

FACTORY CONTACT INFORMATION



BAY TEK ENTERTAINMENT Pulaski Industrial Park 1077 East Glenbrook Drive Pulaski, WI 54162 USA

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| | | 03 |

WELCOME TO TICKET MONSTER

Congratulations on your purchase!

Please take a moment to read through this manual and be sure to contact us if you have any questions, or would like more information.

Thank you for your purchase! Your business is important to us and we hope you enjoy this game as much as we do!

Your Friends at Bay Tek Entertainment

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Please inspect the game for any damaged, loose, or missing parts.

If damage is found, please contact your freight carrier first. Then, contact Bay Tek Entertainments' Service Department at (920) 822-3951 Ext. 1102

Or email us at service@baytekent.com for further assistance.

SAFETY PRECAUTIONS

Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.

This appliance is suitable for INDOOR, DRY locations only.

DANGER

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DO NOT perform repairs or maintenance on this game with the power ON. Unplug the unit from the wall outlet or shut off the power strip located inside the cabinet.

WARNING

Use of flammable subtances can cause sever burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline kerosene or thinners.

CAUTION

Lifting heavy objects can cause back, neck or other injuries. Be sure adequate lifting and moving devices are available when unloading, unpacking and moving this game.

ATTENTION

Be sure the electrical power matches the game requirements. See the serial number located on the back of the game cabinet. Always plug into a grounded circuit. If the supply cord is damaged, it must be replaced by an approved cord or assembly provided by the manufacturer.

A shielded power cable must be used for the game to retain EU/EMC compliance.

IN CASE OF EMERGENCY

UNPLUG THE POWER CORD.

The power cord must be accessible at all times in case of an emergency.

WARNING

This unit is capable of producing sound levels hazardous to human hearing. Consult local sound regulations and adjust volume accordingly.

| | | GAM | E SPE | CIFICAL | IONS | |
|--------------------------|--------------|-------------------|-------------------|---------------------------|--|--|
| | POWER R | FQUIRFMFI | NTS | | WEIGHT | |
| | | | | NET WEIGHT | 457 lbs | 207 kg |
| IN | RANGE | 100 to 120 VAC | 220 to 240 VAC | SHIP WEIGHT | 623 lbs | 282 kg |
| INPU | | 60 Hz | 50/60 Hz | G | AME DIMENS | SIONS |
| | INNOL | | | WIDTH | 41 inches | 104 cm |
| | MAX OPER | ATING CURI | RENT | DEPTH | 48.25 inches | 123 cm |
| | Amps @ 115 V | AC / Amps @ 2 | 30 VAC | HEIGHT | 137 inches | 348 cm |
| | | | | Note: Game heig by rer | ght can be reduced noving the tall plexi | to 106 inches (270 cm) above game. |
| | | hand been and a | | OPER | ATING TEMP | ERATURE |
| | | | | FAHRENHEIT | | 15 - 80 F |
| | | 200.some | ? | CELSIUS | 7. | 2 - 26.7 C |
| | | | 7 | SHI | PPING DIME | NSIONS |
| | | | | PALLET # 1 | 38" Wide x 68" [| Deep x <mark>88" Tall : 498 lbs</mark> |
| | | | 1 | PALLET # 2 | 36" Wide x 96" [| Deep x 36" Tall : 125 lbs |
| 137 348 cm 1 27 | 06° Ocm | | | | | |
| | | | 48.25" 123 cm | 5 | | |

The game will arrive on 2 pallets, one large pallet for the game, one small pallet for the marquee parts. Please inspect the pallets for shipping damage and report immediately to the freight company if any damage found.

Tools Needed:

1 step ladder (8-10 foot) # 2 Square head screwdriver bit 7/16" Wrench 5/32" Allen Wrench 9/16" Wrench Phillips Screwdriver bit

Important:

Portions of this game are heavy, bulky and large. Assembly requires 2 people to lift heavy components, and ladders that are tall and strong enough to position components to the top of the game.

Directions:

Unbox the large pallet:

Remove the cardboard surround, plastic bag and remove any attached banding straps.

Remove the small bag of keys from the top of the front console.

Remove the "Lag Points Inside" decal and discard.

Open the front door.

Remove the 2 lag bolts holding the game to the pallet using a 9/16" wrench.

The lag bolts can be discarded.

Unlock the coin box and remove:

- Game Manual
- Power Cord
- Hardware Kit

Remove the large piece of plexi from the back of the cabinet. Save for later installation onto the marquee.

Open the rear lower door and remove the 1 lag bolt holding the game to the pallet using a 9/16" wrench.

The lag bolt can be discarded.

Using 2 people, carefully remove the game from the pallet and place into the final position in the room.



Place the wood "sled" on top of the cabinet, lining up the holes and making sure the black power cable, monitor VGA cable, and grey phone cable with splitter jumper feed through to the top without getting pinched.

Pivot the black metal tube up into position.

Secure metal tube with two bolts, washers and nuts from hardware kit, and tighten with 7/16" wrench.









Secure the monitor mount sled to the cabinet with the included hex bolts, split washers and washers into the 4 holes shown using a 7/16" ratchet. No nuts are required; T-nuts are built into the top of the cabinet.

Plug the power and VGA cables from the cashbox into the cables coming out the top of the cabinet.

Feed the power and VGA cables up through the metal tube.

Attach the wings with bolts, washers, and nylon nuts and a 9/16" ratchet socket and wrench. The wings should pivot at the bolts, opening wide enough to fit the blue plastic head in between.









Plug in the wing cables to the jumper on the grey phone cable.

Place the blue monster head onto the top of the cabinet, inserting the wings into the slots and the black metal tube through the square hole in the top.

Attach the monitor to the metal tube with included lock nuts and a 1/2" nut driver.

Push the wings inward, sliding in front of the brackets on the monitor. Secure the brackets to the wings with included silver screws.









Plug the power and VGA cables into the monitor.

Plug the power cable from the cashbox into the line filter on the back of the game and into a standard electrical outlet.

If the game doesn't power up on plug in, switch the power strip inside the right front door to ON.

Attach the side guards with the included bolts, washers, split washers and lock nuts; 4 bolts in each side.









CARD SWIPE SYSTEM INSTALLATION

Careful installation is required during card swipe installation to avoid 12 volt wires from possibly touching signal lines.

Card swipe cable may plug directly into the UCL connector at the coin door.

Note: A separate power supply is recommended for Ticket Monster to supply 12 volts to the card system.

If the game does not pay out the correct tickets, definitely install a separate power supply to power card system inside game.

Black wire is ground. (common) Green wire is coin signal. Red wire is +12 Volts DC **Option #1:** Card swipe systems should come with a standard 9 AACE1609 pin Molex connector. This is the UCL connector. Simply plug this connector into your card swipe reader. AACBL4A-DOOR Coin Switches and Lights Black wire is ground. (common) Option #2: Green wire is coin signal. If your card swipe systems does not have a standard 9 pin Red wire is +12 Volts DC Molex connector, then you will have to splice wires into the AACE1609 harness. AACE1609 AACBL4A-DOOR From Ticket Dispenser Blue Wire is Notch Signal White Wire is Enable Signal Coin Switches and Lights

Menu Changes

Enter menu, Set "Credits Per Game" to 1(swipe)

Notes:

1.) Many card swipe systems have a voltage threshold that can be adjusted in the card swipe menu. Please set this "Game Drive Threshold" to 2 Volts.

Blank plate instead of Coin Door is part # A5PL9998

HOW TO PLAY

The Ticket Monster game consists of a T-handle mechanically linked to a solenoid mechanism at the center of a large wheel. A 22" monitor provides information to the player.

The T-handle normally moves freely.

Upon coin up, the solenoid engages and allows the T-handle to spin the wheel. If the player does not spin the wheel fast enough, a motor assist will spin the wheel faster.

A position sensor will track the home position and notch positions of the wheel as it is spinning and determine ticket value on which the wheel has stopped.

Dual ticket dispensers will pay out tickets to player quickly.



MAIN MENU FUNCTIONS

The Menu and Menu Select buttons are located inside the front left door.

Hold the MENU button down for 5 seconds to enter the main menu.

Press MENU to scroll through the options, and MENU SELECT to change the settings.

Default settings are highlighted in yellow below.

Software version is shown on the bottom left corner of the menu screen:

Software Versions = 1.19 and 2.14

Reset Credits and Tickets

Press the menu select button 3 to reset both the credits accumulated and the tickets owed.



I ICKET MONSTEF MENU Reset Credits and Tickets Credits Per Game = 5 Game Volume Attract Volume Ticket Pattern = 1 Redemption Type = Tickets Jackpot Menu Player Timeout Obtion = Abandon Game Two Point Tickets = Disabled Motor During Attract = Disabled Game History Game Statistics Set Time and Date Exit Menu oftware Versions = 1,19(pe) and 2.14(aux) Total Credits = 0 Tickets Lett to Dispense = 0 Wheel Position = 0 (10) (0) Monster Jackpot Value = 525 Brake Status = Unknown Wheel Speed = Stopped

Credits Per Game

| 0 | 1 | 1 (Card Swipe) | 2 | 3 | 4 | 4 with 6 plays for \$5.00 | 4 with 5, 10, & 20 discounts | 5 | 6 | 7 | 8 | 8 with 3 plays for \$5.00 | 9 | 10 | 12 | 20 |
|---|---|-------------------|---|---|---|---------------------------------|------------------------------------|---|---|---|---|---------------------------------|---|----|----|----|

Sets the amount of coin pulses needed to start a game.

