PRIZE HUB™ Modular

WELCOME
PLEASE SCAN RECEIPT TO BEGIN

2500-10000

100-2000

25-75

SCAN RECEIPT

RECEIPT

PRIZE DOOR A

PRIZE DOOR B

PLACE SERIAL NUMBER LABEL HERE

BAY TEK GAMES

passion in ★ fun out

BAY TEK GAMES INC.
Pulaski Industrial Park
1077 East. Glenbrook Drive
Pulaski, WI 54162 USA

JOIN OUR SERVICE FIRST NETWORK!

This free service is intended to keep you up to date on the latest
game information, early notification of parts specials, pertinent
technical bulletins, updates on retro fit parts, software upgrades,
and much more.
Log on to: **www.baytekgames.com/parts**
then click on the Parts N' Service tab.

SALES
P: 920.822.3951
F: 920.822.8936
E: sales@baytekgames.com

PARTS
P: 920.822.3951 X 1101
F: 920.822.1496
E: parts@baytekgames.com

SERVICE
P: 920.822.3951 X 1102
F: 920.822.1496
E: service@baytekgames.com

MON - FRI
8 AM - 5 PM C.S.T.

All games are proudly manufactured at our factory in Pulaski, Wisconsin, USA

CONTENTS

GAME SPECIFICATIONS

WEIGHT	
NET WEIGHT	550 LBS.
SHIP WEIGHT	700 LBS.
DIMENSIONS	
WIDTH	94.5" (4 modules)
DEPTH	33.5"
HEIGHT	78.75"
OPERATING TEMPERATURE	
FAHRENHEIT	80-100
CELSIUS	26.7-37.8

POWER REQUIREMENTS				
INPUT VOLTAGE RANGE	100 to 120 VAC	/	220 to 240 VAC	
INPUT FREQUENCY RANGE	50 HZ	/	60 HZ	

MODULE	MAX START UP CURRENT	OPERATING CURRENT
MAIN HUB	0.9 AMPS @ 115 VAC	1.0 AMPS @115 VAC
	0.45 AMPS @230 VAC	0.5 AMPS @ 230 VAC
CAPSULE HUB	0.9 AMPS @ 115 VAC	0.9 AMPS @ 115 VAC
	0.45 AMPS @ 230 VAC	0.45 AMPS @ 230 VAC
SPINDLE HUB	0.3 AMPS @ 115 VAC	0.3 AMPS @115 VAC
	0.15 AMPS @ 230 VAC	0.15 AMPS @ 230 VAC
LOCKER HUB	0.5 AMPS @ 115 VAC	0.5 AMPS @ 115 VAC
	0.25 AMPS @ 230 VAC	0.25 AMPS @ 230 VAC

SAFETY PRECAUTIONS

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

DANGER
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.

IN CASE OF EMERGENCY
UNPLUG THE POWER CORD.
The power cord must be accessible at all times in case of an emergency.

WELCOME TO: Prize Hub

Congratulations on your Prize Hub purchase!

Create game rooms where they've never been before!

Bay Tek's Prize Hub presents the opportunity to turn wasted space into a revenue-earning hot spot, as well as transforming and refreshing established small game rooms into efficient and independent entities. This self-contained prize redemption center offers increased profits with its automated, low-maintenance and easy-to-use format.

With the flexibility to utilize many ticketless user interfaces, such as Bay Tek's own Evolve system, card-swipe systems and barcode scanners, the Prize Hub is your ticket to the future of redemption!

Please take a moment to read through this manual and be sure to contact our factory if you have any questions, or would like some 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 Games

GAME INSPECTION

Inspect the game for any damaged, loose, or missing parts.
If damage is found, please contact your freight carrier first.
Then, contact Bay Tek Games' Service Department at 920.822.3951
or e-mail them at service@baytekgames.com for further assistance.

HOW TO USE PRIZE HUB

Prize Hub's versatile interface allows it to be placed in game rooms with Bay Tek's Evolve coupon system, E-ticket cardswipe systems and classic ticket redemption game rooms with Deltronic Ticket Eaters.

Evolve System:

Bay Tek's Evolve System modifies the games in a fun center to print a single coupon with a QR code worth the amount of tickets won. These secure QR codes are scanned by Prize Hub to add tickets to the shopping screen.

E-Ticket Systems:

Card swipe systems from Core Cashless, Embed and Intercard are all compatible with Prize Hub. Players swipe their cards to play games and their tickets go right on the card. The Prize Hub then reads the card and adds the tickets to the shopping screen.

Deltronics Ticket Eaters:

Deltronics Ticket Eaters print barcode coupons after counting and shredding traditional paper tickets. These barcodes are scanned by Prize Hub and the tickets are added to the shopping screen.

After tickets are added to Prize Hub, the shopping fun can begin!

DISPENSING PRIZES

After adding your tickets, shop through the touch-screen prize marketplace and select your prize.
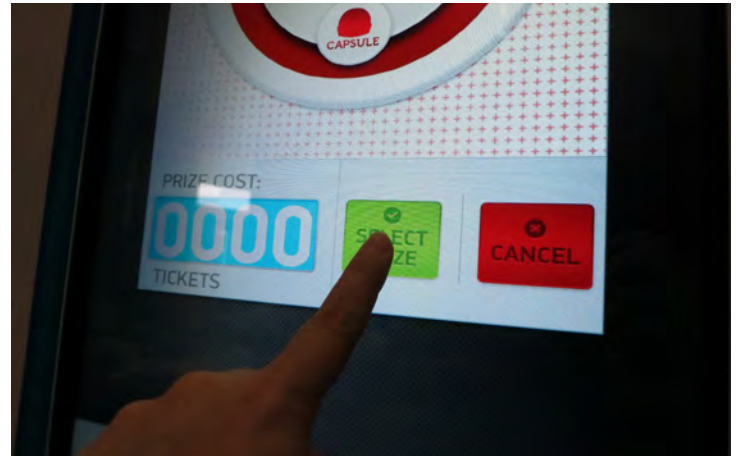
Capsules will dispense from the carousel in the Capsule Hub, into Prize Door A.

Hanging prizes will vend from the Spindle Hub, into Prize Door B.

Prize Doors C1-5 in the Locker Hub unlock when a large prize is claimed, and re-lock 45 seconds after being opened.

Press "continue shopping" to select another prize, or print a reciept to keep leftover tickets. Any leftovers from a card swipe transaction will remain on the card.

Locate the four bolt holes on each side of each hub. Some hubs may have spacer boards mounted to the sides; these prevent gaps between cabinets.

Open all front doors and remove back doors to access the inside of the cabinets.

Attach the hubs in the desired order with the included bolts, washers and lock nuts.

x4

Use a 1/2" socket to tighten the bolts securely.
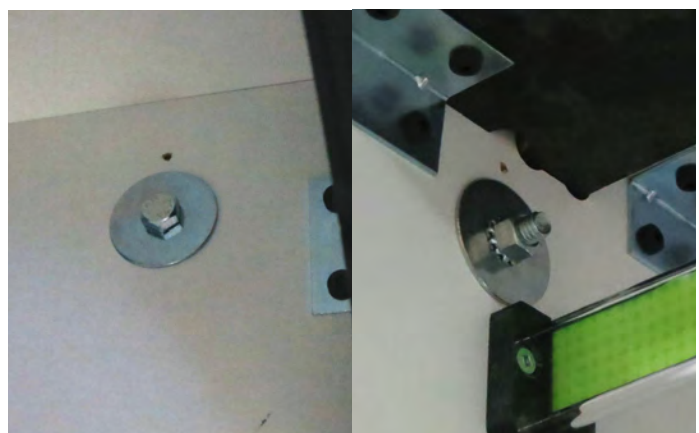
Feed the loose connector ends of the red, black and white power cables (connected to the control board of each hub) through the large holes near the floor of the cabinets. Link to the adjoining hubs, going from the outside hubs toward the Main hub. There are two connector ends on each cable; the outermost cabinets will only use one.

The power cables are numbered as follows:

Spindle Hub: CE1820
Capsule Hub: CE1813
Locker Hub: CE1810

Plug the two final ends into the CE1805 cable inside the Main hub.

See diagram below...
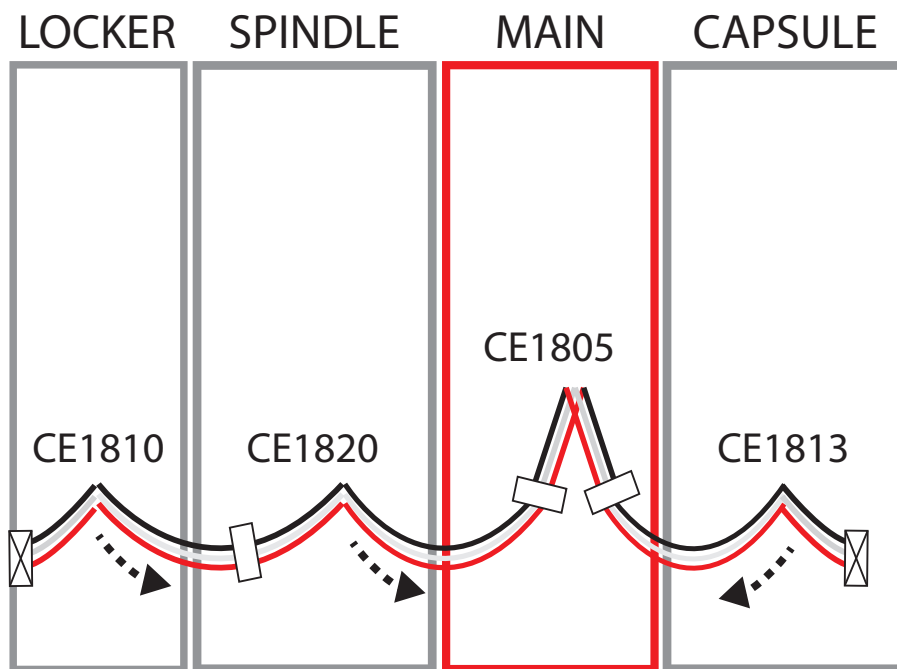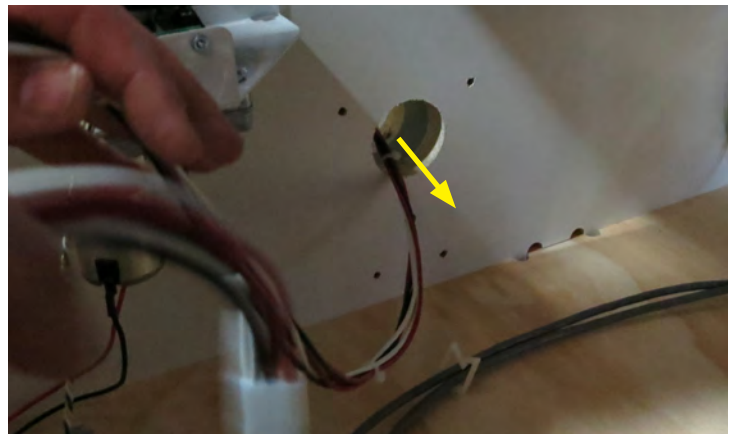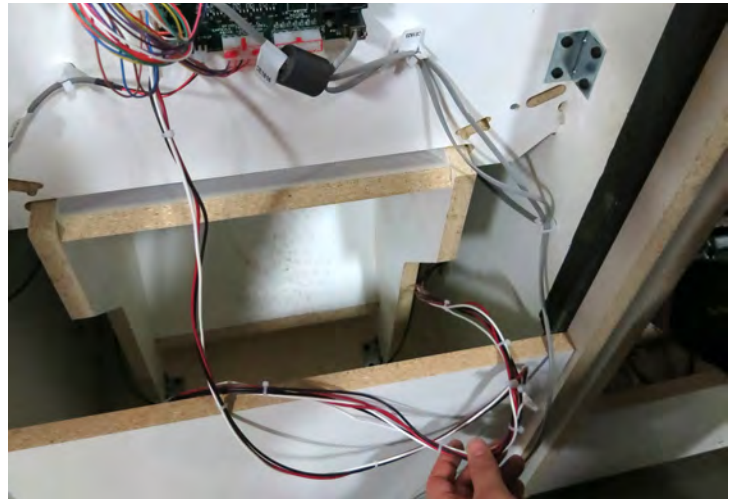
Feed the loose connector ends of the thin grey phone cable in each hub through the holes in all adjoining cabinets and into the Main hub.

The phone cables are numbered as follows:

Spindle Hub: CE1816
Capsule Hub: CE1811
Locker Hub: CE1811

Plug the phone cable ends into the appropriate ports on the main board inside the Main hub.

Always use port 1 for single hubs.

Only use port 2 if you have two of the same hub and one is marked "B".

LOCKER	SPINDLE	MAIN	CAPSULE
CE1816	CE1811	MAIN BOARD	CE1811
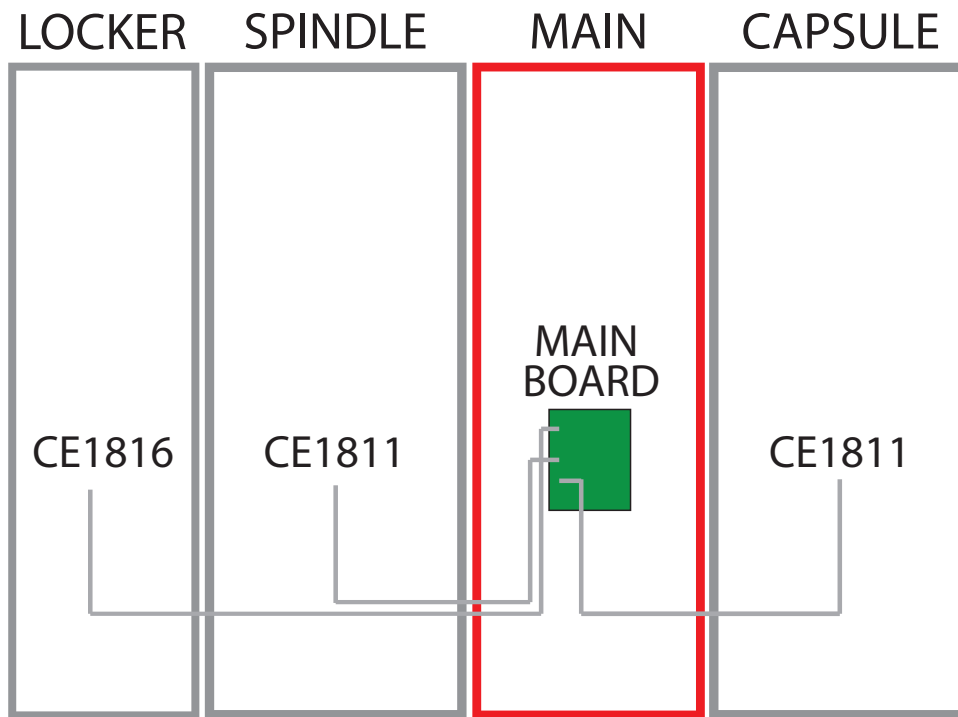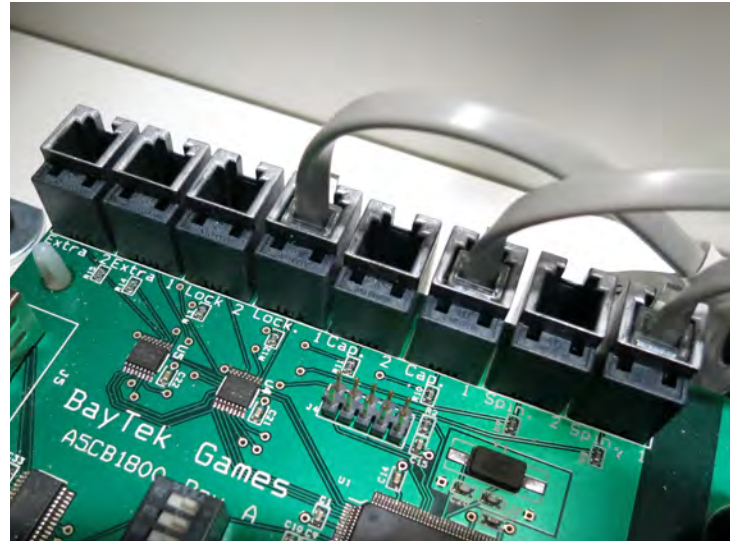
PHONE PORT IDENTIFICATION

BACK OF CABINET ← → FRONT OF CABINET

| EXTRA 2 | EXTRA 1 | LOCKER 2 | LOCKER 1 | CAPSULE 2 | CAPSULE 1 | SPINDLE 2 | SPINDLE 1 |
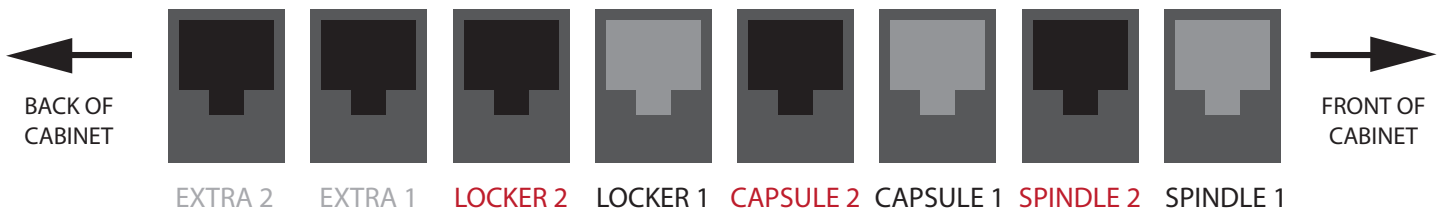
Replace the back doors of the cabinets.

Plug the power cord into the socket in the back of the Main hub, and into a standard 110v electrical outlet.

Switch the power strip inside the left door to ON.
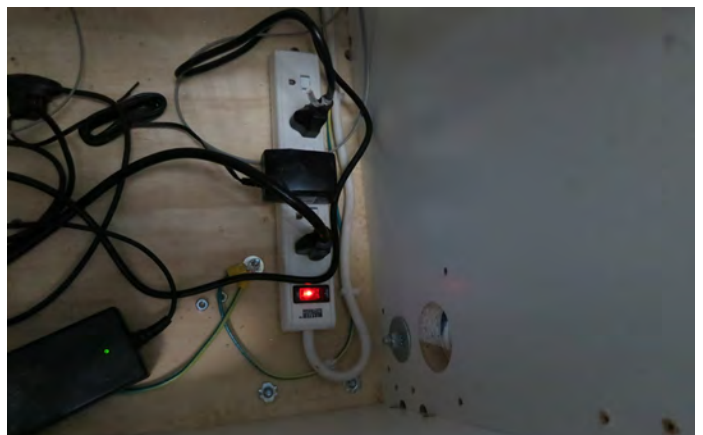
MAIN MENU

Press the red menu button inside the front door of the cabinet and hold for 2 seconds.

