



Spindle Module Service Manual

PLACE SERIAL NUMBER LABEL HERE



Prizes not Included

FACTORY CONTACT INFORMATION



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

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Fax: (920) 822-8936

Email:

baytek.parts@thevillage.bz

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Phone: (920) 822-3951 Ext 1102

Fax: (920) 822-8936

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SPINDLE MODULE SPECIFICATIONS

MODULE WEIGHT

Spindle Module	381 lbs	173 kg
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MODULE DIMENSIONS

Spindle Module	34.5" x 33" x 79"	88 x 84 x 201 cm
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OPERATING TEMPERATURE

FAHRENHEIT	45 - 80 F
CELSIUS	7.2 - 26.7 C

SHIPPING MODULE WEIGHT

Spindle Module	471 lbs	214 kg
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SHIPPING MODULE DIMENSIONS

Spindle Module	40" x 40" x 86"	102 x 102 x 219 cm
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POWER REQUIREMENTS

INPUT VOLTAGE RANGE	110 to 240 VAC
INPUT FREQUENCY RANGE	50/60 Hz

MAX OPERATING CURRENT

Spindle Unit - 0.7A @ 115 VAC / 0.35A @ 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 substances can cause severe 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.		
	WARNING	
This unit is capable of producing sound levels hazardous to human hearing. Consult local sound regulations and adjust volume accordingly.		

Cleaning Instructions:

Use mild glass cleaner for the windows and a damp rag for the exterior wood. The appliance should not be cleaned by water jet.



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, card swipe systems, RFID readers and bar code 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 Entertainment



GAME INSPECTION

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

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

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

SPINDLE MODULE SET UP

Each Prize Hub Module will arrive on it's own pallet.

Please inspect all pallets for shipping damage and report immediately to the freight company if any damage found.

Unbox each pallet:

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

Using 2 people, carefully remove the Module from the pallet and bring into position in the room.

Planning:

Prize Hub 2.0 can be configured and assembled with any module attached to either side of any other module.

Limitations:

- The Network Cable from each module must be routed through the lower side holes in the cabinet and plug into the main module's switch.
- The power cord from each module must come out the back of the module and plug into a power strip that can be accessed from the rear or side of cabinet.

This is an example of how the Prize Hub 2.0 can be configured:

From left to right: Capsule, Spindle, Main, Locker, Locker XL

It is recommended that the Main Module with the touchscreen be placed near the center so that the guest has easier access to all modules when shopping.



Instructions:

Place each module in the approximate location and position relative to each other.

Remove the small bag of keys taped to each module and unlock and open the front and back doors.

Each module will have 2 pieces of wood attached to the side of cabinet. If this module is to be used on an end, these pieces of wood will need to be removed with a #2 square bit.

Locate mounting hardware kit inside each module. Part # A5KIT-PRIZEHUB

This hardware will be used to connect each module to the one next to it.

Locate 4 bolts, 8 washers, and 4 nuts from the hardware kit.



A5BOHH120



A5WAFE020



A5NULO060

SPINDLE MODULE SET UP

Working through the back door of each module, install a bolt, 2 washers, and 1 nut into the hole near the top into the Prize Hub module next to it. Tighten with a 1/2" wrench.

If this module is to be used on an end, install the bolt so the nut will be on the inside of the module next to it.

Install a bolt, 2 washers, and 1 nut into the hole near the bottom into the Prize Hub module next to it. Tighten with a 1/2" wrench.

The 2 front sets of hardware are installed in a similar way from the front door of the module, or inside locker after Prize Hub is powered on and tested.

Locate the network cable and power cable inside each module.

Remove the power cable and plug into the power strip.

Position the power strip so that the rocker switch is accessible from the edge of the assembled modules, or from the back of the cabinet.

Route the network cable from each module through the side holes in the cabinet toward the main module.

All network cables will plug into the Hub Switch located inside the main module.

Plug each modules network cable into any socket on the switch.

Once all modules are connected and plugged in, power on the entire machine using the toggle switch on the power strip.

If this module is on the end, there is a metal plate that will cover the hole on the bottom of the fully assembled cabinets.

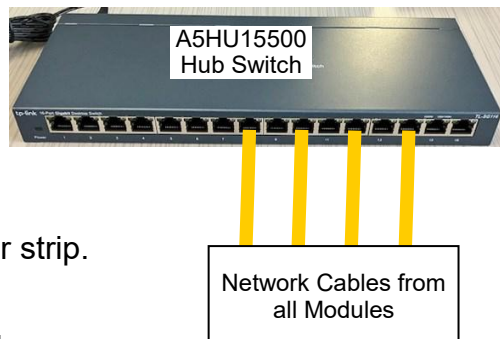
Install using 4 of black screws for each plate.

Place serial # stickers inside the main module:

Each module will have an extra serial # sticker.

We recommend to place these stickers inside the front door of the main module above the monitor.

This will help identify any module attached to the main unit in case of any future problems. Serial #'s are important.



SPINDLE MODULE SET UP

Load Prizes

Locate the following items from your prize supplier:

- USB flash drive
- Prizes
- Itemized packing slip

Load all prizes in the appropriate locations according to the ticket value on the packing slip.

Extra ticket number decals are included in case ticket values need to be changed.

Spindle Module

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

Remove the safety rods by turning CLOCKWISE.

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

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

The pictures will be loaded from the USB flash drive later.

Menu settings will be done later.



	Capacity Per	Variety	Total Capacity	Max Height	Max Width	Max Depth
Spindle Module						
Rows 1-3	**	18	54 - 252	9"	5"	**
Top Row	**	3	9 - 42	9"	10"	**

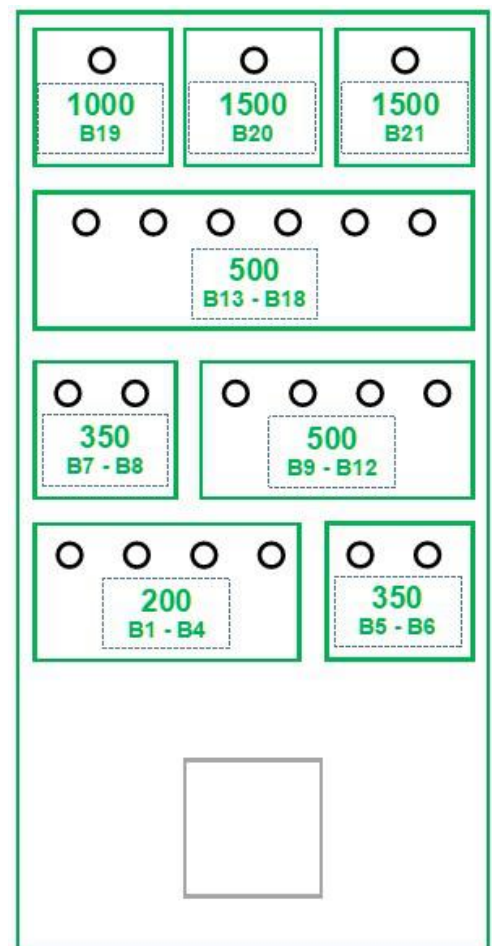
**** Spindle capacity varies by prize depth:**

14 of flat items (one per coil)

10 of 1" thick items

5 of 2" thick items

3 of 3-4" thick items



SPINDLE MODULE SET UP

Quick Set Up in Menu System

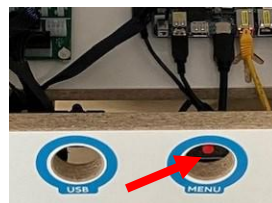
This is only a quick look at the important settings to get your Prize Hub set up and ready to be used. More detailed explanations of all menu functions are located in the Main Menu Section.

Insert the barrel key into the T Handle and turn until the handle pops out.

Turn the handle to open.

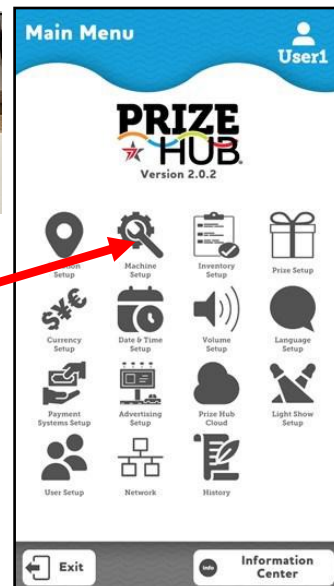
Press the red menu button inside the cabinet.