0 is free play. Discounts as 6 plays for \$5.00 will only work with bills inserted into Bill Acceptor.

Game Volume

Press the menu select button to cycle the game sound level up the slider bar and back to 0.

Attract Volume

Press the menu select button to cycle the sound during attract mode level up the slider bar and back to 0.

| | | | | Tic | ket F | Patte | rn | | | | |
|---|---|---|---|-----|-------|-------|----|---|----|----|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |

12 different choices for the wheel ticket patterns. Refer to Ticket Pattern Section.

| Redempt | tion Type | |
|---------|-----------|--|
| Tickets | Points | |

22 different choices for the wheel ticket patterns. Refer to Ticket Pattern Section.





MAIN MENU FUNCTIONS

Scroll through the options by pressing the "MENU" button. Change selection with the "SELECT" button.

Scroll to "BACK" and press the "SELECT" button to go back to the main menu.

Default settings are highlighted in yellow below.

Jackpot Menu

Monster Jackpot

| Min Min Min | Min | Min | 100 Min | 250 Min | 250 Min | 250 Min | 500 Min | 500 Min | 500 Min | 500 Min | 1000 Min | 1000 Min | 1000 Min | 250 Min | 250 Min |
|--------------|-----|------|------------|------------|------------|------------|------------|------------|------------|------------|-------------|-------------|-------------|------------|------------|
| | | | | | IVIIII | | 141111 | | | | IVIIII | | | | |
| 250 500 1000 | 500 | 1000 | 2500 | 1000 | 2500 | 5000 | 1000 | 2500 | 5000 | 9999 | 2500 | 5000 | 9999 | 2500 | 9999 |
| Max Max Max | Max | Max | Max | Max | Max | Max | Max | Max | Max | Max | Max | Max | Max | Max | Max |

Sets the Minimum and Maximum value of the Monster Jackpot.

- Minimum is where the jackpot starts after the jackpot is won.

- Maximum is the highest that the jackpot will increment up to.

| | | Мо | nster | Jack | (pot l | ncrei | nent | | | |
|----------|---|----|-------|------|--------|-------|------|---|---|----|
| Disabled | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Sets how many tickets that the Monster Jackpot will increase with each game played.

| | | | Mac | hine II |) | | | |
|------------|---|---|-----|---------|---|---|---|---|
| 1 (Master) | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |

Normally set to 1 (Master)

However, if more games are linked together, this will be set differently on each game. Linkage Kits are required to link games, Refer to "How to Link Ticket Monster games" section.

Ticket Monster Menu

Monster Jackpot = 250(min) 1000(max) Monster Jackpot Increment = 5 Monster Jackpot Reset Machine ID = 1(master) Exit

MAIN MENU FUNCTIONS

Scroll through the options by pressing the "MENU" button. Change selection with the "SELECT" button.

Scroll to "BACK" and press the "SELECT" button to go back to the main menu.

Default settings are highlighted in yellow below.



Player Timeout Option

| Motor Assist on Timeout Abandon Game No Timeout |
|---|
|---|

Motor Assist: The game will spin the wheel with motor if the player does not spin fast enough. Abandon Game: The game will end if player does not spin fast enough. No Timeout: The game will never end if the wheel is not spun fast enough.

| Disabled Enabled | | Two Point | t Tickets |
|------------------|--|-----------|-----------|
| | | | |

If Two Point Tickets is Enabled, the game will pay 1/2 as many tickets that are shown won. This is normally not used.

| Motor Durin | ng Attract | |
|-------------|------------|--|
| Enabled | Disabled | |

The wheel motor will engage and spin the wheel during attract mode to attract players to the game. This can be disabled to theoretical prolong motor life.

Game History

Press the menu select button to enter the Game History Menu.

This menu will show date, time and game result.

Press the menu button to scroll to the next history page. Press the Menu Select button to exit this menu.

| 81 % f 🕞 🖓 | silari es same | |
|----------------------|---------------------------------------|--------------------|
| 8 4 Faipre | ended - Scote = 0 | |
| | ended - Scote 40 | |
| St St Sterre | ended Scote = 10 started a game. | |
| 2 4 1 STE | started a game | |
| 8. 化和空子 | ended Score | |
| | ended Scote | |
| 89 <u>2</u> 22 24 34 | ended - Scote = 15 started a game. | 100 |
| es Select Butt | on To Exit. Press Me | nu Button For Next |

Game Statistics

Total Games Played: Shows the total number of games played since the last reset.

Total Tickets Won: Shows the total number of tickets dispensed since the last reset.

Payout (Tickets / Game): Shows the average amount of tickets dispensed per game since the last reset.

Total Motor Assists: Shows the total number times the motor engaged due to spin not fast enough since the last reset.

Total Jackpots: Shows the total number of Jackpot wins since the last reset.

Press the Menu Select button to exit the menu. Press the Menu button to Reset Statistics.

Set Time and Date

Scroll through the options by pressing the Menu button. Change selection to set the time and date with the Menu Select button.

Scroll to "Exit" and press the Menu Select button to go back to the main menu...

GAME DIAGNOSTIC MENU

Error: Refer to "Game Errors" section for further information.

Software Versions: Displays the motherboard version followed by the I/O board version.

Total Credits: Displays the total credits inserted. Insert a coin or swipe a card from this screen, and it will increment.

Tickets Left to Dispense: Displays the total number of tickets left to dispense. Refer to "Game Errors" and Troubleshooting section for further information.

Wheel Position: Displays 3 items useful for troubleshooting scoring issues: First number is an incrementing number as the wheel turns downward. Wheel Position = 1 (75) (0) It should go from 0 to 35, then back to 0.

Middle number is the actual ticket value and should match the number on the wheel.

Last number is normally 0 and will blink to 1 when the wheel encoder sensor sees a notch. Refer to "Wheel Encoder Sensor" section for further information.

Monster Jackpot Value: Displays the current ticket amount of the monster jackpot.

Brake Status & Wheel Speed: Displays information related to how long the wheel spins before it coasts to a stop. Refer to "Brake Adjustments" sections for more information.







Software Versions = 1.8(pc) and 0.68(aux) Total Credits = 0

ets Left to Dispense = 0

(e Status = Unknown

Vheel Speed = Stopped

Position = 1(75)(0) onster Jackpot Value = 265

CIRCUIT BOARD LAYOUT





A5CB9600 (may not be there) I/O Board AACB1900AMP

Mother Board AAMB6/7/8/9/10

I/O Aux Board - Located inside front left door.









SPEAKER WIRING OPTIONS



Current Production Version:

Speaker

AACE8811

The amplifier on the I/O Aux has been improved. As a result, on 5/8/18 a Audio Filter has been added to the Audio Jack. Sound comes from green socket on the motherboard to the I/O Aux Board, then to the speakers.

Middle Production Version: The amplifier on the I/O Aux Board is obsolete and is no longer available. As a result, on 1/15/18 a change was made to a separate Audio Amplifier. Sound comes from green socket on the MB10 motherboard to the Audio Amplifier Board to the speakers.



Older Versions:

Speaker

AA'CE8811

Sound comes from green socket on the motherboard to the I/O Aux Board, then to the speakers.



Big Bass Wheels may have 6 different types of motherboards. As motherboards become obsolete and can not be purchased, different motherboards have had to be sourced to be backward compatible in most cases.

MOTHERBOARD OPTIONS

Ticket Monster games have had 4 different types of motherboards. As motherboards become obsolete and can not be purchased, different motherboards have had to be sourced to be backward compatible in most cases. There are 2 paths of software that work in the different motherboards. If the wrong version is used, there will be sound issues, or may not boot at all.

AAMB8

4 pin power connector not needed. 24 pin power in connector.

Uses Software Version TM 1.16



AAMB9

4 pin power connector not needed. 24 pin power in connector.

Uses Software Version TM 1.16



AAMB10

4 pin power connector needed. (Black, Black, Yellow, Yellow) 24 pin power in connector.

Uses Software Version TM 1.19



Currently using AAMB10E

4 pin power connector needed. (Black, Black, Yellow, Yellow) 24 pin power in connector.

Uses Software Version TM 1.19



MOTHERBOARD COMMUNICATION OPTIONS

Production Change:

The communication cable from motherboard to I/O Aux Board needed to be changed with the use of the MB10 & MB10E motherboards.

As a result, on 12/27/17 a change was made to a different communication cable.

Important! - the direction which this cable plugs into the motherboard is different between the 10 and 10E ! The motherboard will be damaged if this cable is plugged in incorrectly!

Current Production Version:

Part # AACE0024 - Communication originates on the Com1 connector on the motherboard to the I/O Aux Board.



Older Versions:

Part # AACE1614 - Communication originates on the DB9 connector on the motherboard to the I/O Aux Board.



GAME ERRORS

Door Open

The I/O board is seeing one of the 5 doors switches being open. (Front left door, front right door, back door, side left door, & side right door) All 5 door switches are wired in series, so if one is open, it will show open. Cable CE1618 plugs into the yellow socket on the top of the I/O board. Refer to "Door Open Error" for more further troubleshooting instructions.

Tickets Dispensing

The I/O board has not seen a notch signal back from the ticket dispensers or card swipe system. The game will stop trying to dispense tickets.

Enter the menu and clear tickets remaining by selecting "Reset Tickets" Then look at notch signal wiring and play another game to test.

Low Tickets

The I/O board detects both of the mechanical ticket switches have lifted up. This can happen with actual tickets being used and with card swipe systems.

