

Frequently asked questions

Product support help sheet for:

- [What should I do if my scale isn't charging or won't turn on?](#)

Other help sheets available to download:

- [My device is miscounting coins](#)
- [How do I activate and use Bank/float settings?](#)
- [My scale is showing 'Below minimum weight'](#)
- [How do I use the auto-add and auto-scroll functions?](#)
- [How do I switch on/off currencies and check currency weights?](#)

Cashmaster
sigma 105

Cashmaster
sigma 170

Cashmaster
omega 230

Issue:

What should I do if my scale isn't charging or won't turn on?

Solution:

All Cashmaster count-by-weight-scales come with an integral rechargeable battery giving you up to 8-hours of normal use between charges. The following guidance explains the charging process and power functions of your scale.

If you are still having difficulties or cannot find the answer you are looking for, you can contact one of our dedicated support teams who are on hand to help answer any queries you may have about your Cashmaster products.

Please don't hesitate to [contact us](#).

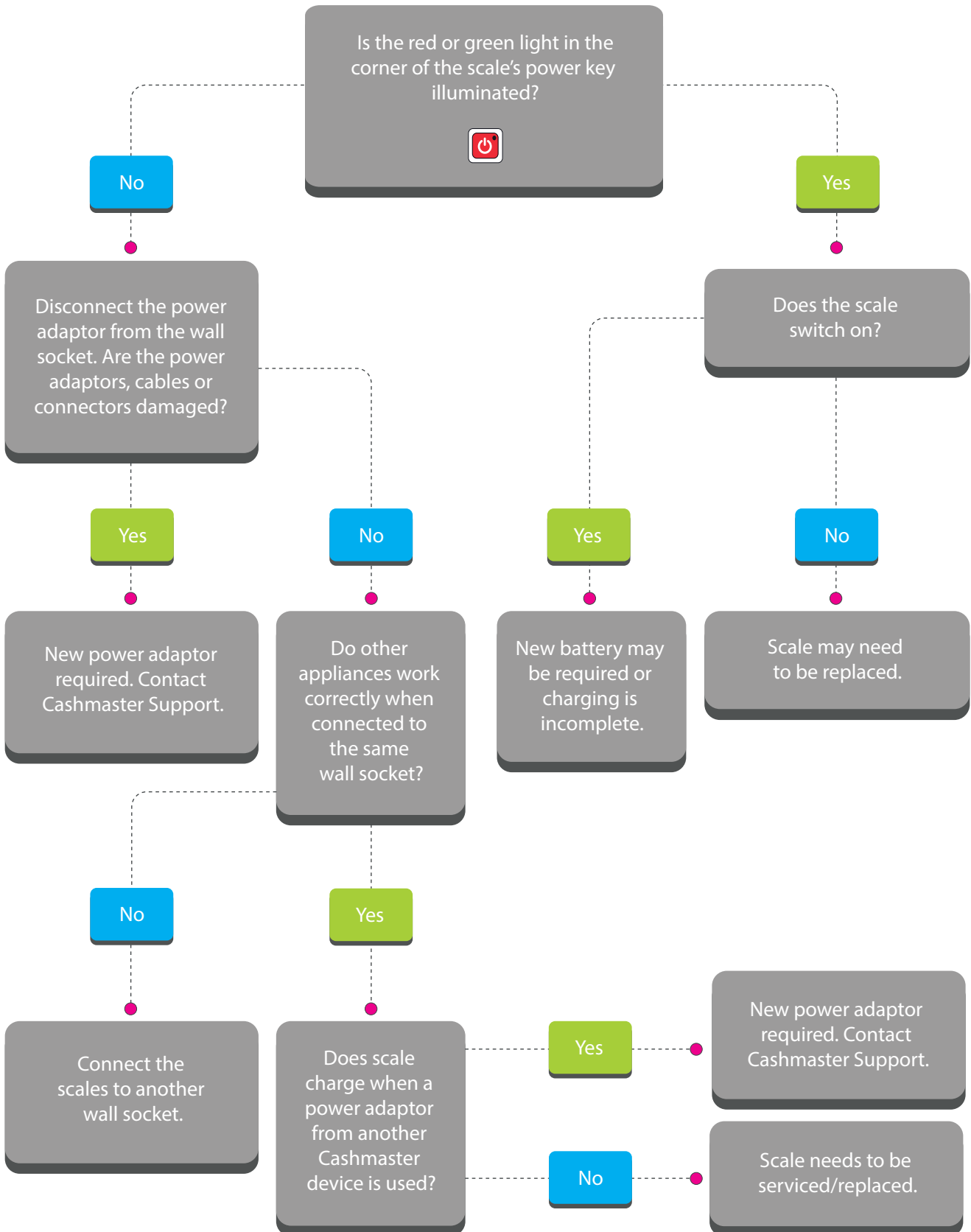
1. About charging

- 1.1 Charging takes approximately 3-hours.
- 1.2 Only use the device with the factory supplied power adapter.
- 1.3 When the LED is red this indicates that the battery is fast-charging.
- 1.4 When the LED is green the battery is fully charged.
- 1.5 When the LED is flashing the battery is very low and the unit is on slow charge.
- 1.6 If the LED continues to flash for more than 3-hours the battery may have a fault. (In event of this, switch off the power at the mains and contact Customer Support).

2. If there is any issue with charging, check the following:

- 2.1 Check socket on your Cashmaster device is not damaged.
- 2.2 No exposed wires on Adaptor.
- 2.3 Power key is not damaged.
- 2.4 Try the power adaptor in a different wall socket. (Wall socket may not be working).

3. Simple troubleshooting



Global support

North America

t: +1 877 227 4627

e: enquiriesusa@cashmaster.com

Hong Kong and Asia

t: +852 2157 9363

e: enquiriesasia@cashmaster.com

Germany

t: +49 (0) 2463 999 339

e: germany@cashmaster.com

UK and all other customers

Freephone: +44 (0) 800 234 6295

t: +44 (0) 1383 410 121

e: support@cashmaster.com