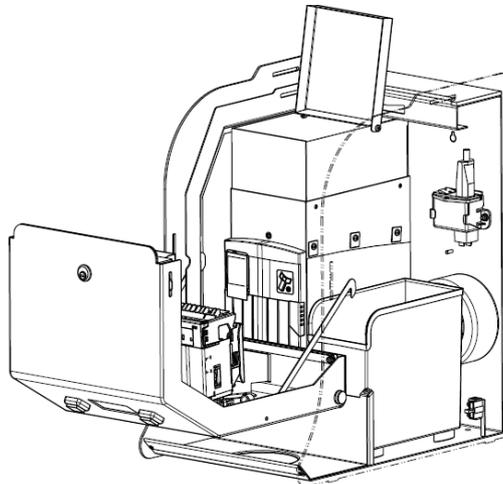
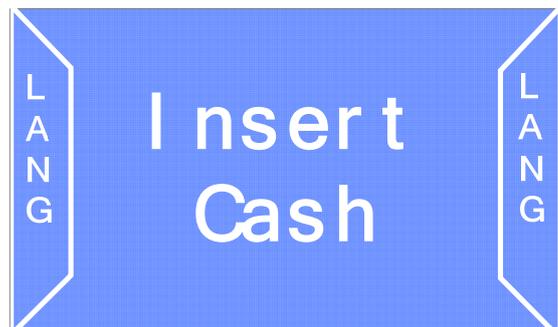


Fig. 13

7.2 Operation

When the change machine is switched on, the program version displays and automatically disappears after a few seconds and is then replaced by the standby menu.

Users who wish to change banknotes into coins can select the preferred language by pressing the right or left arrow key LANGUAGE.



The following sections describe the standard operation of the change machine. Different factory settings may cause the machine to operate differently (for further information, see the “Programming” section).

Unless otherwise indicated by the customer at the time of purchase, the change machine is programmed and configured as follows:

- Default configuration

- Languages of the standard menu: Italian/English/Spanish/French
- Cash managed
 - Banknotes: 5/10/20/50 Euro
 - Coins: 0.05/0.10/0.20/0.50/1.00/2.00 Euro
- Reader configuration: acceptance of 5/10/20/50 Euro
- Coin mechanism configuration: deactivated
- Automatic dispense: deactivated

If this configuration is selected, the change machine can accept 5, 10, 20, 50 Euro banknotes and 0.50, 1 and 2 Euro coins (if the machine is fitted with a coin mechanism), and change them into different types of coin with denominations ranging from 0.5 to 2 Euro.

Once installed in the desired location, you can configure the machine settings to your needed, with setting also different from those set as default.

The parameters programmable by the user are the following:

- **Programming**

- Dispenser value: from 0.5 cents to 2 Euro
- Maximum amount of banknote that can be inserted: 50 Euro
- **Residual credit: YES**

Users may insert into the change machine banknotes with a denomination up to 50 Euro and change them for the equivalent amount (that is, the amount of the banknote inserted but in coins). To do so, they must press CHOICE to select the type of coin change. The residual credit, if any, will be displayed and can thus be claimed for one minute (by selecting feature “Residual Credit”). Once this time has expired, users will no longer be able to claim the residual amount and the display on the change machine will return to the main screen. Alternatively, it is also possible to select the “Overpay” mode. If the change machine is unable to change the banknote, it displays an *Overpay code* to allow the operator to return the amount to the user.

8. Programming

8.1 Preliminary operations

To change the operating settings of the change machine, it is necessary to access the programming feature by pressing the appropriate button inside the upper cover. (refer to “Description of components”).

When you press the configuration button, the change machine’s operating status will automatically switch to configuration mode.

All configuration operations must be carried out using the selection buttons and display.

Smart Easy has two quick configuration menus (called quick menus) that contain all the most commonly used maintenance and configuration features. There is also a complete menu which is divided into two submenus with accounting and configuration functions.

To explore the quick, accounting and configuration menus, it is sufficient to press the two selection buttons located on the front of the change machine. Remember that the left button is usually used to navigate the menus, while the right one is used to select and confirm operations.

8.2 Quick maintenance/setup menu

This menu contains all the most common maintenance and configuration functions that can be used by the operator. To access this menu, it is necessary to set the change machine in programming mode by pressing the configuration button located inside the compartment of the change machine.

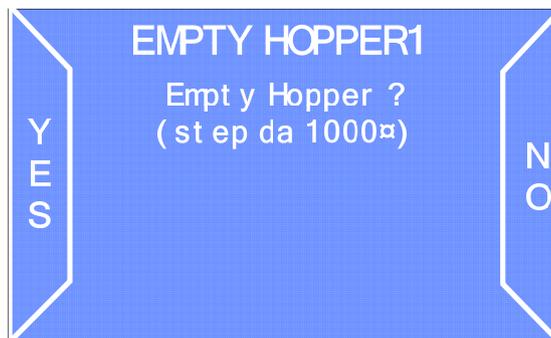
The display shows the first screen of the quick maintenance and configuration menu.



To access the menu, press one of the two selection buttons. The display shows the first hopper emptying screen.

A. Automatic hopper emptying

This feature may be used to empty the hopper in steps of 1000 Euro each. The coins will be transferred to the front compartment.



Select YES to start the automatic emptying procedure, otherwise select NO to go on to the next screen.

Note: it is possible to stop the hopper emptying process at any time by pressing once more one of the two buttons.

Note: the hopper may continue to rotate for approximately twenty seconds (timeout time) before coming to a full stop, because it attempts to search for the last coin or coins required to reach the correct amount (1000 Euro)

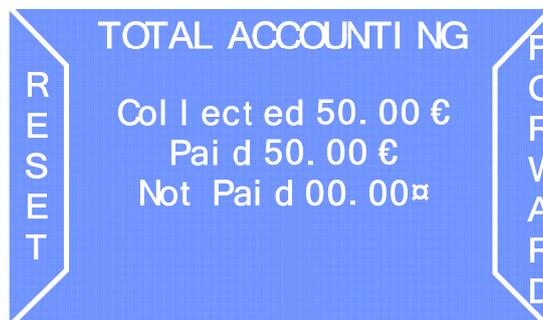
B. Accounting data

The second item on the quick menu is the partial accounting data screen that displays general information on takings and dispensed amounts.



Select RESET to go on to the next screen. Select FORWARD to delete the partial accounting data.

The third item of the quick menu displays total accounting data:



As in the partial accounting data screen, it is possible to select FORWARD to move on to the next screen or RESET to delete total accounting data.

C. Overpay

Whenever there is an overpay, that is, change cannot be given, the change machine records the event in the memory of the SD Card. To ensure that the overpay function works properly, make sure that the SD card is in its slot.

All overpay events can be shown in a list. To display the list of overpay events, select YES: to access the remaining menus, select NO.