Close the door so you can view and touch the monitor.



Step 1: Set Up Modules

Touch "Machine Setup"



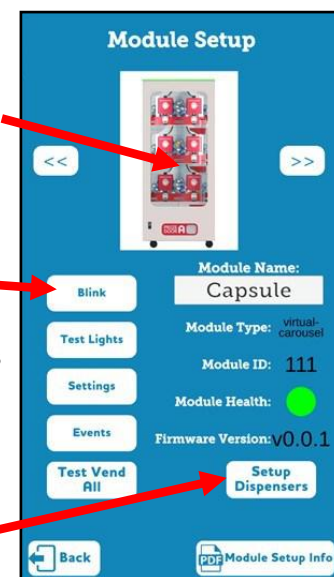
Touch "Modules"



Touch the circle to bring up the image picker and change the image of the module to match its type.

Each connected module can be scrolled through with the [< and >] buttons. Verify all modules are shown as you cycle through.

Touch "Blink": Will blink the lights inside the module to help identify it.



Note: If a module does not show on this page, verify that the network cable is secure from the module I/O board to the hub in the Main Module.

Important! If you have more than 1 of the same module type, you must input the start sequence of each module.

Touch "Setup Dispensers"

Start Sequence: This important setting will distinguish between multiple modules of the same type. Each module has vend slots assigned.

For Example:

The first spindle module's start sequence must be set to 1. It will show B1 - B21

The second spindle module's start sequence must be set to 22. It will show B22 - B42.

Locker and Locker XL modules are set up a similar way:

The C1-C5 Locker must be set to 1

The C6 - C14 Locker XL must be set to 6.

If there is another Locker unit with higher door numbers, it will be set to 15.



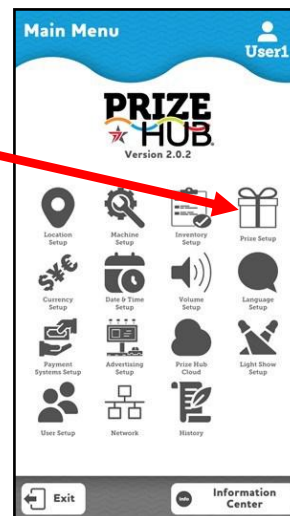
SPINDLE MODULE SET UP

Step 2: Set Up Prizes

From the main menu, touch "Prize Setup"

A prize **must** be created and set up in Prize Hub before it can be assigned a vend slot.

Touch "Create Prize"



Create/Edit Prize

All prizes for the Prize Hub will be created using this screen.

Pick a prize and start typing in the information.

Note: A keyboard and mouse may be used, but be aware that the mouse may interfere with the touchscreen. Press F9 on keyboard to show cursor on the screen.

It's best to reboot the Prize Hub after removing the mouse or keyboard.

The following fields can be REQUIRED:

Name: Name of prize.

Description: Description of prize.

SKU: SKU number associated with prize. **Note: This can not be changed later.**

Actual Cost: Dollar value of prize.

Ticket Cost: Number of tickets needed to win.

The following fields are optional:

Sale Ticket Cost: Number of tickets needed to win if prize is set to "On Sale"

Stock: Amount of prizes in inventory.

A picture of the prize can be uploaded to Prize Hub or changed by touching "Change Image".

The Create/Edit Prize form contains fields for Name, Description, SKU, Actual Cost, Ticket Cost, Sale Ticket Cost, and Stock. It also has a section for uploading or changing the prize image. A red arrow points from the 'Change Image' button to the 'Prize Image Setup' screen.

* Required Fields

Name: * Affordable Headphones
Description: * Headphones of various colors that will break after 100 uses
SKU: * 74658461
Actual Cost: * 0.65
Ticket Cost: * 500
Sale Ticket Cost:
Stock:

Change Image Remove Image
Cancel Confirm PDF Create New Prize Info

Prize Image Setup Menu

A picture can be assigned to a prize using this screen.

Scroll through the menu by swiping up or down on the screen.

If your picture is not in this list, it can be loaded using a USB dongle thumb drive. Push the USB drive into the socket next to the menu button.

Important! This screen needs to refresh to load the pictures from the thumb drive!

Touch the "Cancel" button, then retouch the "Change Image" button.

The prize pictures from the USB drive will now show on this screen.

After finding the correct picture, touch the "Select" button.

Then touch the "Confirm" button.

Repeat this process to create all Prizes.



SPINDLE MODULE SET UP

Step 3: Set Up Vend Slots

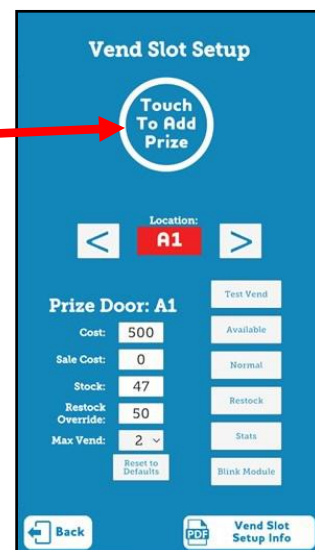
From Main Menu, touch "Inventory Setup"

This screen will show all vend slots available including all modules.

Touch the A1 vend slot.



Touch the center circle to add a prize to this Vend Slot



Prize Image Setup

This menu shows all of the prizes available to be added to this vend slot.

If prize is not in this list, touch "Create Prize"
Go back to "Create/Edit Prize" page.

Scroll through the menu by swiping up or down on the screen.

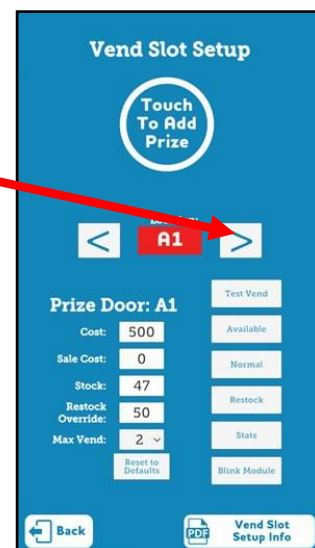
After finding the correct picture, touch the "Select" button.

Then touch the "Confirm" button.



Verify prize cost and stock of prize, then touch the > to go to the next vend slot, A2.

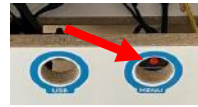
Repeat this process for all vend slots.



Spindle Related Menu Options

How to enter menu:

Press and hold the red menu button inside the front door of the cabinet. The main menu will show on screen.



Menu Options are available to touch.



Machine Setup Menu

Machine Setup Menu

Options relating to the Spindle Module

Main Hub

Settings for the main hub and user interface.

Modules

Sets the individual settings for each module type.

Sets the Start Sequence of modules in the Set Up Dispensers menu.

Dispensers

Options to change the dispenser type color.

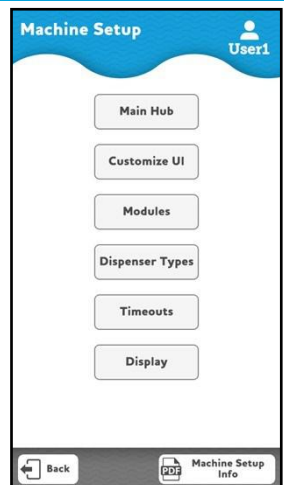
Settings that will be used for each prize that is associated with dispenser type.

Timeouts

Settings for how long the Prize Hub will wait for certain things.



Machine Setup



Machine Setup Menu

Main Hub Setup Menu

Expected Modules

Set to how many modules are attached to the main unit.

Prize Hub Cloud will post an error message if this does not match the number of modules that Cloud reports.

Show Unavailable Items

If checked, the User Interface will display the prizes that are out of stock.

These prizes will not show when tickets are added to the Prize Hub.

Allow Multi-vending

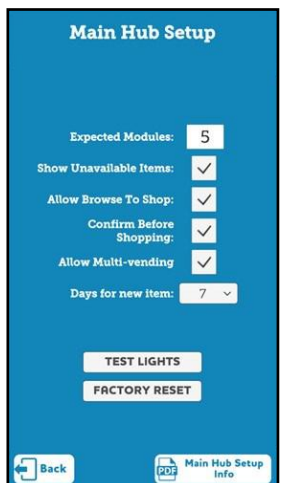
If checked, a guest can change the quantity of the selected prize to dispense more than one at a time. Make sure the "Max Vend" is set in the "Dispenser Setup" menu in Machine Setup Menu

Days for a new item

If a "New Item" is checked in the Prize Setup, a banner declaring "New Item" will be shown on this picture for the selected number of days.

