

The ProNote® Premier Warranty

Your bill counter is there to keep cash moving. When something goes wrong, you need a fast, straightforward route to getting your operation back on track - not another service call to manage.



That's why Giesecke+Devrient ProNote® bill counters purchased directly from Cashmaster come with our Premier Warranty, combining direct access to our U.S. Customer Support team with our Box Swap replacement service. Less waiting. Less disruption. More confidence in the equipment you rely on.

A DIFFERENT PROACTIVE APPROACH TO BILL COUNTER SUPPORT

Many equipment service models depend on getting a technician to your location. With Cashmaster, your route to resolution starts with one call.



Call

Speak directly with our U.S. Customer Support team. No field service call to arrange — your route to resolution starts with us.



Resolve or Replace

Over 90% of service-related calls are resolved through help desk support. If a covered issue can't be resolved remotely, we'll arrange for a replacement ProNote® to be dispatched and provide the return shipping label for the affected unit.

One call. One support team. One straightforward route back to counting.

WHY PRONOTE PREMIER WARRANTY MATTERS

Keep your operation moving



Fewer than 10% of installed units require service or exchange through the help desk over a five-year period.

Get support from people who know your ProNote®



When you need help, you have direct access to our U.S. Customer Support team by phone or email.

Skip the service-call runaround



No waiting for a field technician before your issue can move toward resolution. Start directly with the Cashmaster team, reducing reliance on onsite service visits and delivering significant cost savings.

Replacement support built in



Premier Box Swap is part of the warranty commitment on qualifying ProNote® purchases from Cashmaster - giving you added confidence from day one.



WHEN SUPPORT MATTERS, MAKE SURE YOUR SUPPLIER DOES TOO.

There's more to choosing a bill counter than what happens while it's working.

Consider what happens when it isn't.

Selecting a ProNote® from Cashmaster, means you get the performance you need backed by a support model designed to get you back to business without depending on an onsite service visit.



Monday–Friday, 8:00am–4:30pm
EST, excluding public holidays



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usahelpline@cashmaster.com

Premier Warranty applies to qualifying ProNote® products purchased directly from Cashmaster and is subject to warranty terms, eligibility, remote troubleshooting and approval. Replacement devices are refurbished, functionally equivalent units. Standard replacement shipping applies within the contiguous United States. See full ProNote® Premier Warranty terms for details.