

SERVICE MANUAL



TICKET MONSTER

PLACE SERIAL NUMBER LABEL HERE

BAY★TEK
entertainment

FACTORY CONTACT INFORMATION



BAY TEK ENTERTAINMENT
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WELCOME TO TICKET MONSTER

Congratulations on your purchase!

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

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















Your Friends at Bay Tek Entertainment

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

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

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

SAFETY PRECAUTIONS

	NOTICE	
Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.		
This appliance is suitable for INDOOR, DRY locations only.		
	DANGER	
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. A shielded power cable must be used for the game to retain EU/EMC compliance.		
	IN CASE OF EMERGENCY	
UNPLUG THE POWER CORD. The power cord must be accessible at all times in case of an emergency.		
	WARNING	
This unit is capable of producing sound levels hazardous to human hearing. Consult local sound regulations and adjust volume accordingly.		

GAME SPECIFICATIONS

POWER REQUIREMENTS

INPUT VOLTAGE RANGE	100 to 120 VAC	220 to 240 VAC
INPUT FREQUENCY RANGE	60 Hz	50/60 Hz

MAX OPERATING CURRENT

2.9 Amps @ 115 VAC / 1.45 Amps @ 230 VAC

WEIGHT

NET WEIGHT	457 lbs	207 kg
SHIP WEIGHT	623 lbs	282 kg

GAME DIMENSIONS

WIDTH	41 inches	104 cm
DEPTH	48.25 inches	123 cm
HEIGHT	137 inches	348 cm

Note: Game height can be reduced to 106 inches (270 cm) by removing the tall plexi above game.

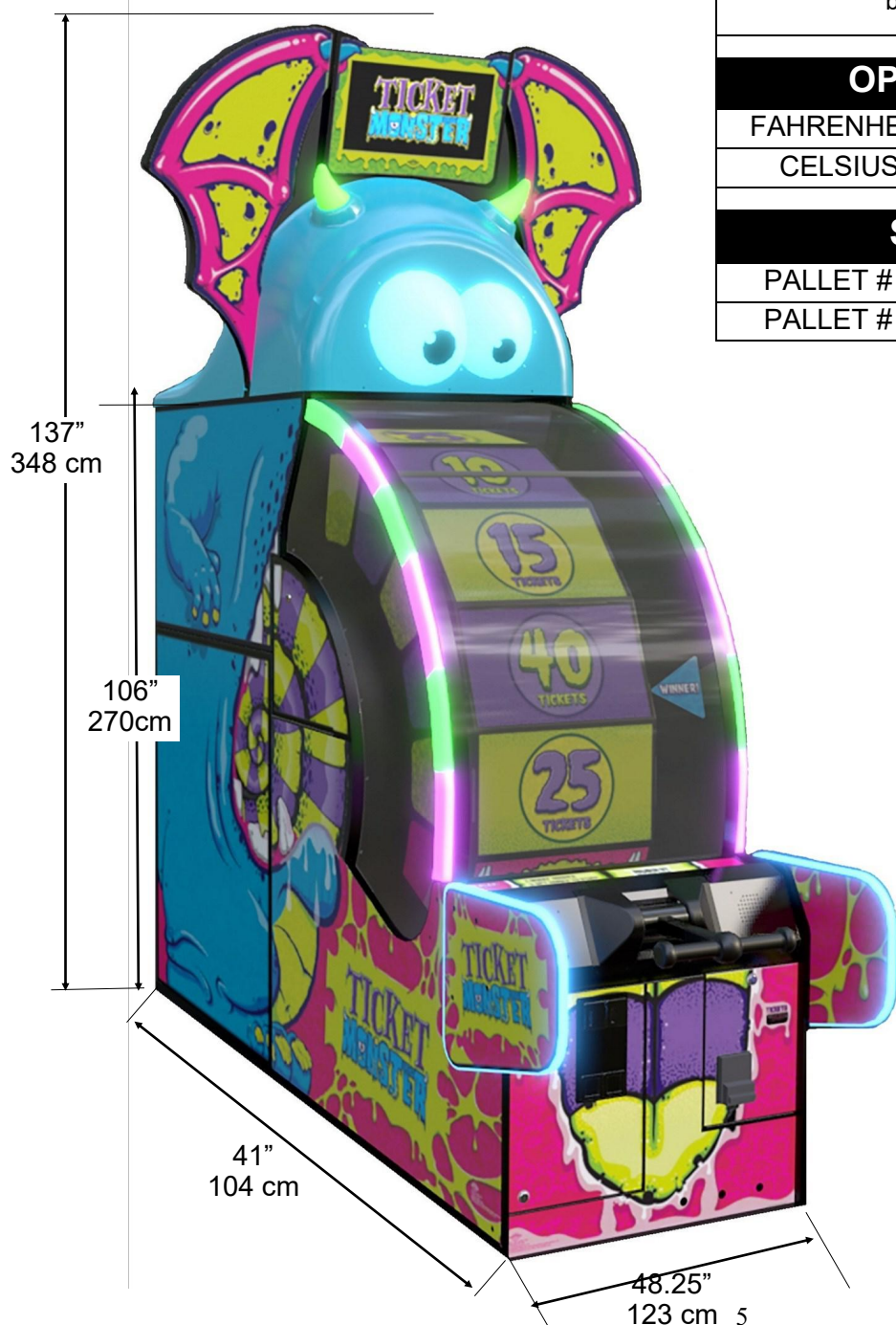
OPERATING TEMPERATURE

FAHRENHEIT	45 - 80 F
CELSIUS	7.2 - 26.7 C

SHIPPING DIMENSIONS

PALLET # 1	38" Wide x 68" Deep x 88" Tall : 498 lbs
PALLET # 2	36" Wide x 96" Deep x 36" Tall : 125 lbs

Overhead Sign ships on a pallet separately
It is 38" Wide by 68" Deep by ??? High



TICKET MONSTER GAME SETUP

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

Tools Needed:

1 step ladder (8-10 foot)

2 Square head screwdriver bit

7/16" Wrench

5/32" Allen Wrench

9/16" Wrench

Phillips Screwdriver bit

Important:

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

Directions:

Unbox the large pallet:

Remove the cardboard surround and carefully snip the attached banding straps.

Remove plastic wrap from cabinet.

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

Remove the 4 screws in the wood blocks on one side of the cabinet using a #2 square bit.

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

Open the front door.

Unlock the coin box and remove:

- Game Manual
- Power Cord
- Hardware Kit

Unbox the small pallet:

Remove the plastic wrap, carefully snip the attached banding straps, and remove the cardboard surround.

Remove the 2 side wings, the vacuum form monster head, monitor, optional linking center piece. (If ordered), and marquee sled.



TICKET MONSTER GAME SETUP

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



Pivot the black metal tube up into position.



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



TICKET MONSTER GAME SETUP

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



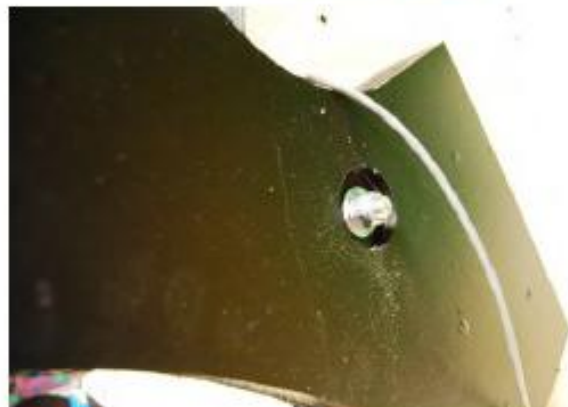
Plug the power and VGA cables from the cashbox into the cables coming out the top of the cabinet.



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

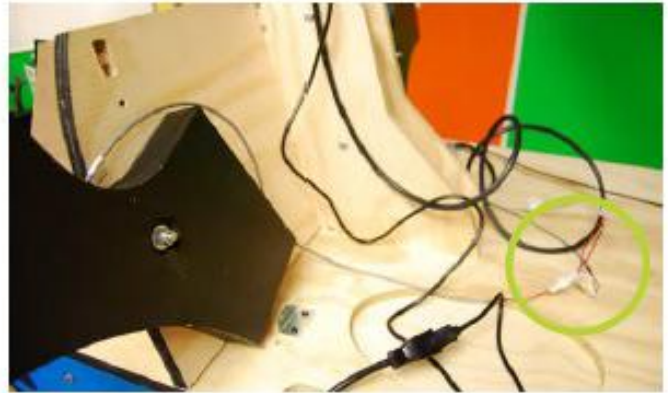


Attach the wings with bolts, washers, and nylon nuts and a 9/16" ratchet socket and wrench. The wings should pivot at the bolts, opening wide enough to fit the blue plastic head in between.



TICKET MONSTER GAME SETUP

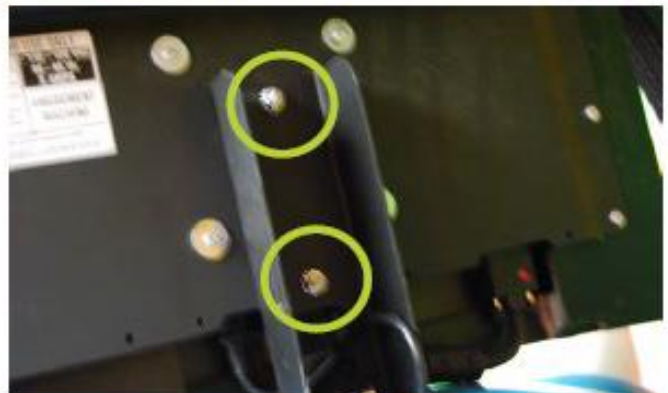
Plug in the wing cables to the jumper on the grey phone cable.



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



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



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



TICKET MONSTER GAME SETUP

Plug the power and VGA cables into the monitor.



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



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



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



CARD SWIPE SYSTEM INSTALLATION

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

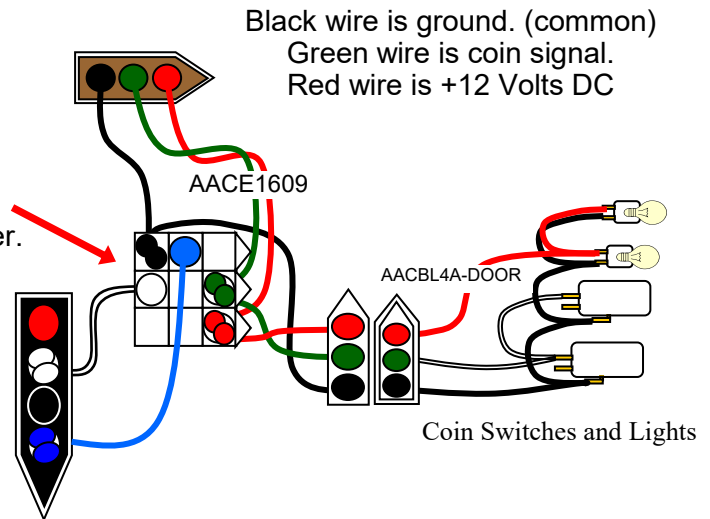
Card swipe cable may plug directly into the UCL connector at the coin door.

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

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

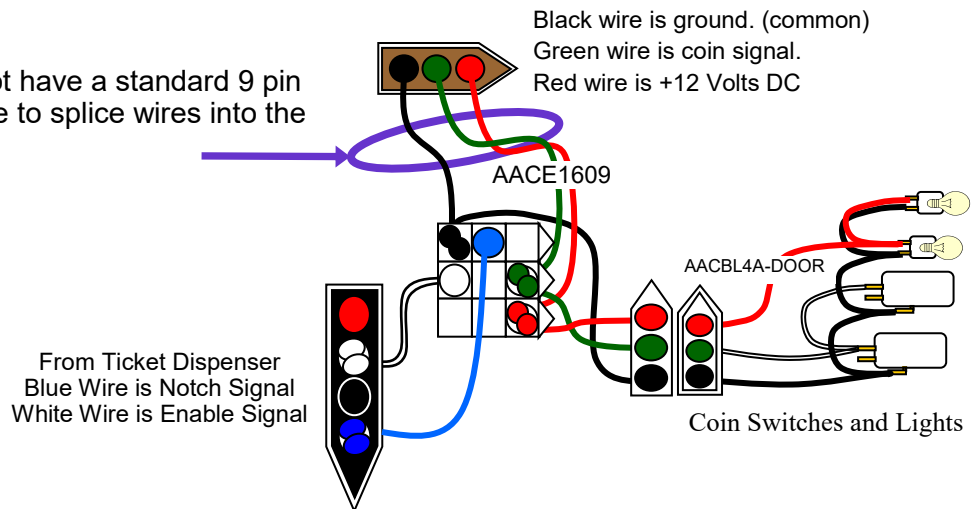
Option #1:

Card swipe systems should come with a standard 9 pin Molex connector. This is the UCL connector. Simply plug this connector into your card swipe reader.



Option #2:

If your card swipe system does not have a standard 9 pin Molex connector, then you will have to splice wires into the AACE1609 harness.



Menu Changes

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

Notes:

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

Blank plate instead of Coin Door is part # A5PL9998

HOW TO PLAY

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

The T-handle normally moves freely.

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

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

Dual ticket dispensers will pay out tickets to player quickly.



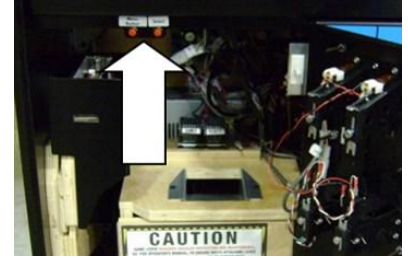
MAIN MENU FUNCTIONS

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

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

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

Default settings are highlighted in yellow below.