Off	7	14	30
-----	---	----	----

Main Hub



Machine Setup Menu

Module Setup Menu

Touch the circle to bring up the image picker and change the image to the Spindle picture.

Each connected module can be cycled through with the [<] and [>] buttons

Module Name: Can be named “Left Spindle”, “Right Spindle” etc.

Blink: Will blink the lights inside the module to help identify it.

Test Lights:

Option to change light colors on top and below module to test. Touch color and the appropriate light will change color.

Settings:

Screen will appear showing the different timeouts depending on which module is connected.

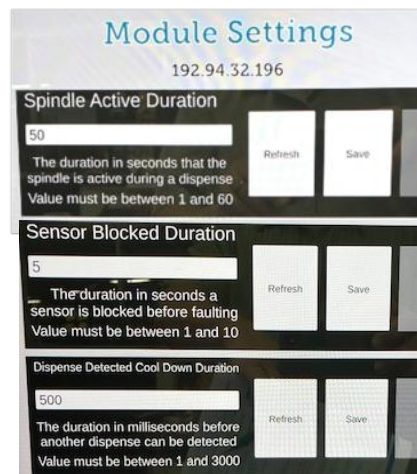
A new time in seconds or milliseconds can be entered, then touch the “Save” icon to save.

Maximum amount of time (in seconds) the spindle will turn if it does not see a prize drop.

Amount of time (in seconds) that the prize chute sensors can be blocked before triggering an error.

Amount of time in milliseconds before another dispense is detected. Too small and it may see one prize twice.

Modules

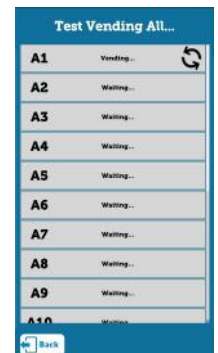


Events:

Helpful diagnostic information specific to the module are listed.

Test Vend All:

This will vend one prize from each spindle.



Module Type/ Module ID: Hard coded information from the module I/O boards.

Firmware Version: Shows the software version on the module controller board.

Set Up Dispensers:

Refer to “Set Up Dispensers” on next page.

Setup Dispensers

Machine Setup Menu

Set Up Dispensers:

Easy reference that looks at details of all Dispensers in a Module.

Show or Hide Inactive:

Will only show active vend slots.

Restock All:

Will return all prize stock levels to value from Dispenser Type or Vend Slot Setup menus.

Reset All Statistics:

Will clear all prize statistics to zero.

Reset All States:

Will change all prizes to "Available"

Reset All Defaults:

Will change all Vend Slots to factory default values.

Warning: This will change all Vend Slots to factory default values.

Start Sequence: This important setting will distinguish between multiple dispensers of the same type. Each dispenser has a prize location assigned.

For Example:

The first spindle module's start sequence must be set to 1. It will show B1 - B21

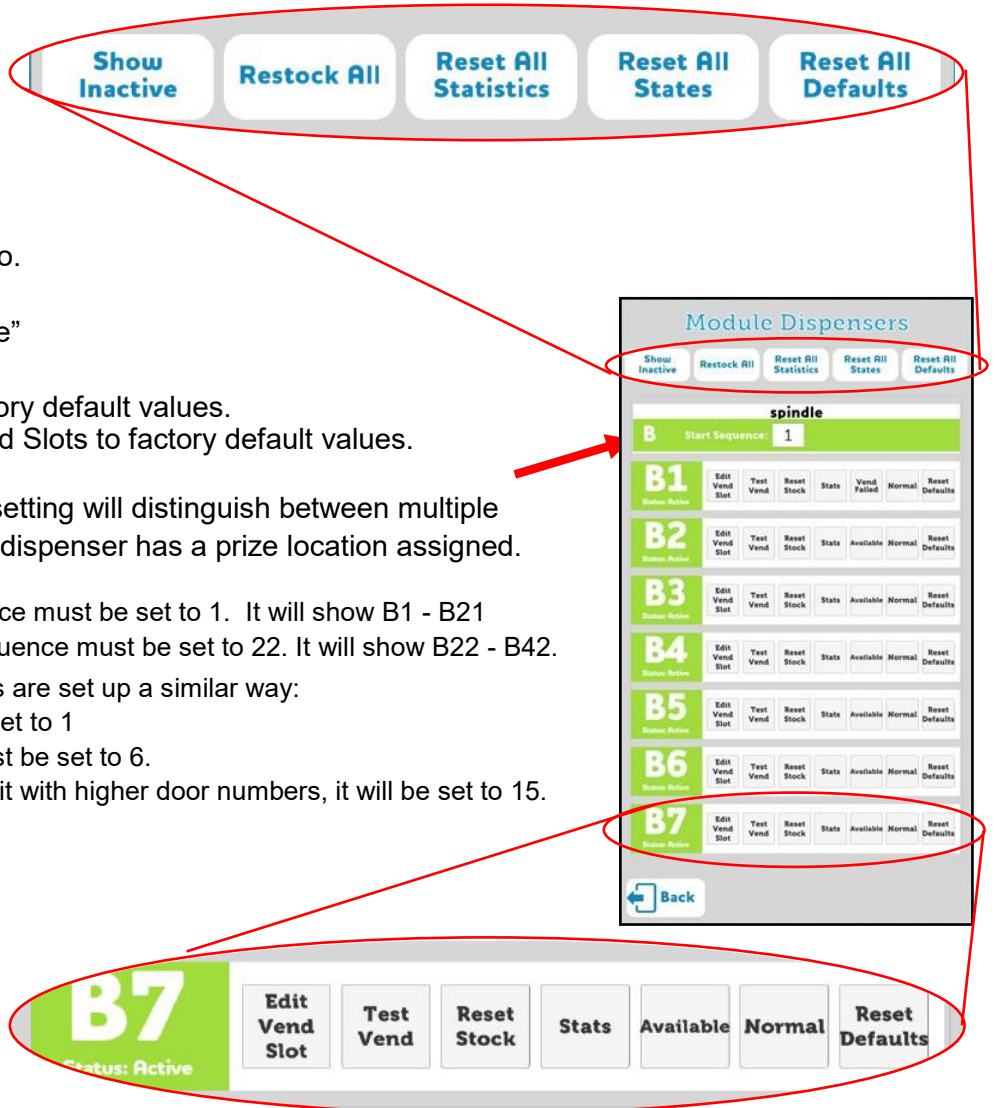
The second spindle module's start sequence must be set to 22. It will show B22 - B42.

Locker and Locker XL modules are set up a similar way:

The C1-C5 Locker must be set to 1

The C6 - C14 Locker XL must be set to 6.

If there is another Locker unit with higher door numbers, it will be set to 15.



Buttons on each Dispenser Location allow:

Edit Vend Slot: Refer to "Vend Slot Setup" page.

Test Vend: The Prize hub will vend this prize location.

Reset Stock: Will set the stock level to the restock value.

Stats: Shows Statistics of the specific vend slot.

State: Shows state of the specific vend slot. Available/Empty/Vend Failed
Can be manually switched between empty and available.

Overlay Type: Shows Normal, On Sale, New Item, or Hot Item

Reset Defaults: Will reset the vend slot settings to the factory default.

Machine Setup Menu

Dispenser Types Setup Menu

Click the circle to bring up the color picker to change the dispenser type color shown on the user interface.

Dispenser Types



Each connected dispenser type can be cycled through with the [<<] and [>>] buttons.

The Dispenser can be named. Usually Capsule, Locker, or Spindle

Reset Color: Will reset the color of the dispenser to the default color.

Font Color: Will change color of letter between white and black.

Ignore Stock Value: If checked it will dispense items until runs empty.
If Unchecked, it will dispense until the "Stock" value is zero.

Restock Value: The amount that the stock value will go to when "Restore Stock" is touched.

Max Vend: The maximum amount allowed to dispense if "Allow Multi-Vends" is checked on the Main Hub setup page.

1	2	3	4	5
---	---	---	---	---

Dispense Door Location: Shows location as Letter Only, Letter & Number, or Prize Location

Days of non-vend for autosale: If desired, a prize can automatically go on sale if not dispensed for a set number of days.

Off	14	30	60
-----	----	----	----

Days on Autosale: If Autosale is enabled, select the amount of days that it will stay on sale.