The low tickets are located on the bottom end of the ticket tray in the front left and front right doors.

This metal actuator should be down.

Motor Watchdog Error

This error will show in the Diagnostic Information section of the menu.

It means that the wheel assist motor in the back of the game is not working.

The motor itself is probably faulty.

To test: Change the "Player Timeout Option" from "Abandon Game" to "Motor Assist" - Then turn the game off, wait 10 seconds, and turn the game back on, because the game needs to be power cycled for this change to take effect.

Then start a game, but **do not** spin the wheel.

The assist motor should start spinning once the timer runs out.







TROUBLESHOOTING GUIDE

Troubleshooting Strategy Use common sense and a systematic method of troubleshooting to determine the exact problem, probable cause and obvious causes remedy. Use the process of elimination to find the faulty component. Always check for the simple and obvious causes first such as unplugged, loose or broken wires and bad sensors, bent, pinched, stuck or jammed components.

| Troubleshooting Chart | | | | | | | | | |
|---|---|---|--|--|--|--|--|--|--|
| | Problem | Probable Cause | Remedy | | | | | | |
| No power | to the game | Unplugged. | Check wall outlet cable (A5CORD5) to line filte in back of game. (A5FI9010) | | | | | | |
| No lights on at all | | Power strip turned off, or plugs unplugged. Circuit breaker tripped. Line filter faulty. Bad or overloaded power supply. | Check rocker switch on power strip. Ensure power cords are pushed into power strip securely Reset power strip breaker switch or building circuit breaker. Attempt to determine cause. Replace line filter. (A5FI9010) Refer to Power Supply Diagnostics If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent. | | | | | | |
| Monitor is But everyt | on hing else off | Power supply unplugged. Rocker Switch on power supply is Off. | Insure power supply is plugged into power strip. Make sure rocker switch is set ON. | | | | | | |
| (Power Sเ | ipply not ON) | Power supply shutting down because of 12 V overload. | See power supply diagnostics to isolate bad component. A bad solenoid or 12 volt short would cause this. | | | | | | |
| | | Faulty power supply. | Refer to Power Supply Diagnostics section. | | | | | | |
| Dollar Bill Acceptor not functioning | | Check for power to Bill Acceptor. | Acceptor should cycle stacker at game power up. If not, check cable connections. | | | | | | |
| Ensure Bill A "Always Ena | Acceptor is set to able" | Dirt or debris in acceptor slot. | Refer to "How to Clean Bill Acceptor" Or clean with bill reader cleaning card. (A5CC9000) | | | | | | |
| 110 VAC Part # A5AC9101 | | Pinched, broken, or disconnected wiring. | Check wiring from bill acceptor to I/O Aux Board. (AACE16019) Repair or replace wiring harness. Make sure wires are secure in connectors. | | | | | | |
| | | Bill acceptor problem.Refer to troubleshooting section of dollar acceptor manual included with this game the diagnostics label of the back of the u | | | | | | | |
| Very Soft or Verv | Check settings in menu. | Increase the volume by pressing Menu button, scroll to volume slider bar and adjust. | | | | | | | |
| Loud Audio | Software/ Motherboard differences | Refer to "Keyboard/Mouse Adjusting of Master Volume" | | | | | | | |

| | | | ſR | OUBLES | SHO | 0 | TING GUIDE | | | | |
|--|---|---|-----------------|--|---|--|--|--|--|--|--|
| Pro | ble | m | | Probable (| Cause | | Remedy | | | | |
| Game does not coin up Game should have an audio doink sound from speakers when coin switch is triggered. | | | up v when | Card Swipe System Special Instructions- Pinched, broken, or disconnected wiring. Faulty Coin Mechanism. Swap coin mech to verify. Ensure all doors are closed, game will not play with door Open. Faulty I/O Aux Board | | , r | Set "Game drive voltage threshold" to 2 volts. Coin signal wires are white and black wires. Refer to wiring diagram Check connections from coin switches to I/O Au Board. Check continuity on wires. (AACBL4A-DOOR, AACE1610 or AACE1609) Replace coin mech if faulty. Check all 5 door switches. Ensure CE1618 cab is connected from I/O board to Motherboard. | | | | |
| No Sound L | | Volume too low. In Loose wire. Cl Software/ sp Motherboard Pl differences Use MP3 or Phone to isolate U | | Increase Menu slider Check au from moth speakers Please re Refer to " Unplug pl | rease the volume by pressing Menu button, scroll to volume slider bar and adjust. eck audio cable connections m motherboard to I/O board (or audio amp board) to eakers There are 2 options built into games. ease refer to "Speakers Wiring Diagram Options" fer to "Keyboard/Mouse Adjusting of Master Volume" plug phono jack from motherboard and plug into the MP3 | | | | | | |
| | | | p. c.c. | | the game speakers. If no sound through your device, then replace Motherboard (AAMB10-FHD) | | | | | | |
| Low Tickets message on monitor Faulty (Low Tics Faulty | | tack of tickets not resting roperly on low ticket switch. aulty switch. aulty wire or connection. aulty I/O Aux Board | | Adjust actuato Replac Check board. Replac | Adjust stack of tickets so they hold both the switch actuators down. Replace low ticket switch. (AASW200) Check for proper connection from switch to main board. Check continuity. (AACE1609, AACE3219) Replace I/O Aux Board. (AACB1900AMP) | | | | | | |
| Menu Buttons do not work. | Swap connectors at the 2 buttons Pinched, broken, or disconnected wiring I/O Aux Board faulty. | | | | Replac Inspect connec Check Replac | Replace button if problem stays with button.(AAPB2700) Inspect crimp to ensure good connection. Check connections from menu buttons to main board. Check continuity on AAPB2700, AACE1613 Replace I/O Aux Board. (AACB1900AMP) | | | | | |

| | TR | OUBLESHOO | TING GUIDE | | | | | |
|--|--------------------------------|---|---|--|--|--|--|--|
| Problem | | Probable Cause | Remedy | | | | | |
| Tickets not dispe from either ticket | ensing | Verify game is registering a win. | Display monitor will show ticket value won. If not – see "Wheel Sensor troubleshooting." | | | | | |
| dispenser. | | Ensure "Door Open" is not showing on monitor. | Game will not dispense with any door open. See "Door Open Error" | | | | | |
| | | Notch on tickets too shallow. | Flip tickets and load upside-down to have large cut notch toward opto sensor. | | | | | |
| | | Faulty wires from dispensers to I/O board. | Inspect wires as they plug into I/O board (Part #'s: AACE1609, AACE3219) | | | | | |
| | | Faulty I/O board. | Replace I/O board. (AACB1900AMP) | | | | | |
| One ticket disper working, but | nser | More than 5 tickets to dispense? | If game has less than 5 tickets to dispense, only one side will pay out. | | | | | |
| One ticket dispendent of working. | nser is | Notch on tickets too shallow. | Flip tickets and load upside-down to have large cut notch toward opto sensor. | | | | | |
| | | Faulty cable from Ticket Dispenser to I/O board. | Inspect wires as they plug into I/O board. | | | | | |
| | | Faulty I/O board. (AACB1900AMP) | Swap ticket dispenser cables on I/O board to determined that one socket is faulty. | | | | | |
| Wrong ticket amount | Monitor showing | Disconnected, loose or broken wires. | Check connectors. Check for continuity on cables # AACE1609, AACE3219 | | | | | |
| dispensed. | correct ticket payout | Opto Sensor on ticket dispenser dirty. | Blow dust from sensor and clean with isopropyl alcohol. | | | | | |
| Check for the correct amount of | P - J | Faulty ticket dispenser. | Replace with working dispenser to isolate the problem. | | | | | |
| tickets showing on monitor. | | Notch on tickets cut too shallow. | Flip tickets and load upside-down to have large cut notch toward opto sensor. | | | | | |
| If the game is paying 6 tickets | Monitor showing | Incorrect software version. | Check to see if Big Bass Wheel Pro software is in the motherboard instead of Big Bass Wheel | | | | | |
| every time, enter the secret menu by holding | different ticket payout. | Incorrect ticket pattern selected. | Enter menu, and ensure correct ticket pattern selected. | | | | | |
| 30 seconds, and turn off "Show Settings" | . , | Spring Tension | If the brake spring is too loose, the wheel may rock backward and confuse the sensor and score wrong. | | | | | |
| | | Wheel position not being read correctly. | Refer to "Encoder Sensor Diagnostics" section | | | | | |