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

Software Versions = 1.19 and 2.14



Reset Credits and Tickets

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

Credits Per Game

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

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

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

Game Volume

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

Attract Volume

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

Ticket Pattern

1	2	3	4	5	6	7	8	9	10	11	12
---	---	---	---	---	---	---	---	---	----	----	----

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

Redemption Type

Tickets	Points
---------	--------

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

TICKET MONSTER-TICKET PATTERNS

PATTERN 1 DEFAULT	PATTERN 2	PATTERN 3	PATTERN 4	PATTERN 5	PATTERN 6
MONSTER JACKPOT	MONSTER JACKPOT	MONSTER JACKPOT	MONSTER JACKPOT	MONSTER JACKPOT	MONSTER JACKPOT
25	25	25	15	50	25
40	75	40	10	60	75
15	30	50	15	40	30
40	75	150	10	150	40
100	250	250	50	500	250
10	10	75	10	40	10
30	80	30	15	80	50
40	40	40	10	70	40
100	250	250	50	500	250
25	25	25	15	40	25
40	75	75	10	60	75
15	30	50	15	40	30
40	75	150	10	70	40
100	250	250	50	500	250
10	10	75	10	150	10
30	80	30	15	80	50
40	40	40	10	70	40
32-35 TICKETS/GAME PART #: AATP0201	50-53 TICKETS/GAME PART #: AATP0202-P	60-63 TICKETS/GAME PART #: AATP0203-P	14-17 TICKETS/GAME PART #: AATP0204-P	74-77 TICKETS/GAME PART #: AATP0205-P	40-45 TICKETS/GAME PART #: AATP0206-P

TICKET MONSTER-TICKET PATTERNS

PATTERN 7 (CEC Franchise)	PATTERN 8	PATTERN 9	PATTERN 10	PATTERN 11	PATTERN 12
MONSTER JACKPOT	MONSTER JACKPOT	MONSTER JACKPOT	MONSTER JACKPOT	MONSTER JACKPOT	MONSTER JACKPOT
2	15	15	25	25	25
10	10	10	40	75	75
2	15	15	25	15	50
5	40	40	10	40	150
25	100	50	100	100	250
5	10	10	10	10	75
2	25	25	30	50	80
5	10	10	10	40	40
25	50	50	100	100	250
2	15	15	25	25	25
10	10	10	40	75	75
2	15	15	25	15	50
5	40	40	10	40	150
25	50	50	100	100	250
5	10	10	10	10	75
2	25	25	30	50	80
5	10	10	10	40	40
7-9 TICKETS/GAME PART #: AATP0207-P	23-26 TICKETS/GAME PART #: AATP0208-P	19-22 TICKETS/GAME PART #: AATP0209-P	27-30 TICKETS/GAME PART #: AATP0210-P	38-41 TICKETS/GAME PART #: AATP0211-P	23-26 TICKETS/GAME PART #: AATP0212-P

MAIN MENU FUNCTIONS

Scroll through the options by pressing the “MENU” button.

Change selection with the “SELECT” button.

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

Default settings are highlighted in yellow below.



Jackpot Menu

Monster Jackpot

50 Min 250 Max	50 Min 500 Max	50 Min 1000 Max	100 Min 500 Max	100 Min 1000 Max	100 Min 2500 Max	250 Min 1000 Max	250 Min 2500 Max	250 Min 5000 Max	500 Min 1000 Max	500 Min 2500 Max	500 Min 5000 Max	500 Min 9999 Max	1000 Min 2500 Max	1000 Min 5000 Max	9999 Min 9999 Max	250 Min 2500 Max	250 Min 9999 Max
-------------------------	-------------------------	--------------------------	--------------------------	---------------------------	---------------------------	---------------------------	---------------------------	---------------------------	---------------------------	---------------------------	---------------------------	---------------------------	----------------------------	----------------------------	----------------------------	---------------------------	---------------------------

Sets the Minimum and Maximum value of the Monster Jackpot.

- Minimum is where the jackpot starts after the jackpot is won.
- Maximum is the highest that the jackpot will increment up to.

Monster Jackpot Increment

Disabled	1	2	3	4	5	6	7	8	9	10
----------	---	---	---	---	---	---	---	---	---	----

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

Machine ID

1 (Master)	2	3	4	5	6	7	8	9
------------	---	---	---	---	---	---	---	---

Normally set to 1 (Master)

However, if more games are linked together, this will be set differently on each game.

Linkage Kits are required to link games, Refer to “How to Link Ticket Monster games” section.

MAIN MENU FUNCTIONS

Scroll through the options by pressing the “MENU” button.

Change selection with the “SELECT” button.

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

Default settings are highlighted in yellow below.



Player Timeout Option

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

Motor Assist: The game will spin the wheel with motor if the player does not spin fast enough.

Abandon Game: The game will end if player does not spin fast enough.

No Timeout: The game will never end if the wheel is not spun fast enough.

Two Point Tickets

Disabled	Enabled
----------	---------

If Two Point Tickets is Enabled, the game will pay 1/2 as many tickets that are shown won.

This is normally not used.

Motor During Attract

Enabled	Disabled
---------	----------

The wheel motor will engage and spin the wheel during attract mode to attract players to the game.

This can be disabled to theoretical prolong motor life.

Game History

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

This menu will show date, time and game result.

Press the menu button to scroll to the next history page.

Press the Menu Select button to exit this menu.



Game Statistics

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

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

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

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

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



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

Set Time and Date

Scroll through the options by pressing the Menu button.

Change selection to set the time and date with the Menu Select button.

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



GAME DIAGNOSTIC MENU

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

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

Total Credits: Displays the total credits inserted.

Insert a coin or swipe a card from this screen, and it will increment.

Tickets Left to Dispense: Displays the total number of tickets left to dispense.

Refer to "Game Errors" and Troubleshooting section for further information.

Wheel Position: Displays 3 items useful for troubleshooting scoring issues:

First number is an incrementing number as the wheel turns downward.

It should go from 0 to 35, then back to 0.

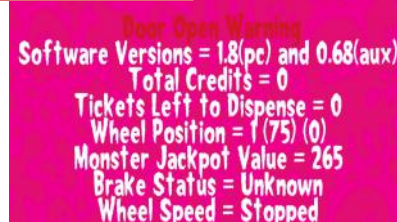
Middle number is the actual ticket value and should match the number on the wheel.

Last number is normally 0 and will blink to 1 when the wheel encoder sensor sees a notch.

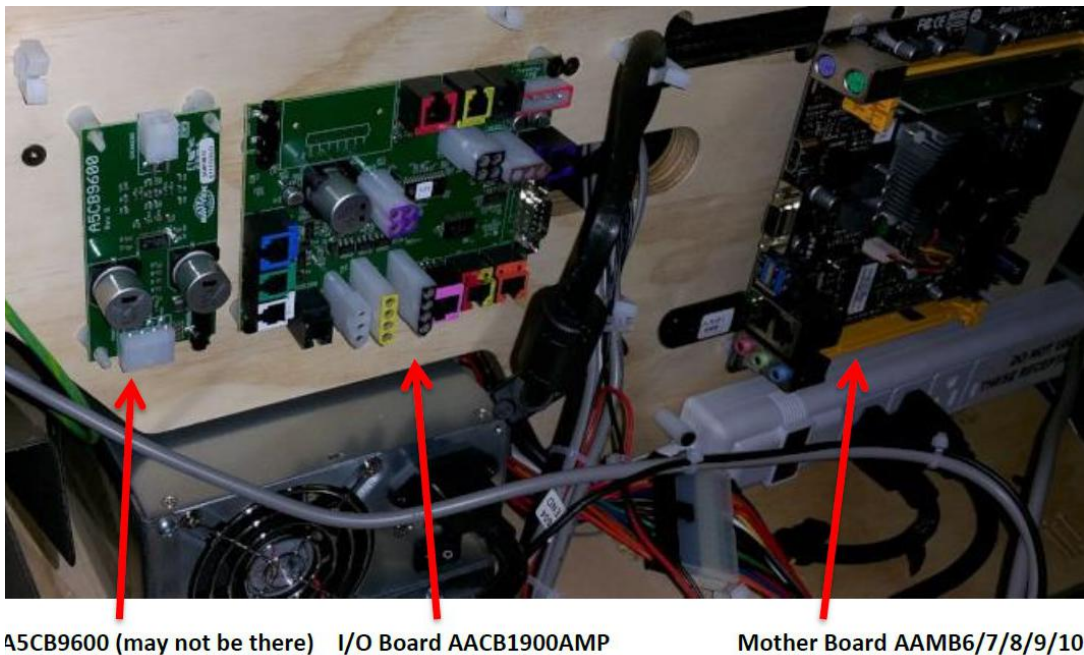
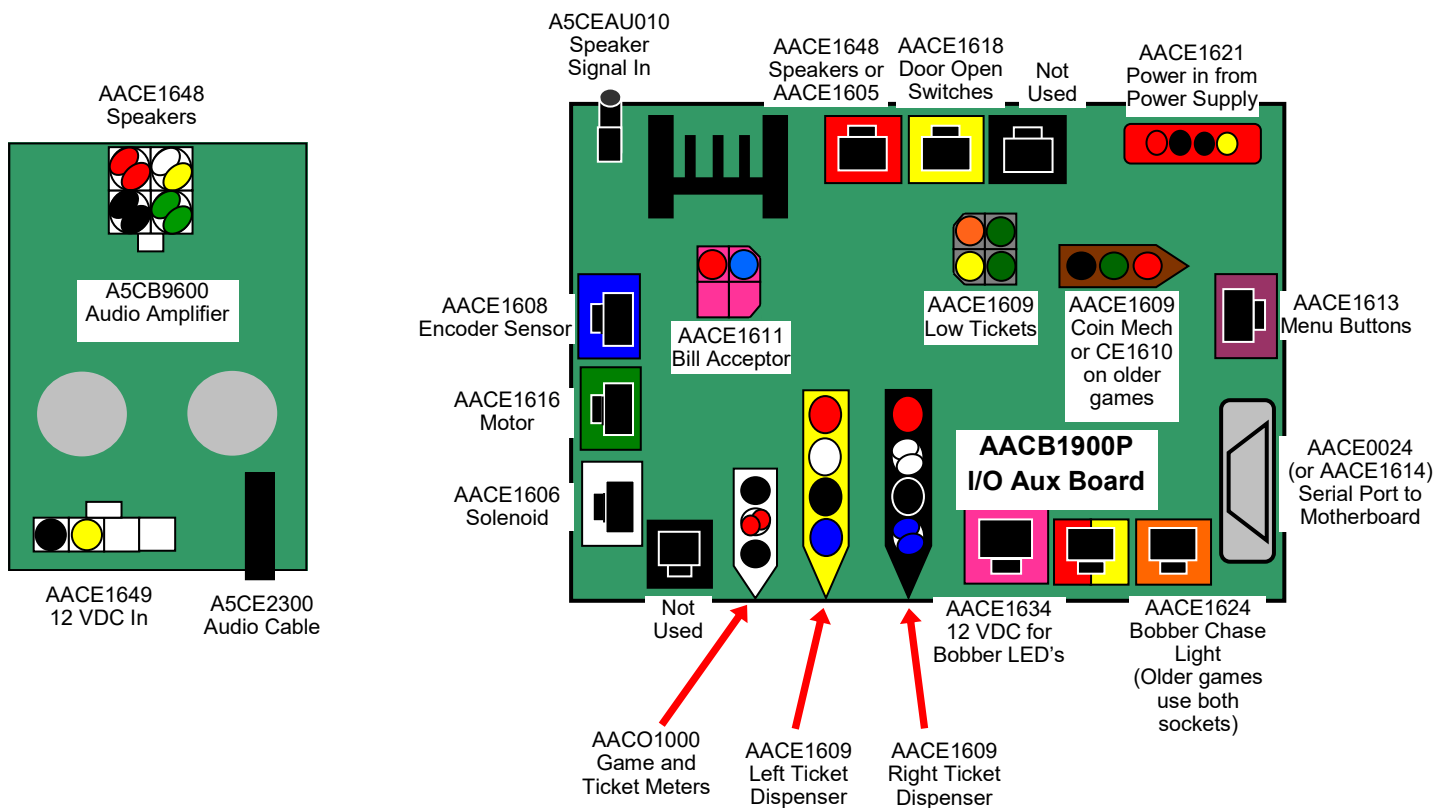
Refer to "Wheel Encoder Sensor" section for further information.

