



# ATM Cassette Guide

A quick guide for handling your ATM Cassette.

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<i>Page</i>	
<b>01.</b>	Differences between a Healthy and a Damaged cassette
<b>02.</b>	How to properly handle your cassette.
<b>03.</b>	Eliminating jam errors from the cassette.
<b>04.</b>	Proper cash loading techniques.
<b>05.</b>	Contact

## A Healthy vs. Damaged Cassette.

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### **A Healthy Cassette.**

Note the unobstructed / undamaged slot.  
This cassette will operate normally.



### **A Damaged Cassette.**

If damaged in the highlighted area, rejects and jams will occur. Take this cassette out of service and call for assistance.

A healthy cassette will not cause jams and rejects in an ATM.

On the other hand, a damaged cassette can cause multiple issues such as:

- Rejects
- Jams
- Misfeed Errors

## How to Properly Handle the Cassette.

Cassettes are workhorses and one of the most important parts of an ATM. Below are correct handling and storage procedures to extend the life of your cassettes.

### When Handling:

- a.) Always place the cassette on soft floors or use some protection so it doesn't get scratched / dented.
- b.) Never put heavy loads on the top of cassette. Putting heavy load on top of them can cause structural damage.
- c.) Do not leave any water container(s) on top of them.
- d.) Do not transport in or on a cart whereby the cassette can slide off when transporting.

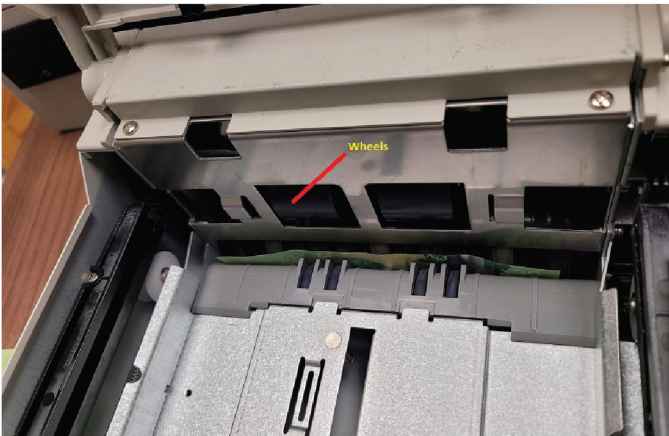


## How to Eliminate Jam Errors.

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A Healthy cassette can also have jams; this is caused by poor quality notes being loaded. Poor quality notes include those with tears, sticky residue, folds, etc. It is best to remove the poor-quality notes from the cassette entirely. If this is not possible, temporarily place them at the rear of the cassette or remove them entirely and place them in the reject bin. Upon the next cassette close, you can exchange those notes out with better quality ones.

### Common Jams:



### To Fix these Jams:

Rotate the wheel / wheels inside the cassette in clock wise or anti-clock wise rotation and cash will be forced out manually.

# How to Load Money into the Cassette.

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## Step 1.

Open the vault door using the combination provided by your distributor or ATM installer.

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## Step 2.

With the vault door open, remove the cassette by lifting up the handle and supporting the bottom of cassette while removing.

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## Step 3.

While removing the cassette never use force. If you feel anything stuck or you have to use beyond gentle force, call the ATM supplier so they can distinguish the reason behind it. They can then help the you resolve it. Using excessive force can break inner part of dispenser and also can damage the cassette permanently.

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## Step 4.

Open the cassette with the key.

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## Step 5.

Pull back on the cash plate and load the bills against the rollers at the back of the cassette. If you pull the cash plate all the way back it will lock at the front of the cassette. Push the green lever on the cash tray to release.

*Carefully inspect the notes before adding.*

*Make sure there are no folded or torn notes.*

After the notes loaded, return the cassette to the dispenser and close the vault.

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## Empty the Reject Bin.

Reject BIN is right above the cassette

*Remove all notes from the reject bin,*

*make sure you never use the rejected bills back in the cassette.*

Record the rejected bills so they can be counted when you balance the machine.

## Contact

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Thank you.

If need additional support please contact us:

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We pride ourselves on our exceptional client support -

If you're still having a problem with one of our Kiosks, please get in touch and we'll help resolve the issue as fast as possible.



Call Toll Free:

**1 855 820 2274**



Email Support:

**support@rapidcashatm.ca**

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For additional resources, please visit: [rapidcashatm.ca](https://rapidcashatm.ca)

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