If no overpay is present, the display shows the following screen:

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D. Charge the Hopper

Throughout the machine's normal operation, you can charge the hopper using two different modes:

- Manual charging
- Controlled charging

D.1 How to manually charging

Manually fill the hopper with coins is very easy operation. Simply follow the following 3 steps to complete the process.

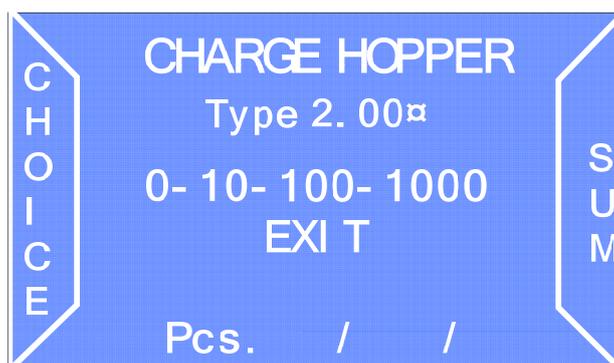
1. Open the outer door of the machine to access to the coins dispenser
2. Lift the coins dispenser's anti capsizing cover
3. Put the coins into the hopper

D.2 Charging the hopper

If the change machine is set to work with "controlled recharging" (see section 8.3.1 - F), the display will show the following screen.



Select LOAD to perform controlled hopper recharging. The display shows the following screen:



Select FORWARD to select one of the two coin denominations and CHOICE to set the value to reload. Possible options are 10 -100 -1000 Euro. Select SUM to sum the selected value to the total to load. This function is useful if you need to know the exact value in coins manually inserted in the hopper.

Note: if the controlled loading mode is enabled and the value of the inserted banknotes is above the value of the coins in the hopper, the banknotes will not be accepted.

EN

At the end, the following screen displays:



Select START to access the quick menu once again. Select COMPL to open the complete menu.

Hold down the COMPL key on the left to exit the menu, saving the configuration when you are prompted to save it to the SD Card. The change machine will be reset when you have finished.

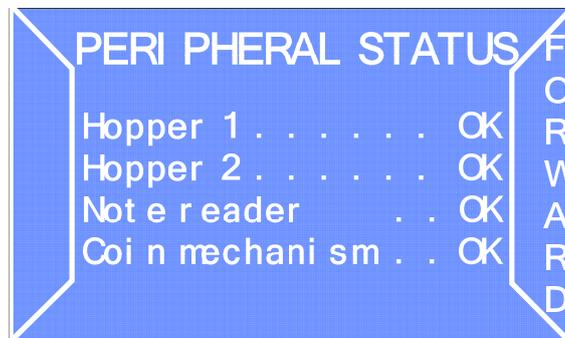
8.3 Configuration menu

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



A. Peripheral status

The first screen of the complete menu show an overview of all the peripheral devices installed in the change machine. “OK” displays for all the devices that are working correctly. If an anomaly has occurred, “Alarm” displays next to the affected device. Select FORWARD to move on to the next screen.



B. Import configuration

From the “Import configuration” screen, it is possible to import operating settings that have been saved on an SD Card.

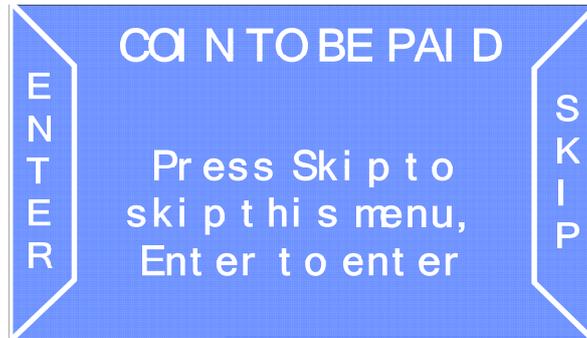


N.B. Note: this feature is accessible only if an SD Card with configuration data has been inserted in the appropriate slot.

To import the configuration parameters in the change machine, select YES. To move to the next screen without importing any data, select NO.

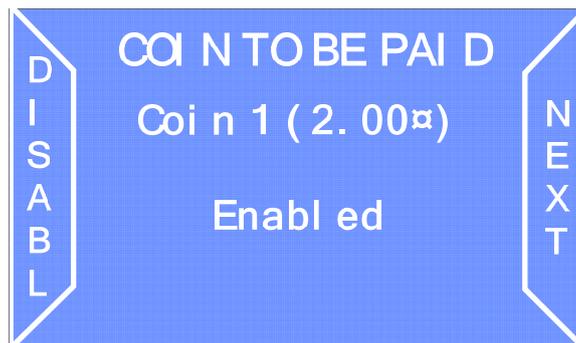
C. Coins to be paid

The “Coins to be paid” screen may be used to activate or deactivate the type of coins that the change machine must dispense:



Select SKIP to skip this menu or ENTER to open the menu and change the settings.

The following screen displays when the submenu is opened:



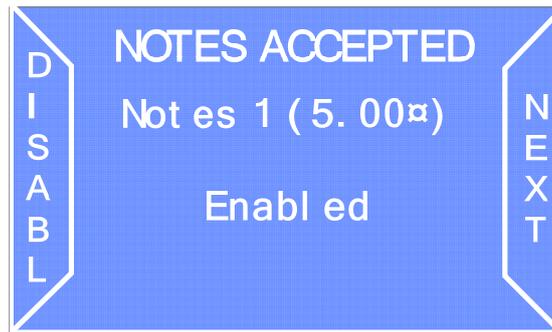
Select ENABLE/DISABLE to enable/disable the dispensing of the selected coin and NEXT to move on to the next coin.

D. Accepted banknotes

“Notes accepted” screen, select SKIP if you wish to skip this menu or ENTER to access the menu that enables activation or deactivation of acceptance of the denominations of banknotes accepted by the change machine.



Select ENABLE/DISABLE to enable/disable the dispensing of the selected coin and NEXT to move on to the next coin.



E. Controlled reloading

It is possible to enable/disable controlled reloading of the hopper. By enabling this feature, it is possible to configure the change machine so that it acquires the exact amount of coins present in the hopper. (See section 8.2 C). Select FORWARD to enable the feature.



Note: if controlled reloading mode is enabled and the value of the inserted banknotes is above the value of the coins in the hopper, the banknotes will not be accepted.

Note: if controlled reloading mode is enabled, every time the configuration is changed for the accepted and dispensed coins, it is necessary to reset all counters to zero. To do so, it is necessary to empty the machine and reset total accounting data.

If you select DISABLE, it will no longer be possible to enter the amount of coins that have been inserted into the hopper manually during hopper reloading. Therefore, the screen of the “Charge Hopper” menu will not appear.