1	2	3	...	14	15
---	---	---	-----	----	----

Vends for a hot item: Once this amount of vends is reached in a 24 hour period, a "hot" banner will show on prize image.

Off	1	2	3	...	24	25
-----	---	---	---	-----	----	----

Timeouts Menu

Timeouts

Vend Timeout: The maximum amount of time the dispenser will run if it does not see a prize dispensed.

Note: This includes the time for all multi-vend items. If 5 spindle prizes are selected, depending on spacing on the spindle, it may take 120 seconds to dispense all 5 prizes.

45	60	90	120	240
----	----	----	-----	-----

Inventory Setup Menu

Inventory Setup Menu



This menu shows all available vend slots, and the prizes associated with the vend slot.

Slot	Prize	Tickets	Sale Tickets	Stock
A1	No Prize Setup	500	0	47/50
A2	No Prize Setup	15	0	120/120
A3	No Prize Setup	25	0	120/120
A4	No Prize Setup	25	0	118/120
A5	No Prize Setup	25	0	118/120
A6	Red Power Drill	25	20	120/120
A7	Small Toy Car	350	100	100/100
A8	No Prize Setup	50	0	118/120
A9	Splat Toy	150	0	120/120
A10	No Prize Setup	50	0	118/120
A11	Small Toy Car	200	0	118/120
A12	No Prize Setup	50	0	120/120
A13	No Prize Setup	50	0	120/120
A14	No Prize Setup	50	0	120/120
A15	No Prize Setup	50	0	120/120
A16	No Prize Setup	50	0	120/120

Touching a vend slot shows the details. Refer to "Vend Slot Setup" page.

Vend Slot Setup

Touch To Add Price

Location: A1

Prize Door: A1

Cost: 500

Sale Cost: 0

Stock: 47

Restock Override: 50

Max Vend: 2

Test Vend

Available

Normal

Restock

Stats

Blink Module

Reset to Defaults

Vend Solt Setup Menu

Vend Slot Setup Menu

Touch the image or default circle to add or change a prize.
Refer to "Prize Select Setup" below.

Touch the [<] and [>] buttons to cycle through each vend slot.

Cost: The amount of tickets needed to receive prize.

Sale Cost: The amount of tickets needed to receive prize if "on sale".

Stock: Current amount of prizes on/in the location. (Lockers will max at 1)

Restock Override: Restock values are set in the Machine Setup --> Dispenser Setup Menu. A specific spindle can be set to a different restock value if desired "Restock All" will use this value if set.

Max Vend: Maximum Vends are set in the Machine Setup --> Dispenser Setup Menu. This value will override that value.



Test Vend: The Prize Hub will vend this vend slot.

Available/Empty: Can be toggled between "Available" and "Empty". Vend Failure may show if there is a problem with vend slot. Default may show if the prize has never been set up.

Normal/New Item: This will show a banner over the prize image on the user interface declaring a New Item.

Restock: When touched, it will set the stock levels to restock value.

Stats: Will show current statistics of this vend slot.
Note: If this prize is used elsewhere inside the Prize Hub, those stats will be separate from this vend slot

Blink Module: Will blink the lights of the module to help identify it.



Prize Select Setup Menu

This menu shows all of the prizes available to be added to this vend slot.

If prize is not in this list, touch "Create Prize"
Refer to "Create/Edit Prize" page.

Scroll through the menu by swiping up or down on the screen.

After finding the correct picture, touch the "Select" button.

Then touch the "Confirm" button.



Prize Setup Menu

Prize Setup Menu

Lists all prizes available.
Prizes may be already assigned to vend slots in the Prize Hub.

If prize is not in this list, touch "Create Prize"
Refer to "Create/Edit Prize" page.

To assign a prize from list to a specific vend location, touch "Assign Prizes"
Refer to "All Prizes Setup" page.



Prize Setup

Prize Setup				
User1				
Create Prize	Assign Prizes	Clear All Stats	Prize Name (A-Z)	
	Headphones of various colors that will break after 100 uses	Tickets: 500	Sale: 0	Cost: 0.65
	This is the same stuffed animal rainbow fish, but I changed the ticket value	Tickets: 450	Sale: 400	Cost: 0.35
	asfadsd	Tickets: 600	Sale: 0	Cost: 2
	asdfsdf	Tickets: 75	Sale: 0	Cost: 0.25
	A variety of multi-colored balloons for kids to inflate, pop, and annoy their parents	Tickets: 350	Sale: 300	Cost: 0.45
	Barbie branded jewelry set for kids	Tickets: 1500	Sale: 0	Cost: 1.19
	A super huge prize that every kid wants and adults will never be able to afford	Tickets: 800000000	Sale: 1000000000	Cost: \$99.99
	Tops that spin when kids blow into the tube	Tickets: 15	Sale: 0	Cost: 0.015
	Random chainsaws from the Chainsaw Man series.	Tickets: 500	Sale: 0	Cost: 1.49
	Default Prize	Tickets:	Sale:	Cost:

Clear All Stats: Will clear all the statistics of all Prizes.

Note: To view stats, touch the "Edit" icon, then touch the "Statistics" button.

Refer to "Create/Edit Prize" page.

Prize name (A-Z): Prizes can be sorted by Prize Name, Tickets, Stock, and SKU number.



Blow Tops	Description	Tickets	Sale	Cost
	Tops that spin when kids blow into the tube	15	0	0.015

Each prize line displays:

Name: Name of the prize.

Description: Description of prize.

Tickets: Number of tickets needed to win.

Sale: Number of tickets needed to win if "On Sale"

Cost: Actual dollar amount of prize when purchased.

Stock: Amount of prizes in inventory. Note: Shows when "Prize Name" is sorted by stock.

SKU: SKU number associated with prize. Note: Shows when "Prize Name" is sorted by SKU.

Blow Tops	Description	Tickets	Sale	Cost
	Tops that spin when kids blow into the tube	15	0	0.015

Touch "Edit" Icon to edit the prize information.

Refer to "Credit/Edit Prize" page.

Touch "Trash Can" Icon to delete the prize.

Note: If using Cloud, delete the prize from Cloud or else it will come back onto the Prize Hub.

Note: To view stats, touch the "Edit" icon, then touch the "Statistics" button.

Create/Edit Prize

User1

* Required Fields

Name: * Affordable Headphones

Description: * Headphones of various colors that will break after 100 uses

SKU: * 74658461

Actual Cost: * 0.65

Ticket Cost: * 500

Sale Ticket Cost:

Stock:

Change Image Remove Image

Statistics

Cancel Confirm Create New Prize Info

Create/Edit Prize Menu

Create/Edit Prize Menu

All prizes for the Prize Hub will be created using this screen.

The following fields can be REQUIRED:

Name: Name of prize.

Description: Description of prize.

SKU: SKU number associated with prize. **Note:** This can not be changed.

Actual Cost: Dollar value of prize.

Ticket Cost: Number of tickets needed to win.

The following fields are optional:

Sale Ticket Cost: Number of tickets needed to win if prize is set to "On Sale"

Stock: Amount of prizes in inventory.

The picture of the prize can be uploaded or changed by touching "Change Image". **Refer to "Prize Image Setup" below.**

The picture of the prize can be removed by touching "Remove Image".

Statistics
A1

TODAY
Successful Vends: 0
Successful Multivends: 0
Items Vended: 0
Failed Vends: 0
Failed Multivends: 0
Failed Multivend Items: 0

TOTAL
Successful Vends: 4
Successful Multivends: 0
Items Vended: 4
Failed Vends: 1
Failed Multivends: 1
Failed Multivend Items: 2

MISC.
Selected While Shopping: 5
Selected While Browsing: 0
Days Since Last Vend: 5

Exit Reset

Statistics:

Touch "Statistics" to show the total statistics for the prize.

Note: If the same prize is used in different vend locations, these statistics will be the total for both locations.

Create/Edit Prize User1

* Required Fields

Name: * Affordable Headphones
Description: * Headphones of various colors that will break after 100 uses
SKU: * 74658461
Actual Cost: * 0.65
Ticket Cost: * 500
Sale Ticket Cost:
Stock:
Change Image Remove Image
Statistics
Cancel Confirm PDF Create New Prize Info

Prize Image Setup Menu

Prize Image Setup Menu

A picture can be assigned to a prize using this screen.

Scroll through the menu by swiping up or down on the screen.

If your picture is not in this list, it can be loaded using a USB dongle thumb drive. Push the USB drive into the socket next to the menu button.

Important! This screen needs to refresh to load the pictures from the thumb drive!