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

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

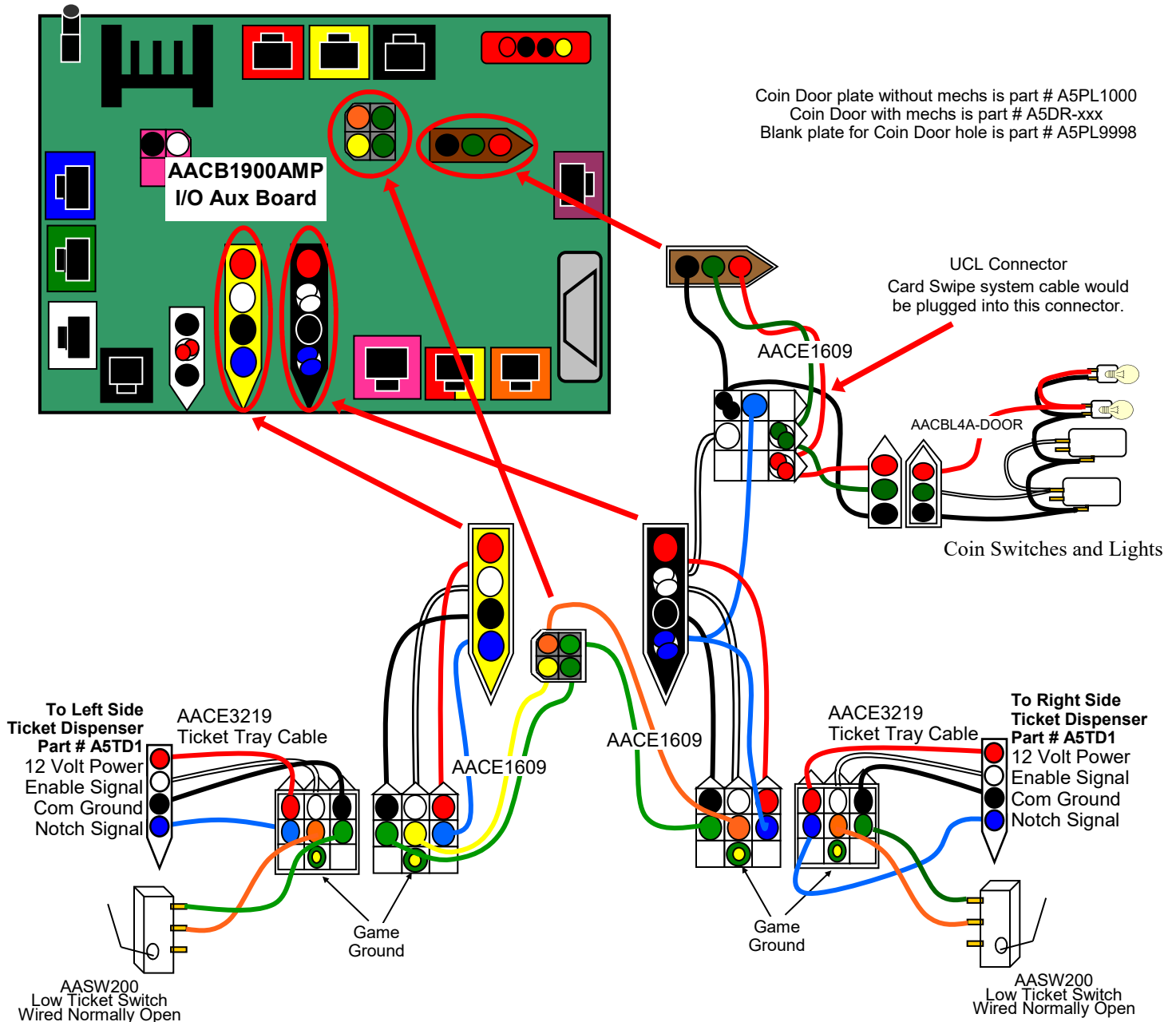


CIRCUIT BOARD LAYOUT

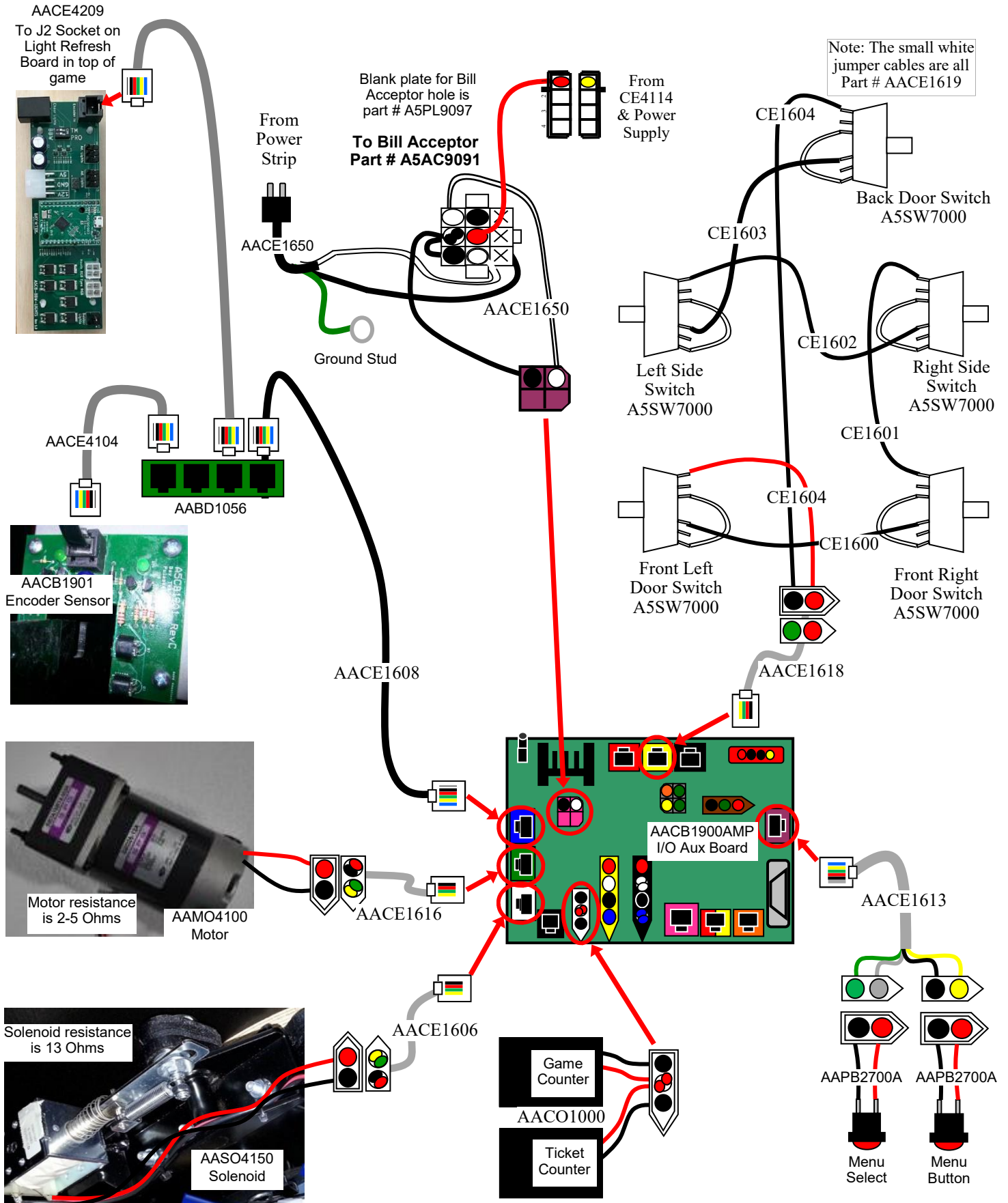


I/O Aux Board - Located inside front left door.