F. Residual credit / Overpay

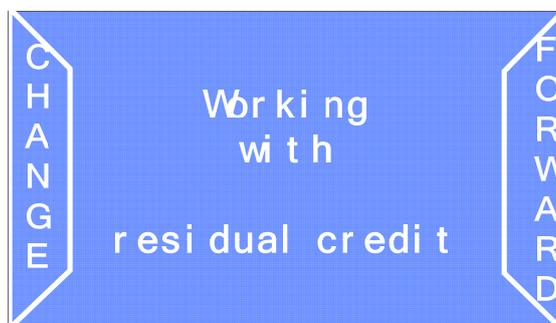
It is possible to set the change operation in “residual credit” or “overpay” mode.

Select FORWARD to choose from one of the following options:

- **Change machine set in residual credit mode:** If the coins contained in the hopper are not sufficient to allow the change to be dispensed, the change machine maintains

a residual credit that is equivalent to the value that has not been dispensed, also showing this value on the display.

- **Change machine set in overpay mode:** If the coins contained in the hopper are not sufficient to allow the change to be dispensed, the change machine displays an overpay code to allow customers to claim from the operator the value in coins that has not been dispensed by the change machine.

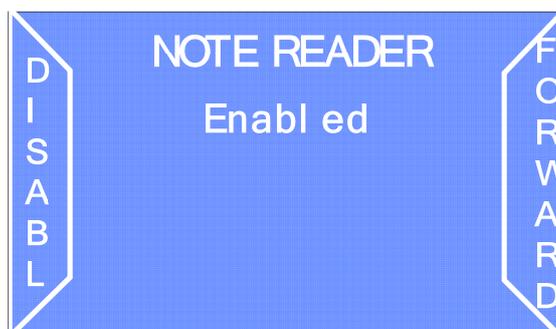


N.B. Note: if a power failure occurs during dispensing, upon start-up it displays the credit that still has to be dispensed. By default, for accounting purposes, the coins dispensed by the machine before it switched off are loaded on the counter of the coin with the lower denomination that can be dispensed by the machine.

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G. Enabling/disabling the banknote reader

The banknote reader may be enabled or disabled using the “Note reader” screen.



Select FORWARD to go on to the next menu. Select ENABLE/DISABLE to switch the reader from the enabled to the disabled mode.

H. Enabling/disabling the coin mechanism

The coin mechanism may be enabled or disabled using the “Coin mechanism” screen.



Select FORWARD to go on to the next menu. Select ENABLE/DISABLE to switch the status of the coin mechanism from enabled to disabled.

I. Language settings

The following screens can be used to set the operating parameters for the languages that the coin mechanism is able to manage.

I.1 Default language

This screen may be used to select the default language used by the change machine to communicate with the end user and the maintenance technician. There are four possible languages to choose from.



Select FORWARD to go on to the next menu. Select CHANGE to change the language.

I.2 Export language

This screen may be used to export the language package installed in “Pro” change machines to another change machine in the same line using the SD Card provided. The language package will be written onto the SD Card provided.



Select NO to access the next menu. Select YES to export the language package to the SD Card provided.

I.3 Import language

It is possible to use this screen to import the language package installed in a “Pro” change machine to another change machine of the same line using the SD Card provided. It is possible to use this screen to import the language package installed in a “Pro” change machine to another change machine of the same line using the built-in SD Card.

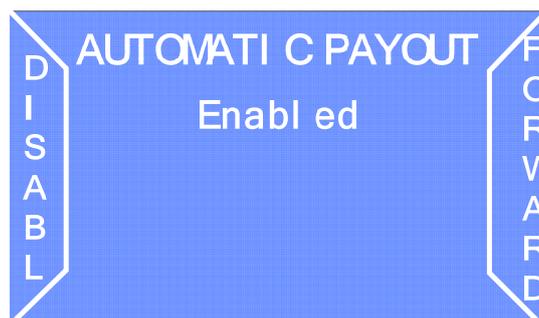
EN



Select NO to access the next menu. Select YES to import the language package from the SD Card in the CPU card.

L. Automatic payout

The term automatic payout identifies an automatic payout operation (from one hopper only) which is performed when a banknote is inserted and without any need to press the selection button.



Select FORWARD to go on to the next menu. Select DISABLE/ENABLE to switch the status of automatic payment mode from enabled to disabled.

M. Resetting default conditions

The “Load default” screen resets the factory settings (default settings).



Select NO if you do not wish to reset the default settings and access the next menu. Select YES to reset the default settings and continue.

N. Automatic hopper emptying

The Empty hopper screen is used to automatically empty the hopper.



Select YES to start the automatic emptying procedure, otherwise select NO to go on to the next screen.

Note: while the hopper is being emptied, it is possible to stop the process at any time by simply pressing the button once more.

O. Active currency

The “Active Currency” screen displays the type of currency that has been configured for operation of the change machine. This parameter can be changed only using the configuration program via PC Multiconfig.



P. Setting the date and time

The “Set date and time” screen is used to set the date and time.



Select FORWARD to access the next menu. Select CHANGE to increase the digit.

Q. Password settings

The following screens may be used to set the operating parameters for the protection password required to access the configuration and maintenance menu.

Q.1 Enabling/disabling the password

The “Enable password” screen is used to enable or disable prompting of the password required to access the configuration and accounting menus.



Select FORWARD to access the next menu. Select ENABLE/DISABLE to switch the status from enabled to disabled.





Attention! Disabling the password increases the risk of fraud.

Q.2 Changing the password

The password can be changed with the “Change password” screen:



Select NO to open the next menu or YES to change the password.

Before changing the password, enter the old password or, if it has never been changed, the **default password (1111)**. The display shows the following screen:



Select FORWARD to scroll through the digits. Select CHANGE to increase the selected digit.

The program prompts you to enter the new password:



Select FORWARD to scroll through the digits. Select CHANGE to increase the selected digit. At the end of the operation, press and keep the button pressed to confirm and continue.

R. Saving the configuration on the SD Card

All changes made to configuration parameters can be saved on the SD Card. At the end of configuration operation, the display shows the following screen:



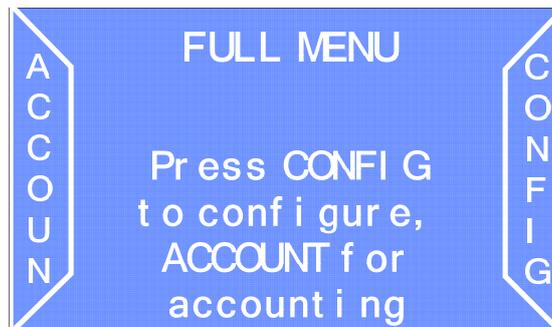
Select NO if you wish to quit the menu without saving the configuration. Select YES to save the configuration on the machine's SD Card.