The Main Menu will come up on the monitor.

Touch your selections to enter sub-menus.

MENU QUICK ENTRY:

Tap the upper corners of the monitor in the following order: **L-R-L-R-L-R-L-R** to enter the menu without opening the door.
An owner password must be set for this to work.
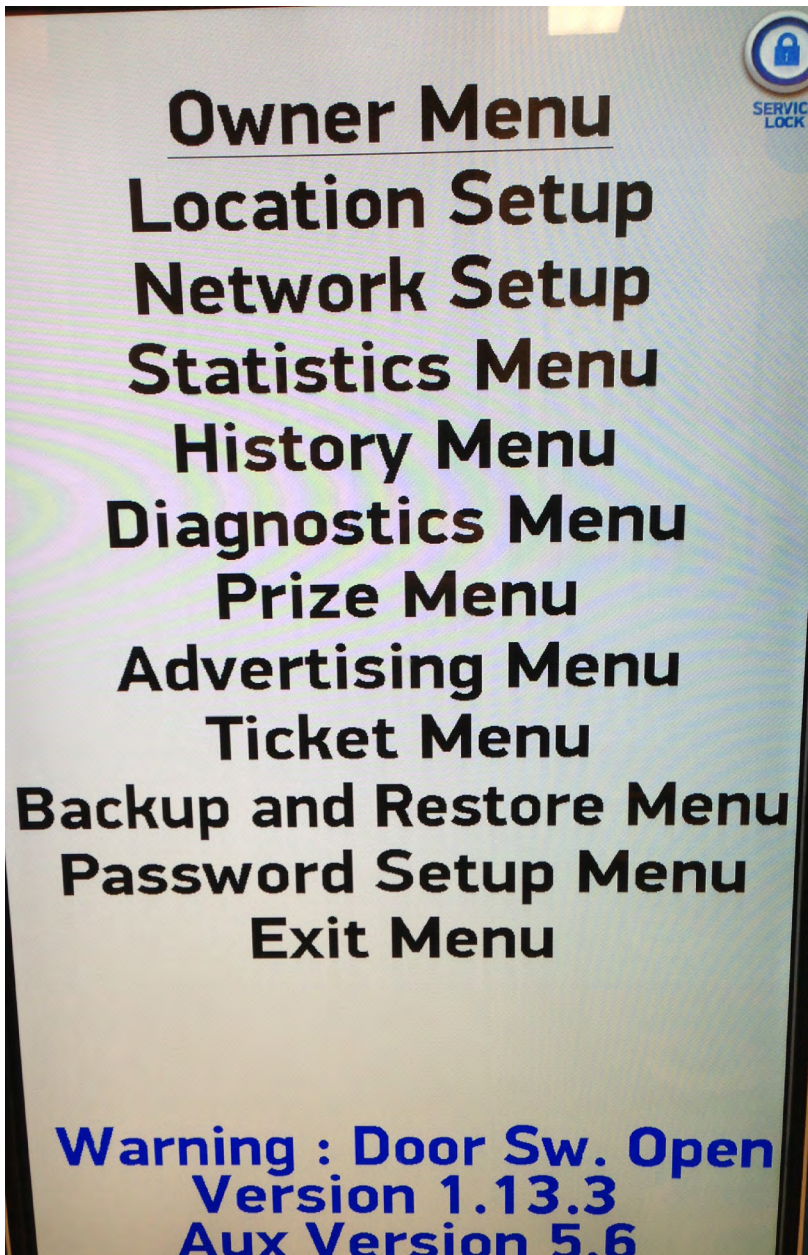
Prize Hub is equipped with a security lock out function.

To enable: tap the "secure lock" button in the upper right corner of the menu. There may be a slight delay.

To disable: tap the upper right corner of the screen 4 times or press the menu button

Owner Menu
Location Setup
Network Setup
Statistics Menu
History Menu
Diagnostics Menu
Prize Menu
Advertising Menu
Ticket Menu
Backup and Restore Menu
Password Setup Menu
Exit Menu

Warning : Door Sw. Open
Version 1.13.3
Aux Version 5.6

Location Setup Menu
Location Name Baytek Games
Location Phone 9208223951
Register Evolve Units
Receipt Bar Code Type 1d
Connected Hubs 3
Kiosk Interface is Evolve System (Honeywell)
Max Capsule Dispense 2
Save Tickets (PF) Off
Kiosk Volume is 40
Setup Languages
Setup Time and Date
Exit

Touch **Location Name** to open the keypad. Enter your location name.

Touch **Location Phone** to open the keypad. Enter your location phone number.

Number of modules: should correspond with the number of prize-dispensing modules in your setup (do not count the control hub)

Kiosk Interface should be set to how your Prize Hub accepts tickets; Evolve, card swipe (Core, Embed or Intercard) or Deltronics ticket eater barcodes.

Max Capsule Dispense enables shoppers to select multiples (up to 6) of the same capsule at one time.

Save Tickets (PF *[power failure]***)**, when enabled, will cause the Prize Hub to remember and re-load any tickets that were on it in the case of a power failure.

Kiosk Volume adjusts the volume of the spoken instructions.

Setup Languages allows the operator to enable or disable any of the 5 language options offered. When enabled, the language will appear at the bottom of the shopping screen as a button. When touched, each language button changes the visual communication to that language. If the screen is idle for 2 minutes, it will revert back to English.

Setup Time and Date allows the Prize Hub to keep accurate records of all transactions in the history menu.

BARCODE SCANNER PROGRAMMING

If a failure were to occur that caused the scanner to become inoperable, follow these steps to re-register the scanner. **Identify the brand of scanner included in your Prize Hub, then use the appropriate instructions for that model.**

Honeywell Scanner Programming

Tear out page 71 of this manual and cut on the dotted lines.

Follow these instructions:

1. Press and hold the scanner button to scan barcode 1. You will hear a confirmation beep when it scanned correctly, the white and blue LEDs on the scanner will blink alternately

2. Press and hold the scanner button to scan barcode 2. You will hear a confirmation beep when it scanned correctly.

3. Press and hold the scanner button to scan barcode 3. You will hear a confirmation beep when it scanned correctly.

4. Press and hold the scanner button to scan barcode 4. You will hear a confirmation beep when it scanned correctly.

5. Press and hold the scanner button to scan barcode 5. You will hear a three beeps when it scanned correctly, the white and blue LEDs will stop blinking.

ZEBEX Scanner Programming

Tear out page 73 of this manual and cut on the dotted lines.

Follow these instructions:

1. Scan the first code- "Set All Defaults"

2. Scan the second code- "Presentation Mode"

3. Scan the third code- "Enable Interleaved 2 of 5"

4. Scan the fourth code- " Two Discrete Lenghts"

5. Scan the number codes in the following sequence: **1   4   1   6**

EVOLVE® SYSTEM REGISTRATION

Attach the Evolve box to your game following the directions included with the system.

Open the Evolve box and locate the dip switches.

Switch **Dip 2 to on**, and press the print button to create a registration code. Don't forget to switch Dip 2 back to off after it prints.
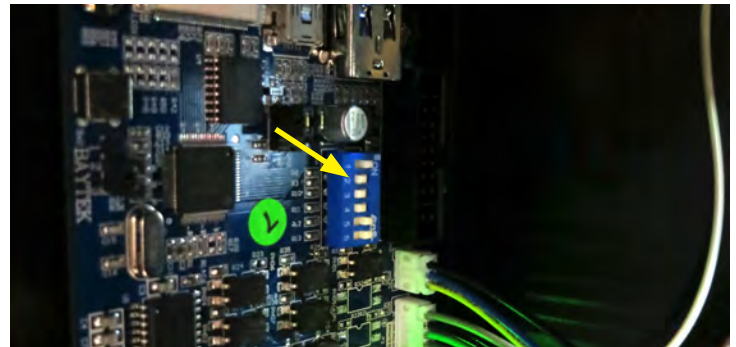
In the location setup menu of the Prize Hub, touch Register Evolve Units, then scan the code printed from the Evolve box.

Any QR codes created by the registered Evolve box will now be compatible with your Prize Hub.
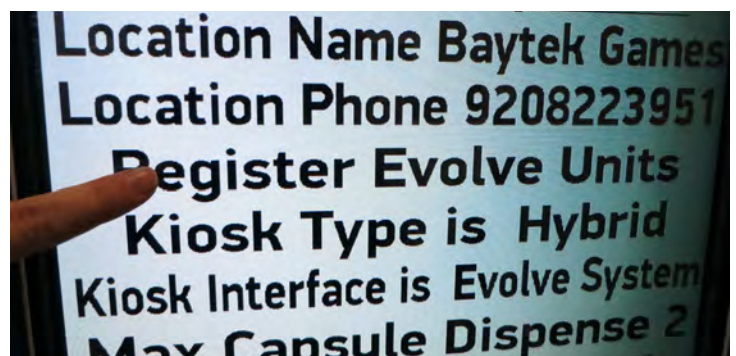
Repeat this process with all games in your game room.

CARD SYSTEM SETUP

Plug in an Ethernet cable to the port shown on the main board (inside the Main Hub), and out through the hole in the bottom of the cabinet.
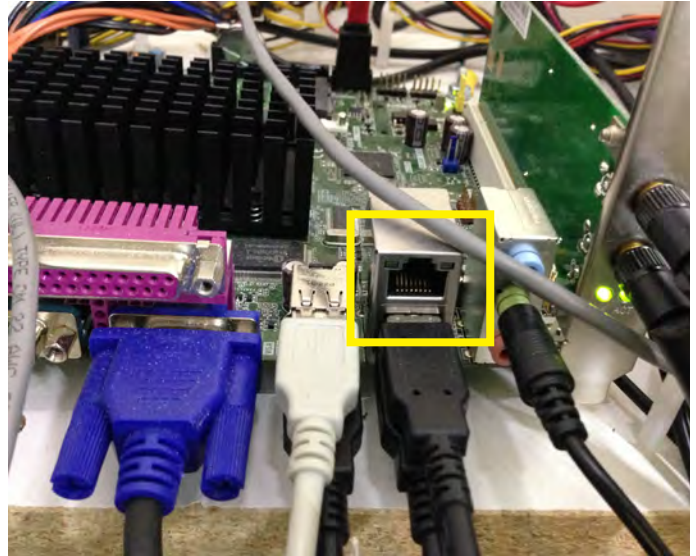
Mount your card reader according to manufactuer instructions, and plug the Ethernet cable into your card reader server.
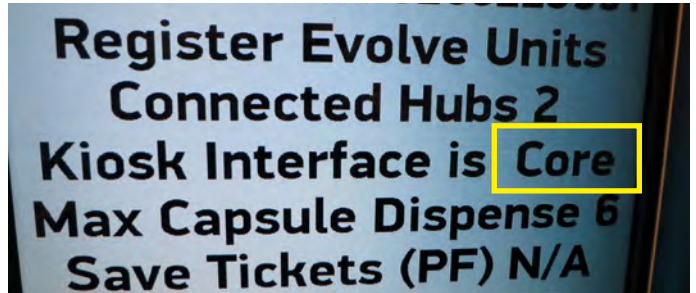
Adjust the Kiosk Interface in the Location Menu.

Set the IP address and Port number, username and password for your specific card system network.
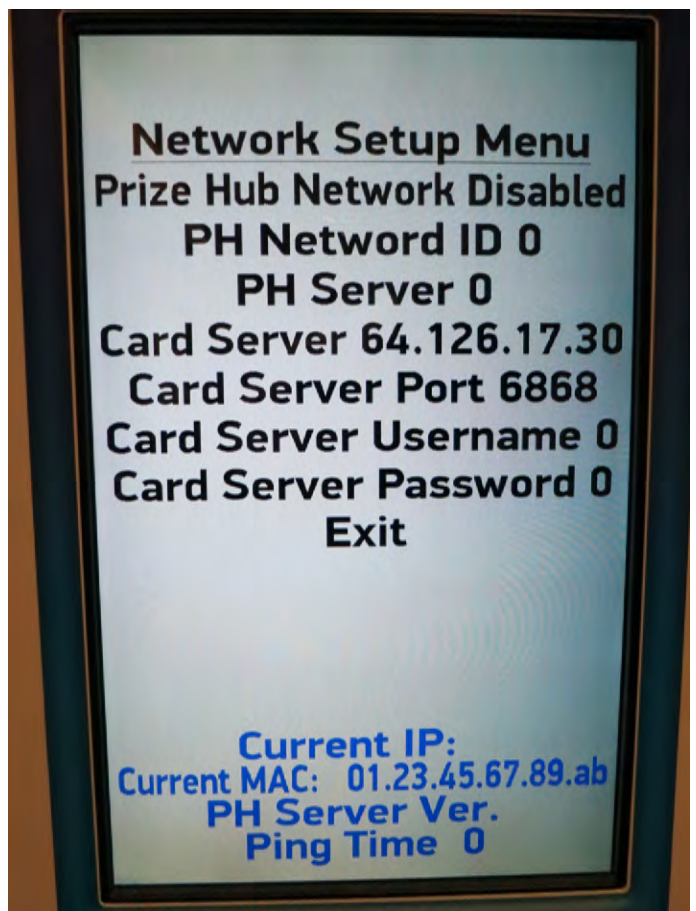
Please leave the Prize Hub Network disabled.

The statistics menu will help you to determine how many tickets and prizes have been exchanged and their total value, as well as which prizes are popular.
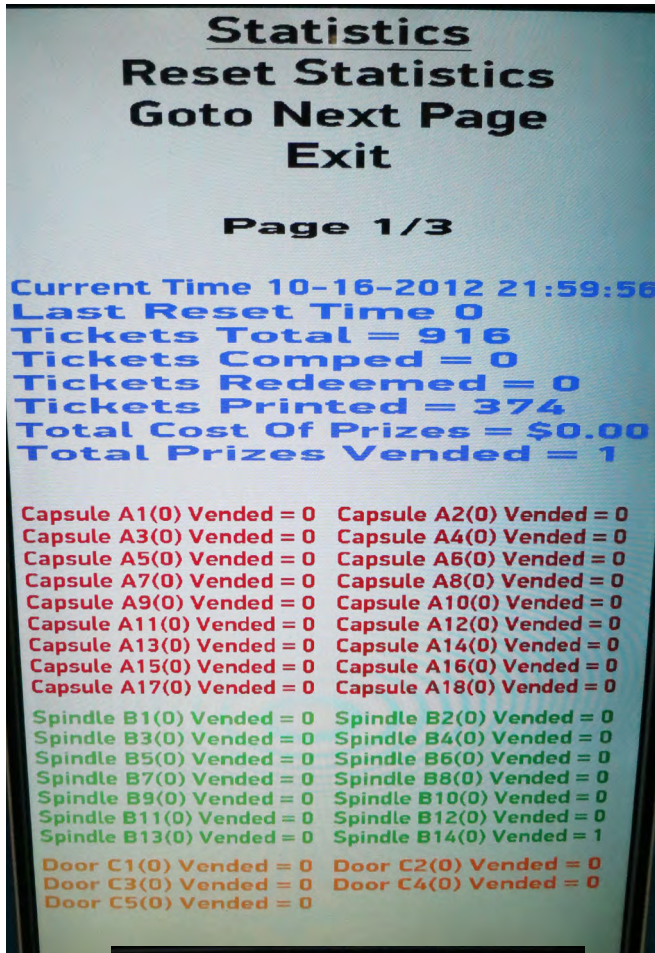
Reset Statistics:
Clears all stats in this menu to 0, with the exception of the NR (non-resettable) page (3/3)

Tickets Total:
Total number of incoming tickets

Tickets Comped:
Total number of tickets added from the operator menu

Tickets Redeemed:
Total ticket value of outgoing prizes

Tickets Printed:
Total ticket value dispensed via reciept

Total Prizes Vended:
Number of prizes dispensed

Total Cost of Prizes:
Net value of outgoing prizes; value of each prize can be set in prize menu

(###):
Ticket value of prize

Vended (page 1):
Total number of specific prize location vends

Failures (page 2):
Number of times prize failed to vend (due to being too far apart on spindles, empty locations, prize jams, etc.)

NRVend (page 3):
Displays a non-resettable statistic of all vends the machine has ever performed

HISTORY MENU

The history menu is a complete record of the unit's transactions.

View earlier history reports by touching Next Page.

History Menu
Next Page
Previous Page
Exit Menu

|	
10-17 15:34:39	425 Tickets were subtracted
10-17 15:35:11	The operator menu was accessed.
10-17 15:36:30	Diagnostics: Bad Dispense Location Entered
10-17 15:38:30	A1 ticket value changed to 25
10-17 15:38:57	The operator menu was accessed.
10-17 15:41:34	100 Tickets were added
10-17 15:41:34	Operator Added +100 Tickets from Ticket Menu
10-17 15:41:35	10 Tickets were added
10-17 15:41:35	Operator Added +10 Tickets from Ticket Menu
10-17 15:41:35	1 Tickets were added
10-17 15:41:35	Operator Added +1 Ticket from Ticket Menu
10-17 15:44:58	100 Tickets were added
10-17 15:44:58	Operator Added +100 Tickets from Ticket Menu
10-17 15:44:59	100 Tickets were added
10-17 15:44:59	Operator Added +100 Tickets from Ticket Menu
10-17 15:45:00	100 Tickets were added
10-17 15:45:00	Operator Added +100 Tickets from Ticket Menu
10-17 15:45:00	100 Tickets were added
10-17 15:45:00	Operator Added +100 Tickets from Ticket Menu
10-17 15:45:01	100 Tickets were added
10-17 15:45:01	Operator Added +100 Tickets from Ticket Menu
10-17 15:45:09	The operator menu was accessed.
10-17 15:45:23	100 Tickets were added
10-17 15:45:23	Operator Added +100 Tickets from Ticket Menu
10-17 15:45:24	100 Tickets were added
10-17 15:45:24	Operator Added +100 Tickets from Ticket Menu
10-17 15:45:46	The operator menu was accessed.
10-17 15:46:09	100 Tickets were added
10-17 15:46:09	Operator Added +100 Tickets from Ticket Menu
10-17 15:46:09	100 Tickets were added
10-17 15:46:09	Operator Added +100 Tickets from Ticket Menu
10-17 15:46:16	The operator menu was accessed.
10-17 15:46:34	The operator menu was accessed.
10-17 15:47:24	Printed thermal ticket receipt 800045931288
10-17 15:47:24	1011 Tickets were subtracted
10-17 15:48:29	Scanned prize hub barcode 800856066434 OK!
10-17 15:48:29	425 Tickets were added
10-17 15:48:41	Scanned prize hub barcode 800045931288 OK!
10-17 15:48:41	1011 Tickets were added
10-18 09:56:01	The operator menu was accessed.
10-18 10:02:31	75 Tickets were subtracted
10-18 10:02:31	Prize dispensed successfully from Capsule A5
10-18 10:02:46	Printed thermal ticket receipt 800226635499
10-18 10:02:46	1361 Tickets were subtracted
10-18 10:02:59	Scanned prize hub barcode 800226635499 OK!
10-18 10:02:59	1361 Tickets were added
10-18 10:45:48	The operator menu was accessed.
10-18 10:59:48	50 Tickets were subtracted
10-18 10:59:48	Prize dispensed successfully from Capsule A4
10-18 11:00:09	Printed thermal ticket receipt 801391428335
10-18 11:00:09	1311 Tickets were subtracted
10-18 11:01:38	The operator menu was accessed.
10-18 11:08:39	The operator menu was accessed.
10-18 11:09:40	The operator menu was accessed.
10-18 11:10:02	The operator menu was accessed.
10-18 11:14:16	Scanned prize hub barcode 801391428335 OK!
10-18 11:14:16	1311 Tickets were added
10-18 11:58:12	350 Tickets were subtracted
10-18 11:58:12	Prize dispensed successfully from Pusher B14
10-18 14:03:39	The operator menu was accessed.
10-18 14:03:55	The operator menu was accessed.