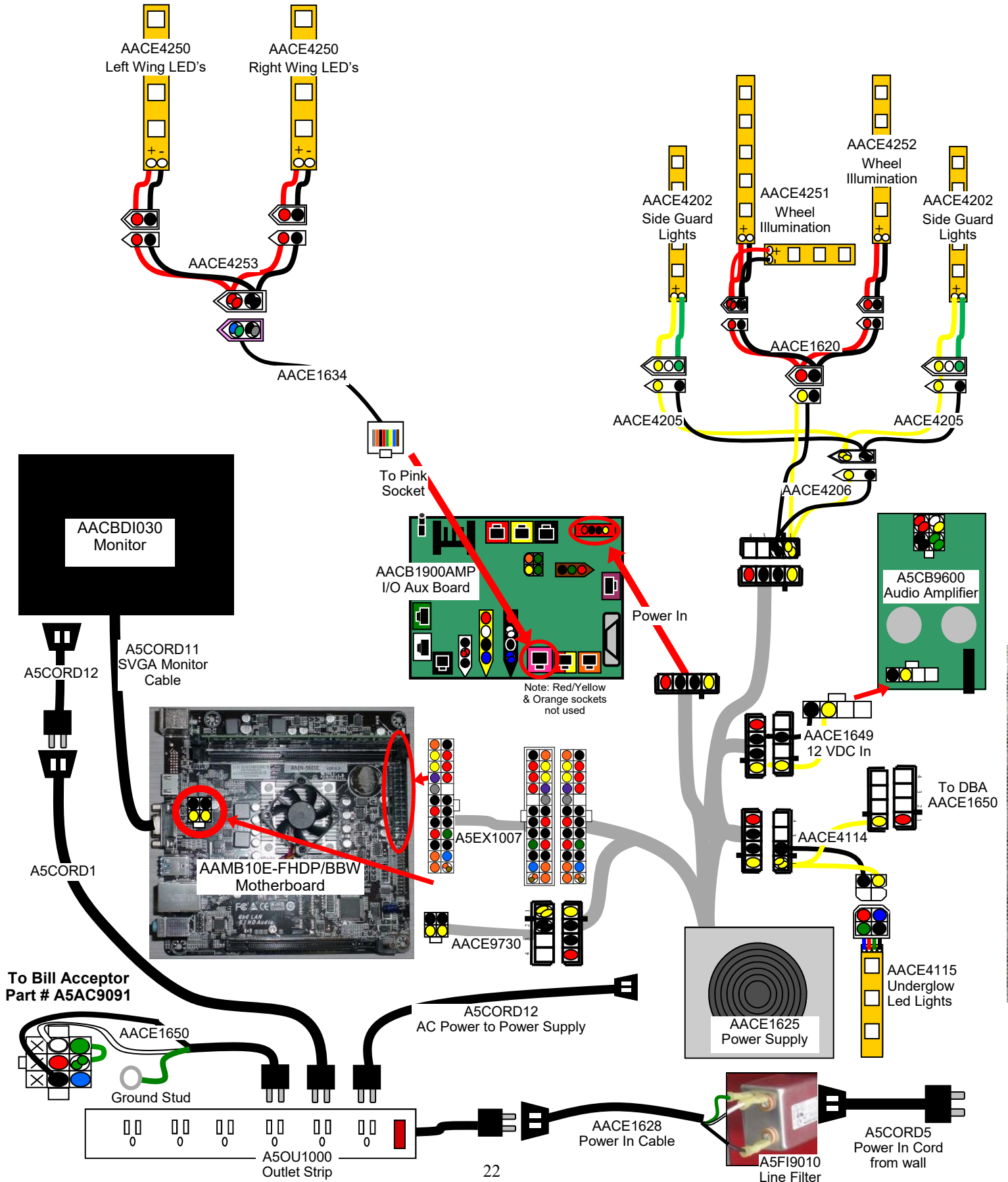
WIRING DIAGRAM



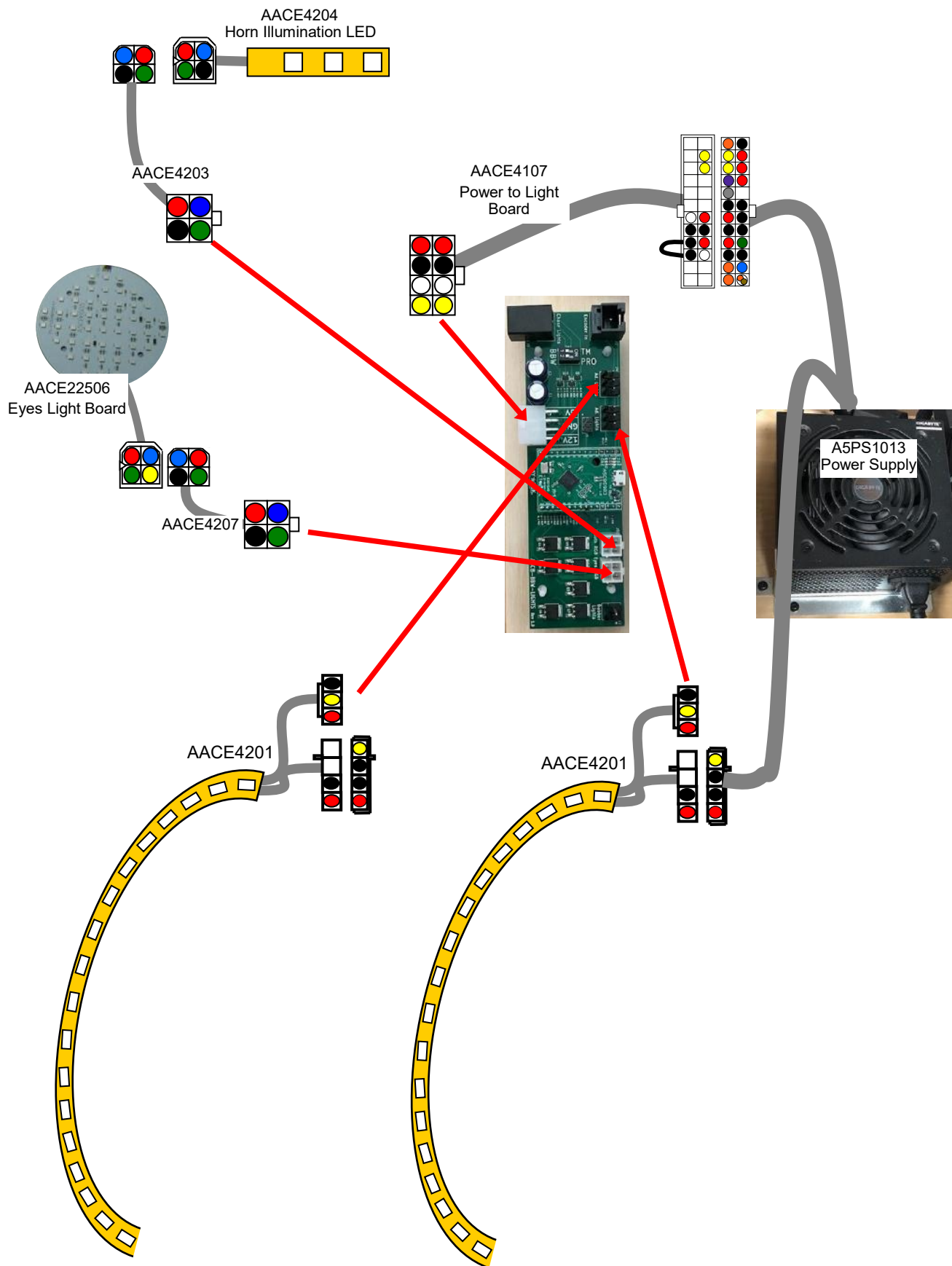
WIRING DIAGRAM



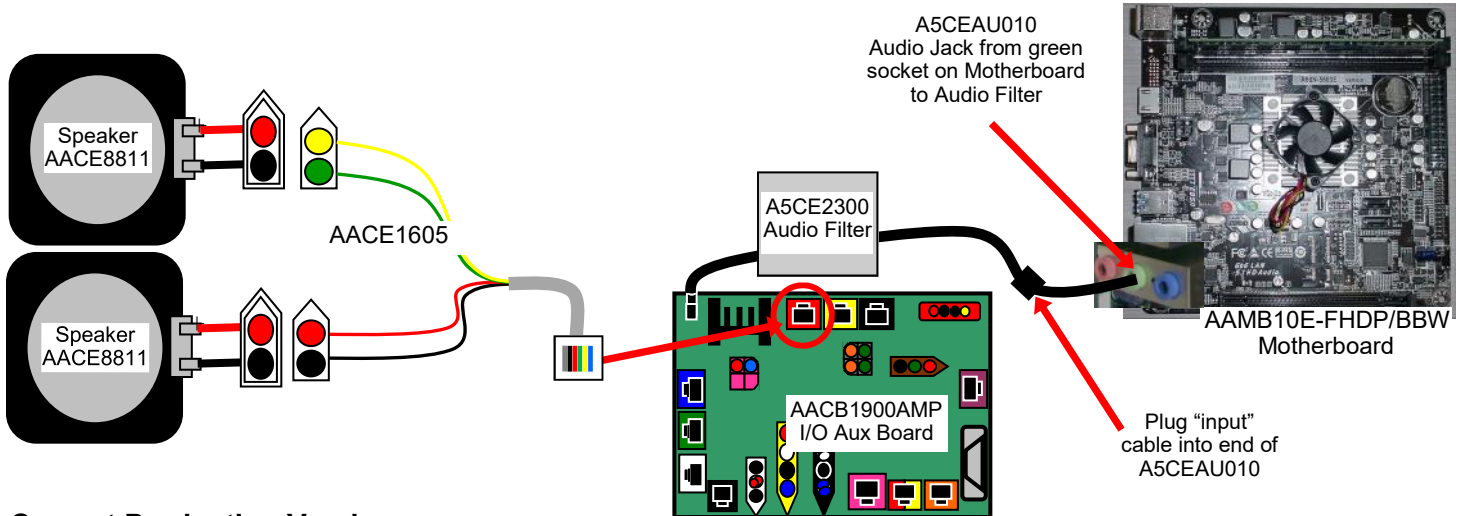
WIRING DIAGRAM



WIRING DIAGRAM

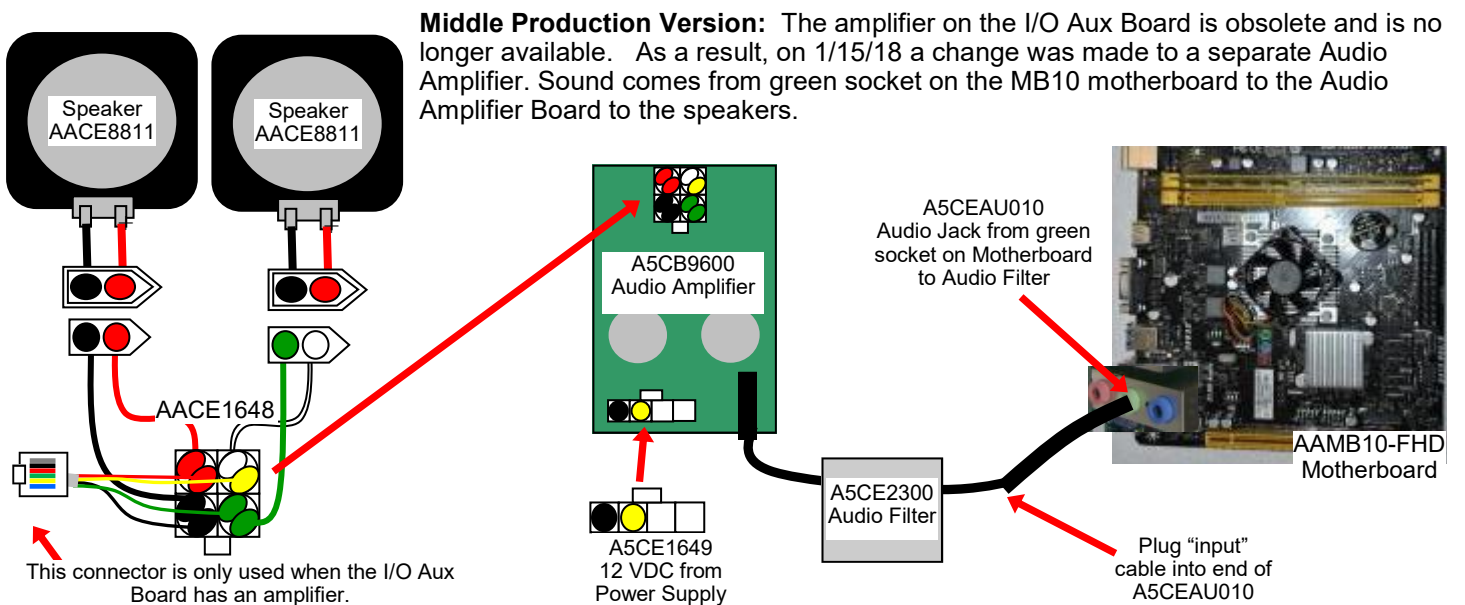


SPEAKER WIRING OPTIONS



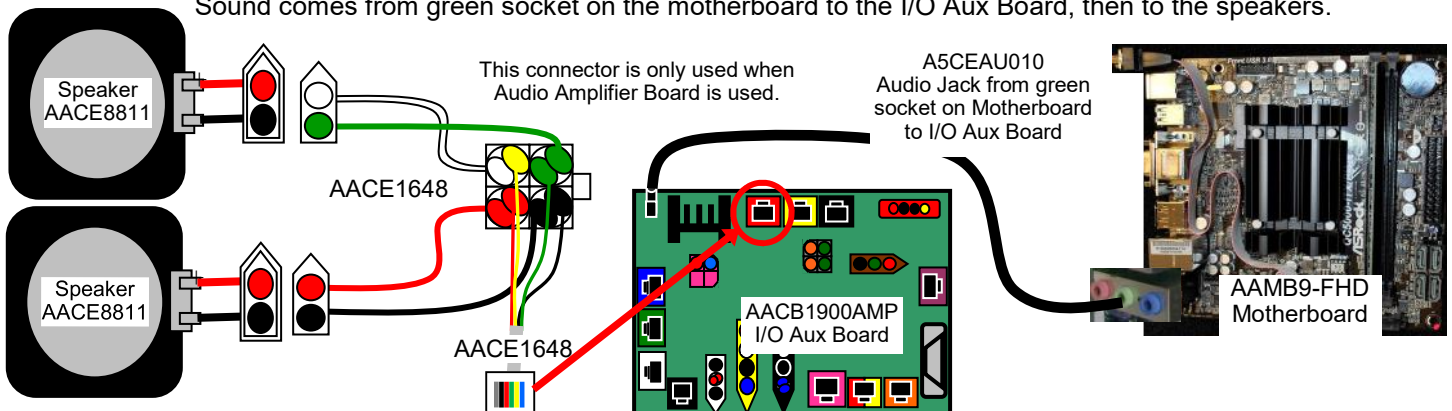
Current Production Version:

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



Older Versions:

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



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


MOTHERBOARD OPTIONS

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

AAMB8

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


Uses Software Version TM 1.16



AAMB9

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


Uses Software Version TM 1.16



AAMB10

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


Uses Software Version TM 1.19



Currently using AAMB10E


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

Uses Software Version TM 1.19



Currently using AAMB14-N/TM (Larger footprint motherboard)

Currently used in Ticket Monster games as of March 2025.



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

24 pin power in connector

Software Drive: AAHD1900A-TM-2

Power-on Capacitor AACA1320-14

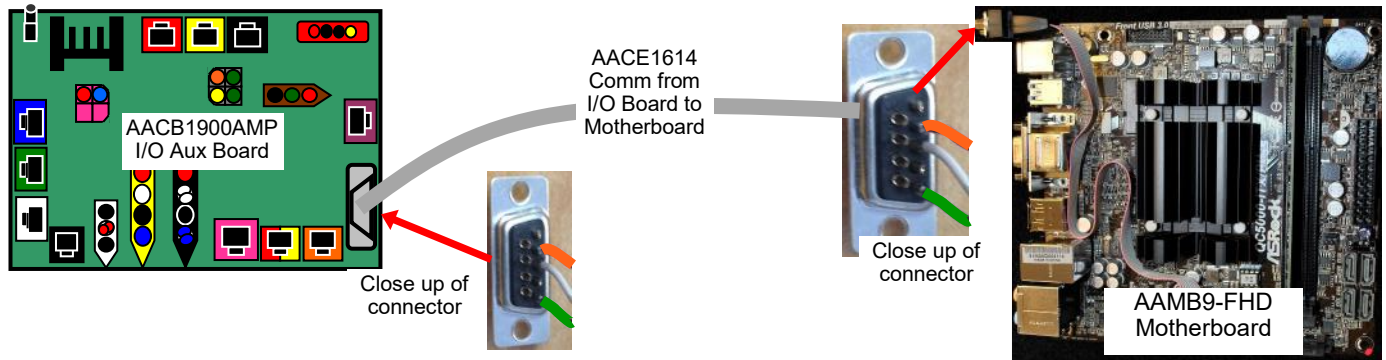
USB cable to comm board. AACE0024

MOTHERBOARD COMMUNICATION OPTIONS

The communication cable from motherboard to I/O Aux Board varies depending on motherboard.

Original Motherboard:

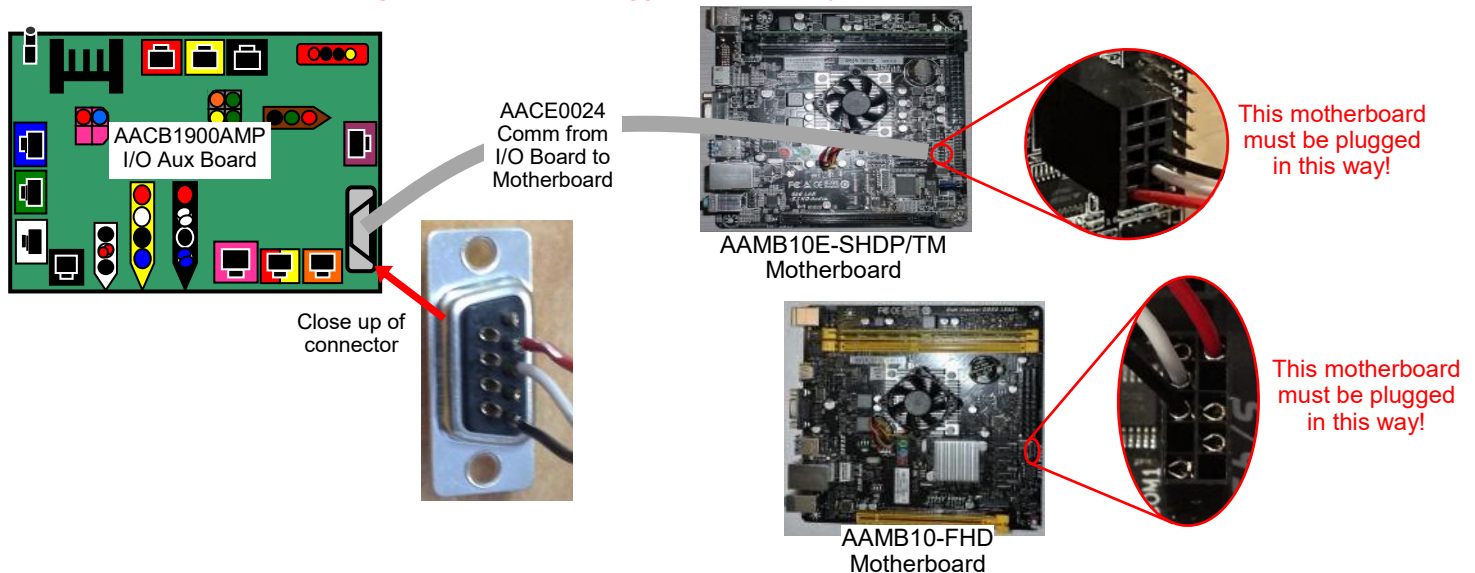
Part # AACE1614 - Communication originates on the DB9 connector on the motherboard to the I/O Aux Board.



On 12/27/17 a change was made to a different Motherboard and communication cable.

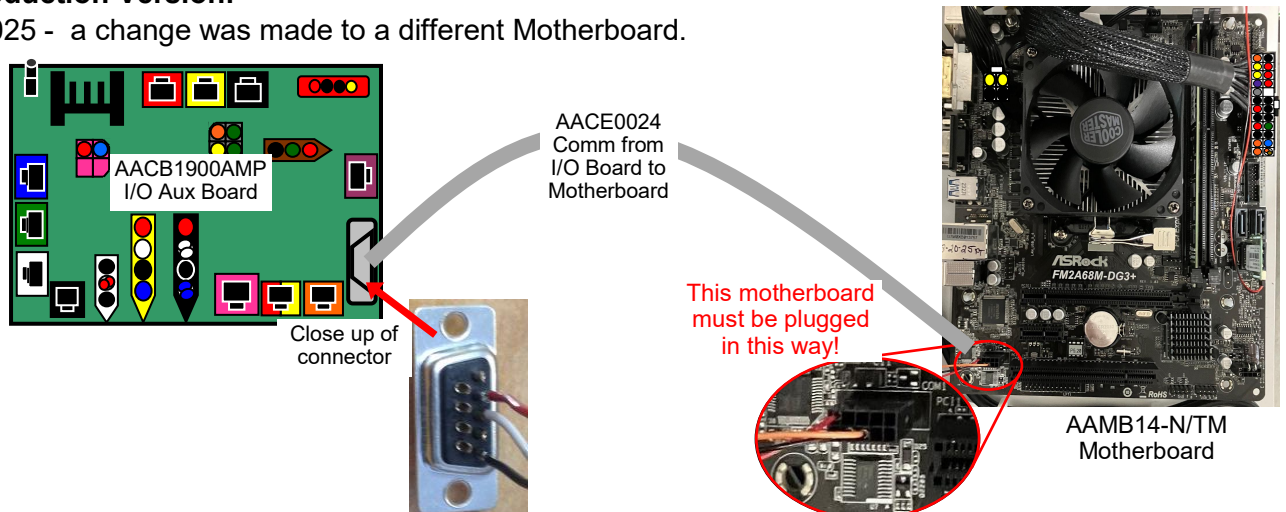
Important! - the direction which this cable plugs into the motherboard is different between the 10 and 10E !