| | T | ROUBLESHO | TC | | | | | | | |
|---------------------------------|---|--|--------------------------------|---|--|--|--|--|--|--|
| Probler | n | Probable Cause | Remedy | | | | | | | |
| Scoring Issues | Game say thoug Game giv is inse Game ene no tick | ys you won tickets even h wheel is still spinning. yes tickets as soon as money erted during attract mode. ds after slow spin, and gives kets. aver Timeout Option = | We Attr enc ass Mo | Weak encoder sensor. Replace sensor. (AACB1901) Attract mode spinning wheel should slow down enough so it will not trigger win. Tighten brake assy. (see Brake Adjustment) Motor assist should spin wheel for slow spins. Check menu screen – ensure it is not set to "Abandon Game". (see Motor Assist) | | | | | | |
| | Open left Check it Spin wh If it does 1.) Look Mot | <pre>#ft front door and push menu button to enter menu a if value on monitor matches wheel position. wheel downward to verify all numbers match. es match: ok for "motor watchdog error" on screen. Refer to otor Watchdog Error section</pre> | | | | | | | | |
| | 2.) Tick Con | Ticket dispenser issue. The monitor will show how many tickets should be dispensed. Compare tickets given with the physical ticket meter counter on game. | | | | | | | | |
| | If does not match: Manually spin wheel 1 complete revolution to ensure home sensor is being read. Important: Always spin downward Check "Ticket Pattern" is set to the correct ticket pattern. | | | | | | | | | |
| | Encoder s Check o | r sensor signal not reaching I/O board. c cable AACE1616 from encoder sensor to blue socket on I/O board. AACE1608 AACB1900AMP | | | | | | | | |
| | Go to W Repl Repla Repla | Go to Wheel Encoder Sensor section below to adjust sensor. Replace encoder sensor. (AACB1901) Replace cable. (AACE1608) Replace I/O Aux Board. (AACB1900AMP) | | | | | | | | |
| Game pays 10 tickets every g | 0 or 75 jame. | Encoder sensor always "sees home position. | , | If either green LED on board is always ON as you spin wheel - Replace encoder sensor. (AACB1901) | | | | | | |
| | | Encoder sensor signal not rea 1.) Check cable AACE1705 2.) Replace encoder sensor 3.) Replace I/O board. (AAC | ching from . (AA B190 | I/O board. encoder sensor to I/O board. CB1901) 0AMP) | | | | | | |

| | • | TROUB | LE | SHOOTIN | IG GUIDE | | | | | |
|--|---|--|--------------------------------------|--|--|--|--|--|--|--|
| Proble | m | Probab | le Cau | se | Remedy | | | | | |
| Monitor prob Blurry Monit Too bright, o | lems. or or dim. | Monitor will have to be removed from game front of screen. Refer to "How to Replace M Remove fish head. Remove 2 wood braces holding monitor. Peel monitor back away from sticky tape. Use menu buttons to access monitor adjustments. | | | e, and adjusted from Vonitor" | | | | | |
| | ged. Check the VGA cable to the monitor. motherboard from power supply. Ensure efer to Power Supply Diagnostics. ace motherboard. (AAMB10-FHD) | | | | | | | | | |
| Monitor not working. | Monito at all c | er has nothing n power up. | Power from n Faulty | cable unplugged nonitor. monitor. | Ensure power is plugged into back of monitor, check the connection at the 2 cables to the monitor, down to power strip.(A5CORD1, A5CORD12) Replace monitor. (A5CBDI030) | | | | | |
| Power down, wait 2 minutes and power up again. | Error c power Re-Bo if prob | on screen at up. ot game to see lem still exists. | Check ply, er Faulty Faulty | fan on power sup- nsure it is turning USB stick motherboard. | Refer to Power Supply Diagnostics. Re- place power Supply AACE1625 if needed. Reseat USB software stick into different USB socket on motherboard. Replace USB software (A5FHD005) Replace motherboard. (AAMB10-FHD) | | | | | |
| Game turns on, but some of the functions do not work. | None No c butto door | e of inputs work. oin up, no test ns, display may open. | say | I/O Serial cable unplugged from I/O board to motherboard. Inspect cable AACE1614 or AACE0024. Replace if needed. There are 2 different options that could be built with game. Please refer to "Communication Wiring Diagram Options" | | | | | | |
| | Displ show | ay is OK, but do / some screens. olume_or game | oes not | USB software stick loose, or faulty. Replace if needed. (A5FHD005) | | | | | | |
| | freez | es, locks up | | Replace motherboa | ard (AAMB10-FHD) | | | | | |
| Display shows "Door Open" and Menu can not be Entered. | I/O S from moth | Gerial cable unplu I/O board to Poord Door OPEN | ugged | Inspect cable AACE1614 or AACE0024. Replace if needed. There are 2 different options that could be built with game. Please refer to "Communication Wiring Diagram Options" | | | | | | |

| TROUBLESHOOTING GUIDE | | | | | | | | | |
|--|-----------------------------------|--|--|--|--|--|--|--|--|
| Problem | | Probable Cause | Remedy | | | | | | |
| Motor will r assist the s spin. | iot Iow | Enter menu, ensure this is no set to "Abandon Game". Enter menu, check diagnostic information for "motor watchd | t Change to "Motor Assist", then power game off and then back on. Player Timeout Option = Change "abandon game" to "Motor Assist". og Turn game off, and then back on to clear error. | | | | | | |
| Game should a to assist a slow | lways try spin. | error" Door open | Enter menu to verify change. Motor assist will not engage if game thinks | | | | | | |
| It helps the sma play the game. Attract Mode – | aller child The big | Faulty encoder sensor. | Assist motor will try for 2 seconds, not "see" the wheel turning, and then deactivate. Replace encoder sensor. (AACB1901) | | | | | | |
| spinning wheel players to game | attracts e. | Auto-spin catch broken. | Inspect mechanism on left side door. Replace spring if needed.(A5SREX040) | | | | | | |
| If not, the reasc be any one of th | n can nese | Drive chain broken. | Inspect drive chain that powers wheel. Replace if needed. (A5CH1003) | | | | | | |
| problems makir | ng game Game" | Cable problem. | Inspect cable from Assist Motor to I/O board. | | | | | | |
| go to Abanaon | Carrie | I/O board faulty. | Replace I/O board. (AACB1900AMP) | | | | | | |
| | | Game is set to "New Jersey" mode. | New Jersey law does not allow wheel to auto- spin. | | | | | | |
| | | Faulty Motor - Replace Motor (AAMO4100) | | | | | | | |
| | | As motor starts, 5 Volts DC is present at connector. (It builds to 12 Volts as wheel gains speed) | | | | | | | |
| | | TO I/O BOARD: Phone cables are doubled up for redundancy – Motor will still work with 1 wire off | YEL- RE MOTOR RE BLAC Motor resistance is 2-5 Ohms | | | | | | |
| | Brake as | sembly very loose or broken. | See "Brake Adjustment" section. | | | | | | |
| Wheel always spinning. | Solenoid is broker wheel an | Assy. on right side of wheel or faulty so player can spin ytime. | Solenoid should only engage when game is coined up. Refer to "Wheel Engaging Solenoid" | | | | | | |
| | Spin mot the time. | or receiving 12 Volts DC all Spin meter screen stays on. | Faulty I/O Board. Replace AACB1900AMP | | | | | | |
| | Spin Met Stays on | er does not increase. auto spin. | Faulty encoder sensor. It does not see wheel spinning. Refer to Encoder Sensor section. | | | | | | |

| | TR | OUBLESH | 0 | OTING GUIDE | | | | | |
|--|--|--|---|---|--|--|--|--|--|
| Problem | | Probable Cause | | Remedy | | | | | |
| Spin meter nev increases. Encoder sensor seeing wheel sp | er Enco Pinc not disc in. I/O I | oder sensor dirty or fault ched, broken, or connected wiring. board faulty. | y. | Clean sensor and replace if needed. (AACB1901) Inspect wiring and replace cable if needed. (AACE1608) Replace I/O board. (AACB1900AMP) | | | | | |
| Wheel not spinning when player moves handle. | Doo Sole (Sole appr Cab | enoid Assy Faulty. lenoid resistance is roximately 13 ohms) ole problem. | Wi Ins Ins ACE1 | Wheel will not engage if game thinks door is open. Inspect mechanism in right side door. Inspect springs and engaging action. Replace if needed.(AASO4150) Inspect cable from Solenoid to I/O board. | | | | | |
| | I/O to Sole Only | board faulty. enoid Problem y as game starts - 12 Vo TO I/O BOARD: Phone cables are doubled up for redundancy – Solenoid will still work with 1 wire off | Re Its D GR | Peplace I/O board. (AACB1900AMP) C is present at solenoid. | | | | | |
| Solenoid always stays of Players can spin wheel without inserting money. During attract mode- game make loud clicking sound. | | n. Jammed Solenoid. Missing/Broken Sp ut Pinched Cable. will I/O board faulty. | rings | Inspect solenoid. Ensure it operates smoothly. Look for missing springs. Replace Assembly if needed. (AASO4150) Inspect phone cables for smashed cable. May also have to replace I/O Board. Replace I/O board. (AACB1900AMP) | | | | | |
| Error shown on monitorShows "Power Saver Mode"Any other boot error. | | | Power supply may be faulty. Replace power supply. Part # AACE1625 Replace USB Software stick drive. Part # A5FHD005 | | | | | | |

TROUBLESHOOTING GUIDE

| Problem | Probable Cause | Remedy | | | | |
|--|---|---|--|--|--|--|
| Meters do not work. | The 2 crimped wires may be faulty | Inspect crimps on AACO1000 to ensure good connection. | | | | |
| Game counter clicks at start of each game. | Pinched, broken, or disconnected wiring | Check connections from counters to main board. Check continuity on wires.(AACO1000) | | | | |
| Ticket counter clicks as tickets come out of game. | I/O Aux Board faulty. | Replace I/O board. (AACB1900AMP) | | | | |
| | One or more doors open. | Refer to Door Open Section below. | | | | |
| Monitor shows "Out of Order Door Open " | Faulty door switch | Replace door switch. (A5SW7000) | | | | |
| | I/O Serial Cable unplugged. | Inspect and re-seat serial cable from motherboard to I/O board. | | | | |
| | I/O board faulty. | Replace I/O board. (AACB1900AMP) | | | | |
| Motor Watchdog Error | Encoder Sensor Faulty. | Clean Encoder sensor on left side of wheel. | | | | |
| | Motor Faulty. | Refer to "Motor will not assist a slow spin" section above. | | | | |
| | After problem is found and fixe 1.) Enter menu and ensure Pla option is set to "Motor Assi | After problem is found and fixed: 1.) Enter menu and ensure Player Timeout option is set to "Motor Assist" Player Timeout Option = | | | | |
| | 2.) Turn game off, then back on , enter menu and again ensure Player Timeout option is set to "Motor Assist" | | | | | |
| | 3.) Verify Motor Watchdog Error is not present. | | | | | |
| | 4.) Coin game, but do not spin | wheel. Let game try to spin wheel own it's own. | | | | |
| Left or Right Wheel Whi LED's not working. | te LED strip faulty | Slide open front windshield and examine LED strip. Plug the LED strip into the cable from the other side. | | | | |
| | Faulty Cable | Replace if needed. (AALS1701) | | | | |
| | Faulty I/O Aux Board | (AALS1701, AACE1620, AACE1625) | | | | |
| | | (Part # AACB1900AMP) | | | | |

BILL ACCEPTOR DIAGNOSTICS

Note: There are many different models and brands of Bill Acceptors that are used on redemption games. Your Bill Acceptor may differ from the unit shown. Standard DBA is MEI # AE2451-U5E Part # A5AC9091

Determine if Bill Acceptor has power: Turn game ON—The bill acceptor should make noise as stacker cycles and green lights on outside bezel should flash.