End of Page 1

DIAGNOSTICS MENU

The Diagnostics Menu allows testing of capule and spindle dispensers and prize lockers, as well as the prize chute sensors.

Touch "Test Dispense" to open the key pad to test individual prize mechanisms by entering their locations.
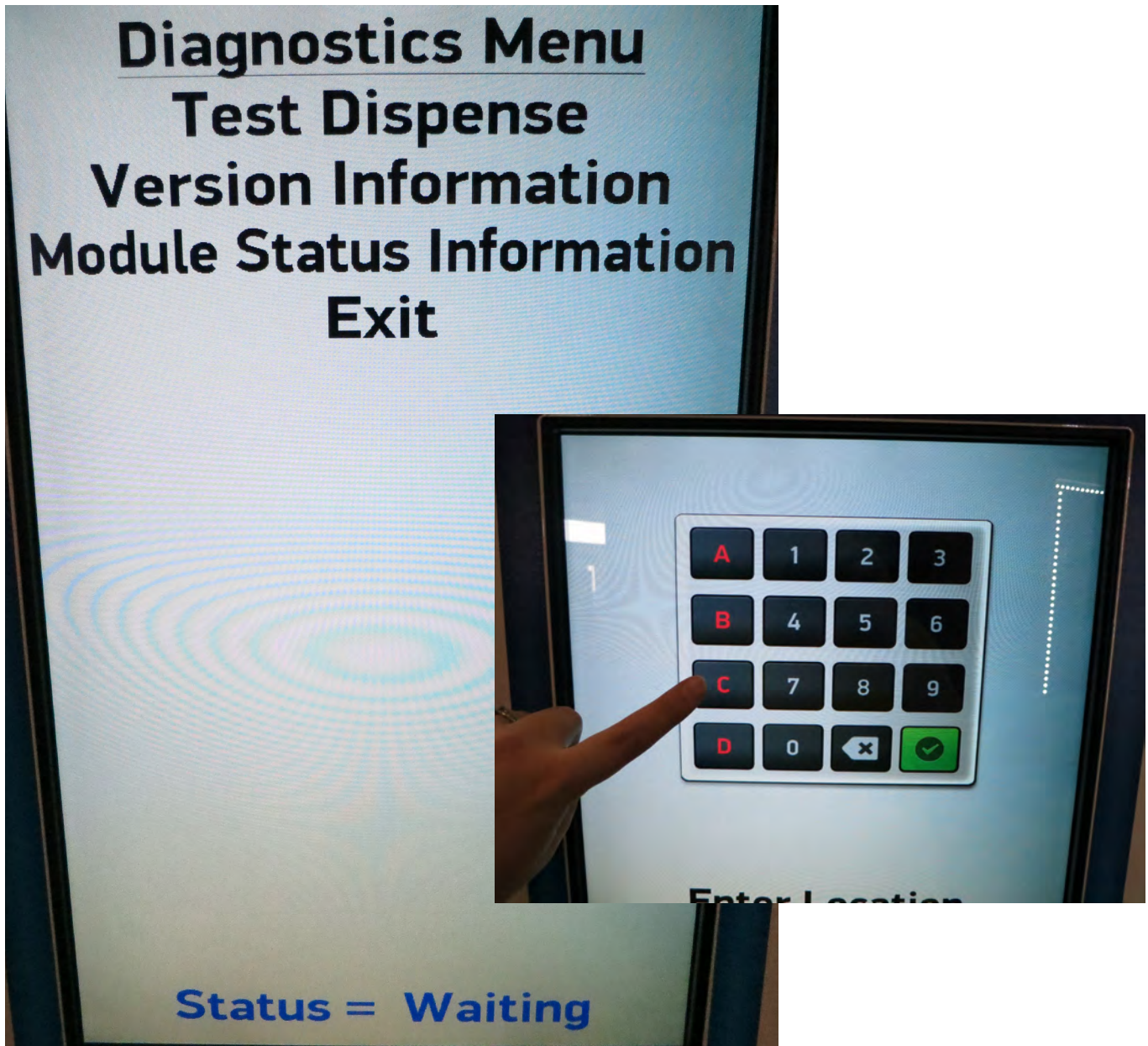
PRIZE MENU

The Prize Menu allows you to look through the images of the prizes loaded in your machine. Touching "Select NEXT Location" will bring you through the capusules first, then the spindles, then lockers.

Touching **Restore All Default Pictures** twice will set the prize images back to the generic letter-number location designations.

Stock Reset All returns the stock status of every prize to Available.

Ticket Cost and Prize Cost are set in this menu. Ticket Cost determines how many tickets a player must input in order to choose and receive the specific prize. Prize Cost is a tracking tool to assist in determining the net cost of the dispensed prizes. Prize Cost is an optional tool.

The Stock Quantity should be set, especially for spindles, to the amount of prizes loaded in each location. The monitor will automatically display the prize as unavailable once all the prizes have been dispensed. If Stock Quantity is not used, it should be set to 0.

The Stock Status indicator turns to "empty" when the spindle or capsule bin is empty, or when they time out. Touching this option will change the status.

When the Stock Status for a certain item is set to Empty, this message will be displayed on the main screen of the monitor.
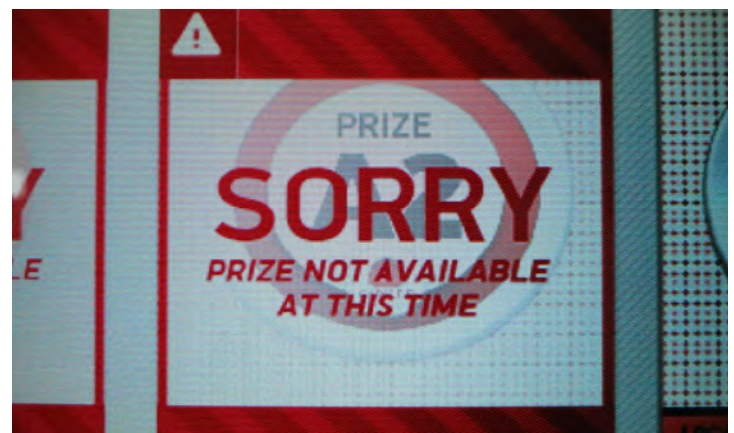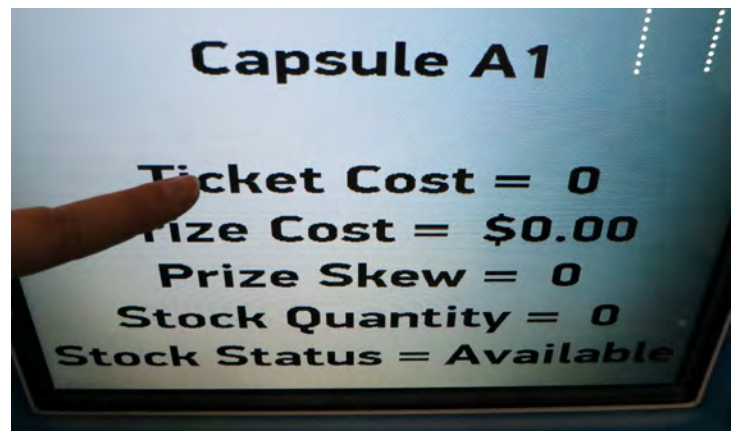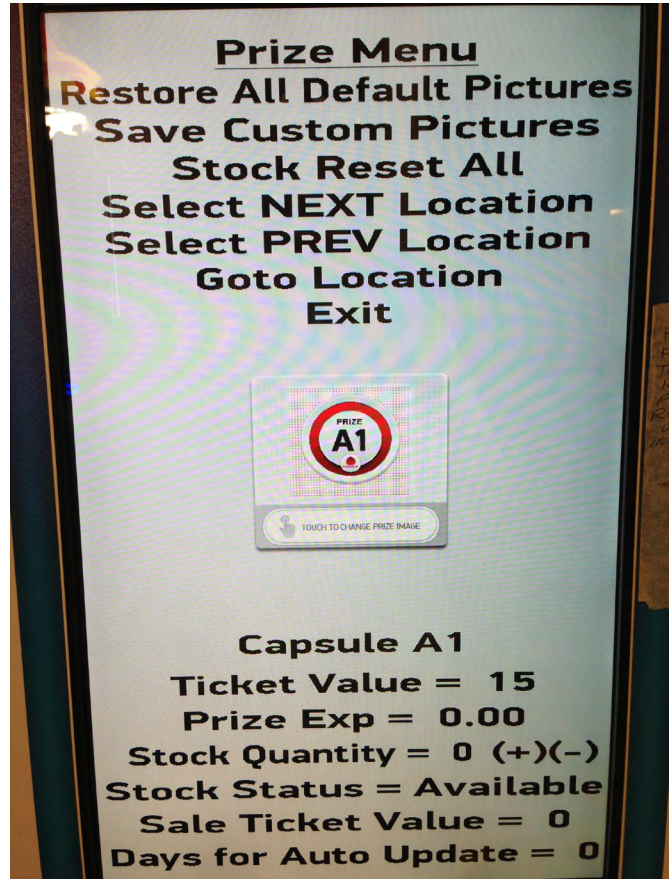
LOADING PRIZE IMAGES

Insert a USB stick with prize images **(.jpg files)** into the USB port shown, inside the front door of the Prize Hub. **Prize image files should be no larger than 600 KB, with an ideal size of 590 x 590 pixels square.**

While in the Prize Menu, touch the image of the prize to enter the image selection screen. The screen will change to a "finding prizes" screen, then load the images into a grid.
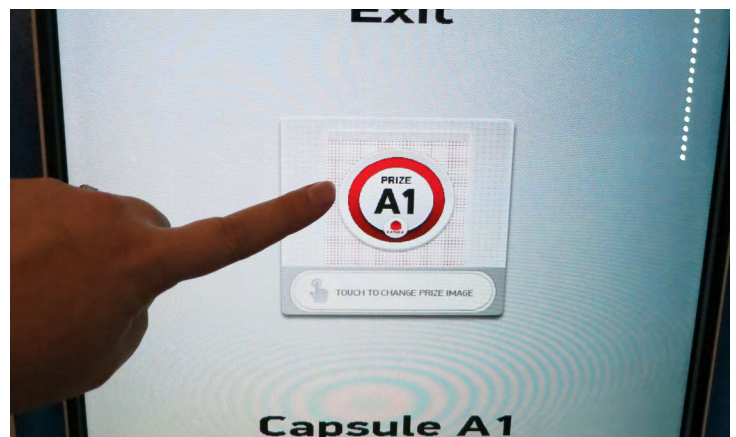
Touch which image you would like to replace the current prize image with.
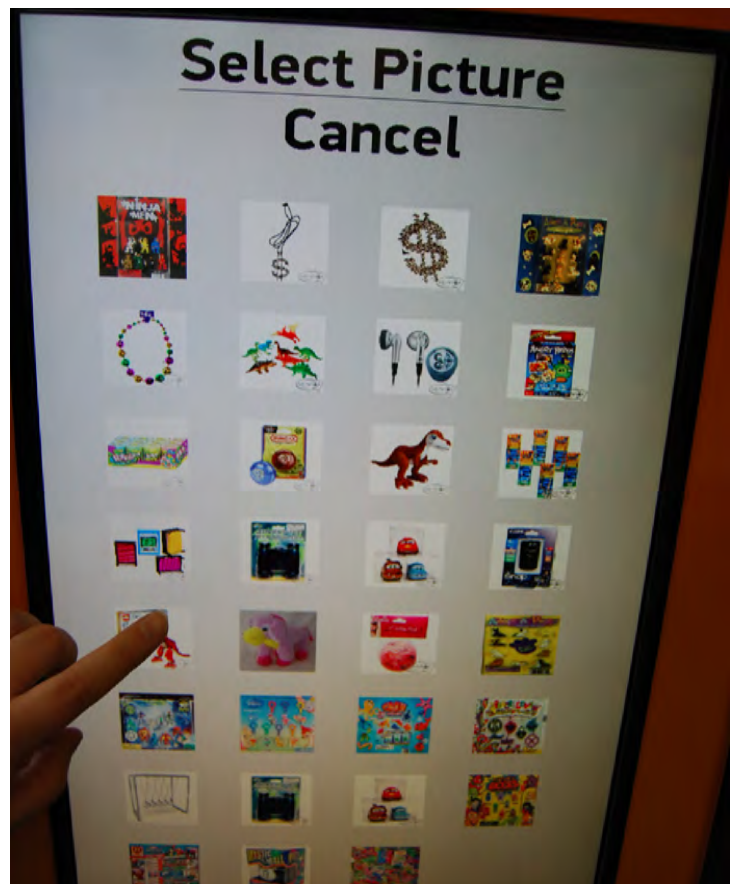
Be sure to make any adjustments in ticket value and cost in the Prize Menu, and that the prizes are in the correct capsule and spindle locations.

ADVERTISING MENU

The Prize Hub allows for several full-screen ads to be displayed at set intervals while the machine is in attract mode.

To load advertisments, go into the advertising menu and touch the icon to upload a new ad from a USB stick. **The ideal size for an ad is 768 x 1087, .png format.**

To load more than one ad, touch "next ad location" and repeat the process. The machine can display up to 4 advertisements at any time.

The length of ad can be adjusted in intervals of 2 seconds, up to 30 seconds. The time between ads can be adjusted in 20 second intervals, up to 300 seconds.

To save your changes, touch "Update this Ad".
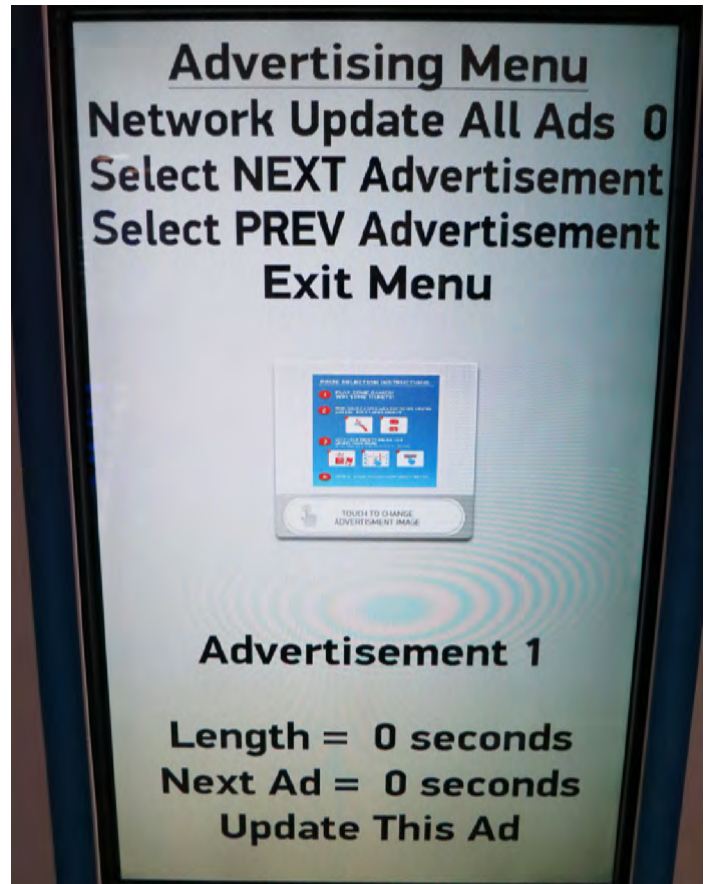
TICKET MENU

The ticket menu allows the adding of tickets without scanning or swiping them onto the machine. This comes in handy if coupons get too crumpled to scan or something else prevents the user from adding their tickets.

Any "comped" tickets will appear in both the statistics and the history menus to track their use.

Ticket Menu
Clear All Tickets
Add +1 Tickets
Add +10 Tickets
Add +100 Tickets
Print Ticket
Reset Ticket Database
Exit

Tickets = 0
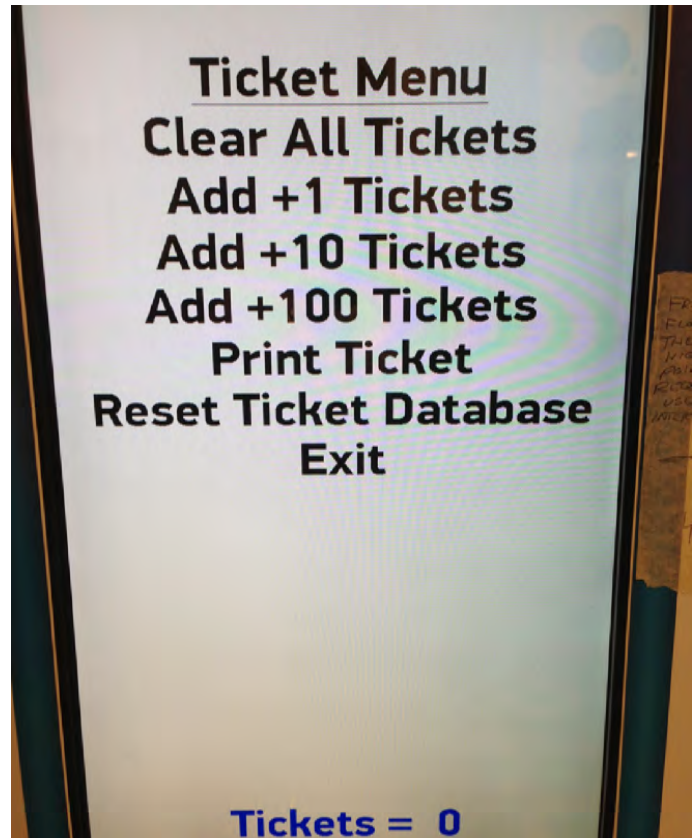
PASSWORD SETUP MENU

Passwords can be set to allow different employees to access different parts of the operator menu. An owner password must be set for the tech and employee passwords to work.