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8.3 Accounting menu

This menu can be used to display accounting information on the amounts of money received and dispensed. Accounting data are divided into partial and total data.

To access the accounting menu, select ACCOUN. from the complete menu.



The display shows the first accounting screen with a list of all the overpay events.

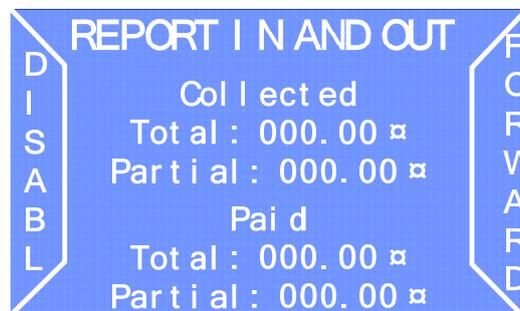
Every time an overpay event occurs, that is, no change operation is carried out, the change machine stores the event in the memory so that all overpay events can be displayed in a list. To display the list of overpay events, select YES: to access the remaining menus, select NO.



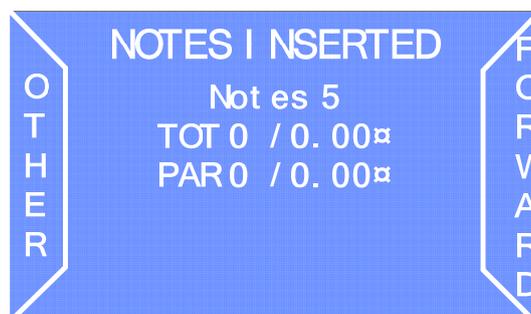
If no overpay is present, the display shows the following screen:



The screen that displays after the overpay one is the one that contains the accounting data. This screen shows a list of partial and total accounting data for received and dispensed moneys.



Select FORWARD to go on to the next screen containing the detailed accounting data for the inserted banknotes.

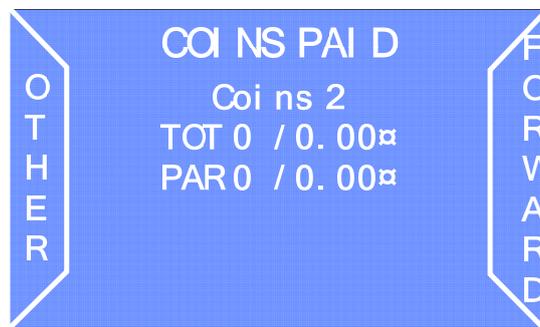


Select FORWARD to move to the next screen or OTHER to display the detailed accounting data of other banknote denominations. The same information is available for the coins in the next screen.



Select FORWARD to move to the next screen or OTHER to display the detailed accounting data for other types of coins.

Finally for the dispensed coins:



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It is possible to reset the accounting data stored with the “Reset history” screen. Select YES to reset partial accounting data and NO to move on to the next screen where it is possible to reset partial accounting data.



All accounting data can be exported to the integrated SD Card to be processed on the PC.



Select NO to quit or YES to export the accounting data.

8.4 Information on use of the SD Card

A. Introduction

An SD Card is a compact storage device that comes in several capacities. All Smart change machines have a slot with a pre-inserted SD Card. By following the procedures described in the paragraphs above, it is possible to store on the SD Card a series of files that are valid only for Smart change machines of the same model.

B. Inserting and removing the SD Card

The SD Card supplied is already inserted in the corresponding slot of the change machine. To remove the SD Card from its slot, press the free end. It is spring-loaded to release the card so it can be removed.

To reinsert the SD Card into its slot, press it until it clicks in place.

C. Displaying the data stored on an SD Card on a PC

All the types of data stored on an SD Card can be displayed on a PC using Microsoft Excel. The PC must be fitted with a standard reader for SD Cards, in which the card must be inserted. If the PC does not have a built-in reader, it is possible to purchase a universal reader and connect it to the PC using a USB cable. For further information, contact the local retailer.

After the SD Card has been inserted into the slot and the PC has detected it, open “My Computer” and select the SD Card, which normally displays as a “mass storage device”. Click on this item to allow the PC to automatically read the files present on the SD Card and start the program required to read the contents. For example, if the files on the SD Card contain accounting data or the events history (see section “Exporting accounting data” in this manual), data will be displayed in Microsoft Excel.

D. Importing firmware updates from a PC and loading them into the change machine

To import a firmware upgrade into the change machine, copy the update onto an SD Card using a PC. Refer to the previous section for further information on how to read and write data from/to an SD Card. After the upgrade has been loaded onto an SD Card, simply insert the card into the appropriate slot of the change machine. A sound will be heard when the upgrade has been completed.

9. 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.

9.1 Maintenance and cleaning of external surfaces

Keep the exterior surface of the machine clean; 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.

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.)

For information on how to order replacement parts, refer to the “Spare Parts” manual.

9.2 Maintenance and cleaning of the interior

Clean the machine interior with a damp cloth; use only compressed air to clean the electronic components.

Regularly inspect the connections of all cables and verify that the connection cables of the devices have integral insulation and are not excessively bent.

If the cables or their connectors are damaged, replace them immediately, consulting the “Spare Parts” manual for information on the correct codes.

9.3 Periods of inactivity

We recommend turning the machine off by means of the main power switch located inside the case for short periods of inactivity when the machine will not be used for two or three days.

If the machine will not be used for a long period of time, it is advisable to disconnect it from the power supply and detach the plug from the wall socket.

To protect the machine from dust, cover it and store in a dry and ventilated location.

10. Troubleshooting and technical support

This section describes the main problems that may occur while using the machine along with the corrective actions that may be taken to minimise or eliminate downtimes.



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.

Problem	Solution
The machine is on, but the banknote reader does not accept credit.	Check that there are no banknotes jammed in the bottom of the reader. Check that residual credit mode has not been enabled.
The machine accepts banknotes but does not credit them.	Check that the level of banknotes in the stacker does not prevent banknotes from falling as they come out of the reader.
	Check that the denomination of the inserted banknote has been configured in the table with the banknote values.
The reader does not accept all banknotes.	Detach the reader, open it and use a damp cloth to clean the upper and lower section of the LED sensors.
	Check that the reader is closed.