If NO power:

Use meter to measure 120 AC voltage at cable going into Bill Acceptor from power strip

If power is OK: Clean Bill Acceptor path to make sure there is nothing jamming unit.

Check dipswitch settings on side of acceptor.

Make sure switch # 8 is OFF for Always Enable

ERROR CODES

Count the number of flashes on front bezel of Bill Acceptor and follow on Bill Acceptor chart for repair instructions.





BLANKING PLATES AVAILABLE

| A5PL4200 | DBA Plate used for Upstacker Bill Acceptor |
|----------|--|
| A5PL9998 | Plate used instead of Coin Mechanisms |
| A5PL9097 | Plate used for Bill Validator |
| A5PL9995 | Plate used instead of ticket dispenser |









POWER SUPPLY DIAGNOSTICS

1.) Verify AC power to front of game. Check power strip in bottom front. Check for illuminated power switch.

- 2.) Check AC power connection to power supply.
- 3.) Ensure Power Supply switch is set to 115V (or 230V) (Some model power supplies may not have this)
- 4.) Ensure Power switch is on.

No 12 Volts (Power Supply Fan is not turning), but AC to power supply is OK

This means that either:

- 1.) Motherboard is not telling the power supply to turn on.
- 2.) Power supply is faulty.
- 3.) There is a 12 volt short in cabinet causing power supply to remain off to protect itself.



DOOR OPEN ERROR

AACE1604 There are 5 door switches in total: Note: The small white 1 in back, 1 in left side door, 1 in right side door, 1 in left jumper cables are all front door, and 1 in right front door. Part # AACE1619 Back Door Switch A5SW7000 What happens if door is open? AACE1602 Tickets will not dispense. This is a safety matter Game will not start. and switches must not AACE1603 Auto spin will not engage be disabled or injury to player or technician may Player can not spin wheel occur. Right Side Left Side Switch Switch AACE1601 A5SW7000 A5SW7000 Handle will still move solenoid assy. -Make sure to remove handle when working on game! AACE1604 Door switches are Push/Pull type Switch can be pulled out when door is open and game will think door is closed. ACE1600. Front Left Front Right Door Switch Door Switch A5SW7000 A5SW7000 First Step: Hold the menu button down for 5 seconds. If you can not enter the menu, the problem is not in the AACE1618 door switches, it is communication issue to motherboard. **Refer to "Communication Wiring Diagram Options" Troubleshooting Door Open Problem:** AACB190AMP I/O Aux Board Faulty door switch. (A5SW7000) -Door Open message It could be anyone of the five. stays. Check all wires on switches. Check crimps on wires. Open all 5 doors and Check connection to yellow socket on I/O Board pull all 5 switches Replace I/O board if needed. (AACB1900AMP) out. Individually check each switch by pushing in on each switch one by Door Open message one and verify the door open message is not on screen. clears. If a door switch shows the message when pushed in, that switch is faulty. Replace switch (A5SW7000)

WHEEL ENCODER SENSOR

The arrow pointer will show the customer which ticket value they have won.

Remember: There is a $\frac{1}{2}$ inch buffer zone between panels that provide a small margin of error. This space is also present on the big bonus values.

It allows a big bonus value to score even though the pointer may be slightly above or below the actual sticker on the wheel.

Check the wheel position

- 1.) Open front doors and unlatch clasps holding front plexiglass in place. There are 2 located behind the speakers.
- 2.) Front plexiglass will now slide up like a roll-top desk.
- 3.) Push menu button to enter menu.
- 4.) Check if value on monitor matches wheel position pointer.
- 5.) Watch monitor as you manually turn the wheel downward..

The wheel may have to go a full revolution so the game can find home position.

Spin the wheel downward by hand, watch the display change as the wheel moves to the next score panel.

- 5.) Slowly rotate the wheel downward as it approaches a bonus section.Watch the display as it turns to a 4, then slowly move wheel down.Stop the wheel as soon as the display changes to the bonus.
- 6.) Look at pointer and verify that it is on the boundary between the 4 space and bonus value.





IMPORTANT: ONLY SPIN WHEEL DOWNWARD

The Encoder Sensor reads where the wheel is and determines the payout of the wheel. The sensors sees the thin slot as boundary between large score panels. It sees the large slots as high score values in middle of score panels. As wheel spins, Green LED indicator comes on as next score panel starts



Green LED Indicator

Wheel encoder sensor (AACB1901) is mounted so the top sensor reads the outside cut-out notches.

The lower sensor reads the 1 home position notch on wheel.

If the pointer is more than $\frac{1}{4}$ inch off:

Open left side door of game. Locate 2 Phillips screws on bracket. There are slots on this bracket to allow adjustment. Loosen 2 screws and slightly move bracket. Tighten screws and re-check wheel position.



BRAKE ADJUSTMENTS

Wheel coast time is a number related to how long the wheel spins as it coasts to a stop. A long coast time will increase the time per game, and customer will wait too long to play game.

The higher the number, the faster the wheel stops.

The wheel coast time should be 30-40

This can also be adjusted periodically to prevent a very skilled player from memorizing the coast and win bonus after bonus.

Performing Wheel Coast Test

Enter the menu by pressing the menu button inside front door. Watch display as wheel turns

- It should show "good spin" as the wheel turns.

Once the wheel coasts to a stop, it will show: Brake OK Tighten Brake Loosen Brake

Adjusting Wheel Brake

Lift each of the threaded rod, and spin nuts: Clockwise to increase tension – decrease wheel coast time. Counter-clockwise to decrease tension – increase wheel coast time. Adjust both rods evenly.

Re-test after adjustment

If customer inserts money during autospin and wheel coast is too long, it may read the autospin as a player spin and give tickets for that autospin.

Make sure the wheel does not rock backward as it comes to a stop. If it does - tighten brake.

If the wheel rocks backward during a game, it will score wrong if it rocks over a notch.

Software Versions = 1.8(pc) and 0.68(aux) Total Credits = 0 Tickets Left to Dispense = 0 Wheel Position = 1 (75) (0) Monster Jackpoi Value = 265 Brake Status = Unknown Wheel Speed = Stopped

HOW TO INSTALL A NEW MONITOR

AAMO2200-TM Monitor Installation Instructions

As monitors become obsolete and unavailable, replacement monitors will incorporate a different mounting process and wood pieces to enable the new monitor to fit and function. These instructions will show how to install the new monitor into your cabinet.

Tools Needed:

#2 Square Bit Screwdriver

1/2" Nut Driver

10 foot step ladder

Phillips Screwdriver

Instructions:

Unplug the game from the wall.

Using a ladder, carefully remove the 3 upper screws on both the left and right side of the old monitor housing using a #2 square bit screwdriver. Total of 6 screws. Set aside for later installation.

Remove the 2 nuts from the center mounting bracket using a 1/2 inch nut driver. Set aside for later installation.

Unplug the power cord and VGA signal cable from the bottom of the old monitor.

Bring the old monitor housing down to remove the center metal bracket.

From the old monitor housing:

Remove the 3 black screws on both the left and right side of the old monitor housing using a #2 square bit screwdriver. Total of 6 screws. Set aside for later installation.

Remove the 4 screws in the center of the metal bracket using a Phillips screwdriver. These are no longer used and can be discarded.

Do not install bracket onto the new monitor yet. The power and VGA signal cable must first be plugged in at the top of the game.





HOW TO INSTALL A NEW MONITOR

Plug in the power cord and VGA signal cable to the bottom of the new monitor housing.

Using a ladder, carefully bring the new monitor and

old bracket to the top of the game.

Ensure the old bracket is installed onto the new monitor housing so that the metal lip is at the top.

Re-install the 3 black screws on both the left and right side of the old monitor housing using a #2 square bit screwdriver. Total of 6 screws.

Re-install the side wings to the top of the monitor housing.

Re-install the 3 upper screws on both the left and right side of the old monitor housing using a #2 square bit screwdriver.

Plug in the game and test.









HOW TO REMOVE WHEEL

The large wheel may have to be removed from the cabinet to replace certain parts of the wheel assembly. The entire wheel can be slid out the back of the game on wooden rails. The drive chain will come out with the wheel.