Touch the "Cancel" button, then retouch the "Change Image" button.

The prize pictures from the USB drive will now show on this screen.

After finding the correct picture, touch the "Select" button.

Then touch the "Confirm" button.

Prize Image Setup User1

BTH200 KLOONIE PETE Select
BTH200 ERASER BITS Select
BTH200 FIDGET TUBE Select
BTH200 MAGIC WORM Select
BTH200 MAKE YOUR OWN SOURCE BALL Select
BTH200 POP N SPIN Select
BTH200 WALL CLIMBERS Select
BTH200 RUN RUN PLUSH Select
BTH200 SPLAT BALL Select
Cancel Confirm PDF Image Selection Setup Manual

History Menu

History Menu:

Logs the activity on the machine.



Filters are available to narrow down results.

History Filters

Date Range: [Start Date] [End Date]

Severity: [No Filter]

Type: [No Filter]

Message: [Filter by msg...]

Navigation: Back, History Filters Info

History User1

Total Logs: 388 / 10000
3/3/2025 10:09:21 PM

Clear Filters Open Filters Clear Log

3/3/2025 10:01:36 PM	User1 entered menu
3/3/2025 9:55:58 PM	User1 entered menu
3/3/2025 9:55:33 PM	User1 changed email from bobbo clown@thevillage.biz to John.Smith@gmail.com
3/3/2025 9:55:33 PM	User1 changed phone number from 920.555.5555 to 555.555.5555
3/3/2025 9:55:33 PM	User1 changed owner name from Bobbo The Clown to John Smith
3/3/2025 9:55:33 PM	User1 changed start message from How's it going to If you are having problems, use the contact info below
3/3/2025 9:54:00 PM	User1 entered menu
3/3/2025 9:52:48 PM	User1 entered menu
3/3/2025 9:51:29 PM	User1 enabled ticket filtering
3/3/2025 9:51:16 PM	User1 changed end message from: to Have a great day!
3/3/2025 9:51:16 PM	User1 changed email from: to bobbo.clown@thevillage.biz

Navigation: Back, History Info

SPINDLE HUB 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.

Problem	Probable Cause	Remedy
No power to the capsule module. No lights on at all. (Power Supply not ON) 	Unplugged Circuit breaker tripped GFCI Outlet Plug defective. Line Filter defective Check AC cord from power strip into Power supply Ensure power rocker switch is on in back of module. Power supply shutting down because of 12 V overload	Check wall outlet or outside power strip. Reset power strip breaker switch or building circuit breaker Ensure 110 Volts is getting to Power Supply Replace plug if needed. (A5PL1800) Ensure 110 Volts is getting to Power Supply Replace filter if needed. (A5FI9020) Ensure power in cord is secure. Set rocker switch to ON (-)  Refer to power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this.
LED strip on door does not light up.	Disconnected, loose or broken wires. Faulty LED cables inside unit	Check connections from CB15501 Controller board to LED cable on front door. (Cables #'s AACE15563 and AACE15564) Replace LED light cable AACE15564
RGB Color LED strip on top of game does not light up or missing colors.	Disconnected, loose or broken wires. Faulty LED cables.	Check connections from CB15501 Controller board to LED cable on top of game. (Cables #'s AACE15561 and AACE15562) Replace LED light cable AACE15562
RGB Color LED strip on bottom of game does not light up or missing colors.	Disconnected, loose or broken wires. Faulty LED cables.	Check connections from CB15501 Controller board to LED cable on top of game. (Cables #'s AACE15569 and AACE15560) Replace LED light cable AACE15560
Spindle Not Turning Test dispense a prize by going into menu and selecting a spindle	Check for 12 Volts DC on spindle motor Disconnected, loose or broken wires. Faulty controller board.	If spindle motor has 12 VDC, and does not move - Replace spindle. (AADSPZ010) If no 12 VDC: Check connections from spindle to controller board. (CE15567, CE15573, CE15574, CE15572) Replace controller board. (AACB15501)
Spindle Always Turning	Spindle will time out and stop spinning after 50 seconds as the maximum menu setting.	If spindle continues to spin, the controller board is faulty. Replace board. (AACB15501)

SPINDLE HUB TROUBLESHOOTING GUIDE

Problem		Probable Cause	Remedy
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 be seen by prize chute sensors. It will show that prize unavailable, not subtract tickets from guest and have them chose a different prize.	Prize is stuck on spindle. Prize stuck in prize chute Prize chute sensors are dirty, misaligned, or faulty.	Make sure prize hanger is UNDER retaining pin. Inspect prize chute and clear jam. 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 controller board. (AACE15566) Replace if needed. Ensure AACE15566 cable is plugged securely into controller board. It does not matter which sensor goes into which socket. Replace both Prize Chute Sensors. Replace Controller Board. (AACB15501)	 
	Prize Unavailable on screen 	Location is actually empty of prizes. Prize dispensing malfunction. Prize jam. Stock Quantity is set too low. Entire Unit Not Recognized by Main Hub No communication from a Spindle Unit to Main Hub Unit.	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. A spindle will turn off after 35 seconds (configurable in menu) - 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. The spindle will turn for 35 seconds (configurable in menu)- if the prize does not fall from spindle, or gets stuck in the prize chute, it will not be 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 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. Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section. Refer to "Entire Unit not Recognized by Main Hub" in 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.

Diagnostics

The primary source of information about a specific module issue will be the “Events” tab in the Module Setup Menu.

Enter the menu of Prize Hub and touch “Machine Setup”

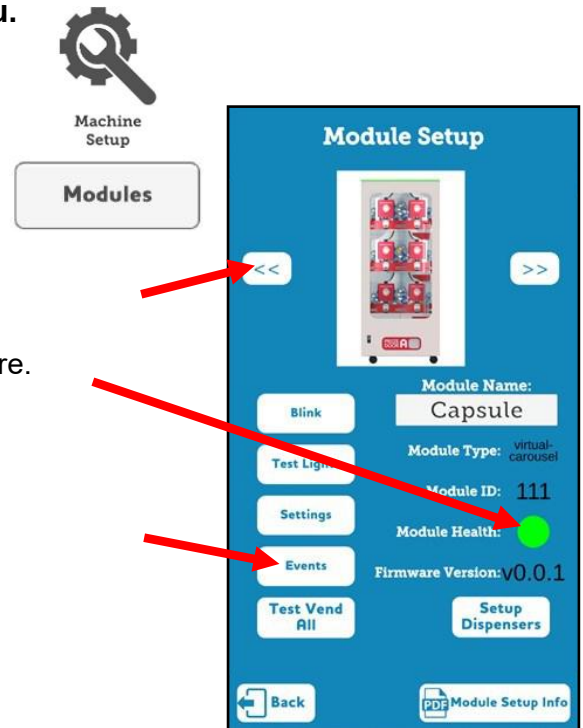
Touch “Modules”

Touching the side arrows, scroll to the module with the issue.

It will have a red indicator here.

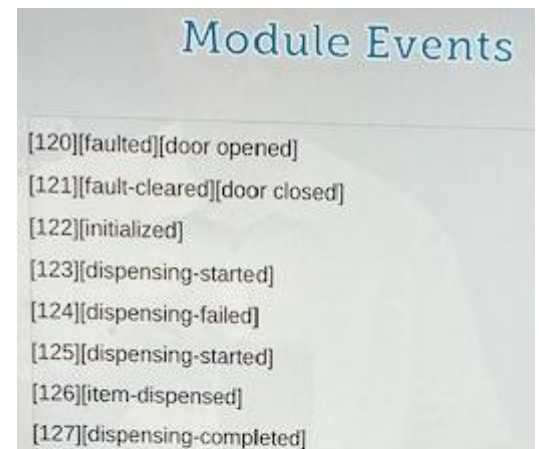
Touch “Events”

This will list the last 100 events logged for this module. Scroll to the bottom of the list for more recent items.