11. Technical specifications

Input voltage:	250V / 50Hz
Absorbed current:	1 Ampere
Dimensions HxLxD [mm]:	497x280x430
Weight [Kg]:	About 25
Capacity of coin hopper:	About 3000 (sample coin 1€)
Capacity note hopper [pz.] :	NV9: 600 NV10: approx 500

Installed devices

Banknote reader:	Innovative Technology NV10 or NV200
Hopper: Innovative Smart Hopper:	Innovative Technology Smart Hopper with extension

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12. Spare Parts

12.1 General overview with Smart Hopper and NV9

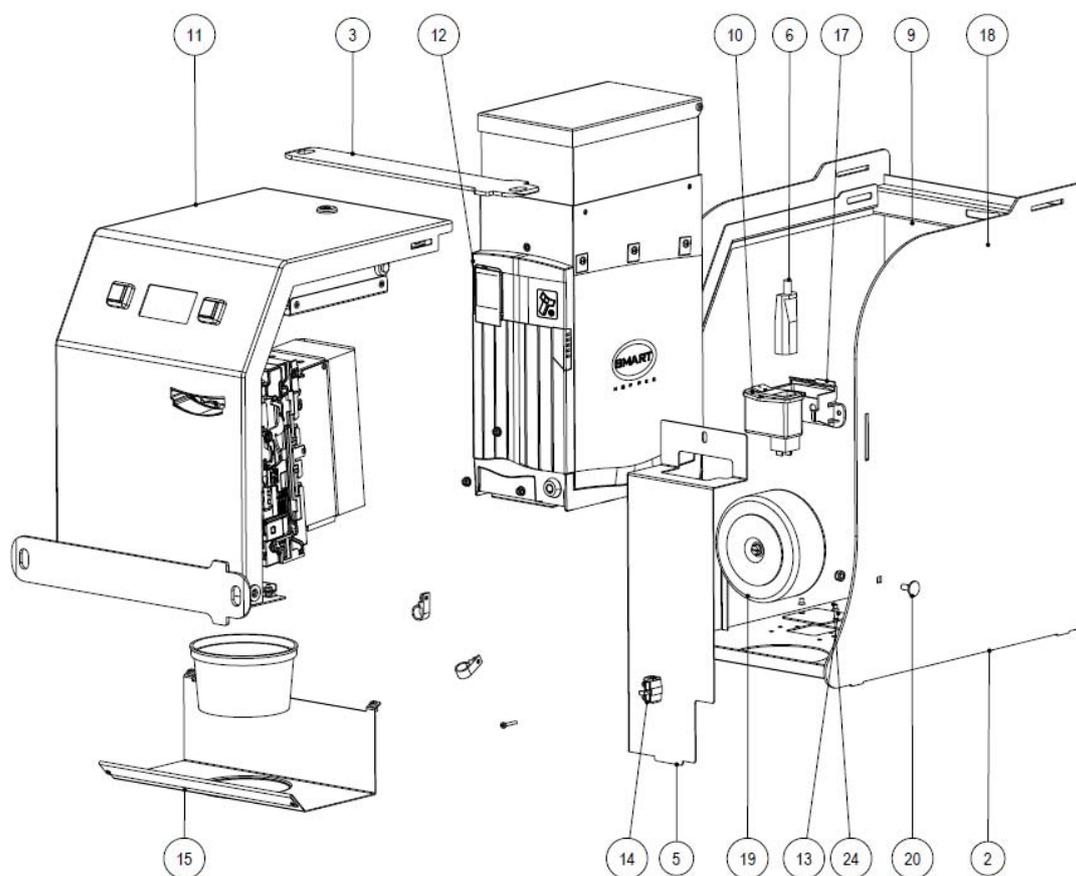


Fig. 14

POSITION	CODE	DESCRIPTION
2	1019-20-0015-A	CABINET
3	1019-20-0024-A	SAFETY BEAM
5	1019-20-0019-A	TRANSFORMER'S CARTER
6	Z/X-CAVORETEITA	POWER CABLE WITH ITALIAN PLUG
6	Z/X-CAVORETESCK	POWER CABLE WITH SCHUKO PLUG
6	Z/X-CAVOH05VWF	POWER CABLE WITH ENGLAND CEE PLUG
9	C27-23970	"DUMPSTER" LABEL
10	Z/DC-FILTRO	POWER GRID FILTER WITH TWO FUSES
11	1019-30-0007-A	DOOR + NV9 + SMART HOPPER GROUP
12	1019-30-0009-A	SMART HOPPER WITH EXTENSION GROUP
13	1019-20-0028-A	LOWER DISPENSING LOCKING PLATE
14	C33-M403-SI1	FUSEHOLDER 1-POLE WITH FIXING HOLE
15	1019-20-0016-A	RAMP FOR COLLECTION TRAY
17	C25---10622	FILTER SUPPORT – plastic –
18	1019-27-0003-A	ELECTRICAL DATA PLATE – SMART EASY
19	1019-40-0019-A	CABLED TRANSFORMER FOR SMART EASY
20	C6TCB6X16-BN248	SCREW BN248 6x16
24	C6TSC04X06	HEAD SCREW SV. SCREW CROSS M4x6 – ISO 7046 ZINC-COATED.