Instructions:

1.) turn off the game at the power strip and unplug it from the wall outlet.

2.) Remove the back door and set it aside.

3.) Remove the upper and lower back cabinet wood pieces. Unplug and remove the line filter in the bottom wood piece. Save the hardware for later installation.

4.) Use a 7/16" socket to loosen the motor bracket from the side of the cabinet. Take the chain off the gear and let it fall to the bottom of the game. It will slide out with the wheel. Unplug and remove the motor bracket. Save the hardware for later installation.

5.) Open the left side door and unplug the encoder sensor and remove the bracket/sensor using a 7/16" wrench. Save the hardware for later installation.

6.) Remove the brake assembly using a 7/16" wrench. Save the hardware for later installation.

7.) Open the right side door and unplug the solenoid assembly at the door hinge. You must also remove the wood block holding the wire to the side of the cabinet. Use a 7/16" wrench to remove this wood block. Save the hardware for later installation.

8.) Remove the cotter pin holding the long pull arm coming from the front of the game.

9.) On both sides of the wheel, there are mounting plates that attach the wheel to the side of the cabinet. Use a 7/16: wrench to remove the 2 bolts in each plate. Save the hardware for later installation.

10.) **Using 2 people**, carefully slide the wheel out from the back and set it on a soft surface to avoid possible damage to the decals.

11.) The components on the center wheel shaft can now be removed and replaced if needed.





HOW TO CLEAN THE WINDOWS

Open the front doors, unlock the 2 clasps holding the front window down, and slide the front window up like a roll-top desk.

Remove the back door, the top of the front window can now be reached.

Use the provided swiffer™ (A5SWIFFER) to clean all the windows or anywhere there is dust and dirt build up.

Once finished, slide the front window closed and secure the 2 clasps.

Clean the outside of the windows with a clean towel and window cleaner.







ARM BRACKET MAINTENANCE

It is important to check the bolts holding the arm bracket to the game cabinet periodically to ensure they stay tight. Failure to do so may cause injury or damage to your game.

THE FACTORY RECOMMENDS YOU CHECK THESES BOLTS MONTHLY, DEPENDING ON THE USAGE OF THE GAME. WHEN THE GAME HAS A HIGH VOLUME OF PLAYS IN A SHORT TIME YOU MAY WANT TO CHECK THE BOLTS MORE OFTEN.

Open the right front door. turn off the game power. you will see an acrylic shield. using a 90 degree drill, remove the two black screws holding the shield in place.

Check the 6 bolts, 3 on the side and 3 in the bottom, of the black arm bracket. use a 7/16" socket to re-tighten any nuts that may have come loose over time.

Once all 6 bolts are tightened, reattach the acrylic shield.







STAY PUT KIT

Part # AAKIT-BBW-STAY

Symptom: Ticket Monster game moves away from wall across floor over time.

Solution: Simple wood block with rubber matting to block front wheels.

Directions:

Place dolly under front lip of game. Slightly raise game and slide wood block in front of wheel casters. Place wood block (rubber matting down) in front of wheel and inside metal rails.

The game will then lower down on top of wood block and front wheels should be only slightly off ground.





placing directly in front of

The combination of rubber matting and wheels will keep game in place.



Cut 2"x6" boards down to 2"x4 $\frac{1}{2}$ ". Add 2" supports with large 3" wood screws. Apply a rubberized surface to the bottom and place under game against the wheels.

KEYBOARD/MOUSE ADJUSTING OF MASTER VOLUME

Symptom: Sound may be very loud or very software due to compatibility issues between I/O Board amplifier and Motherboard software version.

Solution: The original amplifier used on the I/O board has been discontinued, and the replacement amplifier has a higher gain level. Therefore, the motherboard's master volume on the desktop has to be modified to provide normal sound levels. Instructions are different for Ticket Monster and Big Bass Wheel:

Instructions:

- 1.) Plug a keyboard and mouse into motherboard's green and purple sockets.
- 2.) Turn on game and let game boot up normally.
- 3.) Once game is in attract loop press Q on keyboard. This will quit the program.
- 4.) Then type xwin (spacebar) jw (Press Enter)
- 5.) The screen will either go to the desktop or to a Puppy Video Wizard setup screen. If it goes to Puppy Video Wizard:

Push "Enter" on keyboard for the default choice in the initial XORG screen.



Push "Enter" on keyboard for the default choice in the video resolution screen.



Now it will go to desktop.

6.) Once in desktop, move mouse to lower right corner and pull volume down to about 1/2 way.

7.) Save and Reboot

Use mouse to click on menu button in bottom left corner of screen. Move mouse up to "Shutdown" Across and click on "Reboot Computer"

8.) Game will now reboot and your settings will be saved. The top of the screen will show "Saving..."

Unplug keyboard and mouse.

Game will reboot back into normal game mode. The volume will now be OK.





KEYBOARD/MOUSE ADJUSTING OF MASTER VOLUME

Symptom: No volume at all on game, usually caused by swapping software between different versions of motherboards.

Instructions:

Plug a USB keyboard and USB mouse into the motherboard. Turn on game and allow to boot up as normal. Hit the Q on the keyboard to guit program.

Use mouse to scroll to volume indicator, right click mouse and select "Full Window"

Check the box labeled IEC958 Click the file, scroll to and click on "Configure"

Click on "Hardware" Tab In the "Sound Card field": If it shows hw:0, change to hw:1 If it shows hw:1, change to hw:0 Click "Apply"

Set "Master Volume" about 3/4 the way across slider. Click on X to close the window.

Right click on volume indicator, and slide about 1/2 way up.

Reboot computer by Right clicking on this icon.

Click on "Reboot"

Allow game to boot as normal.









Overview:

As each Ticket Monster game is pushed together and linked, one side wing will be removed and a center wing will take its place.

There are multiple part numbers that can be used depending on how many games are to be connected:

2 games to be linked needs 1 of AAKIT-TM-MARQ2 Contains: One center wing, one router, and cables 3 games to be linked needs 1 of AAKIT-TM-MARQ3 Contains: Two center wings, one router, and cables 4 games to be linked needs 1 of AAKIT-TM-MARQ4

Contains: Three center wings, one router, and cables Each additional game to be linked needs 1 of AAKIT-TM-MARQ1-PS

Contains: One center wing and cable

Tools Needed:

Square Bit Screwdriver 5/8" Drill Bit

Instructions:

STEP 1: Open the left front door, use the paper template provided to mark both holes for the mounting screws in the back wall above the I/O Aux Board.

STEP 2: Install 2 Silver pan head screws A5SCPH050 into the positions marked, but leave 1/16" above the wood for the router to slide over the heads of the screws.

A5SCPH050

STEP 3: Unwrap the router and plug the power connector in the back of the router.



STEP 4: Ensure that the router is turned on. (Pushed inward is on)











STEP 5: Install the router onto the screws previously installed above the I/O Aux Board





STEP 6: Peel back the warning sticker on the power strip and plug the power cord from the router into the power strip.







STEP 7: Plug the CE4254 cable and purple network cables into any yellow socket on the router. **They must be in the yellow sockets.**



STEP 8: Using the reference point of the bottom of the circle, drill a 5/8" through the side guard into the center of the cabinet on each of the games to be linked.

STEP 9: Remove the side wing on the game to be attached and replace it with the smaller middle wing. Use the same screws from the old wing.







STEP 10: Route the purple cable through the newly drilled holes and plug into the motherboard.

STEP 11: Move the games tight together and screw the 2nd game into the smaller center wing.

STEP 12:Power on games.Enter the menu and select "Jackpot Menu"Set the "Machine ID" on the game with the router to "1 (master)"

STEP 13: Set the 2nd linked game to Machine ID = 2.







| Ticket M | onster Menu |
|---------------------|-----------------------------|
| Reset Cre | dits and Tickets |
| Credits | Per Game = 4 |
| Gar | ne Volume |
| Attr | act Volume |
| Ticke | Pattern = 1 |
| layer Timeout Optio | n = Motor Assist On Timeout |
| Two Point | Tickets = Disabled |
| Gan | ne History |
| Gam | s Statistics |
| E | kit Menu |
| Software Version | ts = 1.12(pc) and 2.14(aux) |
| Total | (Credits = 0 |
| Tickets Le | ft to Dispense = 0 |
| Wheel Po | sition = 7 (4) (0) |
| Monster Ja | ckpot Yalue = 1015 |

prake Status = Unk Wheel Speed = Sta

Note:

If more than 2 games are linked together, then those machine ID's must also be set to different values.

3rd game must be set Machine ID = 3.

4th game must be set Machine ID = 4.