Owners have full access to all menu functions.
Techs can access all functions except the password setup menu.
Employees have very limited access to the statistics, history and ticket database menus.

Passwords can be alpha-numeric and include up to 5 characters. They should be the entire 5 characters to be effective. You will be prompted to verify the password by entering it again.

Password Setup Menu
Owner Password *
Tech Password *
Employee Password *
Exit
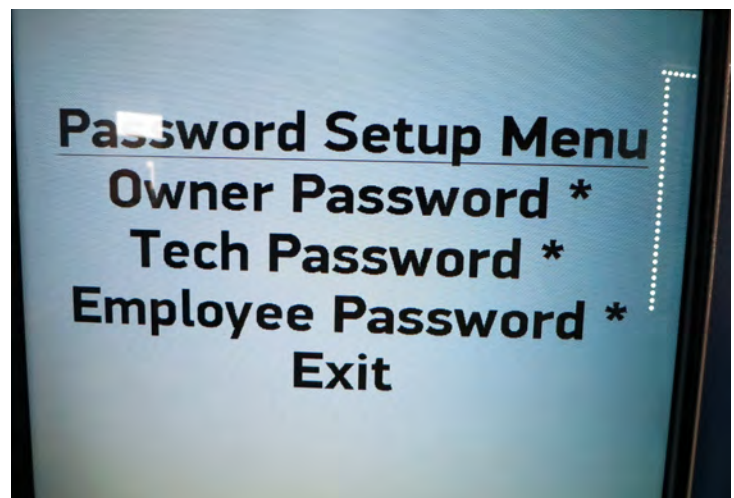
BACKUP AND RESTORE MENU

This menu allows users to save Prize Hub data onto a USB stick. The information is placed into a text file, which can then be printed from any computer.

The data of up to 25 different Prize Hubs can be downloaded to a single USB, assuming each unit is named uniquely in the Location Setup menu.

Prize Images:
It is recommended to keep the prize images on a separate USB stick for capacity reasons. Several of our recommended prize vendors provide a USB containing the necessary images.

Advertisements:
It is recommended to keep advertisements on a separate USB stick for capacity reasons.

Machine Settings:
All of the machine settings, including ticket values, location name, etc. can be backed up. This will allow operators to set up the Prize Hub quickly in case of an information loss.

Prize Settings:
All prize locations, costs and ticket values can be saved and uploaded to the same or other Prize Hubs.

Statistics:
Useful for tracking the usage of your Prize Hub, including tickets in, tickets comped, tickets printed, prizes out and any dispense failures.

History:
The machine history itemizes each transaction that occurs on the Prize Hub, proving useful in confirming large ticket value exchanges and possibly theft.

Ticket Database:
The ticket database records every ticket number and QR code printed by the Prize Hub. It is recommended to back up the database regularly so that anyone saving printed tickets at home can still come back and redeem them if the Prize Hub experiences a malfunction and needs a hard drive replacement.

Backup/Restore Menu
Backup Prize Images
Restore Prize Images
Backup Advertisements
Restore Advertisements
Backup Machine Settings
Restore Machine Settings
Backup Prize Settings
Restore Prize Settings
Backup Statistics
Backup History
Backup All
Exit
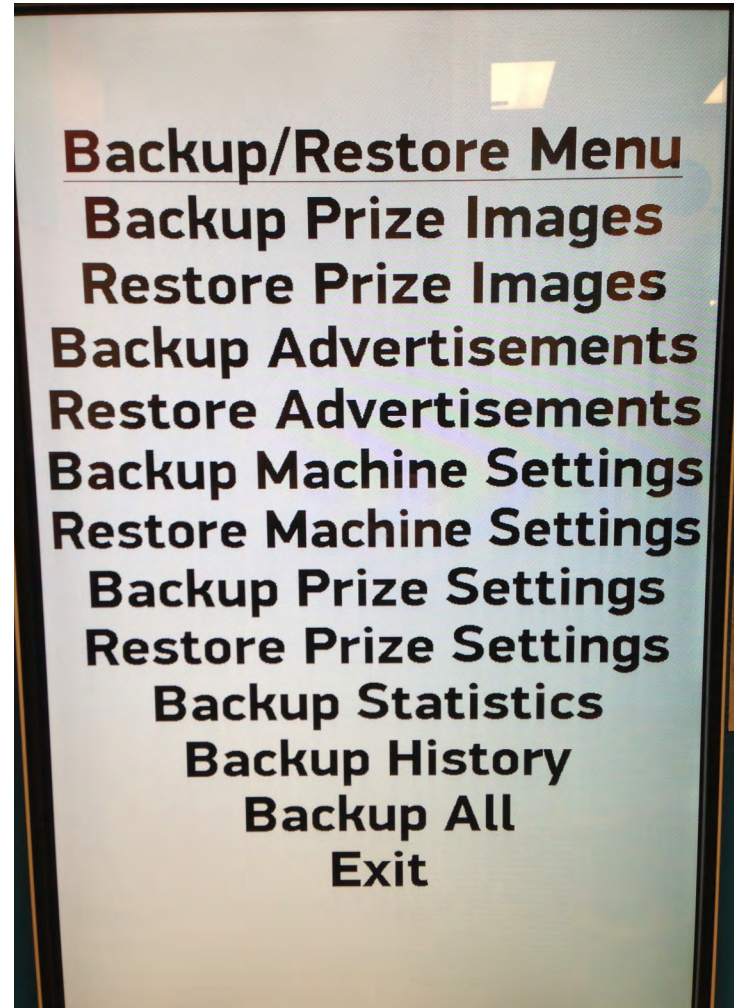
BACKUP=
save to USB

RESTORE=
upload to Prize Hub from USB
If the machine is restored, the game needs to be powered down and back up before the restore takes effect.

LOADING CAPSULE PRIZES

Open the capsule cabinet door.

Rotate the capsule tree to the desired position by turning it slowly.

The bins are identified by the stickers on the plexiglass; the location is always to the right side of the location markers.

Dump capsules into the hoppers with the shovel provided.

Be sure to place the matching blister packs in the display slots between each capsule hopper.

Display dimensions:

9"

8"
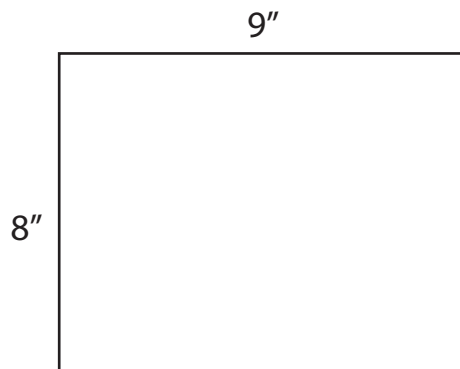
Close and lock the door.

Adjust any ticket values and prize images in the prize menu (see page 18).
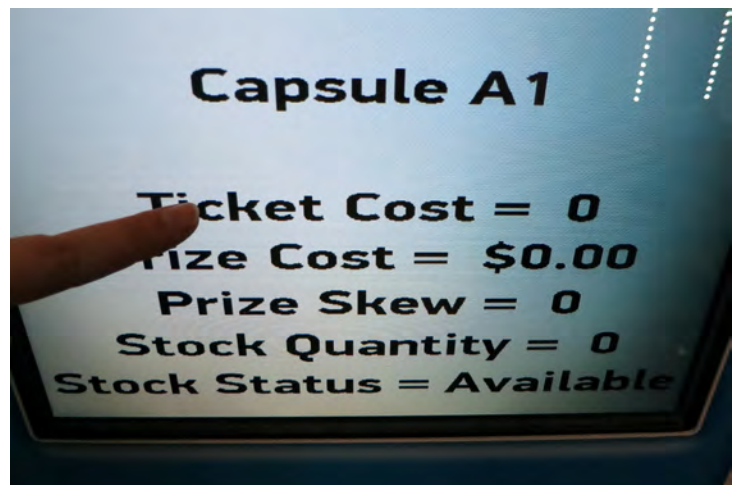
LOADING SPINDLE PRIZES

Open the front door of the display case and slide the ticket value bars up and out of their rests. Set aside.

Remove the safety rods by turning CLOCKWISE.

Hang prizes on spindles. To avoid time-out dispense failures, try to place the prizes no more than 3-4 turns apart.

Insert the safety rods OVER the hang tabs of the prizes, and secure by turning COUNTER-CLOCKWISE.

SEE PAGE 19 FOR HELP LOADING PRIZE IMAGES.

LOADING LOCKER PRIZES

Open the main hub door and enter the menu.
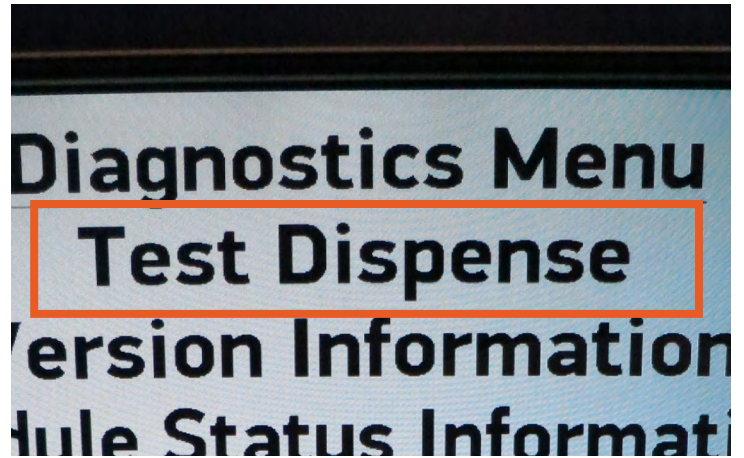
Enter the Diagnostics menu and touch Test Dispense to bring up the keypad.

Key in the locations of the prize doors to unlock them. Lift up on the doors and place prizes inside. The solenoids will automatically lock after 30 seconds.
Make sure the doors close securely and test them to

Adjust any ticket values on the doors and monitor, and upload prize images for each prize.

SEE PAGE 19 FOR HELP LOADING PRIZE IMAGES.

PRIZE SPECIFICATIONS

Prize Hub Factory Default Prize Specs
FULL MODULAR UNIT

	CAPACITY PER	VARIETY	TOTAL CAPACITY	MAX LENGTH/ HEIGHT (WITH HANGER)	MAX WIDTH	MAX DEPTH	TICKETS (COST***): / LOCATIONS PER VALUE:	15 ($.07 TO $.15)	25 ($.17 TO $.25)	50 ($.25 TO $.50)	75 ($.35 TO $.75)	100 ($.50 TO $1)	200 ($1 TO $2)	350 ($1.75 TO $3.50)	500 ($2.50 TO $5)	750 ($3.75 TO $7.50)	1000 ($5 TO $10)	1500 ($7.50 TO $15)	2000 ($10 TO $20)	2500 ($12.50 TO $25)	3000 ($15 TO $30)	5000 ($25 TO $50)	10000 ($50 TO $100)
CAPSULES	110	18	1980	2" CAPSULES*				2	4	6	3	3											
SPINDLES																							
ROWS 1-3:	**	12	36~168	8"	5"	**							4	4	2	2							
TOP ROW	**	2	6~28	11"	10"	**											1	1					
LOCKERS	1	5	5	10.5"	14"	13.5"													1	1	1	1	1

TOTAL UNIT CAPACITY: **2027** (MIN) - **2181** (MAX)

* THE CAPSULE MECHANISM IS COMPATIBLE WITH 2" ACORN CAPSULES, ROUND CAPSULES, EGG CAPSULES, FOAM BALLS, SUPER BALLS AND CAPSULES FILLED WITH CANDY

** SPINDLE CAPACITY VARIES BY PRIZE DEPTH

14	FLAT ITEMS (ONE PER COIL)
10	1" THICK ITEMS
5	2" THICK ITEMS
3	3-4" THICK ITEMS

***   PRIZE COST IS BASED ON A 50% TO 0% MARKUP SCALE. CHOOSE THE VALUES THAT FIT YOUR BUSINESS PLAN.
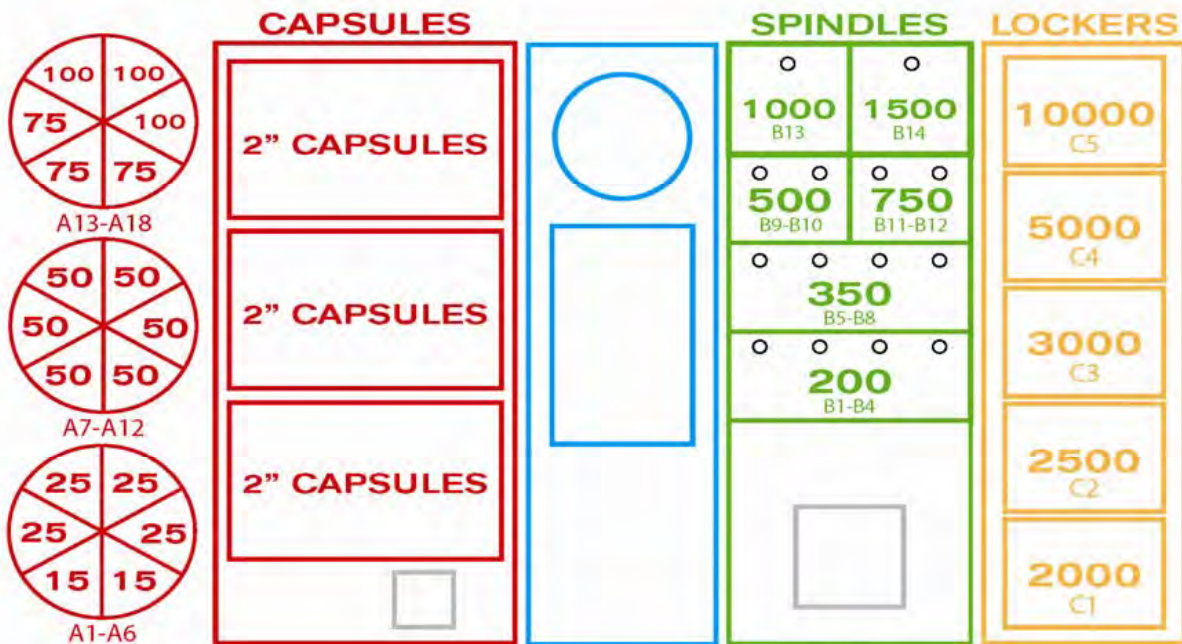
HOW TO: LOAD PRINTER PAPER

Remove the plastic disk and the empty paper core from the spool holder.
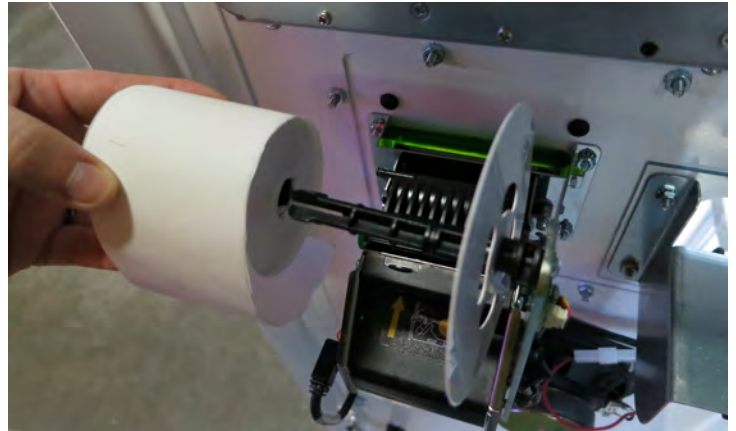
Slide a new roll of paper onto the spool and replace the plastic disk.

Feed the end of the paper into the opening until it grabs and begins to feed through the printer.
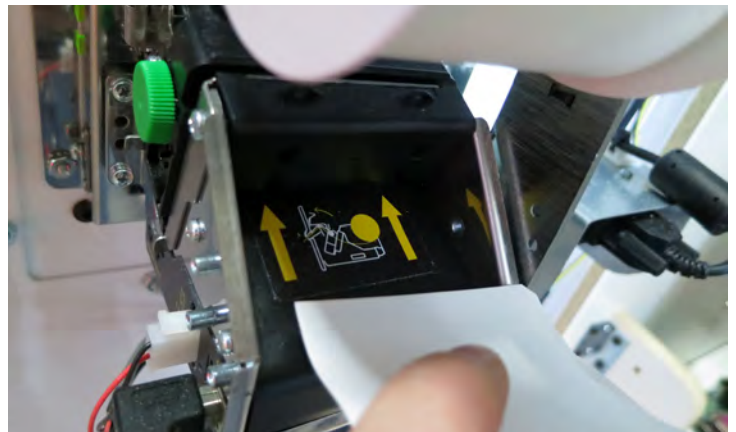
MARQUEE INSTALLATION GUIDE

Tools Needed:
Extra person
Drill with #2 square bit

Unpackage the marquee and locate the hardware packet; set aside.

Team-lift the marquee onto the top of the Prize Hub. One person will have to hold the marquee up while the other directs them to center it.

Secure the marquee in place with included black wood screws.

Feed the marquee cable through the hole in the top of the Main Hub or Hybrid cabinet, and plug in to cable clamped near the cabinet ceiling; it is labeled "MARQUEE".

Make sure the marquee is lit up, then clamp the cables to the cabinet as necessary.

8.0"

PRIZE HUB.