The motherboard will be damaged if this cable is plugged in incorrectly!



Current Production Version:

In March, 2025 - a change was made to a different Motherboard.



GAME ERRORS

Door Open

The I/O board is seeing one of the 5 doors switches being open.

(Front left door, front right door, back door, side left door, & side right door)

All 5 door switches are wired in series, so if one is open, it will show open.

Cable CE1618 plugs into the yellow socket on the top of the I/O board.

Refer to "Door Open Error" for more further troubleshooting instructions.



Tickets Dispensing

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

Enter the menu and clear tickets remaining by selecting "Reset Tickets"

Then look at notch signal wiring and play another game to test.

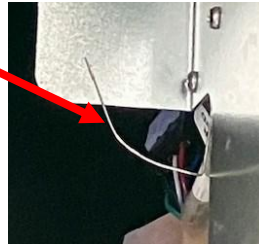


Low Tickets

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

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

This metal actuator should be down.



Motor Watchdog Error

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

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

The motor itself is probably faulty.

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

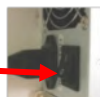

Then start a game, but **do not** spin the wheel.

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



TROUBLESHOOTING GUIDE

Troubleshooting Strategy

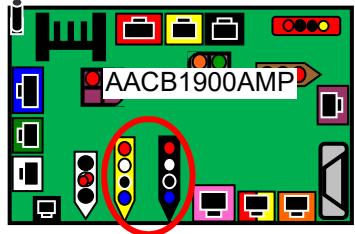
Use common sense and a systematic method of troubleshooting to determine the exact problem, probable cause and remedy. Use the process of elimination to find the faulty component. Always check for the simple and obvious causes first such as unplugged, loose or broken wires and bad sensors, bent, pinched,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

Troubleshooting Chart		
Problem	Probable Cause	Remedy
No power to the game No lights on at all	Unplugged. Power strip turned off, or plugs unplugged. Circuit breaker tripped. Line filter faulty. Bad or overloaded power supply.	Check wall outlet cable (A5CORD5) to line filter in back of game. (A5FI9010) Check rocker switch on power strip. Ensure power cords are pushed into power strip securely Reset power strip breaker switch or building circuit breaker. Attempt to determine cause. Replace line filter. (A5FI9010) Refer to Power Supply Diagnostics If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
Monitor is on But everything else off (Power Supply not ON)	Power supply unplugged. Rocker Switch on power supply is Off. Power supply shutting down because of 12 V overload. Faulty power supply.	Insure power supply is plugged into power strip. Make sure rocker switch is set ON.  See power supply diagnostics to isolate bad component. A bad solenoid or 12 volt short would cause this. Refer to Power Supply Diagnostics section.
Dollar Bill Acceptor not functioning Ensure Bill Acceptor is set to "Always Enable" 110 VAC Part # A5AC9101	Check for power to Bill Acceptor. Dirt or debris in acceptor slot. Pinched, broken, or disconnected wiring. Bill acceptor problem. Part # A5AC9094	Acceptor should cycle stacker at game power up. If not, check cable connections. Refer to "How to Clean Bill Acceptor" Or clean with bill reader cleaning card. (A5CC9000) Check wiring from bill acceptor to I/O Aux Board. (AACE16019) Repair or replace wiring harness. Make sure wires are secure in connectors. Refer to troubleshooting section of dollar bill acceptor manual included with this game or the diagnostics label of the back of the unit.
Very Soft or Very Loud Audio	Check settings in menu. Software/ Motherboard differences	Increase the volume by pressing Menu button, scroll to volume slider bar and adjust.  Refer to "Keyboard/Mouse Adjusting of Master Volume"


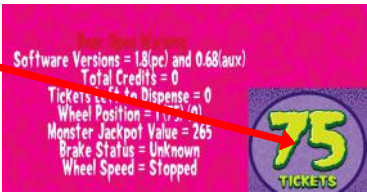

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Problem	Probable Cause	Remedy
Game does not coin up Game should have an audio doink sound from speakers when coin switch is triggered.	Card Swipe System Special Instructions- Pinched, broken, or disconnected wiring. Faulty Coin Mechanism. Swap coin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


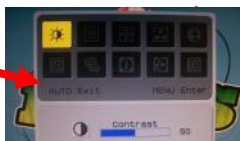

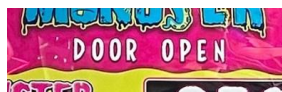
TROUBLESHOOTING GUIDE

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


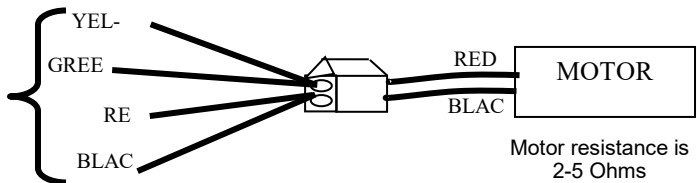
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Problem	Probable Cause	Remedy
Scoring Issues	<p>Game says you won tickets even though wheel is still spinning.</p> <p>Game gives tickets as soon as money is inserted during attract mode.</p> <p>Game ends after slow spin, and gives no tickets.</p> <p>Player Timeout Option =</p>	<p>Weak encoder sensor. Replace sensor. (AACB1901)</p> <p>Attract mode spinning wheel should slow down enough so it will not trigger win. Tighten brakeassy. (see Brake Adjustment)</p> <p>Motor assist should spin wheel for slow spins. Check menu screen – ensure it is not set to “Abandon Game”. (see Motor Assist)</p>
	<p>Open left front door and push menu button to enter menu Check if value on monitor matches wheel position. Spin wheel downward to verify all numbers match.</p> <p>If it does match:</p> <ol style="list-style-type: none"> 1.) Look for “motor watchdog error” on screen. Refer to Motor Watchdog Error section 2.) Ticket dispenser issue. The monitor will show how many tickets should be dispensed. Compare tickets given with the physical ticket meter counter on game. <p>If does not match: Manually spin wheel 1 complete revolution to ensure home sensor is being read. Important: Always spin downward Check “Ticket Pattern” is set to the correct ticket pattern.</p> <p>Encoder sensor signal not reaching I/O board. Check cable AACE1616 from encoder sensor to blue socket on I/O board.</p> <div style="display: flex; align-items: center;">   </div> <div style="display: flex; align-items: center;">  </div> <p>Go to Wheel Encoder Sensor section below to adjust sensor. Replace encoder sensor. (AACB1901) Replace cable. (AACE1608) Replace I/O Aux Board. (AACB1900AMP)</p>	
<p>Game pays 10 or 75 tickets every game.</p>	<p>Encoder sensor always “sees” home position.</p>	<p>If either green LED on board is always ON as you spin wheel - Replace encoder sensor. (AACB1901)</p>
	<p>Encoder sensor signal not reaching I/O board.</p> <ol style="list-style-type: none"> 1.) Check cable AACE1705 from encoder sensor to I/O board. 2.) Replace encoder sensor. (AACB1901) 3.) Replace I/O board. (AACB1900AMP) 	


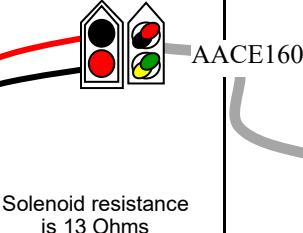
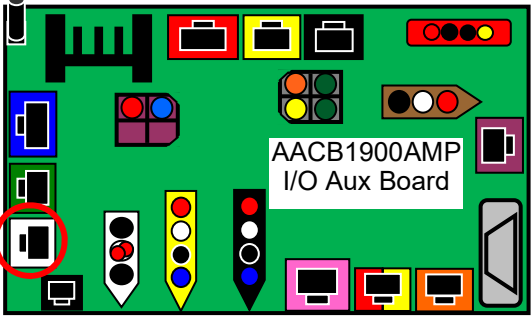
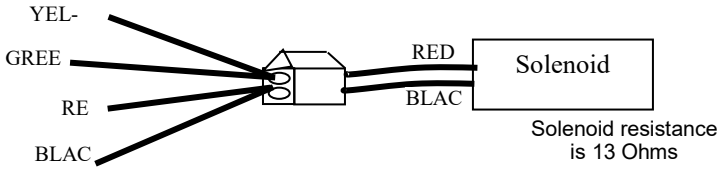
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Problem		Probable Cause		Remedy	
Monitor problems. Blurry Monitor Too bright, or dim.		Monitor will have to be removed from game, and adjusted from front of screen. Refer to “How to Replace Monitor” Remove fish head. Remove 2 wood braces holding monitor. Peel monitor back away from sticky tape. Use menu buttons to access monitor adjustments.		  	
Monitor not working. Power down, wait 2 minutes and power up again.	Monitor shows “No Signal”	Monitor VGA cable unplugged. Check the VGA cable to the monitor. (A5CORD11) Check both connection on motherboard from power supply. Ensure power supply is running. Refer to Power Supply Diagnostics. Faulty motherboard - Replace motherboard. (AAMB10-FHD)			
	Monitor has nothing at all on power up.	Power cable unplugged from monitor. Faulty monitor.	Ensure power is plugged into back of monitor, check the connection at the 2 cables to the monitor, down to power strip.(A5CORD1, A5CORD12) Replace monitor. (A5CBDI030)		
	Error on screen at power up. Re-Boot game to see if problem still exists.	Check fan on power supply, ensure it is turning Faulty USB stick Faulty motherboard.	Refer to Power Supply Diagnostics. Replace power Supply AACE1625 if needed. Reseat USB software stick into different USB socket on motherboard. Replace USB software (A5FHD005) Replace motherboard. (AAMB10-FHD)		
Game turns on, but some of the functions do not work.	None of inputs work. No coin up, no test buttons, display may say door open. Display is OK, but does not show some screens. No volume, or game freezes, locks up	I/O Serial cable unplugged from I/O board to motherboard. Inspect cable AACE1614 or AACE0024. Replace if needed. There are 2 different options that could be built with game. Please refer to “Communication Wiring Diagram Options” USB software stick loose, or faulty. Replace if needed. (A5FHD005) Faulty RAM, or motherboard. Replace motherboard (AAMB10-FHD)			
Display shows “Door Open” and Menu can not be Entered.	I/O Serial cable unplugged from I/O board to motherboard 	Inspect cable AACE1614 or AACE0024. Replace if needed. There are 2 different options that could be built with game. Please refer to “Communication Wiring Diagram Options”			

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Motor will not assist the slow spin.</p> <p>Game should always try to assist a slow spin.</p> <p>It helps the smaller child play the game.</p> <p>Attract Mode – The big spinning wheel attracts players to game.</p> <p>If not, the reason can be any one of these problems making game go to “Abandon Game”</p>	<p>Enter menu, ensure this is not set to “Abandon Game”.</p> <p>Enter menu, check diagnostic information for “motor watchdog error”</p> <p>Door open</p> <p>Faulty encoder sensor.</p>  <p>Auto-spin catch broken.</p> <p>Drive chain broken.</p> <p>Cable problem.</p> <p>I/O board faulty.</p> <p>Game is set to “New Jersey” mode.</p>	<p>Change to “Motor Assist” , then power game off and then back on.</p> <p>Player Timeout Option =</p> <p>Change “abandon game” to “Motor Assist”. Turn game off, and then back on to clear error. Enter menu to verify change.</p> <p>Motor assist will not engage if game thinks door is open. Close all doors.</p> <p>Assist motor will try for 2 seconds, not “see” the wheel turning, and then deactivate. Replace encoder sensor. (AACB1901)</p> <p>Inspect mechanism on left side door. Replace spring if needed.(A5SREX040)</p> <p>Inspect drive chain that powers wheel. Replace if needed. (A5CH1003)</p> <p>Inspect cable from Assist Motor to I/O board.</p> <p>Replace I/O board. (AACB1900AMP)</p> <p>New Jersey law does not allow wheel to auto-spin.</p>
	<p>Faulty Motor - Replace Motor (AAMO4100)</p> <p>As motor starts, 5 Volts DC is present at connector. (It builds to 12 Volts as wheel gains speed)</p> <p>TO I/O BOARD: Phone cables are doubled up for redundancy – Motor will still work with 1 wire off</p> 	
<p>Wheel always spinning.</p>	<p>Brake assembly very loose or broken.</p> <p>Solenoid Assy. on right side of wheel is broken or faulty so player can spin wheel anytime.</p> <p>Spin motor receiving 12 Volts DC all the time. Spin meter screen stays on.</p> <p>Spin Meter does not increase. Stays on auto spin.</p>	<p>See “Brake Adjustment” section.</p> <p>Solenoid should only engage when game is coined up. Refer to “Wheel Engaging Solenoid”</p> <p>Faulty I/O Board. Replace AACB1900AMP</p> <p>Faulty encoder sensor. It does not see wheel spinning. Refer to Encoder Sensor section.</p>

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Problem	Probable Cause	Remedy
Spin meter never increases. Encoder sensor not seeing wheel spin.	Encoder sensor dirty or faulty. Pinched, broken, or disconnected wiring. I/O board faulty.	Clean sensor and replace if needed. (AACB1901) Inspect wiring and replace cable if needed. (AACE1608) Replace I/O board. (AACB1900AMP)
Wheel not spinning when player moves handle. 	Door open Solenoid Assy Faulty. (Solenoid resistance is approximately 13 ohms) Cable problem. 	Wheel will not engage if game thinks door is open. Inspect mechanism in right side door. Inspect springs and engaging action. Replace if needed.(AASO4150) Inspect cable from Solenoid to I/O board. 
	I/O board faulty.	Replace I/O board. (AACB1900AMP)
	Solenoid Problem Only as game starts - 12 Volts DC is present at solenoid. TO I/O BOARD: Phone cables are doubled up for redundancy – Solenoid will still work with 1 wire off	
Solenoid always stays on. Players can spin wheel without inserting money. During attract mode- game will make loud clicking sound.	Jammed Solenoid. Missing/Broken Springs. Pinched Cable. I/O board faulty.	Inspect solenoid. Ensure it operates smoothly. Look for missing springs. Replace Assembly if needed. (AASO4150) Inspect phone cables for smashed cable. May also have to replace I/O Board. Replace I/O board. (AACB1900AMP)
Error shown on monitor	Shows “Power Saver Mode” Any other boot error.	Power supply may be faulty. Replace power supply. Part # AACE1625 Replace USB Software stick drive. Part # A5FHD005

TROUBLESHOOTING GUIDE

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



BILL ACCEPTOR DIAGNOSTICS

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

Determine if Bill Acceptor has power:

Turn game ON—The bill acceptor should make noise as stacker cycles and green lights on outside bezel should flash.