12.2 General overview with Smart Hopper and NV10

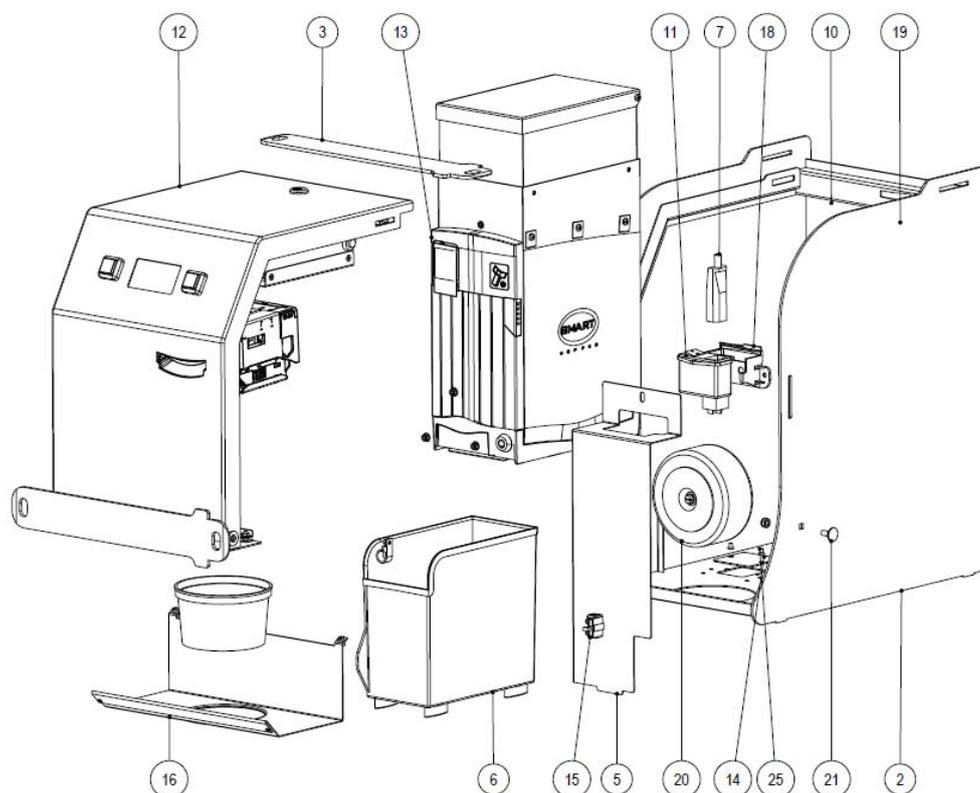


Fig. 15

POSITION	CODE	DESCRIPTION
2	1019-20-0015-A	CABINET
3	1019-20-0024-A	SAFETY BEAM

5	1019-20-0019-A	TRANSFORMER'S CARTER
6	C25---10613	Plastic CASHBOX – easy plus –
7	Z/X-CAVORETEITA	POWER CABLE WITH ITALIAN PLUG
7	Z/X-CAVORETESCK	POWER CABLE WITH SCHUKO PLUG
7	Z/X-CAVOH05VWF	POWER CABLE WITH ENGLAND CEE PLUG
10	C27-23970	“DUMPSTER” LABEL
11	Z/DC-FILTRO	POWER GRID FILTER WITH TWO FUSES
12	1019-30-0008-A	DOOR + NV10 + SMART HOPPER GROUP
13	1019-30-0009-A	SMART HOPPER WITH EXTENSION GROUP
14	1019-20-0028-A	LOWER DISPENSING LOCKING PLATE
15	C33-M403-SI1	FUSEHOLDER 1-POLE WITH FIXING HOLE
16	1019-20-0016-A	RAMP FOR COLLECTION TRAY
18	C25---10622	FILTER SUPPORT – plastic –
19	1019-27-0003-A	ELECTRICAL DATA PLATE – SMART EASY
20	1019-40-0019-A	CABLED TRANSFORMER FOR SMART EASY
21	C6TCB6X16-BN248	SCREW BN248 6x16
25	C6TSC04X06	HEAD SCREW SV. SCREW CROSS M4x6 – ISO 7046 ZINC-COATED.

12.3 Exploded view of the upper door with NV9 banknote reader (Cod. 1019-30-0007-A)

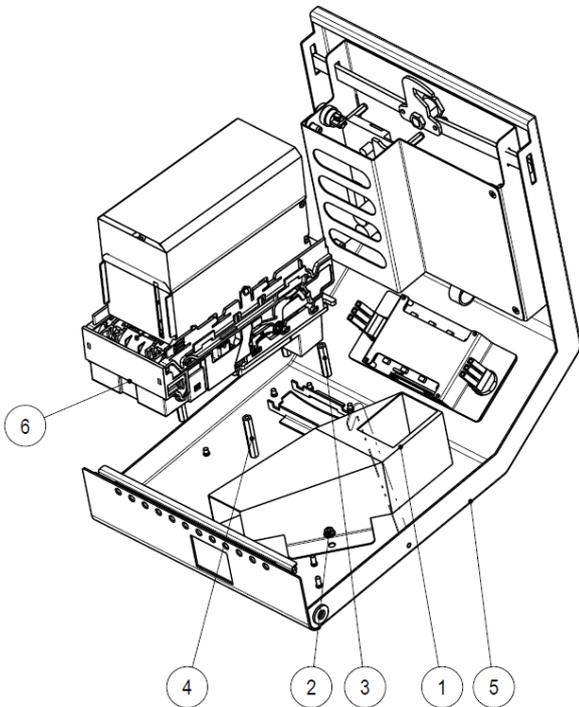


Fig. 16

POS.	CODE	DESCRIPTION
1	1019-20-0023-A	COINS DUCT FOR SMART HOPPER
2	C6DADO4-BN860	MILLED FLANGED NUT M4 – ISO4161
3	C6-M4X35-BN3319	HEXAGONAL SPACER F-F M4x35 BN3319
4	C6-M4X45-BN3319	HEXAGONAL SPACER F-F M4x45 BN3319
5	1019-30-0011-A	PRE-ASSEMBLED DOOR GROUP
6	Z/NV9-CCT-V-STK	NV9 BANKNOTE READER CCT WITH VERTICAL STACKER VERT 600 FRONT PA191

12.4 Exploded view of the upper door with NV10 banknote reader (Cod. 1019-30-0007-A)



POS.	CODE	DESCRIPTION
------	------	-------------

1	1019-20-0023-A	COINS DUCT FOR SMART HOPPER
2	C6DADO4-BN860	MILLED FLANGED NUT M4 – ISO4161
3	C6-4X35-BN3318	HEXAGONAL SPACER M-F M4x35 BN3318
4	1019-30-0011-A	PRE-ASSEMBLED DOOR GROUP
5	LS/NV10/E2-CCT-ENCRY	NV10 BANKNOTES READER WITH ENCRYPTION

Fig. 17

12.5 Pre-assembled door group (Cod. 1019-30-0011-A)

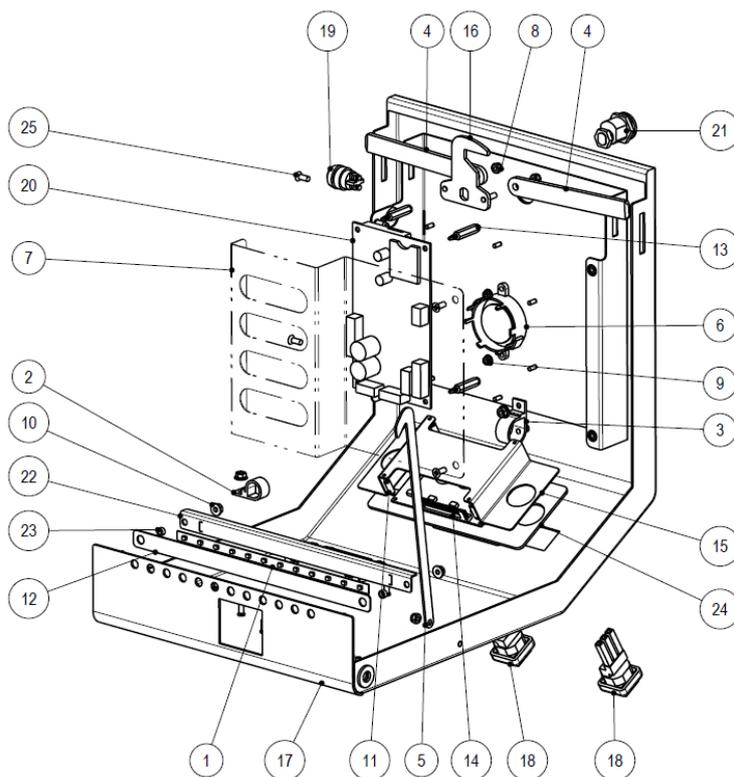


Fig. 18

POSITION	CODE	DESCRIPTION
2	V/S-EXWHC-500	CLAMP CABLE RING EXWHC-500
3	V/S-WHC-0750-01	CLAMP CABLE RING WHC-0750-01
4	1019-20-0018-A	BEAM LOCKING
5	1019-20-0020-A	DOOR'S SUPPORT BEAM
6	CA33KPEG182-LAV	BUZZER 100dB 12V 3.0KHz WITH RESISTANCE
7	1019-20-0027-A	CARTER CPU
8	C6DADO4-DIN985	SELF LOCKING HEX NUT M4 – DIN 985 ZINC-COATED
9	C6DADO3-BN860	MILLED FLANGED NUT M3 – ISO4161