REDEEM GAME **TICKETS!**

CHOOSE YOUR **PRIZES!**

COLLECT YOUR **PRIZES!**

20.75"
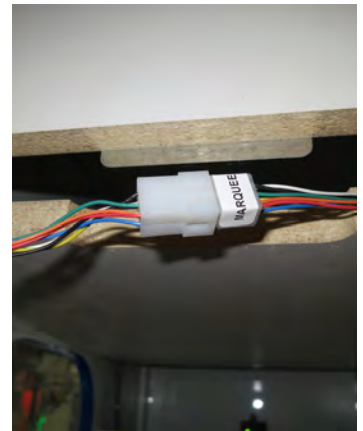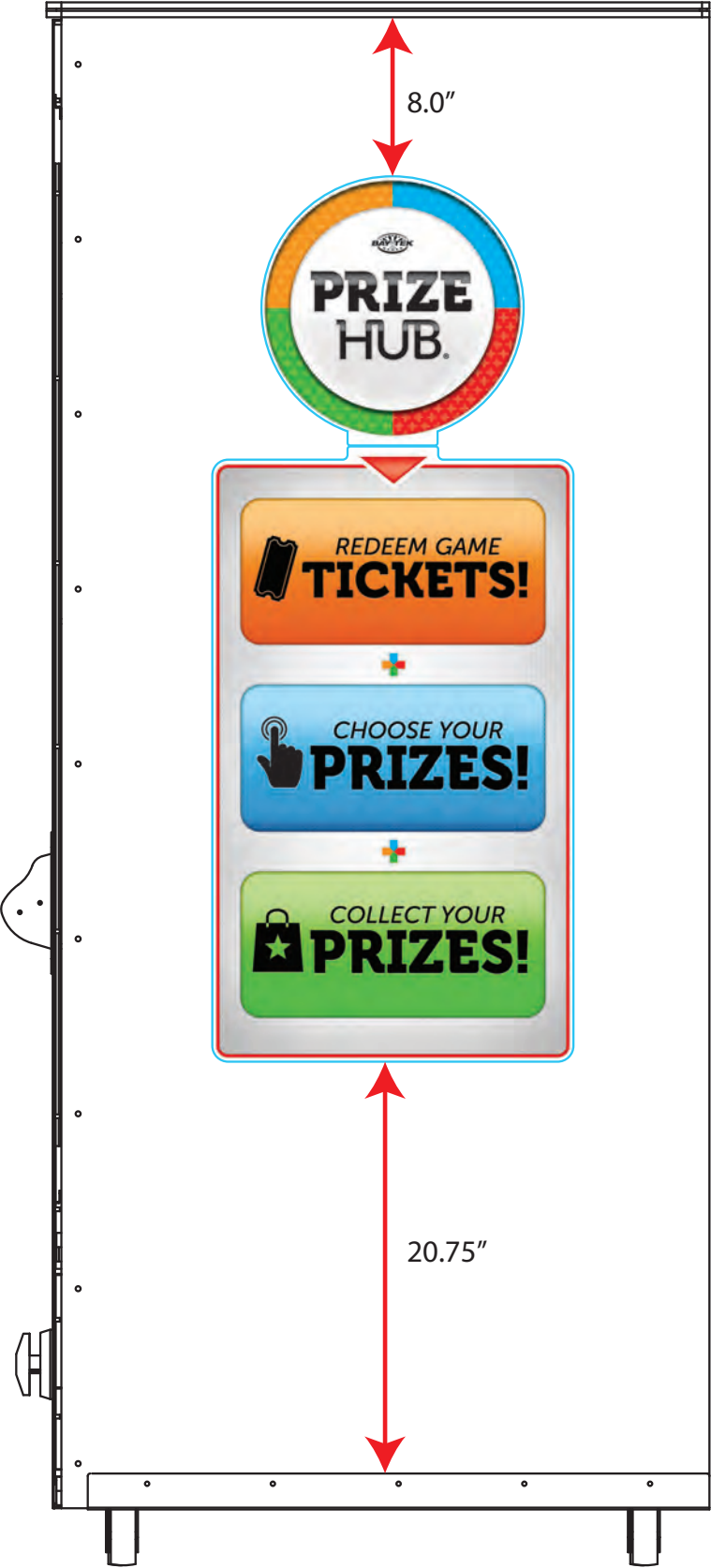
CIRCUIT BOARD PINOUTS

SPINDLE HUB BOARD (AACB1803)
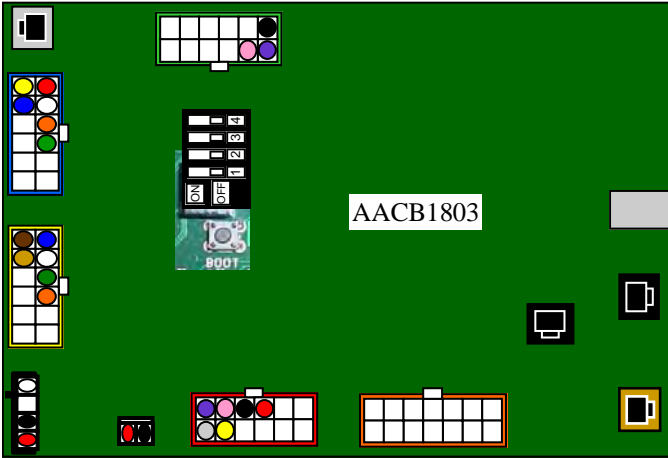
AACB1803

CAPSULE HUB BOARD (AACB1803)
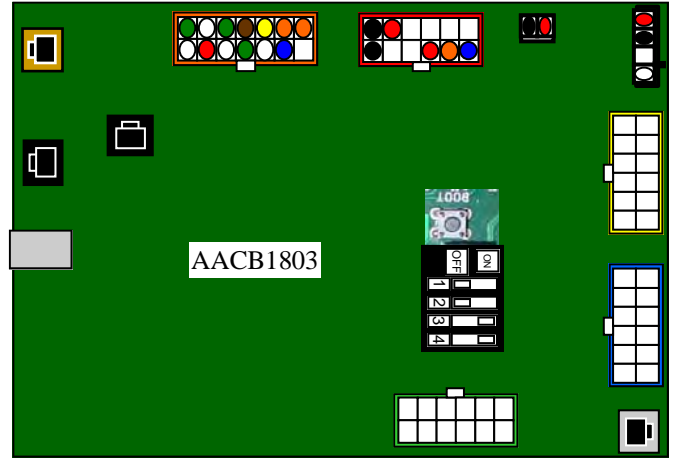
AACB1803

MAIN HUB BOARD (AACB1800)
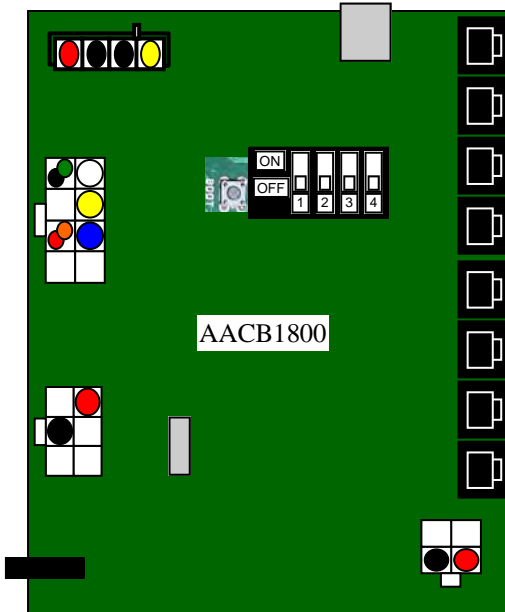
AACB1800

LOCKER HUB BOARD (AACB1803)

AACB1803
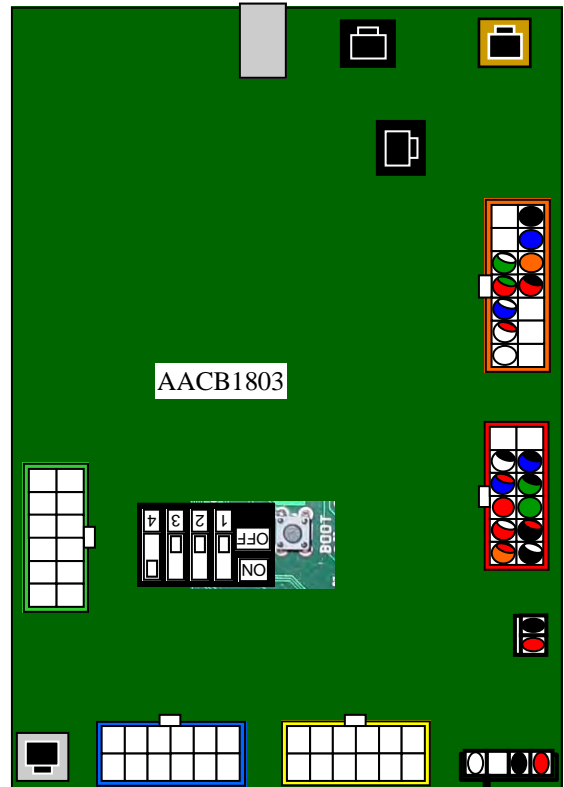
CIRCUIT BOARD PINOUT GUIDES

MAIN HUB

Q1	MARQUEE LIGHT 1	J15	1
Q2	MARQUEE LIGHT 2	J15	2
Q3	MARQUEE LIGHT 3	J15	3
Q4	MARQUEE LIGHT 4	J15	4
+12v		J15	5
+12v		J15	6
GND		J15	7
GND		J15	8

PX13	MENU BUTTON	J16	1
PA8		J16	2
PX14		J16	5
GND		J16	6
GND		J16	7
+12V		J16	8

CAPSULE HUB

A5CB1803 PINOUT

+12V		J5	1
+12V		J5	2
+12V		J5	3
+12V		J5	4
+12V		J5	5
+12V		J5	6
Q1	TIER 1 CAPSULE BIN MOTOR	J5	7
Q2	TIER 2 CAPSULE BIN MOTOR	J5	8
Q3	TIER 3 CAPSULE BIN MOTOR	J5	9
Q4		J5	10
Q5		J5	11
Q6	ENGAGE MOTOR	J5	12

GND		J9	1
GND		J9	2
GND		J9	3
GND		J9	4
+12V		J9	5
+12V		J9	6
+12V		J9	7
PA8		J9	8
PX14	ENGAGE SENSOR INPUT	J9	9
PA9	CAPSULE PRIZE SENSOR	J9	10
PA10	DOOR INTERLOCK SWITCH	J9	11
PA11	STEPPER MOTOR ENABLE	J9	12
PA12	STEPPER MOTOR STEP SIGNAL	J9	13
PA13	STEPPER MOTOR HOME SENSOR	J9	14

33

CIRCUIT BOARD PINOUT GUIDES

SPINDLE HUB

+12V		J5	1
+12V		J5	2
+12V		J5	3
+12V		J5	4
+12V		J5	5
+12V		J5	6
Q1	SPINDLE 1	J5	7
Q2	SPINDLE 2	J5	8
Q3	SPINDLE 3	J5	9
Q4	SPINDLE 4	J5	10
Q5		J5	11
Q6		J5	12

+12V		J8	1
+12V		J8	2
+12V		J8	3
+12V		J8	4
+12V		J8	5
+12V		J8	6
Q16-B	SPINDLE 13	J8	7
Q16-A	SPINDLE 14	J8	8
Q15-B		J8	9
Q15-A		J8	10
Q14-B		J8	11
Q14-A		J8	12

+12V		J6	1
+12V		J6	2
+12V		J6	3
+12V		J6	4
+12V		J6	5
+12V		J6	6
Q10-B	SPINDLE 5	J6	7
Q10-A	SPINDLE 6	J6	8
Q9-B	SPINDLE 7	J6	9
Q9-A	SPINDLE 8	J6	10
Q8-B		J6	11
Q8-A		J6	12

+12V		J14	1
PA9	PRIZE CHUTE MOTOR SENSOR	J14	2
GND		J14	3
Q7	PRIZE CHUTE MOTOR ENABLE	J14	4

PA12	PRIZE SENSE 1	J15	1
PA13	PRIZE SENSE 2	J15	2
+12V		J15	3
GND		J15	4

+12V		J7	1
+12V		J7	2
+12V		J7	3
+12V		J7	4
+12V		J7	5
+12V		J7	6
Q13-B	SPINDLE 9	J7	7
Q13-A	SPINDLE 10	J7	8
Q12-B	SPINDLE 11	J7	9
Q12-A	SPINDLE 12	J7	10
Q11-B		J7	11
Q11-A		J7	12

LOCKER HUB

A5CB1803 PINOUT

+12V		J5	1
+12V		J5	2
+12V		J5	3
+12V		J5	4
+12V		J5	5
+12V		J5	6
Q1	PRIZE LOCKER 1	J5	7
Q2	PRIZE LOCKER 2	J5	8
Q3	PRIZE LOCKER 3	J5	9
Q4	PRIZE LOCKER 4	J5	10
Q5	PRIZE LOCKER 5	J5	11
Q6	PRIZE LOCKER 6	J5	12

GND		J9	1
GND		J9	2
GND		J9	3
GND		J9	4
+12V		J9	5
+12V		J9	6
+12V		J9	7
PA8	PRIZE LOCKER 1 SWITCH	J9	8
PX14	PRIZE LOCKER 2 SWITCH	J9	9
PA9	PRIZE LOCKER 3 SWITCH	J9	10
PA10	PRIZE LOCKER 4 SWITCH	J9	11
PA11	PRIZE LOCKER 5 SWITCH	J9	12
PA12	PRIZE LOCKER 6 SWITCH	J9	13
PA13		J9	14

MAIN HUB WIRING DIAGRAM

Power IN from Power Supply

A5CE1800 Communication to Motherboard

AACE1800

AACE1801

Menu Button
AAPB2700

AACB1800

Optional Locker Unit # 2

To Locker Unit AACE1811

Optional Capsule Unit # 2

To Capsule Unit AACE1811

Optional Spindle Unit # 2

To Spindle Unit AACE1816

AAMB7

Audio Phono Jack
A5CEAU010

AACE1802

Speaker
AACE8811

Carousal
Home Sensor
AACB4401

Engage Pivot
Sensor
AACB4401

A5SW7000

Door
Open
Switch

AACE1812

AACE1812

AACE1812

AACE1814
LED lights
on front door

AACE1812

AAMO1800
Top Capsule
Motor

AAMO1800
Middle Capsule
Motor

AAMO1800
Bottom Capsule
Motor

Capsule
Drop Sensor
AACB4401

AACE1814

Power In
AACE1813

To J9 Connector
on Board

**Stepper
Motor
Board**

AACB1801

**Power in from
Power Supply
AACE1813**

**Connector to
Stepper Motor
for Carousal**

3 & 4 Dips On
LED Blinks 2 Times

AACB1803

To J5 Connec-
tor on Board

AACE1812

Pivot Motor
AAMO1800

AAMO6901

AACE1812

To AACB1800 Board
Communication to
Controller Board

AACE1811

6

SPINDLE HUB WIRING DIAGRAM

B14 **B13**

Top Row 1
Spindles

AACE1822

To AACB1800 Board
Communication to
Controller Board

AACE1816

B12   **B11**   **B10**   **B9**

**Note: All Spindles are
Part # AADSPZ010**

Row 2
Spindles

AACE1822

All Dips Off
LED Blinks 1 Time

AACB1803

B8   **B7**   **B6**   **B5**

Row 3
Spindles

AACE1821

B4   **B3**   **B2**   **B1**

Bottom Row 4
Spindles

AACE1823

To Power In
on Controller
Board
AACE1820

AACE1819

AACE1821

AACE1815
LED lights
on front door

Prize Chute Sensor
Boards AACB4402

AACE1818

LOCKER HUB WIRING DIAGRAM

AACE1806
LED Lights

A5SW3000
Locker Door Switch

A5SO5050
Locker Solenoid

AACE1807

Locker Door # 5

Locker Door # 4

Locker Door # 3

Locker Door # 2

Locker Door # 1

AACE1808

AACE1809

AACB1803

4 Dip On
LED Blinks 3 Times

To J9 on
Main Board

To J5
on Main
Board

AACE1811
To AACB1800 Board
Communication to
Controller Board

AACE1810
Power in Jumper

LED Light Cable
AACE1808

7

38

Power Out to each Module

AACE1805

Power Out to each Module

AACE1805

Power Supply Cable

Power Supply A5PS1008

Power Supply Cable

Hard Drive A5HD1800

Power Supply Cable

12 VDC Power to Printer AACE1824

Hard Drive Com Cable

USB Communication Cable to Mother-board A5CE1800

Touchscreen Monitor A5MO1800

Power Supply Cable

Power In on Board

All Dips Off

AAMB7

AACB1800

A5PS1800 Power Supply for Touchscreen

Audio Phono Jack A5CEAU010

AC Power In A5CORD5

Power in Cord A5CORD12

Scanner A5SC1800

Outlet Strip AACE1817

Line Filter A5FI9010

Power In Cord From Wall A5CORD5

MOTHERBOARD WIRING DIAGRAM

A5CE1801
USB Access Point
Connects to Motherboard
to load pictures

USB Scanner
Connects to Motherboard
for communication.

A5SC1800
Scanner

USB Cable to Printer
A5CORD14

A5PRTH002
USB Printer

A5MO1800
Touchscreen
Monitor

USB Com Cable for
Touchscreen
A5CORD14

VGA Cable
to Monitor

Note: Make sure
paper is loaded with
watermark showing
on top side.

A5CEAU010
Audio Jack from
Motherboard to
Main Board

To J19
on main
board.

AACE1757

AANEWGEN1-PJ

Speaker
AACE8811

AACE1752
Communication cable
from Blue Socket (J16) on
Minigen board to Interface
Board. (A5CB0232)

Important -
Red wire must be to
top of the connector

A5CB0232
Interface Board

A5CE1800
USB cable from
Interface Board to
Motherboard

TROUBLESHOOTING GUIDE

Troubleshooting Strategy

Use common sense and a systematic method of troubleshooting to determine the exact problem, probable cause and 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.

This Troubleshooting Guide is organized by Prize Hub Component.

Please go to section for component of your particular problem.