If NO power:

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

If power is OK:

Clean Bill Acceptor path to make sure there is nothing jamming unit.

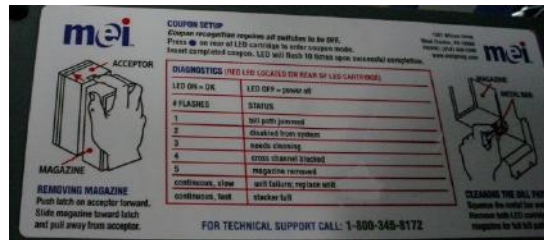
Check dipswitch settings on side of acceptor.

Make sure switch # 8 is OFF for Always Enable



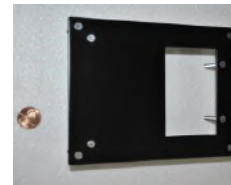
ERROR CODES

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



BLANKING PLATES AVAILABLE

A5PL4200 DBA Plate used for Upstacker Bill Acceptor



A5PL9998 Plate used instead of Coin Mechanisms



A5PL9097 Plate used for Bill Validator

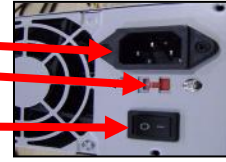


A5PL9995 Plate used instead of ticket dispenser



POWER SUPPLY DIAGNOSTICS

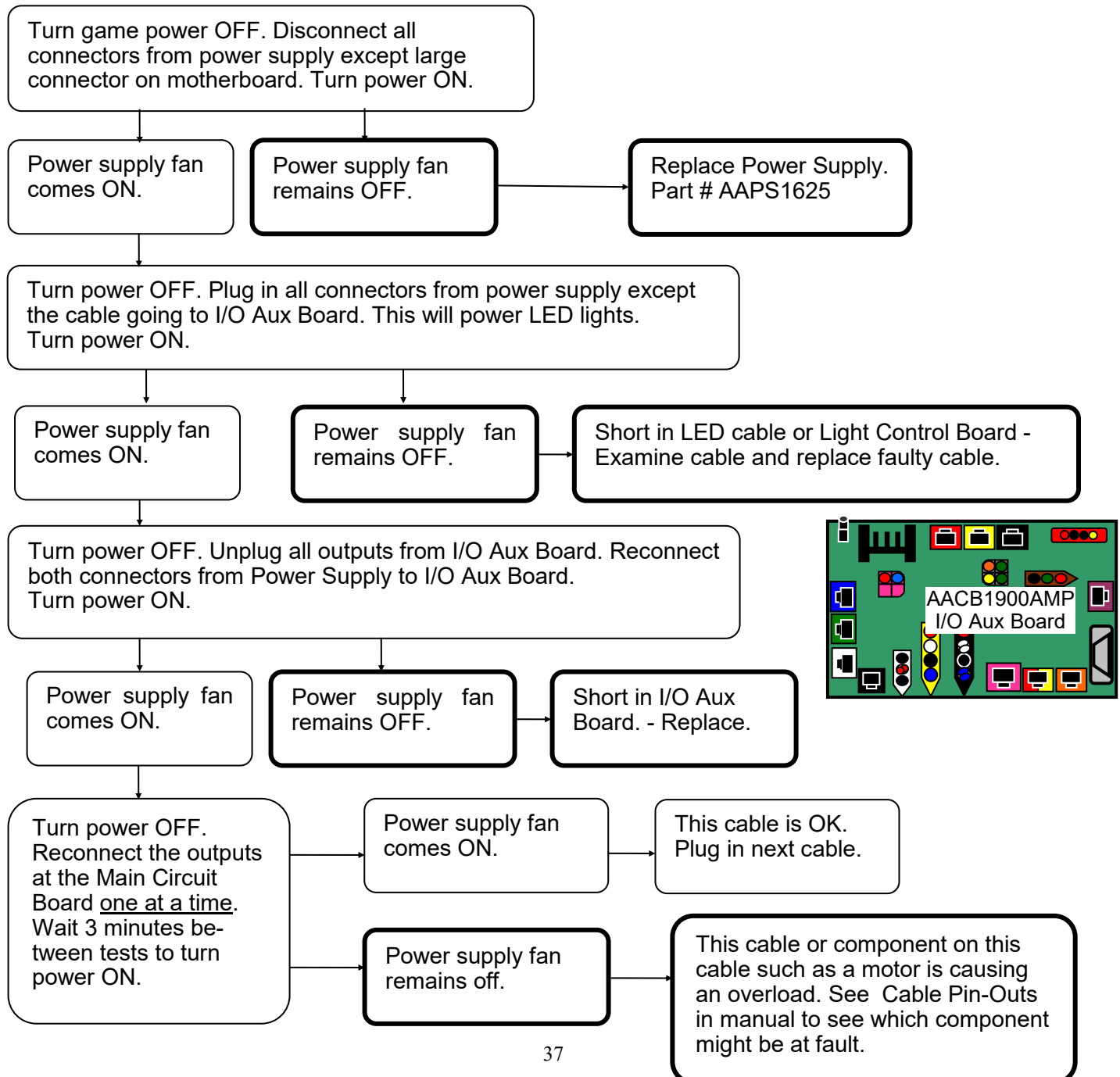
- 1.) Verify AC power to front of game. Check power strip in bottom front. Check for illuminated power switch.
- 2.) Check AC power connection to power supply.
- 3.) Ensure Power Supply switch is set to 115V (or 230V)
(Some model power supplies may not have this)
- 4.) Ensure Power switch is on.



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

This means that either:

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



DOOR OPEN ERROR

There are 5 door switches in total:
1 in back, 1 in left side door, 1 in right side door, 1 in left front door, and 1 in right front door.

What happens if door is open?

Tickets will not dispense.
Game will not start.
Auto spin will not engage
Player can not spin wheel

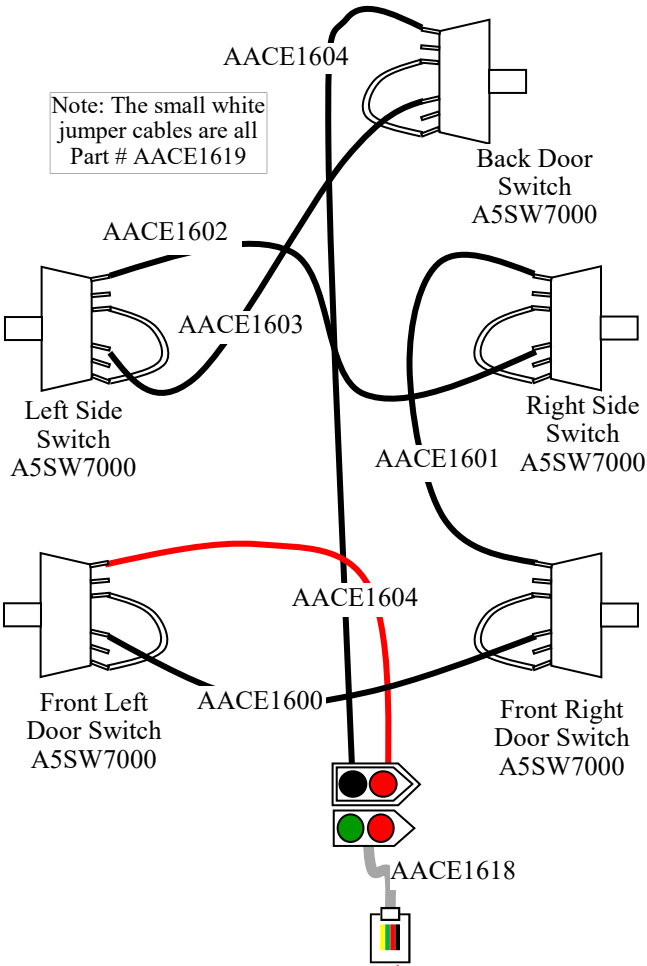
This is a safety matter and switches must not be disabled or injury to player or technician may occur.

Handle will still move solenoid assy. – Make sure to remove handle when working on game!

Door switches are Push/Pull type

Switch can be pulled out when door is open and game will think door is closed.

First Step: Hold the menu button down for 5 seconds. If you can not enter the menu, the problem is not in the door switches, it is communication issue to motherboard. Refer to “Communication Wiring Diagram Options”



Troubleshooting Door Open Problem:

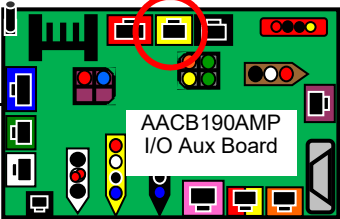
Open all 5 doors and pull all 5 switches out.

Door Open message stays.

Faulty door switch. (A5SW7000) – It could be anyone of the five.
Check all wires on switches.
Check crimps on wires.
Check connection to yellow socket on I/O Board
Replace I/O board if needed. (AACB1900AMP)

Door Open message clears.

Individually check each switch by pushing in on each switch one by one and verify the door open message is not on screen.
If a door switch shows the message when pushed in, that switch is faulty. Replace switch (A5SW7000)



WHEEL ENCODER SENSOR

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

Remember: There is a ½ inch buffer zone between panels that provide a small margin of error.

This space is also present on the big bonus values.

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

Check the wheel position

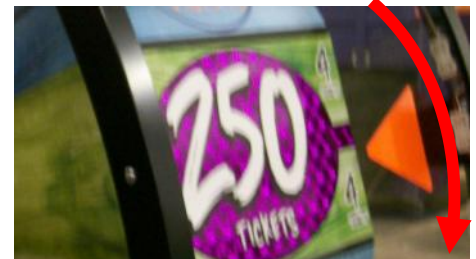
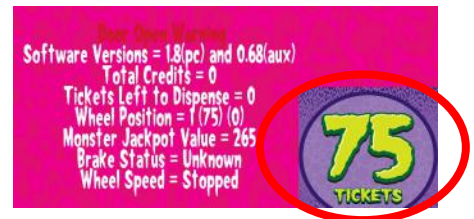
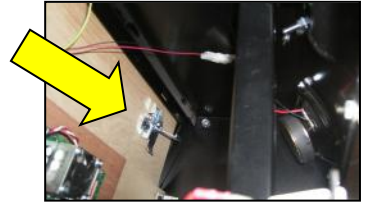
- 1.) Open front doors and unlatch clasps holding front plexiglass in place.
There are 2 located behind the speakers.
- 2.) Front plexiglass will now slide up like a roll-top desk.
- 3.) Push menu button to enter menu.
- 4.) Check if value on monitor matches wheel position pointer.
- 5.) Watch monitor as you manually turn the wheel downward..
The wheel may have to go a full revolution so the game can find home position.
Spin the wheel downward by hand, watch the display change as the wheel moves to the next score panel.
- 5.) Slowly rotate the wheel downward as it approaches a bonus section.
Watch the display as it turns to a 4, then slowly move wheel down.
Stop the wheel as soon as the display changes to the bonus.
- 6.) Look at pointer and verify that it is on the boundary between the 4 space and bonus value.

The Encoder Sensor reads where the wheel is and determines the payout of the wheel.

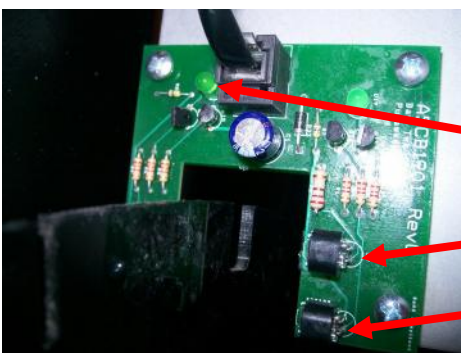
The sensors see the thin slot as boundary between large score panels.

It sees the large slots as high score values in middle of score panels.

As wheel spins, Green LED indicator comes on as next score panel starts



**IMPORTANT:
ONLY SPIN WHEEL DOWNWARD**



Green LED Indicator

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

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

If the pointer is more than ¼ inch off:

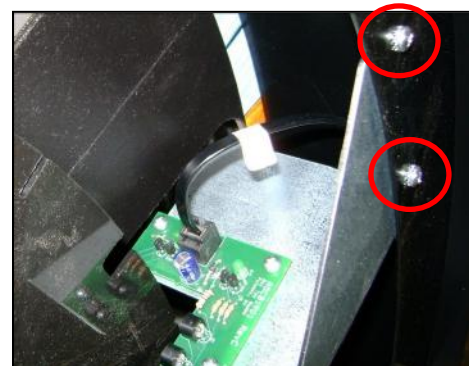
Open left side door of game.