10	C6DADO4-BN860	MILLED FLANGED NUT M4 – ISO4161
11	C7MDLSP-1-12M01	RICHCO MDLSP-1-12M-01 SPACER
12	1019-20-0025-A	LED CASHBOX SPACER
13	C7-TCBN-T1-M3-6-25	RICHCO TCBN-T1-M3-6-25 SPACER
14	300515000000010	ASSEMBLED GRAPHIC LCD 128X64 BLU 3.3V
15	1019-20-0014-A	OMEGA FOR DISPLAY FIXING
16	C20---10626-B	HOOK PALETTE Ver. B
17	1019-20-0012-A	DOOR
18	300501-00000200	BLU HALO LED BUTTON EASY / DUAL STRONG
19	P/TEST	P/TEST BUTTON
20	20514000000115A-COL	BOARD MCB1 REV4 ASSY2 COLL + PROG SMART
21	SMINI6KD/2	LOCK MINI 6 CODING – HEIGHT 20
22	1019-20-0026-A	BRACKED LED CASHBOX
23	C6-T-6-3-4	LITTLE TUBE d.ext. 6 d.int.4 h=3
24	1019-20-0013-A	DISPLAY GLASS 128x64
25	C6TSC04X10	HEAD SCREW SV. SCREW CROSS M4x10 – ISO 7046 ZINC-COATED

12.6 Smart Hopper + Extension group (Cod. 1019-30-0009-A)

EN

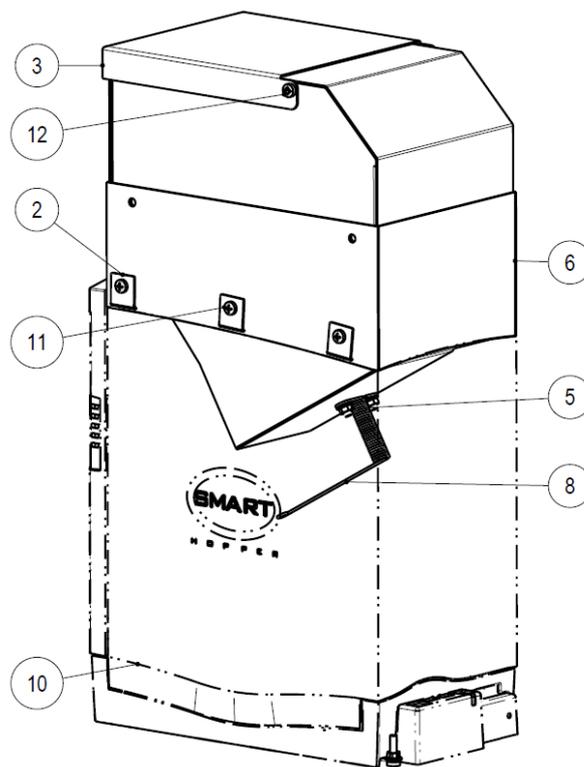


Fig. 19

POSITION	CODE	DESCRIPTION
2	1041-20-0029-A	ANGULAR FIX. EXTENS. SMART-HOPPER SMART JOLLY
3	1019-20-0036-A	HOPPER EXTENSION COVER
5	C6DADO4-BN860	MILLED FLANGED NUT M4 – ISO4161
6	1019-20-0035-B	SMART HOPPER EXTENSION
8	1041-20-0036-A	SPRING FOR GROUND COINS

10	LS/SMARTHOPPER-LS1	SMART HOPPER “COMPATIBLE SMART”
11	C6AF-TCC4,2X9,5	SELF-TAPPING SCREW TYPE C – Ø4,2x9,5 – UNI EN ISO 7049 WITH ROUNDED HEAD AND PAN HEAD
12	C6TCC04X10	ROUNDED HEAD SCREW WITH PHILLIPS HEAD M4x10 – ISO 7045 ZINC-COATED.

12.7 Graphics label



Fig. 12

12.8 Cables

CODICE	DESCRIZIONE
1019-40-0012-B	Smart Easy display cable
1019-40-0013-A	Smart Easy lighting buttons cables
1019-40-0014-A	Smart Easy buttons cables
1019-40-0016-A	Smart Easy change lighting area cable
1019-40-0028-A	Smart Easy door cables assembly
1041-40-0017-A	CEP-Mains filter ground cable JOLLY SMART
1019-40-0025-A	Smart hopper CEP / slide ground cable
1019-40-0026-A	Hopper / extension slide ground cable
1019-40-0029-A	Smart Easy unique cables
1000-40-0036-A	EASY/DUAL/JOLLY/TWIN PRO/SMART EASY display adapter cable