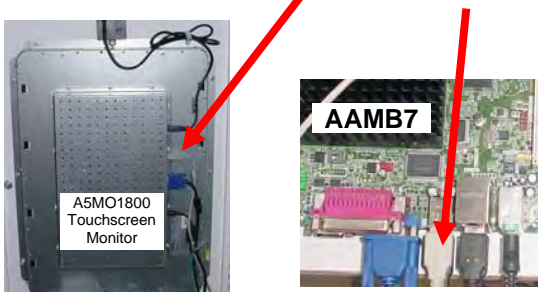**Locker Unit**

Main Unit
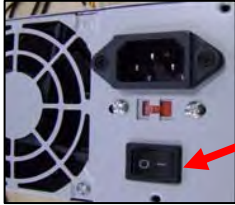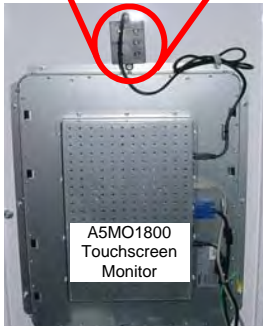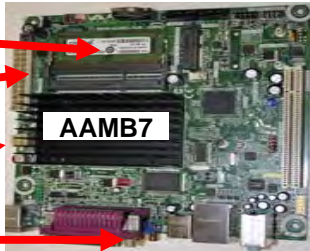
Capsule Unit
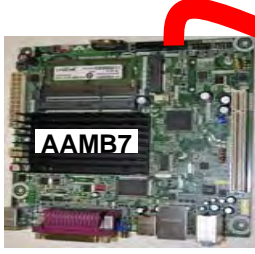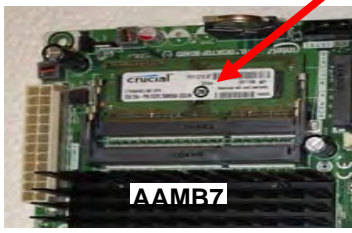
Spindle Unit
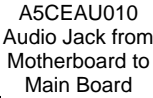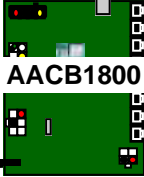
MAIN HUB TROUBLESHOOTING GUIDE

Troubleshooting Chart

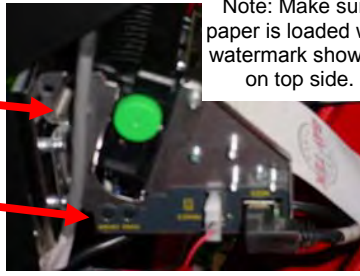| Problem	Probable Cause	Remedy
No power to the game. No lights on at all. **(Power Supply not ON)**	Unplugged	Check wall outlet
	Circuit breaker tripped	Reset power strip breaker switch or building circuit breaker
	Power strip faulty	Change plug position, replace if needed (AACE1817)
	Power supply unplugged	Insure unit is plugged into power strip
	Rocker Switch	Make sure rocker switch is set ON (-)
	Power supply shutting down because of 12 V overload	See power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this
Monitor shows nothing at all on power on. Check for green LED on monitor control unit. A5MO1800 Touchscreen Monitor	Push ON button on monitor.	
	Power cable unplugged from monitor.	Ensure power is plugged into side of monitor, down to power strip.
	Power strip faulty	Change plug position, replace if needed (AACE1817)
	Faulty power supply for monitor	Check A5CORD12 to ensure 110 volts to monitor power supply.
	Re-Boot game and check for any errors on monitor. Power game down, wait 10 seconds, then power game ON to reset.	If error shows on monitor, refer to suggestions below.
	Faulty monitor.	Replace monitor. (A5MO1800)
	Blurry Monitor - Too bright, or dim. Press the "Auto" button on control unit to select Auto Adjustment. This may take a few seconds. Verify that the screen looks good and image is centered.	
Monitor shows "No Signal" then black. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset. Motherboard/power supply is not working.	Faulty or loose RAM	
	Large power connector unplugged on motherboard	AAMB7
	Small 12 Volt power connector unplugged on motherboard.	
	Monitor VGA cable unplugged.	
	Faulty power supply - Check for 12 Volts and green LED on motherboard.	Refer to Monitor/Motherboard Power Supply Diagnostics for further diagnostic information. If all else fails - Replace faulty motherboard. (AAMB7)
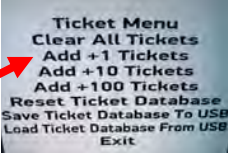
MAIN HUB TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Monitor shows "No Boot Device" on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset. Hard Drive is not working.	 AAMB7 No 12 Volts to hard drive Faulty Connection or cable plugged into wrong place	Check power supply connection to hard drive Check or replace cable from hard drive to motherboard. Ensure it is plugged into correct place. (See Wiring Diagrams)
Monitor shows "Sleep Mode" on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.	Power Supply or Motherboard not communicating correctly with monitor.	Check power supply voltage. Replace power supply. (A5PS1008) Ensure both power supply connections are secure to motherboard. Refer to Monitor/Motherboard Power Supply Diagnostics Replace motherboard. (AAMB7)
Monitor shows "GNU Grub, " on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.	Internal Linex software not detecting boot loader. 	Turn off game Plug keyboard into motherboard Turn on game. Press "enter" on keyboard when that screen comes on. Game will now boot normally.
Monitor shows "Kernel panic-unable to mount root" on screen.	Faulty or loose RAM AAMB7	Separate metal tabs on sides of RAM, it will flip up to remove. Re-install and Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset. Replace motherboard. (AAMB7)
Monitor shows anything else other than Prize Hub program on screen. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.	Motherboard has trouble loading or running program	Small 12 Volt power connector unplugged on motherboard. Large power connector unplugged on Motherboard Faulty or loose RAM Faulty motherboard - Replace faulty board. (AAMB7)
Monitor does not come back up after a power loss	Voltage variation in power network	Turn off the power strip, wait 30 seconds, then turn power strip back on

MAIN HUB TROUBLESHOOTING GUIDE

Troubleshooting Chart

Problem	Probable Cause	Remedy
Touchscreen does not work. Re-Boot game to see if problem still exists. Power game down, wait 10 seconds, then power game ON to reset.	USB Connector unplugged Problem can be monitor or motherboard. Replace A5MO1800 & AAMB7	Verify connector at monitor and motherboard AAMB7 A5MO1800 Touchscreen Monitor

Speaker does not work.
 	
Motherboard creates sound, AACB1800 board amplifies it.
 	
AAMB7
A5CEAU010 Audio Jack from Motherboard to Main Board
AACB1800
	Disconnected, loose or broken wires.
	
	Faulty speaker.
	
	    Determine if AACB1800 board is good.
		Check connections and reseat audio cable from motherboard to AACB1800 board. Cables # AACE8811, AACE1802, and A5CEAU010.
		
		Replace speaker. (AACE8811)
		
		Unplug audio jack cable (A5CEAU010) from motherboard, plug into MP3 player and see if music is amplified and comes out of speaker.
		  If Yes - then motherboard is faulty.
		  If No - then AACB1800 may be faulty.

Menu Button does not work.	Disconnected, loose or broken wires. Faulty button. Faulty AACB1800 board.	Check connections from pushbutton to AACB1800 board. Cables # AAPB2700 and AACE1801 Test button and replace. (AAPB2700) Replace AACB1800 board.
Scanner does not work. Check for lights on scanner itself.	**No lights on scanner.** Power problem to scanner.	Disconnected, loose or broken wires. Faulty power supply or outlet plug. Check for voltage at scanner.	Check connections from scanner to motherboard and power. Connect scanner into different power source. If scanner has power, but still no indicator light, replace scanner. (A5SC1800)
	Yes - Lights are on scanner.	Ensure QR Code is enabled. Faulty USB communication. Problem can be scanner or motherboard.	Refer to "How to Register Evolve Units." Check USB from scanner to motherboard. Replace one at a time. (A5SC1800 and AAMB7)
Optional top sign does not flash.	Disconnected, loose or broken wires. Faulty circuit boards is sign. Faulty AACB1800 board.	Check connections from AACB1800 board to top sign boards. (Cables # AACE1800,) Replace AACB1800 board.

MAIN HUB TROUBLESHOOTING GUIDE

Troubleshooting Chart		
Problem	**Probable Cause**	**Remedy**
Prize Unavailable on screen	There are many reasons this may show up on monitor.	Please refer to "Prize Unavailable Message" in troubleshooting section.
Does not load picture files from USB stick	File name is not recognized. Picture files are too large USB stick Faulty	Either .jpg or .bmp format Use all small lower case letters in file name. Optimum size of 590 X 590 pixels Open with Microsoft Office Picture Manager Click on "Picture" tab scroll down to "Resize" Click on "Custom width x height" and change both fields to 590. Click on "File" and Save Load picture files onto different USB and retry
Printer does not print. **First -** Power game down, wait 10 seconds, then power game ON to reset.	Top door on printer lifting up. This spring provides tension for the door. Check power to printer. Press "Print" button to print test page. **If printer does not print test page**, check power cable from power supply.(AACE1824) Replace printer.(A5PRTH002) **If printer does print test page**, communication to motherboard is faulty. Turn game power off, wait 10 seconds, turn game power ON and re-test. Check USB cable. (A5CORD14) Test print by entering Ticket Menu and adding 1 ticket. Exit menu and press Print Tickets. Note: Make sure paper is loaded with watermark showing on top side.	
Entire Module not being seen by Prize Hub	Please refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.	

Prize Unavailable will show for a number of reasons:

A.) Location is actually empty of prizes.
B.) Prize dispensing malfunction.
C.) Prize jam.
D.) Stock Quantity is set too low.
E.) Motor/Sensor self test failed at power on.
F.) Entire row of prizes unavailable**.**

Locker Unit   Main Unit   Capsule Unit   Spindle Unit

A.) Location is actually empty of prizes.

The locker will only hold one prize. Once that prize is won, it will show that prize unavailable.

Spindles will hold 3 to 17 items depending on thickness of the prize. Once all the prizes are won, it will show that prize unavailable.

Capsules will hold 120 of the 2" capsules per capsule pie slice. Once the pie slice is empty, it will show that prize unavailable.

Solution: If location contains prizes, and still shows that prize is unavailable, continue to suggestions below:

B.) Prize dispensing malfunction.

Capsule Unit:
Capsule carousel will slow down, stop, pivot motor moves dispensing motor in, and dispensing motor dispenses capsule. If capsule does not fall for whatever reason, the motor will time-out and carousel will go around again to try to dispense that same capsule.
If that capsule has tried to dispense twice and fails, it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.
If front door opens while prize is being dispensed, that prize will show unavailable. Check door switch and cables.

Spindle Unit:
A spindle will turn off after 35 seconds - if the prize is not seen by prize chute sensors, then it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.

Locker Unit:
If locker door does not open for whatever reason, the coil power will time-out after 3 minutes.
It will show that prize unavailable, but **does** subtract tickets and will log that win in the history menu.

Solution: Refer to troubleshooting section of each unit to diagnosis further.

C.) Prize jam.

Capsule Unit:
Capsule unit is specifically designed to resist and power-through jams.
If it shows prize unavailable and they are still capsules in unit, turn the sprocket
    by hand and see if it dispenses capsule.

If not - Remove capsules and locate jammed capsule.
If it does dispense - Check capsule drop sensor and refer to Capsule Unit Troubleshooting Section

Spindle Unit:
The spindle will turn for 35 seconds - if the prize does not fall from spindle, or gets stuck in the prize chute, it will not seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.
Solution: Refer to Spindle Unit Troubleshooting Section to diagnosis further.

Locker Unit | Main Unit | Capsule Unit | Spindle Unit
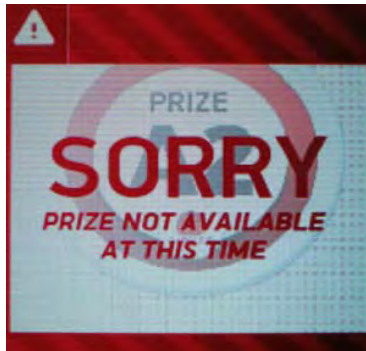
D.) Stock Quantity is set too low.

Enter Owner Menu and go to Prize Menu.
There is a selection for "Stock Quantity" -

If this is left at zero, the game will operate fine. It will dispense prizes until empty, but not know it's empty until the prize is selected, and it times out.
If this is set to a number, the Prize Hub will allow that number to be dispensed and then show Prize Unavailable for that prize only.
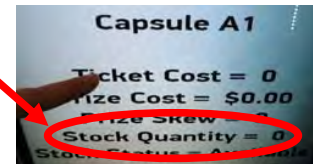
We usually leave capsules set to zero, and count the number of prizes on the spindles to reflect actual prizes hanging.

E.) Motor/Sensor self test failed at power on.

Capsule Unit
At power on - The pivot motor will move and test home sensor.
If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.

Solution: Refer to Capsule Unit Troubleshooting Section to diagnosis motor/sensor.

F.) Entire row of prizes unavailable.

If Entire unit is not recognized by main hub, the entire row of prizes will show unavailable.

Spindle Unit:
Prize chute sensors are blocked, dirty, or faulty.
No communication from a Spindle Unit to Main Hub Unit.

Capsule Unit:
If pivot motor test fails on power on.
At power on - The pivot motor will move and test home sensor.
If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.
No communication from a Capsule Unit to Main Hub Unit.

Solution: Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.

MAIN HUB TROUBLESHOOTING GUIDE

HUB NOT RECOGNIZED

If Entire unit is not recognized by main hub, an entire row of prizes will show unavailable.

Step # 1 - Ensure individual Unit is communicating to Main Hub

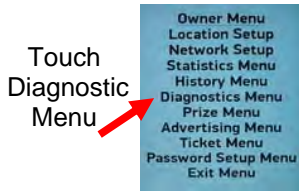**Step # 2 - Refer to troubleshooting topics specific to a unit.**

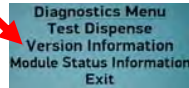## Step # 1
Verify 12 volt DC power to unit.
  12 Volt power comes from Main Unit's power supply. There are jumper cables that feed 12 volts to individual units.
 (Cable part #'s: AACE1805, AACE1810, AACE1813, AACE1820)

Locker Unit *Main Unit* *Capsule Unit* *Spindle Unit*

Enter menu and got to "Diagnostic Menu"

Touch Diagnostic Menu

Owner Menu
Location Setup
Network Setup
Statistics Menu
History Menu
Diagnostics Menu
Prize Menu
Advertising Menu
Ticket Menu
Password Setup Menu
Exit Menu

Touch Version Information
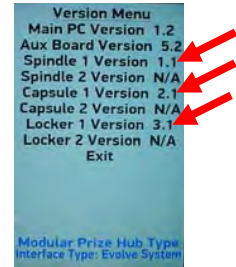
Diagnostics Menu
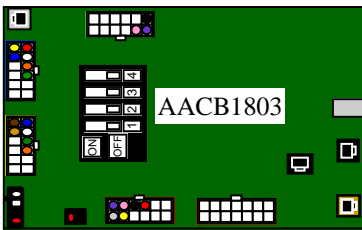Test Dispense
Version Information
Module Status Information
Exit

Verify Unit is has version number in the #1 slot.
(#2 slot is for additional optional units)
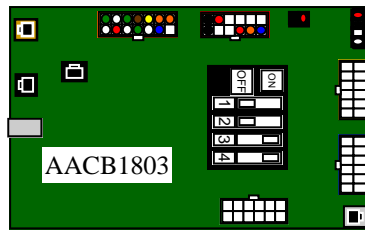Software version should start with:
1 for Spindle
2 for Capsule
3 for Locker

Version Menu
Main PC Version 1.2
Aux Board Version 5.2
Spindle 1 Version 1.1
Spindle 2 Version N/A
Capsule 1 Version 2.1
Capsule 2 Version N/A
Locker 1 Version 3.1
Locker 2 Version N/A
Exit

Modular Prize Hub Type
Interface Type: Evolve System

Verify dipswitches and flashing LED on unit's 1803 boards.
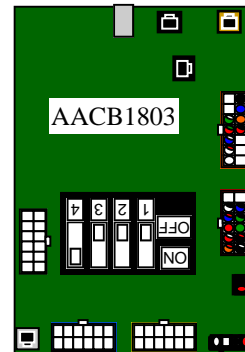
AACB1803

AACB1803

AACB1803

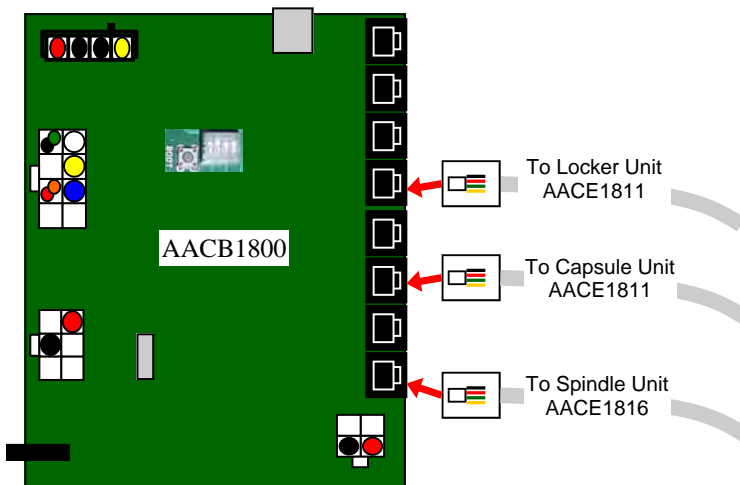**Spindle Unit**
1 Flash from LED
All Dips OFF

Capsule Unit
2 Flashes from LED
Dips 3 & 4 ON

Locker Unit
3 Flashes from LED
Dip 4 ON

Ensure phone cables are secure from silver socket on 1803 boards to correct socket on 1800 board.

AACB1800

To Locker Unit
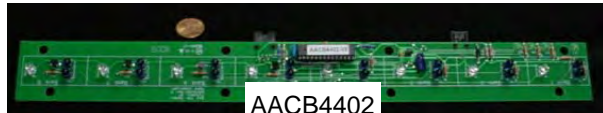AACE1811

To Capsule Unit
AACE1811

To Spindle Unit
AACE1816

Step # 2
**Troubleshooting topics specific to a unit.**

Spindle Unit Only:
If the Prize Chute Sensors are blocked, dirty, or faulty - the Prize Hub will not allow any spindle prizes to be selected and will show the entire row of prizes as "Unavailable".

AACB4402

Solution:
1.) Remove 4 of #2 square head screws from L Brackets in rear of prize chute wood box. Wood Box will now slide out front of game. Remove Prize Chute Sensor by removing the 4 Phillips bolts that secure sensor to black plastic mask. (The black plastic masks must remain attached to wood to provide alignment for the sensors.) Clean emitters and detectors. Ensure they are pointing straight out and no components on boards are bent.

2.) Inspect cables between sensors and to 1803 board. (AACE1818, AACE1823) Replace if needed.

3.) Ensure AACE1823 cable is plugged into correct socket on 1803 board. (Gold socket) See diagram.