Linking Examples for Multiple Games



Example: How to Link 4 Games



Example: How to Link 5 Games

Parts Needed: 1 of AAKIT-TM-MARQ4 1 of AAKIT-TM-MARQ1-PS



Example: How to Link 6 Games Parts Needed: 1 of AAKIT-TM-MARQ4

2 of AAKIT-TM-MARQ1-PS



| | | | TITLE: | | to Router Hole | | SIZE DWG. NO. | A Ticket Mon. | SCALE: 1:1 WEIGHT: SHEET 1 OF |
|--|------------------------------|-------------------------|--------------------------|---------------------|-----------------------|----------------------------|---|--|--|
| P P | DATE | 2/18/14 | | | | | | | |
| | NAME | K.B.R. | | | | | | | |
| | | DRAWN | CHECKED | ENG APPR. | MFG APPR. | Q.A. | COMMENTS: | | |
| 4.45 | UNILESS OTHERWISE SPECIFIED: | DWENSIONS ARE IN INCHES | TOLERANCES FRACTONALE | TWO PLACE DECIMAL # | THREE PLACE DECIMAL ± | MISHER COMPLEX | MATERAL | F12H | DO NOT SCALE DRAWING |
| | | | | | | | | NO CEST | NON |
| | | | | | | | | NECT ASSY | APPLICA |
| Please call Baytek Entertainment with any questions at (920) 822-3 | 951 Ext | . 1 ⁻ | 102 | | | PROPERTARY AND COMPONENTAL | IE INCOMATION CONTAINED IN THIS MANING IS THE SOLE PROPERTY OF | NORT COMPANY NAME HERE , ANY PRODUCTION IN PART OR AS A WHOLE THOUT THE WRITEN PERMISSION OF | PUERT COMPANY NAME HERE' IS ROHERTED. |

PIVOT MECHANISM EXPLODED VIEW

A5NULO

AASO4150

A5ME415





Pivot Assembly Ticket Monster Exploded View Diagram



If you have any questions or need further assistance please contact Baytek Games at 920-822-3951 Ext 1102

DECAL DIAGRAM



PARTS PICTURES















AAWD4173

AABK4150



AAMO4100



AASO4150





A5TT4101

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A5TT4100

PARTS PICTURES



AACE1614

AACE1616 AACE1618 AACE1619 AACE1620

AACE1624

AACE1628

AACE1629



AACB1901 AAHD1900-TM-1

AAHD1900-TM-2 AAMB10E-SHDP/TM

PARTS PICTURES

A5KIT-TM/R

A5VF4253

A5VF4254 WACA4100

WACA4101 WACA4102

WACA4103 WACA4104 WACA4105 WACA4106

WACA4107

WACA4111

AACE22506

AACE4103

AACE4202 AACE4203 AACE4204

AACE4206

AACE4207

AACE4208 AACE4209

A5DE4268

A5DE4290

A5DE4291

A5DE4293

A5PS1013 A5SP4100

AACBBBW-LIGHTS-A

PARTS LIST

| PART # | DESCRIPTION | PART # | DESCRIPTION |
|-----------|--------------------------------|------------|-------------------|
| | GENERAL PARTS | _A5LK5002 | H95 Lock and Keys |
| A5BURU040 | Bumper, 1 1/2" x 3/4" | _A5GE4202 | Wheel Drive Gear |
| A5BURU050 | Bumper, 1 1/16" x 1 1/16" | _A5GE4203 | Wheel Gear |
| AABURU050 | Package of 5 Bumpers | _A5PICV025 | 2 1/2" Long Pin |
| A5CB8020 | Cash Box | _A5PICV045 | 2 3/8" Clevis Pin |
| _A5CH1003 | Chain, 219 Links Long | | |
| A5PICZ001 | Cotter Pin, Bow Tie Clevis Pin | | |
| _A5LK2001 | A05 Lock and Keys, (Cash Box) | _A5SW200 | Low Ticket Switch |

PARTS LIST

| PART # | DESCRIPTION | PART # | DESCRIPTION | |
|--------------------|---|-------------------------------|---|--|
| A5RICZ010 | Cotter Ring, 7/16" - 1/2" | A5ME4184 Left Front Door | | |
| | | A5ME4191 Center Monitor Brace | | |
| _A5SP1003 | 16 Tooth Sprocket CABLES | | | |
| _A5SW7000 | Door Switch | AAPB2700A Menu Push Button | | |
| _W5TM4000 | 13/16" Black T-Molding, 37' Per Game | _A5OU1000 | Outlet Strip | |
| _A5EX1006 | 4 Pin 12 V ATX Cable | A5CBL4A-DOOR | Coin Door Cable | |
| _A5EX1007 | 24/24 Pin ATX Cable | _A5CORD1 | 10' Power Cord | |
| _A5CA1005 | Swivel Lock Casters | _A5CORD5 | Line Filter to Wall Socket | |
| _A5ER0001 | Black Plastic Strip on Wheel Between Panels | _A5CORD11 | 15' Extension Cable | |
| | | _A5CORD12 | 24" Cord | |
| _AAKIT-LINKAGE-BBW | A5ME4156, A5ME4154, A5ME4174 & AASO4150 | A5CEAU010 | Audio Cable | |
| _AAKIT-TM-MARQ2 | _Marquee Kit to Link 2 Games | AAJP9092 | DBA Jumper, 12/110V | |
| _AAKIT-TM-MARQ3 | _Marquee Kit to Link 3 Games | AACE1600 | Door Switch 1 to Switch 2 Cable | |
| _AAKIT-TM-MARQ4 | Marquee Kit to Link 4 Games | _AACE1601 | Door Switch 2 to Switch 3 Cable | |
| _AAKIT-TM-MARQ1-PS | _Marquee Kit to Link an Additional Games | _AACE1602 | Door Switch 3 to Switch 4 Cable | |
| AAWS-TM | Wing Spacer , Used between 2 games | _AACE1603 | Door Switch 4 to Switch 5 Cable | |
| AAWG4200 | Right Wing Assembly | AACE1604 | Aux Board to Door Switch 1 & 5 | |
| WARR0006-BBWP | Brake Pad | AACE1605 | Speaker Jumper | |
| AAWG4205 | Left Wing Assembly | AACE1606 | Aux Board to Solenoid Cable | |
| AAGU4258 | Right Guard Assembly | AACE1608 | Aux Board to Encoder Sensor | |
| AAGU4263 | Left Guard Assembly | AACE1609 | Aux Board to Ticket Tray Cable | |
| AAWD4173 | Wheel Drive Sprocket Assembly | AACE1610 | Aux Board to Coin Door Cable | |
| AABK4150 | Wheel Brake | AACE1611 | DBA Enable Cable | |
| AAMO4100 | Motor | AACE1612 | DBA Power Cord | |
| AASO4150 | Solenoid | AACE1613 | Menu Button Cable | |
| | METAL PARTS | AACE1614 | Aux Board to Main Board Jumper | |
| A5TT4100 | Ticket Tray, Left Side | AACE1616 | Aux Board to Motor | |
| A5TT4101 | Ticket Tray, Right Side | AACE1618 | Aux Board to Door Switch Jumper | |
| A5ME4150 | Left Wheel Guide | AACE1619 | Door Switch Jumper | |
| A5ME4151 | Right Wheel Guide | AACE1620 | Power Supply to Chase Light Jumper | |
| A5ME4152 | Sliding Window Handle | AACE1624 | Aux Board to Coupler | |
| A5ME4153 | Sliding Window Bracket | AACE1628 | Line Filter Cable Assy. | |
| A5ME4154 | Metal Wheel Bracket | AACE1629 | Small Arc to Large Arc Ground Cable | |
| A5ME4155 | Long Wheel Link | AACE1630 | Hinge to Inner Arc Ground Cable | |
| A5ME4156 | Metal Short Wheel Link | AACE1634 | Bobber LED Power Cable | |
| A5ME4157 | Metal Rocker Arm Bracket | AACE1710 | Door Ground Cable | |
| A5ME4158 | Metal Window Slide | AACE1713 | Front Door to Outside Window Arc Ground | |
| A5ME4159 | Metal Top Front Bracket (Speaker Mounts) | AACE1715 | Side Door Hinge to Inside Window Arc Ground | |
| _A5ME4161 | Metal Handle Pivot Assembly | AACE3219 | Ticket Dispenser to Low Ticket Switch | |
| A5ME4162 | Position Sensor Bracket | AACE4250 | LED Cable for Ticket Monster | |
| A5ME4166 | Solenoid Bracket | AACE4251 | Left Front Accent Light Cable | |
| A5ME4168 | Metal Side Guard Rail | AACE4252 | Right Front Accent Light Cable | |
| A5ME4170 | Metal Wheel Motor Bracket | AACE4253 | Wing Light Jumper Cable | |
| A5ME4171 | Metal T-Handle | DECAL | S AND PLEXI'S & VACUUM FORMS | |
| A5ME4172 | Metal Handle Bracket | A5DE4250-1 | Purple Wheel Side Decal, 16 per | |
| A5ME4174 | Metal Rocker Arm | A5DE4250-2 | Pink Wheel Side Decal, 8 per | |
| A5ME4175 | Metal Pointer Bracket | A5DE4250-3 | Green Wheel Side Decal, 12 per | |
| A5ME4177 | Front Glass Brace | A5DE4255 | Left Front Door Decal | |
| A5ME4178 | Shaft for Rocker Assy. | A5DE4256 | Center Front Door Decal | |
| _A5ME4179 | Left Ticket Tracy Bracket | A5DE4257 | Right Front Door Decal | |
| A5ME4180 | Right Ticket Tray Bracket | A5DE4258 | Right Handle Guard Decal | |
| A5ME4181 | Bottom Front Guard, Metal | A5DE4259 | Front Right Side Decal | |
| A5ME4182 | Coin Box Guide | A5DE4260 | Back Right Side Decal | |
| A5ME4183 | Right Front Door | A5DE4261 | Right Side Access Door Decal | |
| | 60 | - | | |