Locate 2 Phillips screws on bracket.

There are slots on this bracket to allow adjustment.

Loosen 2 screws and slightly move bracket.

Tighten screws and re-check wheel position.



BRAKE ADJUSTMENTS

Wheel coast time is a number related to how long the wheel spins as it coasts to a stop.

A long coast time will increase the time per game, and customer will wait too long to play game.

The higher the number, the faster the wheel stops.

The wheel coast time should be 30-40

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

Performing Wheel Coast Test

Enter the menu by pressing the menu button inside front door.

Watch display as wheel turns

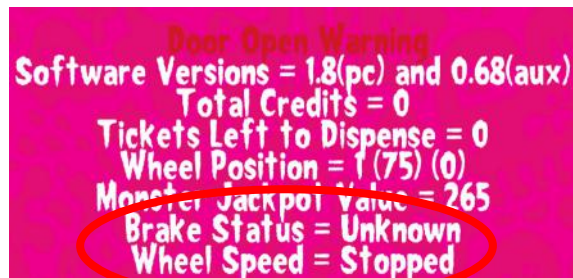
- It should show “good spin” as the wheel turns.

Once the wheel coasts to a stop, it will show:

Brake OK

Tighten Brake

Loosen Brake



Adjusting Wheel Brake

Lift each of the threaded rod, and spin nuts:

Clockwise to increase tension – decrease wheel coast time.

Counter-clockwise to decrease tension – increase wheel coast time.

Adjust both rods evenly.

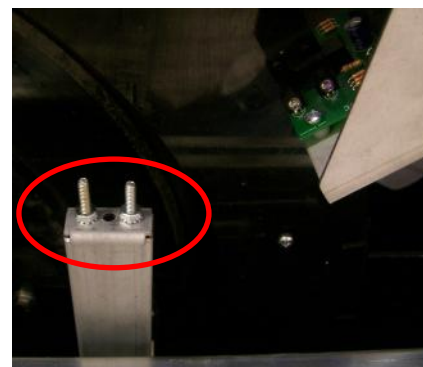
Re-test after adjustment

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

Make sure the wheel does not rock backward as it comes to a stop.

If it does - tighten brake.

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



HOW TO INSTALL A NEW MOTHERBOARD

Due to previous motherboards becoming unavailable or obsolete, Baytek Entertainment has changed the motherboard utilized for this game. As of **12/10/24**, the current motherboard moving forward is an MB11. Due to the larger form factor of the motherboard the standoffs that the motherboard is mounted to will have to be moved in order to mount the motherboard within the cabinet properly.

Instructions

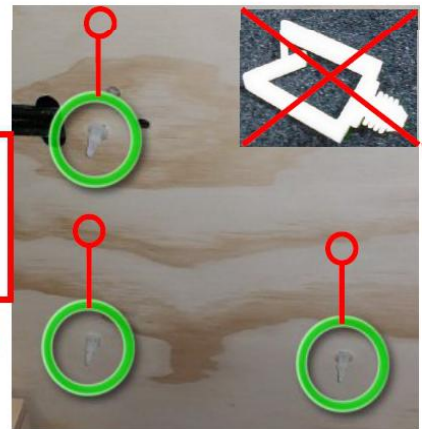
-To replace the motherboard, unlock the small doors on the front of the cabinet

-The old motherboard will be mounted on three stand offs. There will be a small tab on the standoffs that will need to be pressed in to release the board so it can be removed. A pair of needle nose pliers is most effective for this. Be sure to remove the grounding cable from the bolt in the upper right hand corner of the board.



-With the old motherboard removed, measure 2" (or 5cm) above each of the stand offs and mark the spots. There will be a wire saddle installed that can be removed as it will be in the way of the new motherboard.

Before the next step, be aware that the wiring harness for the cabinet runs on the other side of this board. Drilling entirely through may damage the wiring harness.



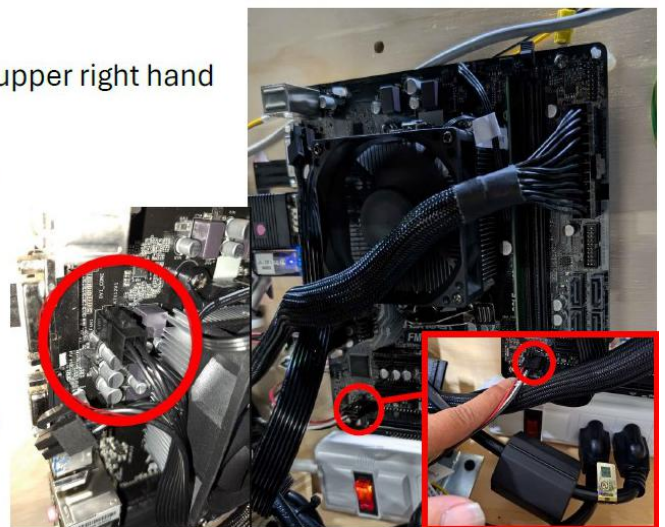
-With a 5/16" drill bit, drill three holes where you marked above the stand offs. Move the standoffs to these new locations.

-The new motherboard is now ready to be installed.

-Be sure to connect the ground cable to the bolt on the upper right hand corner of the board.

-Locate one of two 4-pin "CPU" cables from the power supply and plug it into the motherboard

-If it is not included with the board, locate the CE0024 cable from your previous board and plug it into the COM1 port on the motherboard. Plug the other end into the input board sitting to the left of the motherboard.



Please call Baytek Service with any questions: (920) 822-3951 Ext. 1102

HOW TO INSTALL A NEW MONITOR

AAMO2200-TM Monitor Installation Instructions

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

Tools Needed:

#2 Square Bit Screwdriver 1/2" Nut Driver 10 foot step ladder Phillips Screwdriver

Instructions:

Unplug the game from the wall.

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

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

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

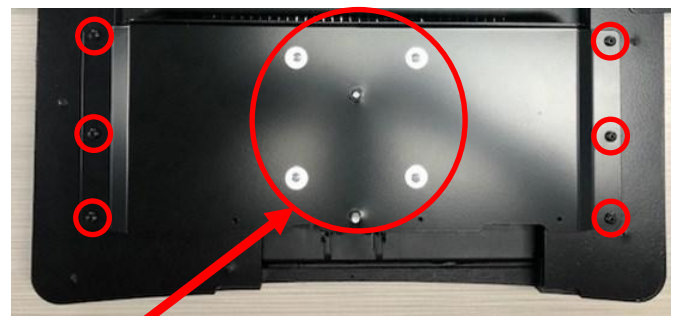
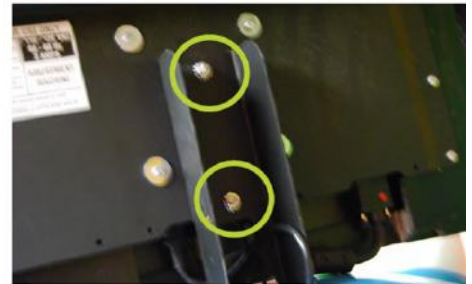
Bring the old monitor housing down to remove the center metal bracket.

From the old monitor housing:

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

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

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



HOW TO INSTALL A NEW MONITOR

Using a ladder, carefully bring the new monitor and old bracket to the top of the game.

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



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

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



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

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



Plug in the game and test.

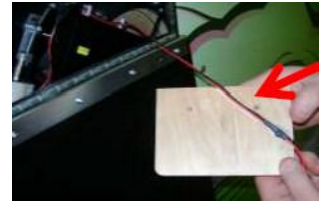
Please call Baytek Entertainment with any questions at (920) 822-3951 Ext. 1102

HOW TO REMOVE WHEEL

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

Instructions:

- 1.) turn off the game at the power strip and unplug it from the wall outlet.
- 2.) Remove the back door and set it aside.
- 3.) Remove the upper and lower back cabinet wood pieces. Unplug and remove the line filter in the bottom wood piece. Save the hardware for later installation.
- 4.) Use a 7/16" socket to loosen the motor bracket from the side of the cabinet. Take the chain off the gear and let it fall to the bottom of the game. It will slide out with the wheel. Unplug and remove the motor bracket. Save the hardware for later installation.
- 5.) Open the left side door and unplug the encoder sensor and remove the bracket/sensor using a 7/16" wrench. Save the hardware for later installation.
- 6.) Remove the brake assembly using a 7/16" wrench. Save the hardware for later installation.
- 7.) Open the right side door and unplug the solenoid assembly at the door hinge. You must also remove the wood block holding the wire to the side of the cabinet. Use a 7/16" wrench to remove this wood block. Save the hardware for later installation.
- 8.) Remove the cotter pin holding the long pull arm coming from the front of the game.
- 9.) On both sides of the wheel, there are mounting plates that attach the wheel to the side of the cabinet. Use a 7/16" wrench to remove the 2 bolts in each plate. Save the hardware for later installation.
- 10.) **Using 2 people**, carefully slide the wheel out from the back and set it on a soft surface to avoid possible damage to the decals.
- 11.) The components on the center wheel shaft can now be removed and replaced if needed.



HOW TO CLEAN THE WINDOWS

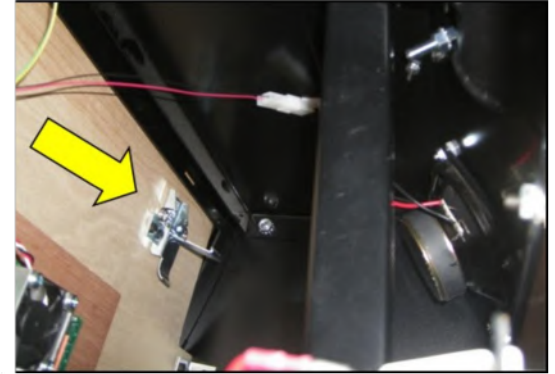
Open the front doors, unlock the 2 clasps holding the front window down, and slide the front window up like a roll-top desk.

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

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

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

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



ARM BRACKET MAINTENANCE

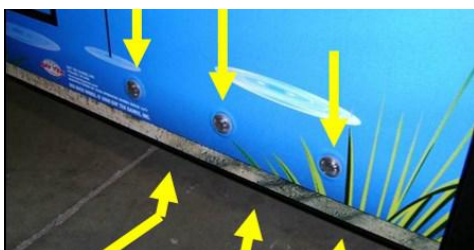
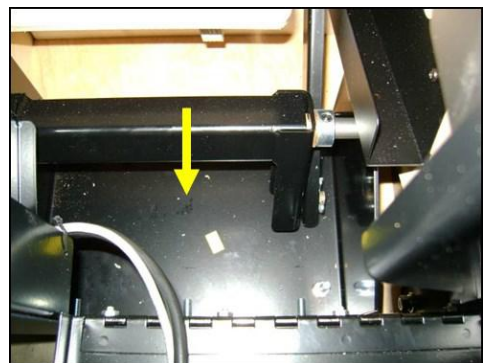
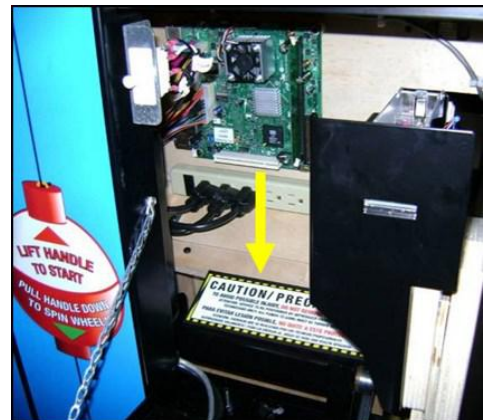
It is important to check the bolts holding the arm bracket to the game cabinet periodically to ensure they stay tight. Failure to do so may cause injury or damage to your game.

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

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

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

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



STAY PUT KIT

Part # AAKIT-BBW-STAY

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

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

Directions:

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

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



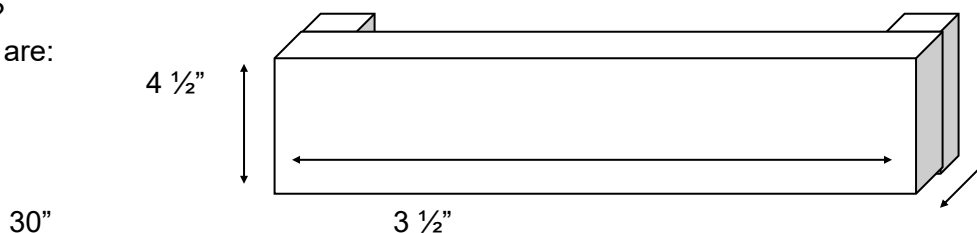
The combination of rubber matting and wheels will keep game in place.



placing directly in front of

Do it yourself?

Dimensions are:



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

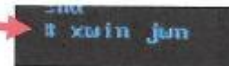
KEYBOARD/MOUSE ADJUSTING OF MASTER VOLUME

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

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

Instructions:

- 1.) Plug a keyboard and mouse into motherboard's green and purple sockets.
- 2.) Turn on game and let game boot up normally.
- 3.) Once game is in attract loop - press Q on keyboard. This will quit the program.
- 4.) Then type xwin (spacebar) jw (Press Enter)
(like this: xwin jw)



- 5.) The screen will either go to the desktop or to a Puppy Video Wizard setup screen.
If it goes to Puppy Video Wizard:
Push "Enter" on keyboard for the default choice in the initial XORG screen.



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



Now it will go to desktop.

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



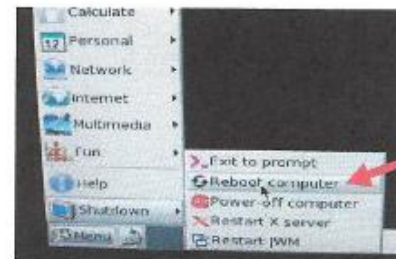
- 7.) Save and Reboot

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

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

Unplug keyboard and mouse.

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



KEYBOARD/MOUSE ADJUSTING OF MASTER VOLUME

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

Instructions:

Plug a USB keyboard and USB mouse into the motherboard.