AACB1803   AACE1823   Prize Chute Sensor Boards AACB4402   AACE1818
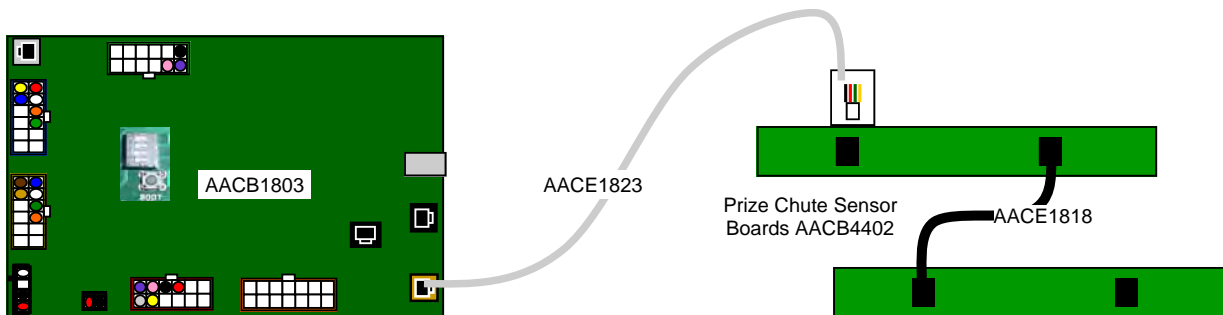
4.) Replace both Prize Chute Sensors. (AACB4402)
5.) Replace 1803 Control Board. (AACB1803)

Capsule Unit Only:
If pivot motor test fails on power on - the Prize Hub will not allow any capsule prizes to be selected and will show the entire row of prizes as "Unavailable".

Power game down, wait 10 seconds, then power game ON.
Immediately at power on - The pivot motor will move and test home sensor.
If Motor does not move:
 Check for 12 Volt DC at motor.
 Check for disconnected, loose or broken wires on motor and cable to 1803 board.
        Replace if needed. (AACE1812, AAMO1800)
 Replace motor. (AAMO1800)

Home Sensor (AACB4401)

If Motor does move, but capsule stepper motor will not start (it will also be very hard to turn by hand):
 Ensure black plastic cam is spinning with motor as it turns.
 Check for 12 Volt DC between yellow and blue wires at sensor. 5 Volts between blue and white should drop to zero when blocked.
 Check for disconnected, loose or broken wires from sensor to 1803 board.
        Replace if needed. (AACE1812, AACB4401)
 Replace sensor. (AACB4401)

MONITOR/ MOTHERBOARD POWER SUPPLY DIAGNOSTICS

1.) Verify AC power to game. Check power strip in bottom front.

The rocker switch should be illuminated.

2.) Power supply is mounted to wood platform under motherboard.
Lift wood platform to access power supply.
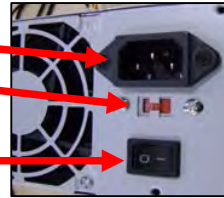
3.) Check connection to power supply.

4.) Ensure Power Supply switch is set to 115v (or 230V)
(Some model power supplies may not have this)

5.) Ensure Power switch is on.

6.) Ensure fan is turning.
- If power supply fan is turning and there is no 12 Volt out, then   replace power supply. (A5PS1008)
- If power supply fan is not turning, then continue to "Verify Power to Motherboard"

Verify Power to Motherboard
The motherboard will turn on power supply.
If your game has no 12 volts, it may be the motherboard not turning on.

In addition - there may be a 12 volt short somewhere else in cabinet that is not allowing the power supply to turn on.

Minimize load on power supply and isolate short
Unplug all outputs from power supply except for motherboard.
  This will have power supply, motherboard, and monitor left plugged in.

If power supply, motherboard, and monitor now turn on:
   Plug in one component at a time to power supply to locate short.

If power supply still does not power on, then continue to steps 1,2, and 3.

3 - Motherboard "Jump Start"
If green Led is ON, but game not on, you may start motherboard by quickly touching these 2 red pins at the same time.

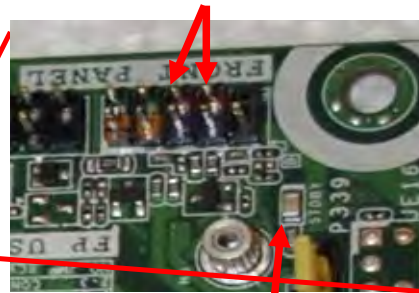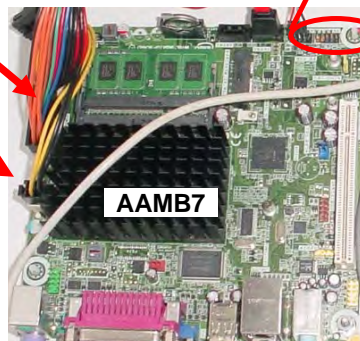**2** - Check BOTH connections from power supply.

Large power supply connection.

Black and yellow wires.
(12 Volts DC)

Note: The location of this connector may vary depending on which version motherboard is in game.

AAMB7

1 - Green LED on motherboard should be ON.

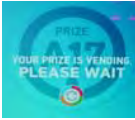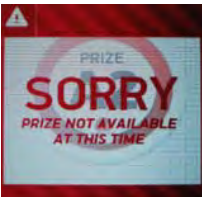 If this is not on, recheck power supply or replace motherboard. (AAMB7)

If power supply still does not power on, replace power supply. (A5PS1008), replace motherboard. (AAMB7)

SPINDLE HUB TROUBLESHOOTING GUIDE

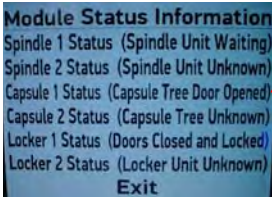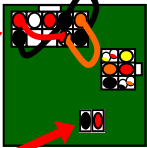## Troubleshooting Chart

Problem	Probable Cause	Remedy
No lights on at all in Spindle Unit	12 Volt power comes from Main Unit's power supply.	Verify main unit has 12 Volt lights. Verify 12 Volt jumper cables that feed 12 volts are connected to Spindle Unit
	Disconnected, loose or broken wires.	Check connections from LED lights to 1803 board. Replace if needed. (AACE1815, AACE1819, AACE1820)
	Faulty 1803 board.	Replace AACB1803 board
Spindle Not Turning Test dispense a prize by going into menu and selecting a locker.	Check for 12 Volts DC on spindle motor	If spindle motor has 12 VDC, and does not move - Replace spindle. (AADSPZ010)
	Disconnected, loose or broken wires.	If no 12 VDC: Check connections from spindle to controller board. (AACE1821, AACE1822)
	Faulty controller board.	Replace controller board. (AACB1803)
Spindle Always Turning	Spindle will time out and stop spinning after 35 seconds in any mode.	If spindle continues to spin, the controller board is faulty. Replace board. (AACB1803)

Prize does not Drop or More than One Prize Drops at a time. Spindle will turn off after prize chute sensors "sees" prize drop. The spindle will turn for 35 seconds - if the prize does not fall from spindle, or gets stuck in the prize chute, it will not seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.	Prize is stuck on spindle.	Make sure prize hanger is UNDER retaining pin.
	Prize stuck in prize chute	Inspect prize chute and clear jam.
	Prize chute sensors are dirty, mis-aligned, or faulty.	Clean emitters and detectors. Ensure they are pointing straight out and no components on boards are bent To remove sensors: Remove 4 of #2 square head screws from L Brackets in rear of prize chute wood box. Wood Box will now slide out front of game. Remove Prize Chute Sensor by removing the 4 Phillips bolts that secure sensor to black plastic mask. (The black plastic masks must remain attached to wood to provide alignment for the sensors.)
		Inspect cables between sensors and to 1803 board. (AACE1818, AACE1823) Replace if needed.
		Ensure AACE1823 cable is plugged into correct socket on 1803 board. (Gold socket) See diagram.
		Replace both Prize Chute Sensors. (AACB4402) AACB440
		Replace 1803 Control Board. (AACB1803)

SPINDLE HUB TROUBLESHOOTING GUIDE

Troubleshooting Chart		
Problem	**Probable Cause**	**Remedy**
Screen stays locked on "Dispensing Spindle" Prize Hub is attempting spindle drop but something is disrupting the process.	The spindle will turn for 35 seconds while showing this message. If this shows longer, a spindle is retrying or faulty control board.	Refer to "Prize does not Drop" troubleshooting section. Check cables from spindle to Control Board Replace if needed. (AACB1803) Refer to "Prize Unavailable on screen" troubleshooting section.
Prize Dispense Failure on screen. Prize does not drop after Prize Hub tries to drop it. Prize will go to "Unavailable"	Prize did not dispense when Prize Hub expect it.	Refer to "Prize Unavailable on screen" troubleshooting section.
Entire row of prizes show "Prize Unavailable"	Entire Unit Not Recognized by Main Hub	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
	No communication from a Capsule Unit to Main Hub Unit.	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
Prize Unavailable on screen	Location is actually empty of prizes.	Spindles will hold 3 to 17 items depending on thickness of the prize. Once all the prizes are won, it will show that prize unavailable.
	Prize dispensing malfunction.	A spindle will turn off after 35 seconds - if the prize is not seen by prize chute sensors, then it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.
	Prize jam.	The spindle will turn for 35 seconds - if the prize does not fall from spindle, or gets stuck in the prize chute, it will not seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have him chose a different prize. Refer to "Prize does not Drop." section
	Stock Quantity is set too low.	The number of prizes on the spindles should reflect the actual number of prizes hanging on each spindle. The game will then only dispense that amount, then go to prize unavailable. If pivot motor test fails on power on.
	Entire Unit Not Recognized by Main Hub	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
	No communication from a Spindle Unit to Main Hub Unit.	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.

CAPSULE HUB TROUBLESHOOTING GUIDE

Troubleshooting Chart

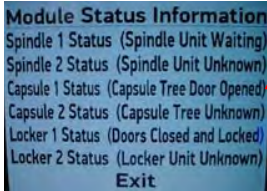| Problem	Probable Cause	Remedy
No lights on at all in Capsule Unit	12 Volt power comes from Main Unit's power supply.	Verify main unit has 12 Volt lights. Verify 12 Volt jumper cables that feed 12 volts are connected to Capsule Unit
	Disconnected, loose or broken wires.	Check connections from LED lights to 1803 board. Replace if needed. (AACE1815, AACE1819, AACE1820)
	Faulty 1803 board.	Replace AACB1803 board
Carousel Motor Not Turning	Door Switch is Open Pivot Motor Home Sensor	Check switch operation, inspect connections on AACE1812 cable. Go to Diagnostics in Menu to "Module Status Information" - If it shows "Capsule Tree Door Opened" then replace AACB1803 board in unit.
		At power ON, pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below.
	Inspect cables from Carousel Stepper Motor to Stepper Motor Board to 1803 board. (AACE1812, AACB1801, AACE1813, AAMO6901)	Test for 12 Volts DC at Stepper Motor Board
	Faulty Stepper Motor Board	Replace Stepper Motor Board (AACB1801)
	Faulty Stepper Motor	Replace Stepper Motor (AAMO6901)
Carousel Motor Always Turning or does not slow down.	Carousel Home sensor is blocked or faulty.	Check for 12 Volt DC between yellow and blue wires. 5 Volts between blue and white should drop to zero when blocked.
	Disconnected, loose or broken wires.	Check connections from sensor to AACB1800 board. Cables # AACB4401 and AACE1812
	Faulty Sensor	Replace AACB4401
	Faulty Stepper Motor Board	Replace AACB1801
	Faulty Control Board	Replace AACB1803

CAPSULE HUB TROUBLESHOOTING GUIDE

Troubleshooting Chart

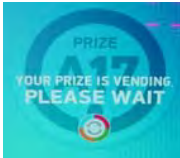| Problem		Probable Cause	Remedy
Capsule does not Drop **Go to Menu and try "Test Dispense"**	Carousel Motor is not turning	Door Switch is Open Module Status Information Spindle 1 Status (Spindle Unit Waiting) Spindle 2 Status (Spindle Unit Unknown) Capsule 1 Status (Capsule Tree Door Opened) Capsule 2 Status (Capsule Tree Unknown) Locker 1 Status (Doors Closed and Locked) Locker 2 Status (Locker Unit Unknown) **Exit** Pivot Motor Home Sensor Inspect cables from Carousel Stepper Motor to Stepper Motor Board to 1803 board. (AACE1812, AACB1801, AACE1813, AAMO6901) Faulty Stepper Motor Board Faulty Stepper Motor	Check switch operation, inspect connections on AACE1812 cable. Go to Diagnostics in Menu to "Module Status Information" - If it shows "Capsule Tree Door Opened" then replace AACB1803 board in unit. At power ON, pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below. **12 Volt DC Power In AACE1813** Test for 12 Volts DC at Stepper Motor Board Replace Stepper Motor Board (AACB1801) Replace Stepper Motor (AAMO6901)
	Carousel Motor does not slow down	Carousel Home sensor is blocked or faulty. Disconnected, loose or broken wires. Faulty Sensor Faulty Stepper Motor Board Faulty Control Board	Check for 12 Volt DC between yellow and blue wires. 5 Volts between blue and white should drop to zero when blocked. Check connections from sensor to AACB1800 board. Cables # AACB4401 and AACE1812 Replace AACB4401 Replace AACB1801 Replace AACB1803
	Capsule Engage Motor is not turning	After motors swing over, the Individual capsule engage motor will spin sprocket. If motor does not turn, check for 12 volts DC at motor.	If 12 Volts DC is ok: Replace motor (AAMO4401) If no12 Volts DC: Check for disconnected, loose or broken wires. (Cable #'s AAMO4401, AACE1812) Replace Control Board (AACB1803)
	Capsule Engage Motor is turning	If motor is turning and no capsules drop there must be a jam inside unit.	Remove capsules and locate and clear jam.
Carousel Motor is hard to turn by hand		Carousel motor should be easy to spin by hand. If it is hard to spin: At power ON, pivot motor failed the home sensor test. Please refer to "Motor/ Sensor self test failed at power on" section below. Binding in chain and/or sprockets. Stepper motor itself is binding. Turn game off and see if binding continues.	

CAPSULE HUB TROUBLESHOOTING GUIDE
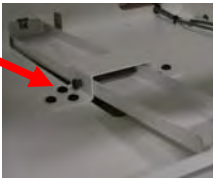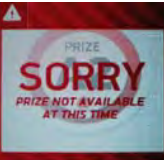
Troubleshooting Chart

Problem	Probable Cause	Remedy
Screen stays locked on "Dispensing Capsule" Prize Hub is attempting capsule drop but something is disrupting the process.	Carousel keeps turning until 2 minute time out and then gives Prize Dispense Failure Capsule motor is turning, but no capsules falling.	Carousel Home sensor faulty. Refer to "Carousel Motor Always Turning or does not slow down" troubleshooting section. Refer to "Capsule does not drop" troubleshooting section.
Prize Dispense Failure on screen. Capsule does not drop after Prize Hub tries to drop it. Prize will go to "Unavailable"	Carousel Home sensor unplugged or blocked. Capsule Jam	Refer to "Capsule Does Not Drop" troubleshooting section.
Too many Capsules dropping. Capsule Drop Sensor AACB4401 Capsule drop sensor is not being seen.	Dirty, blocked, or faulty Home Sensor Disconnected, loose or broken wires.	Inspect AACB4401– There should be 12 volts DC between yellow and blue wires. There should be 5 Volts DC between white and blue and it should drop to zero VDC when blocked. Replace if it stays at 5 VDC or 0 VDC. Check for disconnected, loose or broken wires from sensor to 1803 board. Replace if needed. (AACE1812, AACB4401)

Problem		Probable Cause	Remedy
Motor/ Sensor self test failed at power on. Power game down, wait 10 seconds, then power game ON.	Pivot Motor does turn at power on.	Dirty, blocked, or faulty Home Sensor Home Sensor (AACB4401) Disconnected, loose or broken wires.	Inspect AACB4401– There should be 12 volts DC between yellow and blue wires. There should be 5 Volts DC between white and blue and it should drop to zero VDC when blocked. Replace if it stays at 5 VDC or 0 VDC. Check for disconnected, loose or broken wires from sensor to 1803 board. Replace if needed. (AACE1812, AACB4401)
	Pivot Motor does NOT turn at power on.	Disconnected, loose or broken wires. Check for 12 Volts DC at motor at power ON.	Check connections from motor to 1803 board. (AACE1812, AAMO1800) If 12 V is at motor - Replace motor (AAMO1800) If no 12 V at motor - Replace AACE1812 cable and/or AAMO1800 motor.

CAPSULE HUB TROUBLESHOOTING GUIDE
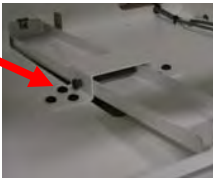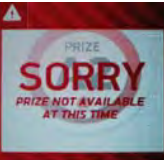
Troubleshooting Chart

Problem	Probable Cause	Remedy
Prize Unavailable on screen 	Location is actually empty of prizes.	Capsules will hold 120 of the 2" capsules per capsule pie slice. Once the pie slice is empty, it will show that prize unavailable.
	Prize dispensing malfunction.	Capsule carousel will slow down, stop, pivot motor moves dispensing motor in, and dispensing motor dispenses capsule. If capsule does not fall for whatever reason, the motor will time-out and carousel will go around again to try to dispense that same capsule. If that capsule has tried to dispense twice and fails, it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.
	Front door opens while it is dispensing prize.	If front door opens while prize is being dispensed, that prize will show unavailable. Check door switch and cables. Refer to "Carousel motor not turning" in troubleshooting guide.
	Prize jam.	Capsule unit is specifically designed to resist and power-through jams. If it shows prize unavailable and they are still capsules in unit, turn the sprocket by hand and see if it dispenses capsule. If not - Remove capsules and locate jammed capsule. If it does dispense - Check capsule drop sensor and refer to Capsule Unit Troubleshooting Section
	Stock Quantity is set too low.	We usually leave capsules set to zero, it will dispense capsules until it tries to dispense an empty bin.
	Motor/Sensor self test failed at power on.	If pivot motor test fails on power on. At power on - The pivot motor will move and test home sensor. If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.
	Entire Unit Not Recognized by Main Hub	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
	No communication from a Capsule Unit to Main Hub Unit.	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
Entire row of prizes show "Prize Unavailable"	Entire Unit Not Recognized by Main Hub	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
	Pivot Motor/Sensor self test failed at power on.	Refer to "Motor/Sensor self test failed at power on." in troubleshooting section.
	No communication from a Capsule Unit to Main Hub Unit.	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.