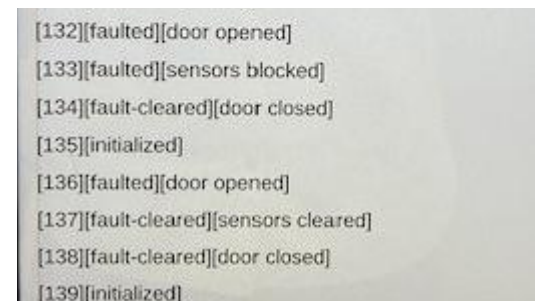


Examples of the Events Log for the Capsule module:

120 - Front door is opened
121 - Front door is closed
122 - Capsule motors being cycled in and out
123 - Prize starting to be dispensed
124 - Failed dispensing a capsule
125 - Prize starting to be dispensed
126 - Prize dispensed
127 - Dispensing complete and tickets taken



132 - Front door is opened
133 - Sensors are blocked
134 - Front door is closed
135 - Capsule motors being cycled in and out
136 - Front door is opened
137 - Sensors are cleared
138 - Front door is closed
139 - Capsule motors being cycled in and out



Diagnostics

Bug Report

A Report can be generated by Prize Hub and saved to a USB thumb drive. This file then can be brought to a computer and emailed to our service team to help diagnose an issue.

Instructions:

Enter the menu by pressing the menu button.

Insert a USB thumb drive into the slot next to the menu button.

A USB Icon will appear on the lower screen.

Touch the USB icon.



Use the monitor touchscreen to input:

Description of the Issue

Steps to Reproduce

Main Module Serial Number

Other Modules Serial Number (If the problem is with a connected module)

Any other additional details you wish to add,

Best way for our service team members to contact.

Touch the “Submit” button.

The Prize Hub will gather information from every module connected, gather menu settings, and other information about your Prize Hub. The files will be saved onto the USB drive.

Note: This process may take 5-10 minutes to complete.

Once complete, remove the USB thumb drive and bring to you computer and email the files to Baytek at service@baytekent.com

CONTROLLER BOARD INFORMATION

Each Module will have a controller board in the back of the cabinet.

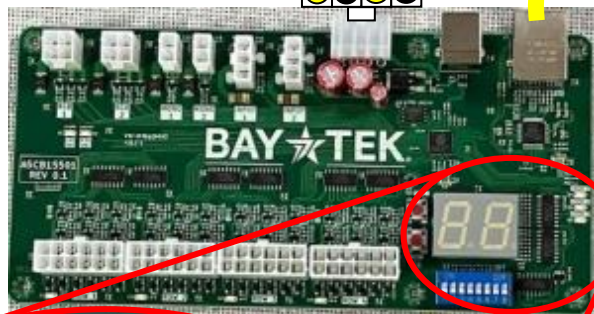
They may look different, but they have similar functions.

They are programmed specific to the module type, and each handles all of the input and output functions of the module.

**Ensure all boards have a 12 Volt DC power connector,
and a network cable to the switch in the main module.**

12 VDC Power
Into Board

A5CORD52
Network Cable
to Hub in Main Module



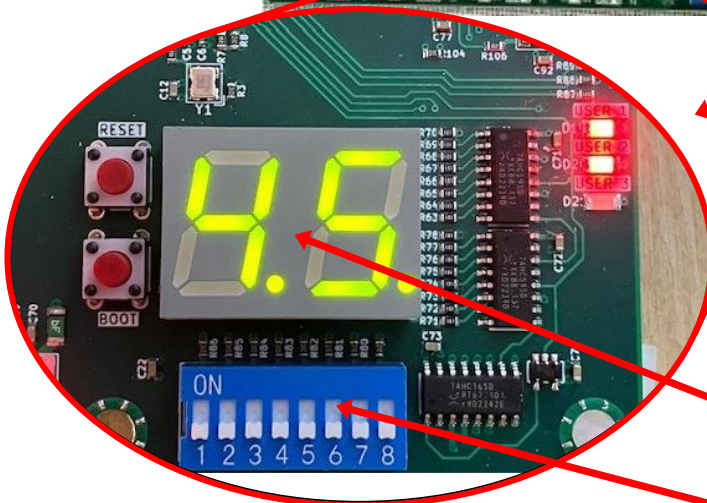
User LED 1 = Heartbeat - this will blink at a regular interval and indicates that the board is running

User LED 2 = Rx Comm - this will blink whenever it receives a request from the hub.

User LED 3 = Unused

Display = Displays the IP of the board (in hexadecimal). The decimal points indicate which position this byte is in the address.

Dipswitches = All dipswitches should be off.



SPINDLE MODULE TROUBLE SHOOTING GUIDE

Entire Module not recognized by Prize Hub

Troubleshooting sequence:

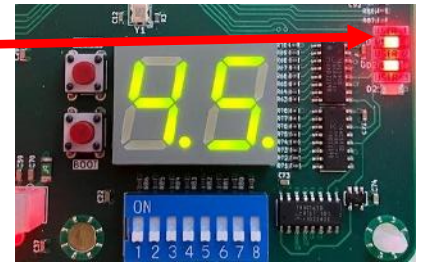
First - Make sure the module is powered on and all lights are on.

Remove the back door of the module and ensure the controller board has 12 volts DC. This board should have red LED's on and a display that will be flashing numbers.

Verify that User LED 1 is blinking at a regular interval.

This indicates that the board is running.

If the red LED is not blinking, power cycle the entire Prize Hub.



Ensure the network cable is plugged securely from the controller board to the network hub in the main module.



Enter the main menu - Machine Setup Menu - Modules tab.
Cycle through the connected modules using the arrow tabs.

Touch "Blink" to help identify multiple modules.

The module must now show up here.

If it does not, then the problem is the network cable, or controller board.



Prize Unavailable Message

Prize Unavailable will show for a variety of reasons:



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.

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

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.

Place prizes close enough to the front of the spindle to ensure the prize drops within this 35 second window.

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

Timeout Setting in Menu

Located in the “Machine Setup” Menu:

Spindle Active Duration: If set too low, the prize on the spindle will not have enough time to drop. The Prize Hub interprets this as an empty spindle, so it removes this spindle from service.

Dispense Detected Cool Down Duration: If this is set too low, the sensors may count one prize as two prizes.

Solution: Refer to Spindle Unit Troubleshooting Section to diagnosis further.

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 be 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.

Stock Quantity is set too low.

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

This must be set to a number, the Prize Hub will allow that number to be dispensed and then show Prize Unavailable for that prize only.

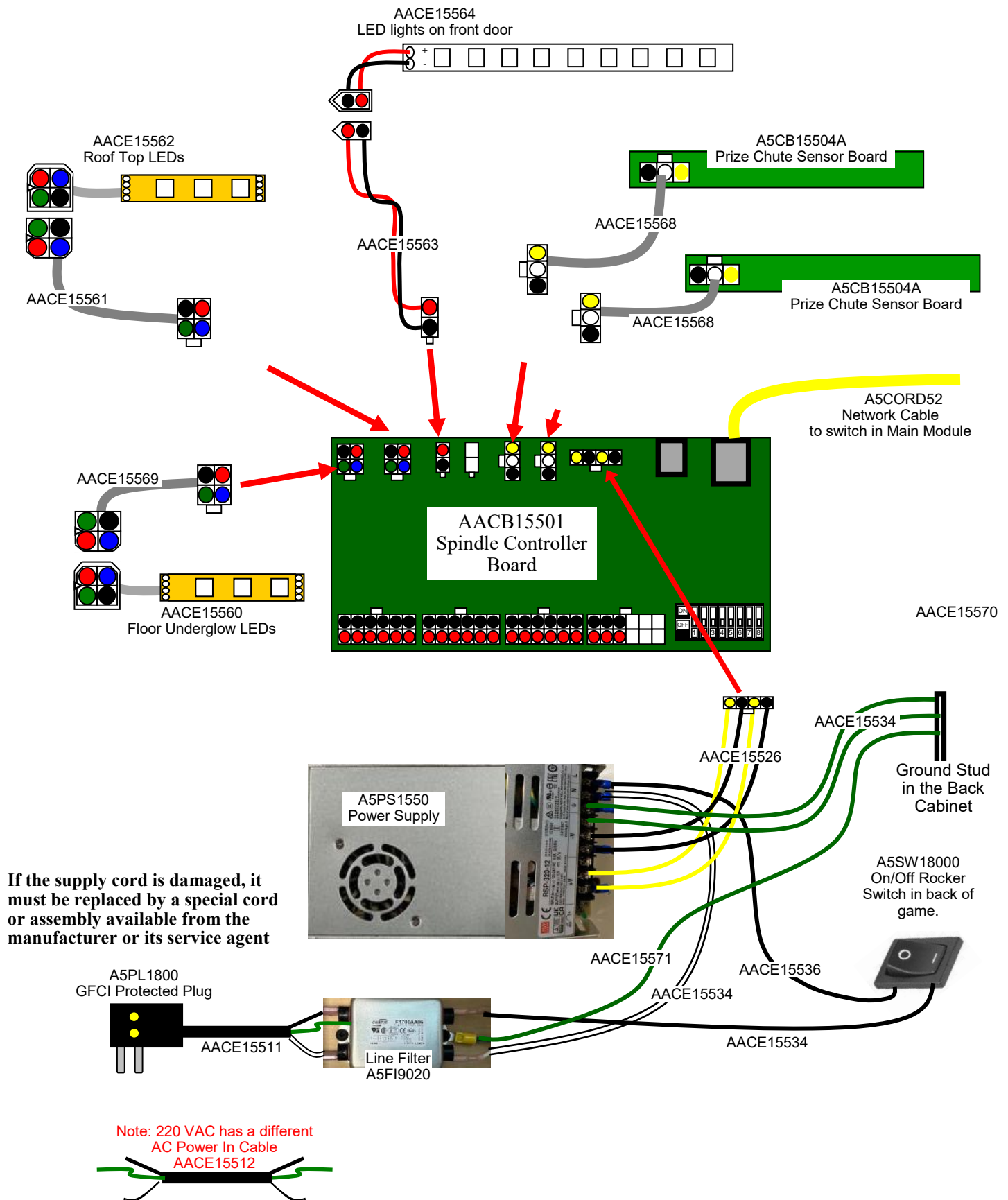
Entire row of prizes unavailable.