PARTS LIST

| PART # | DESCRIPTION | PART # | DESCRIPTION | |
|----------------|--|-------------------|--|--|
| A5DE4262 | Top Right Side | | CIRCUIT BOARDS | |
| A5DE4263 | Left Handle Guard Decal | AAMO2200-TM | _Monitor with wood frame and plexi (No Discount) | |
| _A5DE4264 | Front Left Side Decal | _A5FI9011 | Inline Filter | |
| _A5DE4265 | Back Left Side Decal | _AACO1000 | Game Counters | |
| _A5DE4266 | Left Side Access Door Decal | _AACE8811 | Game Speaker With Cable | |
| _A5DE4267 | Top Left Side | _A5TD1 | Ticket Dispenser | |
| _A5DE4268 | Left Eyeball Decal | _AACE1625 | Power Supply With Cable (Rosewell RV350-2) | |
| _A5DE4269 | Right Eyeball Decal | AABD1055 | Connector Board | |
| _A5DE4271 | Score Pointer Decal | AACB1900P | Aux - IO Board 2.14 Software | |
| _A5DE4272 | How to Play Instruction Decal | _AACB1901 | Wheel Encoder Board | |
| A5DE4272-WA | How to Play Instruction Decal for Washington | _AAHD1900-TM-1 | Ticket Monster MB8&9 SATA 1.16 (No Discount) | |
| _A5DE4273 | Center Monitor Decal (Plexi) | _AAHD1900-TM-2 | Ticket Monster MB10&10ESATA 1.19 (No Discount) | |
| _A5DE4274 | Left Wing Decal | _AAMB10E-SHDP/TM | Motherboard Assy. W/ Hard Drive and cables | |
| _A5DE4275 | Right Wing Decal | AARO2002-TM | Router for Link Kit Programmed | |
| _A5DE4276-5 | Yellow 5 W/Purple Back Ground Cover Up | | REFRESH KIT | |
| _A5DE4276-10 | Yellow 10 W/Purple Back Ground Cover Up | AAGU4107-L | Left Side Guard Assembly | |
| _A5DE4276-40 | Yellow 40 W/Purple Back Ground Cover Up | AAGU4106-R | Right Side Guard Assembly | |
| _A5DE4276-60 | Yellow 60 W/Purple Back Ground Cover Up | _A5BK9999 | Bracket for Mounting Power Supply | |
| _A5DE4276-70 | Yellow 70 W/Purple Back Ground Cover Up | _A5FC0080 | Ferrite, Suppressor (2 per game) | |
| _A5DE4276-75 | Yellow 75 W/Purple Back Ground Cover Up | _A5KIT-TM/R | Hardware Kit, Eyes/Mouth | |
| _A5DE4276-150 | Yellow 150 W/Purple Back Ground Cover Up | _A5KIT-TM/R2 | Hardware Kit, Rails | |
| _A5DE4277-2 | Purple 2 W/Yellow Back Ground Cover Up | _A5VF4253 | Eyeballs Plastic | |
| _A5DE4277-15 | Purple 15 W/Yellow Back Ground Cover Up | _A5VF4254 | Horns Plastic (2 per game) | |
| _A5DE4277-25 | Purple 25 W/Yellow Back Ground Cover Up | _WACA4100 | Right Light Window Rail, White Plastic | |
| _A5DE4277-30 | Purple 30 W/Yellow Back Ground Cover Up | _WACA4101 | Left Light Window Rail, White Plastic | |
| _A5DE4277-40 | Purple 40 W/Yellow Back Ground Cover Up | _WACA4102 | Right Lower Rail Mount, Black Plastic | |
| _A5DE4277-50 | Purple 50 W/Yellow Back Ground Cover Up | _WACA4103 | Right Upper Rail Mount, Black Plastic | |
| _A5DE4277-80 | Purple 80 W/Yellow Back Ground Cover Up | _WACA4104 | Left Lower Rail Mount, Black Plastic | |
| _A5DE4253-25 | Wheel Front, Pink 25 W 4's (Square Decal) | _WACA4105 | Left Upper Rail Mount, Black Plastic | |
| _A5DE4253-50 | Wheel Front, Pink 50 W 4's (Square Decal) | WACA4106 | Right Side Guard, White Plastic | |
| _A5DE4253-100 | Wheel Front, Pink 100 W 4's (Square Decal) | _WACA4107 | Left Side Guard, White Plastic | |
| _A5DE4253-250 | Wheel Front, Pink 250 W 4's (Square Decal) | WACA4111 | Wood Board for Ticket Monster Refresh Kit | |
| _A5DE4253-500 | Wheel Front, Pink 500 W 4's (Square Decal) | _AACE22506 | Light Board for Eyeball | |
| _A5DE4254 | Wheel Front, Monster Jackpot (Square Decal) | AACE4103 | Bobber Light Power Jumper | |
| _A5DE4254-1000 | Wheel Front, Pink 1000 W 4's (Square Decal) | _AACE4107 | Power Supply to Light Board Cable | |
| AATP0201 | Pattern 1 - Default Pattern | _AACE4201 | Side Rail Addressable Light Strip (2 per game) | |
| AATP0202-P | Ticket Pattern 2 | AACE4202 | Side Guard LED Light Strip (2 per game) | |
| AATP0203-P | Ticket Pattern 3 | AACE4203 | Horn Light Power Jumper | |
| AATP0204-P | Ticket Pattern 4 | AACE4204 | Horn Light LED Light Strip | |
| AATP0205-P | Ticket Pattern 5 | AACE4205 | Side Guard 12 VDC Power Cable | |
| AATP0206-P | Ticket Pattern 6 | _AACE4206 | 12 VDC Light Jumper | |
| AATP0207-P | Ticket Pattern 7 | AACE4207 | Eyes Light Power Jumper | |
| AATP0208-P | Ticket Pattern 8 | AACE4208 | Encoder Sensor to Splitter Board | |
| AATP0209-P | Ticket Pattern 9 | AACE4209 | Splitter Board to Light Board | |
| AATP0210-P | Ticket Pattern 10 | _A5DE4268 | Left Eyeball Decal. Ticket Monster | |
| AATP0211-P | Ticket Pattern 11 | _A5DE4269 | Right Eyeball Decal. Ticket Monster | |
| AATP0212-P | Ticket Pattern 12 | _A5DE4290 | Left Outside Handle Guard Printed Plexi | |
| WABBW9524 | Side Window Plexi | A5DE4291 | Right Outside Handle Guard Printed Plexi | |
| WABBW0027 | Front Window Plexi Only | _A5DE4292 | Left Inside Handle Guard Printed Plexi | |
| WARR0005-BBWP | Front Window Plexi, With Brackets | _A5DE4293 | Right Inside Handle Guard Printed Plexi | |
| WABBW0057 | Black Encoder Wheel Sprocket | A5PS1013 | Power Supply | |
| _A5VF4153 | Handle Covers | A5SP4100 | Splitter, AC Cord | |
| AAVF4250 | Vacuum Form, Monster Head-Eyes & Horns | AABD1056 | Splitter Board | |
| | | AACB-BBW-LIGHTS-A | Light Board for BBWP Upgrade Kit | |

REPAIR/MAINTENANCE LOG

If you need to make repairs or order replacement parts it is a good idea to keep a log. Below is a chart you can use to track repairs and maintenance.

| DATE | MAINTENANCE PERFORMED | PARTS ORDERED | MISC. |
|------|-----------------------|---------------|-------|
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| NOTES | | | |
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TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Entertainment! We know that keeping your games in great operating condition is important to your business. When you need us, we are here to help. You can call us for free technical assistance, and you can count on us to have parts on-hand to support your game. When you do need us, it's important that you know what to expect. We offer options that fit your needs.

Electronics / Circuit Boards:

• <u>Spare Parts</u> – Take matters into your own hands and purchase new spare Circuit Boards for your Bay Tek games. Many of our games share the same main-board electronics. This means you can buy one set of spare electronics to support many of your Bay Tek games. Spare boards allow you to get your game up and running the quickest and provide you a valuable troubleshooting option. Call our technicians to get recommendations for what you should keep on hand for spare parts!

Technical Support:

"You" are the best tool for troubleshooting! Your abilities to understand the game and your skills to repair the game are invaluable to us! If you need help, you know you can call us. It's not easy to diagnose a game remotely by phone, but our technicians do a great job. They'll need your help to perform some

troubleshooting steps and convey to them exactly what's happening with your game.

Returns & Credits:

Sometimes the issue isn't what it seemed to be. If you need to return a circuit board, just give us a call to get Return Authorization. You will be credited for the cost of the board and charged only the bench fee for our processing and retesting that board.

Note: Bench fees apply regardless of whether the repair was your choice or a recommendation from a Bay Tek Entertainment technician.

It's a small price to pay for troubleshooting the issues with your game.

You can count on our Technical Support Team for service and support!

WARRANTY OPTIONS

Bay Tek Entertainment warrants to the original purchaser that the game will be free of defects in workmanship and materials for a period of 12 months from the date of shipping Bay Tek Entertainment will, without charge, repair or replace at it's option defective product or

component parts upon notification to the parts/service department.

New, purchased parts have a 30 day warranty.

Any labor expended is not included in this warranty.

Warranty replacement part(s) will be shipped immediately via ground service, along with a Return Material Authorization (RMA) number for the return of defective part(s). Defective part(s) must be shipped back to Bay Tek Entertainment unless otherwise instructed.

This warranty does not apply in the event of any misuse or abuse to the product, or as a result of any unauthorized repairs or alterations. The warranty does not apply if the serial number decal is altered, defaced, or removed from it's original position.

Should you need your game serviced, determine the serial number from the decal on the back of the game cabinet or main board, and call **920.822.3951 Ext. 1102** or e-mail to: service@baytekent.com