13. Appendices

13.1 Electrical diagram

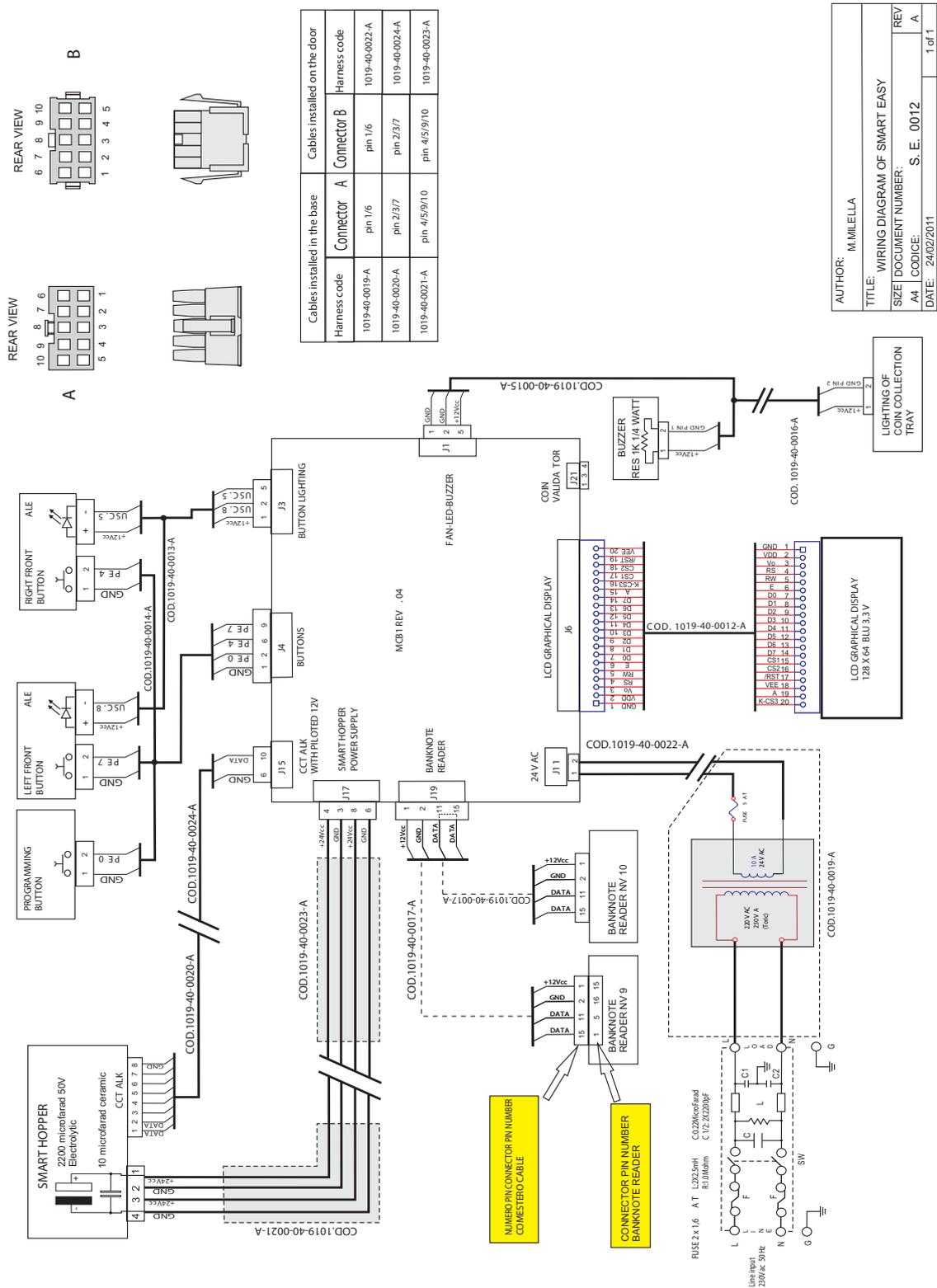


Fig. 14

13.2 Removal from service and disposal

At the end of its life cycle, the machine must be removed from service and disposed of through an authorised collection centre.

Remove the machine from its installation place, empty all coins and remove the power cable. **Contact Comestero to arrange for collection of the unused machine. Call number 02/95781111**

It is mandatory to dispose of the machine pursuant to Legislative Decree 25/07/2005 no. 151.



Please read the following sections carefully.

EN

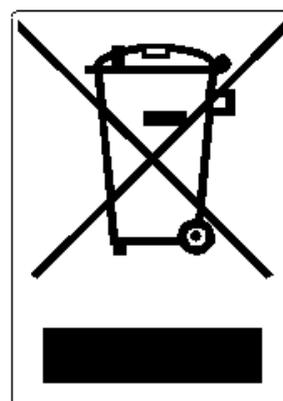
Since December 31, 2006, precise criteria have been established with regard to the Disposal of Waste Electronic and Electrical Equipment (WEEE), with the purpose of protecting the environment. This machine falls within the field of application of Legislative Decree 151/2005, Attachment 1B, clause 2, paragraph 1 as:

- 7.6 Change machine/coin mechanism
- 10.2 Automatic dispenser of cash or products

In summary:

- This machine cannot be disposed of as urban waste, but must be collected separately through a special collection facility.
- 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.
- Special centres have been set up for collection of used electric and electronic equipment (RAEE). 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.

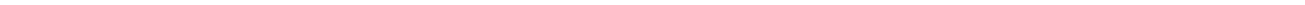


Sanctions applicable in case of unlawful disposal of this kind of waste:

1. Retailers, as specified in Article 6, paragraph 1, letter b), who fail to collect used electric or electronic equipment free of charge or without reason, shall be penalised with an administrative sanction ranging from 150 to 400 Euro for each machine that has not been collected or has been collected upon payment of a fee
2. Manufacturers who fail to organise a separate waste collection system for professional used electric and electronic equipment, as stated in Article 6, paragraph 3, and fail to implement collection, delivery, treatment and recovery procedures for used electric and electronic equipment, as per Articles 8, paragraphs 1 and 9, paragraph 1, 11 - paragraphs 1 and 12 - paragraphs 1, 2 and 3, and, except for the latter operations, fail to sign agreements in accordance with Article 12, paragraph 6, are penalised with an economic administrative sanction ranging from 30,000 to 100,000 Euro
3. Manufacturers who after August 13th 2005 fail to provide a financial guarantee at the time of introduction of an electric or electronic equipment in the market, in compliance with Article 11, paragraph 2, or 12 - paragraph 4, are penalised with an economic sanction ranging from 200 to 1,000 Euro for each machine introduced in the market
4. Manufacturers who fail to provide in the instructions for use of electric or electronic equipment the information specified in Article 13 - paragraph 1, are penalised with an economic administrative sanction ranging from 200 to 5,000 Euro
5. Manufacturers who, within one year from the introduction in the market of each type of new electric or electronic equipment, fail to provide to reusage centres and treatment and recycling plants the information specified in Article 13 - paragraph 3, are penalised with an economic administrative sanction ranging from 5,000 to 30,000
6. Manufacturers who, after August 13th 2005, introduce electric or electronic equipment without the indication or symbol specified in Article 13, paragraphs 4 and 5 on the market, shall be penalised with an economic administrative sanction ranging from 200 to 1,000 Euro for each item of equipment introduced in the market. The same economic administrative sanction shall also apply if the indications and symbols are not compliant with the requirements stated in Article 13, paragraphs 4 and 5
7. Manufacturers who are not registered with the Chamber of Commerce, in compliance with Article 14, paragraph 2, and who introduce in the market electric and electronic equipment, are penalised with an economic administrative sanction ranging from 30,000 to 100,000 Euro
8. Manufacturers who, within the term specified in Article 13, paragraph 8, fail to communicate the information specified in Article 13, paragraphs 4, 3 and 5 to the national register of the entities obliged to dispose of electric and electronic equipment
9. With the exceptions identified in Article 5, paragraph 2, anyone who introduced new electric and electronic equipment on the market after July 1st 2006 containing the substances listed in Article 5, paragraph 1 or the additional substances listed in Article 18, paragraph 1, shall be penalised with an economic administrative sanction ranging from 50 to 500 Euro for each item of equipment introduced on the market or from 30,000 to 100,000 Euro



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