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

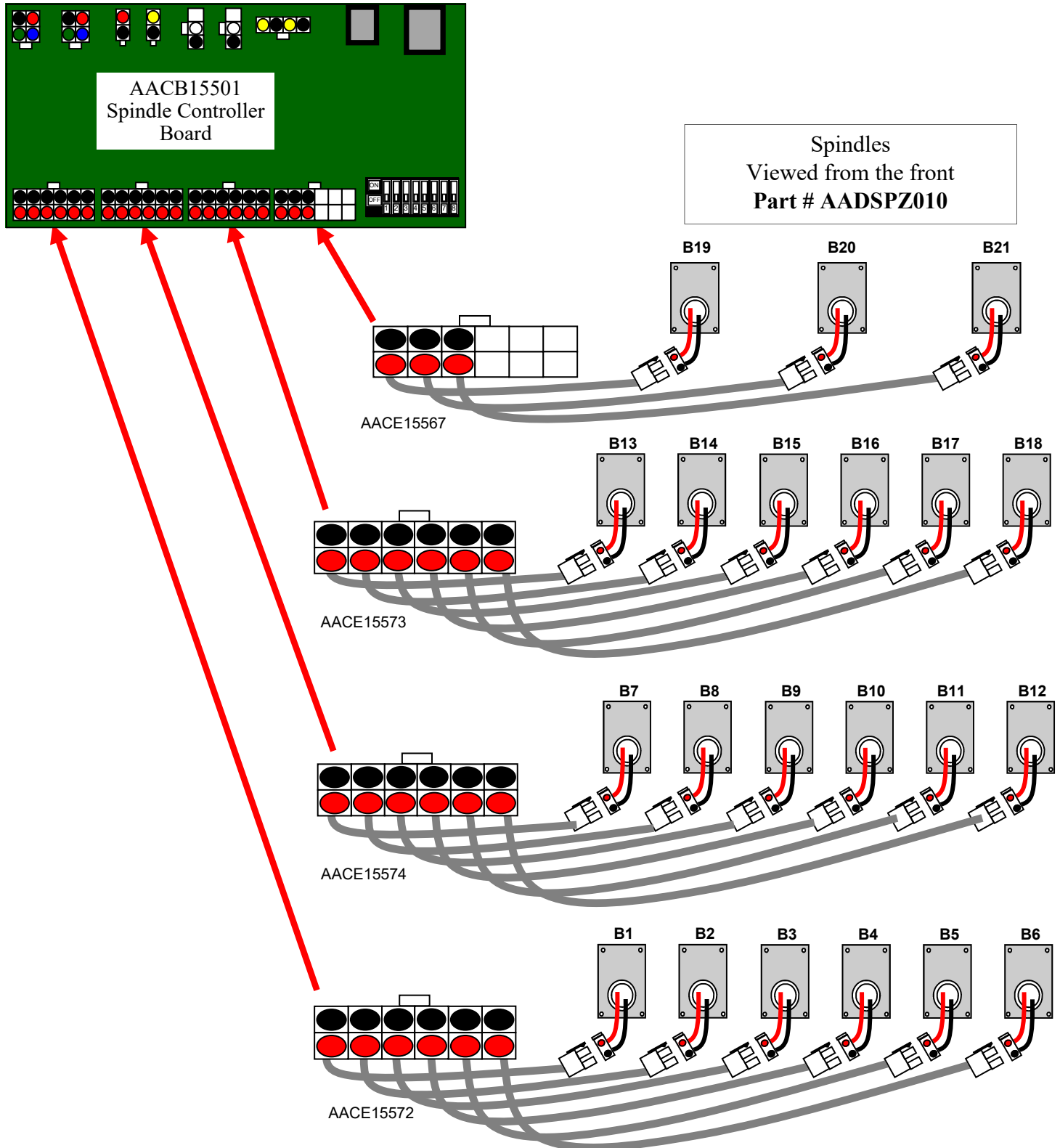
Prize chute sensors are blocked, dirty, or faulty.
No communication from a Spindle Unit to Main Hub Unit.

Solution: Refer to “Entire Hub not Recognized by Main Hub” in troubleshooting section.

SPINDLE MODULE WIRING DIAGRAM



SPINDLE MODULE WIRING DIAGRAM



POWER SUPPLY DIAGNOSTICS

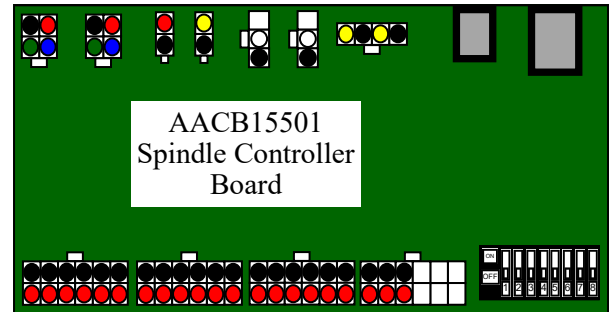
- 1.) Verify AC power to game. Check power strip outside cabinet.
The rocker switch should be on.
- 2.) Ensure Power switch is on.
- 3.) Check connection to power supply.
- 4.) Ensure Power switch is on.



Verify Power to Controller Board

Check for 12 volts DC at the power in connection on the Controller Board.

If 12 Volts DC is measured, then the controller board is faulty and should be replaced. Part # AACB15001



If no 12 Volts DC:

Test power supply:

Turn off power and unplug the power supply cables going to the Controller Board

Turn the power back on and measure voltage at the power supply.

If still no 12 Volts DC measured, then the power supply is faulty and should be replaced. Part # A5PS1550

If 12 Volts DC is measured, then there is a short in the cabinet that is not allowing the power supply to turn on.

Minimize load on power supply and isolate short:

Plug in the power supply to the controller board, but unplug all of the other cables from the controller board.
Turn on game and verify the 12 volts is good.

Then plug in one component cable at a time to the controller board.

At some point, the power supply will turn off - The cable that was just plugged in is faulty.