LOCKER HUB TROUBLESHOOTING GUIDE

Troubleshooting Chart		
Problem	**Probable Cause**	**Remedy**
No lights on at all in Locker Unit	12 Volt power comes from Main Unit's power supply.	Verify main unit has 12 Volt lights. Verify 12 Volt jumper cables that feed 12 volts are connected to Locker Unit
	Disconnected, loose or broken wires.	Check connections from LED lights to 1803 board. Replace if needed. (AACE1806, AACE1808, AACE1810)
	Faulty 1803 board.	Replace AACB1803 board
Locker door does not open Test dispense a prize by going into menu and selecting a locker.	Solenoid is engaging — Linkages loose or not aligned.	Remove wood platform. Inspect linkages at solenoid. Inspect linkages at pivot.
	Solenoid is engaging — Pivot point not adjusted correctly	Slotted holes will allow pivot bracket to move forward and backward. Move forward if latch does not lock door. Move backward if door has play when locked.
	Solenoid is NOT engaging — Disconnected, loose or broken wires. Check for 12 Volts DC at solenoid.	Check connections from solenoid to Controller Board. (AACE1807, AACE1809) If 12 Volts DC is at solenoid: Replace solenoid. (A5SO5050) If no 12 Volts DC at solenoid: Replace cables and/or controller board. (AACE1807, AACE1809, AACB1803)
Locker door stays open. Solenoid stays engaged. Solenoid will disengage 30 seconds after door switch sees the door open and then close.	Open locker door, lift and remove wood base to access switch. Disconnected, loose or broken wires. Faulty 1803 board.	Check connections from switch to 1803 board. Replace if needed. (AACE1807, AACE1809) Replace AACB1803 board.
Prize Unavailable on screen	Location is actually empty of prizes.	Lockers can only hold 1 prize. Once that is empty, it will show that prize unavailable.
	Prize dispensing malfunction.	If locker door does not open for whatever reason, the coil power will time-out after 3 minutes. It will show that prize unavailable, but **does** subtract tickets and will log that win in the history menu.
	Entire Unit Not Recognized by Main Hub	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
	No communication from a Locker Unit to Main Hub Unit.	Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.

LOCKER HUB TROUBLESHOOTING GUIDE

Troubleshooting Chart

Problem	Probable Cause		Remedy
No lights on at all in Locker Unit	12 Volt power comes from Main Unit's power supply.		Verify main unit has 12 Volt lights. Verify 12 Volt jumper cables that feed 12 volts are connected to Locker Unit
	Disconnected, loose or broken wires.		Check connections from LED lights to 1803 board. Replace if needed. (AACE1806, AACE1808, AACE1810)
	Faulty 1803 board.		Replace AACB1803 board
Locker door does not open Test dispense a prize by going into menu and selecting a locker. Diagnostics Menu Test Dispense Version Information	Solenoid is engaging	Linkages loose or not aligned.	Remove wood platform. Inspect linkages at solenoid. Inspect linkages at pivot.
		Pivot point not adjusted correctly	Slotted holes will allow pivot bracket to move forward and backward. Move forward if latch does not lock door. Move backward if door has play when locked.
	Solenoid is NOT engaging	Disconnected, loose or broken wires.	Check connections from solenoid to Controller Board. (AACE1807, AACE1809)
		Check for 12 Volts DC at solenoid.	If 12 Volts DC is at solenoid: Replace solenoid. (A5SO5050) If no 12 Volts DC at solenoid: Replace cables and/or controller board. (AACE1807, AACE1809, AACB1803)
Locker door stays open. Solenoid stays engaged. Solenoid will disengage 30 seconds after door switch sees the door open and then close.	Open locker door, lift and remove wood base to access switch. Disconnected, loose or broken wires. Faulty 1803 board.		Check connections from switch to 1803 board. Replace if needed. (AACE1807, AACE1809) Replace AACB1803 board.
Prize Unavailable on screen PRIZE SORRY PRIZE NOT AVAILABLE AT THIS TIME	Location is actually empty of prizes.		Lockers can only hold 1 prize. Once that is empty, it will show that prize unavailable.
	Prize dispensing malfunction.		If locker door does not open for whatever reason, the coil power will time-out after 3 minutes. It will show that prize unavailable, but **does** subtract tickets and will log that win in the history menu.
	Entire Unit Not Recognized by Main Hub		Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.
	No communication from a Locker Unit to Main Hub Unit.		Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
MAIN HUB PARTS		SPINDLE HUB PARTS	
A5BK6035	Light Bracket	A5BK6035	Light Brackets
A5CE1800	2' USB Cable	A5HA1001	T-Handle
A5FI9010	In Line Filter	A5LK1001	Lock for T-Handle
A5HA1001	T-Handle	A5LK6000	Lock for Back Door
A5LK1001	Lock for T-Handle	A5ME1806	Front Door
A5HLPR001	Thermal Printer Paper Holder	A5ME1810	Side Guard
A5LK6000	Back Door Lock	A5ME1823	Top Glass Clamp
A5ME1807	Control Front Door	A5ME1824	Side Class Clamp
A5ME1810	Side Guard	A5ME1869	Lock Arm
A5ME1869	Lock Arm	A5ME1870	Door Lock Rail
A5ME1870	Door Lock Rail	A5ME1886	Lock Link
A5ME1883	Bar Code Reader/Printer Plate	A5ME1889	Lock Bracket
A5ME1886	Lock Link	A5ME4407-WHT	Prize Door
A5ME1889	Lock Bracket	A5ME4408-WHT	Security Door
A5MO1800	Monitor, 22" Touch Screen	A5ME4409	Prize Door Connector
A5PRTH002	Thermal Printer	A5ME4439-WHT	Bill Validator Cover
A5PS1008	Power Supply	A5SHZN010	Shaft
A5PYTH010	Thermal Printer Paper	A5TG1800	Tempered Glass, 40.875"x16.997"x3/16"
AAPA4100	Thermal Printer Paper Pkg, 5 Rolls	A5TR1801	Trim, Price Tag Moulding, 12' per
A5SC1800	Scanner	AADSPZ010	Prize Dispensing Spindles, 14 per
A5CEAU010	Audio Streao Cable	A5DSPN010	Prize Dispensing Pins, 14 per
AACE1800	Main Marquee Cable	AACE1815	Spindle Unit LED Lights
AACE1801	Main Hub Button Cable	AACE1816	Spindle Unit Serial Comm.
AACE1802	Main Hub Speaker Cable	AACE1818	Spindle Unit Prize Chute Jumper
AACE1803	Main Hub Ground Cable	AACE1819	Spindle Unit Light Cable
AACE1804	Main Hub Ground Cable	AACE1820	Spindle Unit Power Jumper
AACE1805	Main Power Jumper	AACE1821	Spindle Unit Spindle Cable
AACE1817	Main Outlet Strip	AACE1822	Spindle Unit Spindle Cable
AACE1824	Main Printer Power Cable	AACE1823	Spindle Unit Prize Chute Cable
AAPB2700	Menu Push Button Assy.	W5TM1117	T-Molding, Black W/ Silver, 19' per
W5TM1117	T-Molding, Black W/ Silver, 9' per		

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
<td colspan="4" align="center">CAPSULE HUB PARTS</td>			
A5BK6035	Light Bracket, 3 per	AACE1811	Capsule Unit Com Cable
A5BKSW001	Switch Bracket, 1 per	AACE1813	Capsule Unit Stepper Motor Cable
A5BR1001	Bearing, 2 per	AACE1814	Capsule Unit LED Light Cable
A5CH1800	Chain, 88 Links Long	AAMO1800	Pivot and Capsule Engage Motor
A5HA1001	T-Handle	AAMO6901	Stepper Motor
A5LK1001	Lock for T-Handle	W5TM1117	T-Molding, Black W/Silver, 12' per
A5LK6000	Lock for Back Door	W5TM4402	T-Molding, 13/16" Blue, 13' per
A5ME1727	Motor Bracket	W5TM8000	T-Molding, 1/2" Blue, 11' per
A5ME1728	Right Side, 18 per	<td colspan="2" align="center">LOCKER HUB PARTS</td>	
A5ME1729	Left Side, 18 per	A5CL1003	Glass Clamp
A5ME1761	Capsule Shear Pl., 18 per	A5ME1750	Handle
A5ME1810	Side Guard, 2 per	A5ME1751	Solenoid Bracket
A5ME1812	Step Motor Bracket	A5ME1752	Locker Latch Pivot
A5ME1813	Vibrate Bracket, 2 per	A5ME1753	Top Shelf Cover
A5ME1825	Door	A5ME1754	Shelf Cover
A5ME1831	Capsule Funnel	A5ME1755	Sample Door
A5ME1864	Capsule Dispense Shaft	A5ME1756	Locker Latch
A5ME1865	Capsule Motor Bracket, 3 per	A5ME1757	Long Side Rail
A5ME1869	Lock Arm	A5SO5050	Solenoid
A5ME1870	Door Lock Rail	A5SP9107	Spring, 5 per
A5ME1872	Side Glass Clamp, 2 per	A5SW3000	Switch
A5ME1873	Top Glass Clamp, 2 per	A5TG1802	Tempered Glass,5 per, 13.8"X12.688"X.125"
A5ME1874		AACE1806	Locker Unit LED Lights
A5ME1875	Top Baffle	AACE1807	Locker Unit Solenoid/Switch Jumper
A5ME1876	Bottom Baffle	AACE1808	Locker Unit Light Cable
A5ME1878	3/8 Dia, 4" Long Rod, 12 per	AACE1809	Locker Unit Solenoid/Switch Cable
A5ME1879	Top BRG Bracket	AACE1810	Locker Unit Power In Jumper
A5ME1880	Sensor Bracket	AACE1811	Locker Unit Solenoid/Switch Com
A5ME1881	Gear Motor Rocker	W5TM4002	T-Molding, 13/16" Blue, 8' per
A5ME1882	Capsule Chute Bracket		
A5SP1006	Sprocket, 35 x 10 Tooth		
A5SP1007	Sprocket, 35 x 72 Tooth		
A5SP1801	Spring, 54 per		
A5SP1082	Spring, 6 per		
A5ST1800	Strip, 36 per		
A5SW7000	Door Switch		
A5TG1801	Tempered Glass - 55"X27.654"X3/16"		
A5VF1800	Capsule Chute Vacuum Form		
A5VI1800	Vibration Dampner, 4 per		

AACE1800

AACE1801

AACE1802

AACE1803

AACE1804

AACE1805

AACE1817

AACE1824

A5CORD5

A5CORD12

A5CEAU010

A5FI9010

A5PYTH0010

A5HLPR001
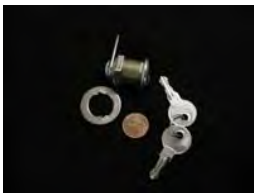
A5LK6000

A5HA1001

A5LK1001

AAPB2700

W5TM1117

A5PRTH002

A5PS1008

AACE8811

AAMB7
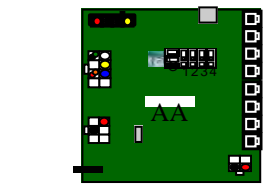
AACB1800
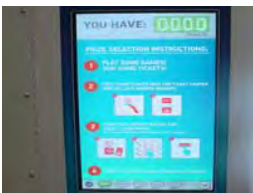
A5MO1800

A5SC1800

A5HD1800

SPINDLE HUB PARTS PICTURES

AACE1816

AACE1818

AACE1819

AACE1820

AACE1821

AACE1822

AACE1823

AADSPZ010

A5DSPN010

AACB4402
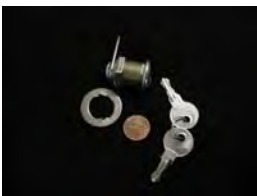
A5LK6000

A5HA1001

A5LK1001

AACB1803

W5TM1117

A5ME4407-WHITE

CAPSULE HUB PARTS PICTURES

AACE1811

AACE1812

AACB4401

AAMO6901
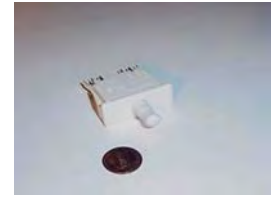
AASW7000

A5LK6000

A5HA1001

A5LK1001

AACB1803

W5TM1117

LOCKER HUB PARTS PICTURES

AACE1806

AACE1807

AACE1808

AACE1809

AACE1810

AACE1811

A5SO5050

A5SP9107
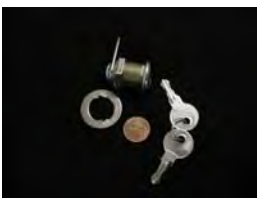
A5LK6000

A5HA1001

A5LK1001

AACB1803

W5TM1117

SECURITY PACKAGE

Bay Tek offers a security hasp package for Prize Hub's back doors.

The hasps are mounted on each door with 1/4" bolts, washers and lock nuts.
The holes must be drilled out; there are markers to assist with placement.

A padlock (not included) can then be inserted into the holes, securing the back doors more forcibly than with basic locks alone.

The security package includes 3 sets of metal hasps.

To order: call our Parts & Service team and order part number **AAKIT-PH-SECURITY**.

List Price: $99.00
Distributor Price: $79.20

Hybrid version

WEEKLY STATISTICS RECORDS

DATE:

LOC	ITEM	COST	TIX	OUT	FAILS	IN

2" Capsules:

LOC	ITEM	COST	TIX	OUT	FAILS	IN
A1			15			
A2			15			
A3			25			
A4			25			
A5			25			
A6			25			
A7			50			
A8			50			
A9			50			
A10			50			
A11			50			
A12			50			
A13			75			
A14			75			
A15			75			
A16			100			
A17			100			
A18			100			

Spindles:

LOC	ITEM	COST	TIX	OUT	FAILS	IN
B1			200			
B2			200			
B3			200			
B4			200			
B5			350			
B6			350			
B7			350			
B8			350			
B9			500			
B10			500			
B11			750			
B12			750			
B13			1000			
B14			1500			

Large Prize Locker :

LOC	ITEM	COST	TIX	OUT	FAILS	IN
C1			2000			
C2			2500			
C3			3000			
C4			5000			
C5			10000			

Download a statistics spreadsheet @ baytekgames.com

MAINTENANCE LOG

If repairs are necessary, it is good practice to keep a log of repairs done and parts ordered.
The chart below will assist you in tracking your game's maintenance.

DATE	MAINTENANCE PERFORMED	PARTS ORDERED	INITIALS

TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Games!
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. We offer options that fit your needs.

Electronics / Circuit Boards - Repair Options

Repair & Return – If you have Circuit Board issues with your Bay Tek game, you can send the board
to us and we'll repair it right away. Most items sent to us are repaired and returned to you within two
days. This option is your best value as we offer this fast turn-around service at the most reasonable
price.

Advance Replacement – If you have Circuit Board issues with your Bay Tek game, but you don't
have time to send in your board in for repair, give us a call and ask for an Advance Replacement.
We'll send you a replacement board that same day (pending availability). When you get your new
board, just repackage the defective board in the same box and send it back to us. We make it easy by
including a UPS Return Shipping label for you to put on the box (not available for international ship-
ments). This is your best option when you need to get your game up and running as quickly as pos-
sible!

Spare Parts – 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 diag-
nose 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, & Fees:

NOTICE! ALL ITEMS being sent to Bay Tek Games for repair or return, etc. require prior Return
Authorization! Bay Tek Games will provide a Product Return Form with an authorizing Ticket Number
for each item to be returned. Please be certain to include this document with all shipments!

Late Fees and Non-Return Fees - Advance Replacement and Warranty Replacement items require
the defective items to be returned by Bay Tek games promptly to avoid Late Fees. We expect items to
be returned with 10 working days. Late fees are invoiced monthly. Late fees are non-refundable under
any circumstance! Any item not returned within 90 days will be invoiced in full as a replacement part.

Bench Fees - Bench fees will apply for each electronic item returned to Bay Tek Games (this includes
unused Advance Replacement items). This charge covers our cost to inspect, evaluate and retest
each item. Please note that returned items that do not pas our tests will be charged accordingly as
replacement items or advance replacements.

Restocking Fees - Unused items returned for credit will be credited minus a restocking fee. Items
must be returned with in 30 days of purchase in order to qualify for any credit amount. No shipping
charges will be credited.

WARRANTY

Bay Tek Games warrants to the original purchaser that all game components will be free of defects in workmanship and materials for a period of 6 months from the date of purchase. If you fill out the registration card in the cashbox of the game, Bay Tek will add another 3 months to your warranty, free of charge.

Bay Tek Games will, without charge, repair or replace defective component parts upon notification to the parts/service department while the game is under warranty.

Warranty replacement parts will be shipped immediately, via ground service, along with a Product Return Form for the return of defective parts.

Defective parts must be shipped back to Bay Tek Games unless otherwise instructed. Items not returned to Bay Tek Games will be invoiced as replacement parts.

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 any serial number decal is altered, defaced, or removed from its original position.

⚠ ATTENTION ⚠

In order to maintain the safety & compliance certifications of this game, ONLY approved parts may be used. For approved replacement parts, refer to the parts list in this manual.

Should you need your game serviced, determine the serial number from the decal placed on the front of this manual, or locate it on the back of the game. Then contact our Service Department at: 920.822.3951 or e-mail: service@baytekgames.com

NON-WARRANTY

Options and estimated charges will be provided to you for your approval.
Please remember that any items being sent to Bay Tek Games must include prior return authorization from our Parts & Service Department.
This approval will include a Product Return Form which is required to be included with any incoming shipments. Repaired parts will be shipped back using the same method in which they were received.
Repairs are warranted for 30 days from the date of return shipment.

CERTIFICATE OF COMPLIANCE

HONEYWELL SCANNER CODES

Follow the directions on page 14 to reconfigure your scanner.

CODE 1 / 5

Enter Exit Configuration Mode

³ 9 9 9 9 9 9

CODE 2

Enable
Normal and Inverse QR Code

³ 2 0 0 6 3 2

CODE 3

Disable IR Object Detection

1472010

CODE 4

Enable Camera Based Object Detection

143610

ZEBEX SCANNER CODES

Follow the directions on page 14 to reconfigure your scanner.

CODE 1

Restore Defaults

CODE 2

Presentation Mode

CODE 3

Enable Interleaved 2 of 5

CODE 4

I 2 of 5 - Two Discrete Lengths

NUMBER CODES

1

4

6