SPINDLE MODULE ART DIAGRAM

(Depending on how many units you have)

A5DE15506-1 Spindle Markers 1 thru 21

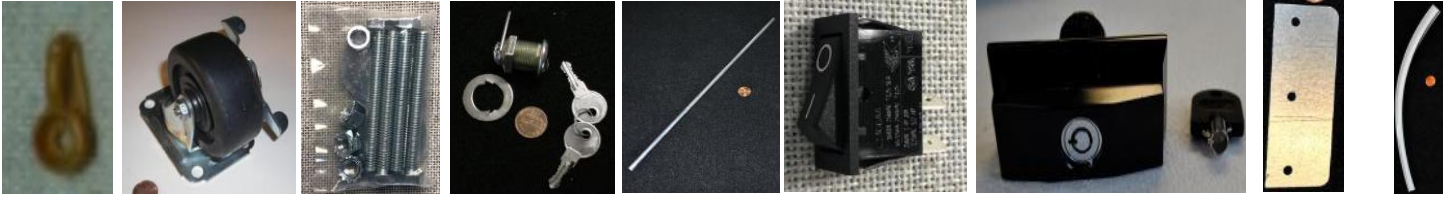
A5DE15506-2 Spindle Marker 22 thru 42

A5DE15506-3 Spindle Marker 43 thru 63



A5DE15510 Prize Door Decal B

SPINDLE MODULE PARTS PICTURES

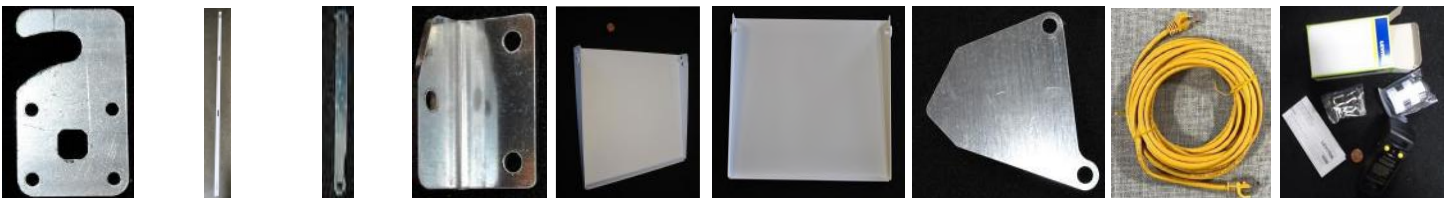


A5BTRT010 A5CA1002 A5KIT-PRIZEHUB A5LK6000 A5SHZN010 A5SW18000

AAHA1001 W5KE5000 W5TM4001



A5BK6035 A5ME15500 A5ME15506 A5ME15502 A5ME15504 A5ME15505 A5ME15503 A5ME1810 A5ME1810-BLK



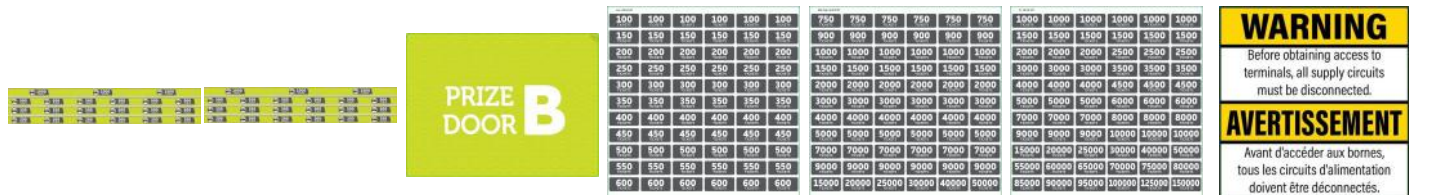
A5ME1869 A5ME1870 A5ME1886 A5ME1889 A5ME4407-WHT A5ME4408-WHT A5ME4409 A5CORD52 A5PL1800



AACE15511 AACE15526 AACE15534 AACE15560 AACE15561 AACE15562 AACE15563 AACE15564 AACE15566



AACE15567 AACE15568 AACE15569 AACE15571 AACE15572 AACE15573 AACE15574 A5DE15506-1



A5DE15506-2

A5DE15506-3

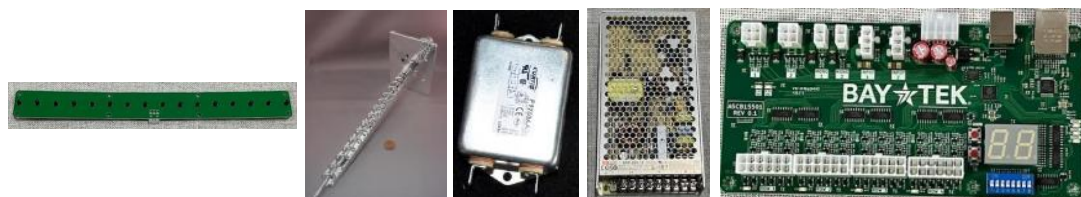
A5DE15510

A5DE15513

A5DE15514

A5DE15515

A5DE15524



A5CB15504A

AADSPZ010

A5FI9020

A5PS1550

AACB15501



SPINDLE MODULE PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5BTRT010	#4 Nylon, Retaining Clip (5 Per)	AACE15573	Control Board to Spindle Row 3 Jumper
A5CA1002	Caster With Swivel & Brake (4 Per)	AACE15574	Control Board to Spindle Row 2 Jumper
A5KIT-PRIZEHUB	Hardware Kit	A5DE15506-1	Decal, Slot Marker B 1-21, Printed Plexi
A5LK6000	Lock, B10, Back Door	A5DE15506-2	Decal, Slot Marker B 22-42, Printed Plexi
A5SHZN010	Shaft, Zinc (2 Per)	A5DE15506-3	Decal, Slot Marker B 43-63, Printed Plexi
A5SW18000	On/Off Rocker Switch 20a 250v	A5DE15510	Decal, Prize Door B
A5TG15500	Tempered Glass 27.94 x 40.75 3/16"	A5DE15513	Decal, Low Ticket Value
AAHA1001	T Handle Lock Assy	A5DE15514	Decal, Mid Ticket Value
W5KE5000	Keeper, Lock	A5DE15515	Decal, Lx Ticket Value
W5TM4001	T-Molding, 7/8"White (19 Feet Per)	A5DE15524	Decal, Unplug Warning
A5BK6035	Bracket (3 Per)	AACB15504	Prize Sensor Boards (2 Per)
A5ME15500	Metal, White Front Door, White Version Only	AADSPZ010	Prize Dispense Spindle (21 Per Game)
A5ME15506	Metal, Black Front Door, Black Version Only	A5FI9020	Line Filter
A5ME15502	Metal, Side Glass Clamp, White (2 Per)	A5PS1550	Power Supply, 200w, Prize Hub 2.0
A5ME15504	Metal, Bottom/Top Glass Bracket, White (2 Per)	AACB15501	Controller Board Spindle Module
A5ME15505	Metal, White Bottom Door Guard, White Version Only		
A5ME15503	Metal, Black Bottom Door Guard, Black Version Only		
A5ME1810	Metal, White Side Guard (2 Per) White Version Only		
A5ME1810-BLK	Metal, Black Side Guard (2 Per) Black Version Only		
A5ME1869	Metal, Lock Arm		
A5ME1870	Metal, Door Lock Rail		
A5ME1886	Metal, Lock Link		
A5ME1889	Metal, Lock Bracket		
A5ME4407-WHT	Metal, Prize Door, White		
A5ME4408-WHT	Metal, Security Door, White		
A5ME4409	Metal, Prize Door Connector (2 Per)		
A5CORD52	Cable, Cat5e Ethernet, Yellow, 20ft		
A5PL1800	Wall Socket Plug GFCI, Auto Reset		
AACE15511	Line Filter to Power Plug, 110 Volt Version Only		
AACE15512	Line Filter to Power Cord, 220 Version Only		
AACE15526	Power Supply to Controller Board Cable		
AACE15534	Power Supply to Stud & Switch Cable		
AACE15560	Underglow Bottom RGB LED Lights		
AACE15561	Roof Top RGB Light Jumper		
AACE15562	Roof Top RGB LED Lights		
AACE15563	Door Light Jumper		
AACE15564	12v Door LED Lights		
AACE15566	Switch To Line Filter, Black Wire		
AACE15567	Control Board to Spindle Top Row 1 Jumper		
AACE15568	Prize Chute Sensor Cable (2 Per)		
AACE15569	Underglow Bottom RGB Jumper		
AACE15571	Line Filter to Ground Stud		
AACE15572	Control Board to Spindle Botom Row 4 Jumper		

REPAIR/MAINTENANCE LOG

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

[illegible]

NOTES

[illegible]

TECHNICAL SUPPORT

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

We offer options that fit your needs.

Electronics / Circuit Boards:

· **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 diagnose a game remotely by phone, but our technicians do a great job. They'll need your help to perform some troubleshooting steps and convey to them exactly what's happening with your game.

Returns & Credits:

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

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

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

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

WARRANTY OPTIONS

Bay Tek Entertainment warrants to the original purchaser that the game will be free of defects in workmanship and materials for a period of 12 months from the date of shipping

Bay Tek Entertainment will, without charge, repair or replace at it's option defective product or component parts upon notification to the parts/service department.

New, purchased parts have a 30 day warranty.

Any labor expended is not included in this warranty.

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

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

Should you need your game serviced, determine the serial number from the decal on the back of the game cabinet or main board, and call **920.822.3951 Ext. 1102**

or e-mail to: service@baytekent.com