Turn on game and allow to boot up as normal.

Hit the Q on the keyboard to quit program.

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

Check the box labeled IEC958

Click the file, scroll to and click on "Configure"

Click on "Hardware" Tab

In the "Sound Card field":

If it shows hw:0, change to hw:1

If it shows hw:1, change to hw:0

Click "Apply"

Set "Master Volume" about 3/4 the way across slider.

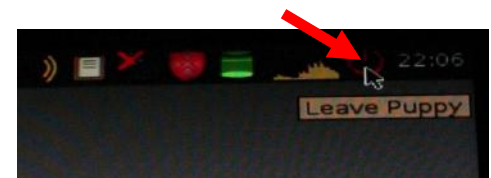
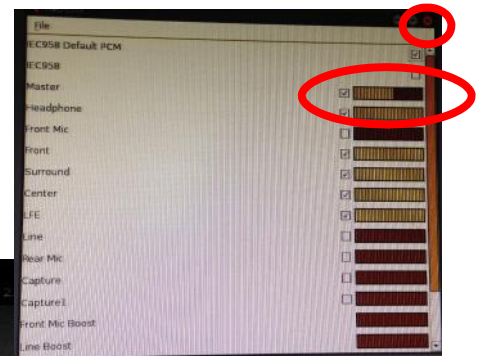
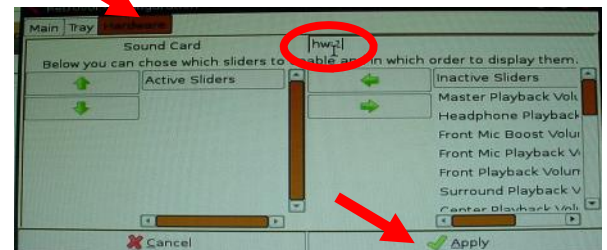
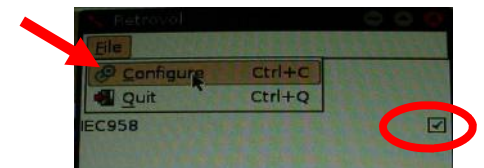
Click on X to close the window.

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

Reboot computer by Right clicking on this icon.

Click on "Reboot"

Allow game to boot as normal.



HOW TO LINK TICKET MONSTER GAMES

Overview:

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

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

2 games to be linked needs 1 of AAKIT-TM-MARQ2

Contains: One center wing, one router, and cables

3 games to be linked needs 1 of AAKIT-TM-MARQ3

Contains: Two center wings, one router, and cables

4 games to be linked needs 1 of AAKIT-TM-MARQ4

Contains: Three center wings, one router, and cables

Each additional game to be linked needs 1 of AAKIT-TM-MARQ1-PS

Contains: One center wing and cable

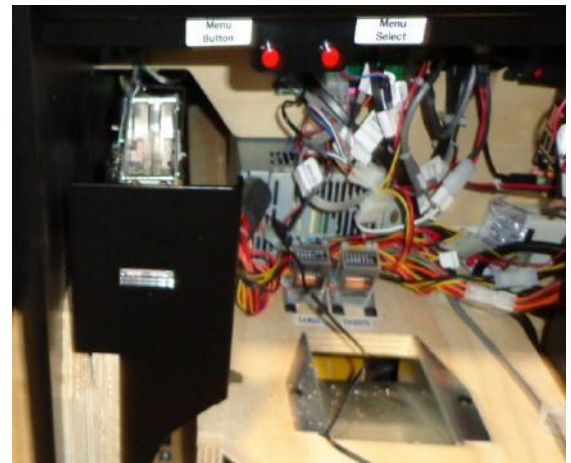


Tools Needed:

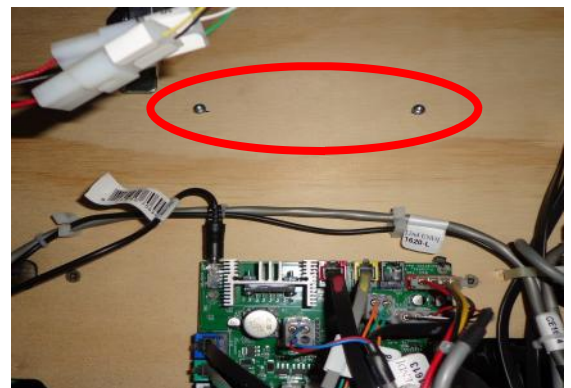
Square Bit Screwdriver 5/8" Drill Bit

Instructions:

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



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



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



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



OFF



ON

HOW TO LINK TICKET MONSTER GAMES

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



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



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



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

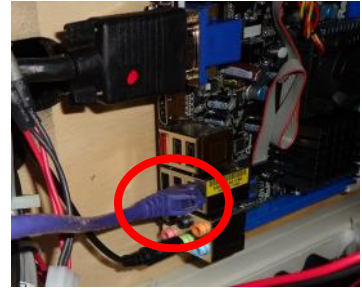


STEP 9: Remove the side wing on the game to be attached and replace it with the smaller middle wing. Use the same screws from the old wing.



HOW TO LINK TICKET MONSTER GAMES

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

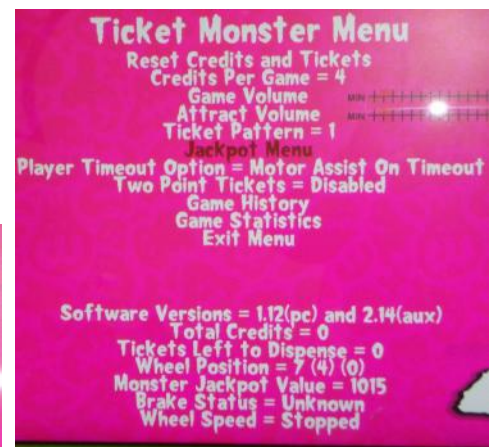


STEP 11: Move the games tight together and screw the 2nd game into the smaller center wing.



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

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

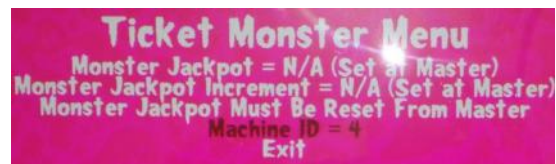
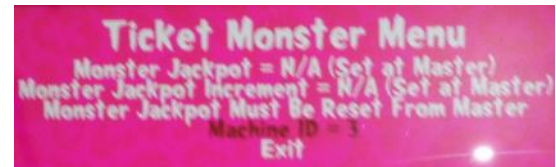
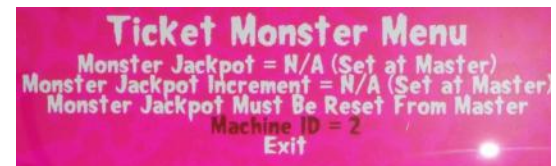


Note:

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

3rd game must be set Machine ID = 3.

4th game must be set Machine ID = 4.



HOW TO LINK TICKET MONSTER GAMES

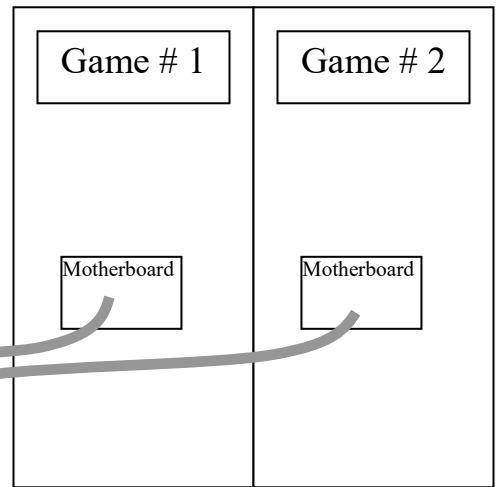
Linking Examples for Multiple Games

Example: How to Link 2 Games

Parts Needed:

1 of AAKIT-TM-MARQ2

Do Not Use
Blue Socket

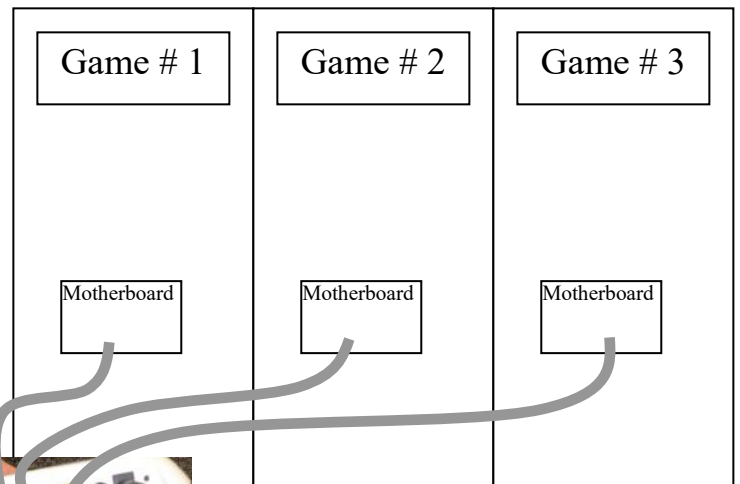


Example: How to Link 3 Games

Parts Needed:

1 of AAKIT-TM-MARQ3

Do Not Use
Blue Socket

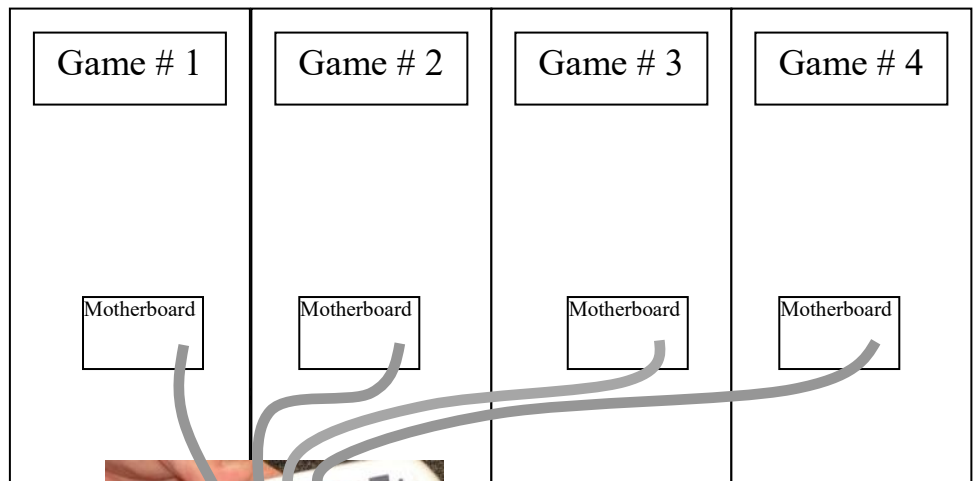


Example: How to Link 4 Games

Parts Needed:

1 of AAKIT-TM-MARQ4

Do Not Use
Blue Socket



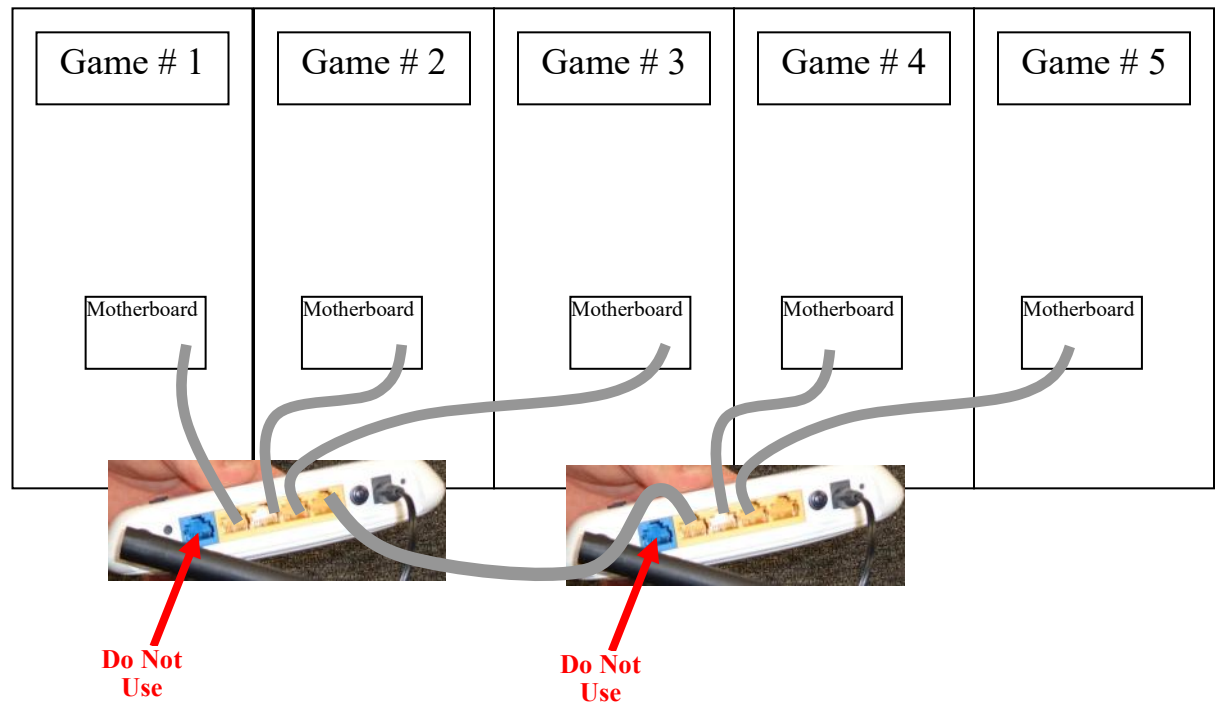
HOW TO LINK TICKET MONSTER GAMES

Example: How to Link 5 Games

Parts Needed:

1 of AAKIT-TM-MARQ4

1 of AAKIT-TM-MARQ1-PS

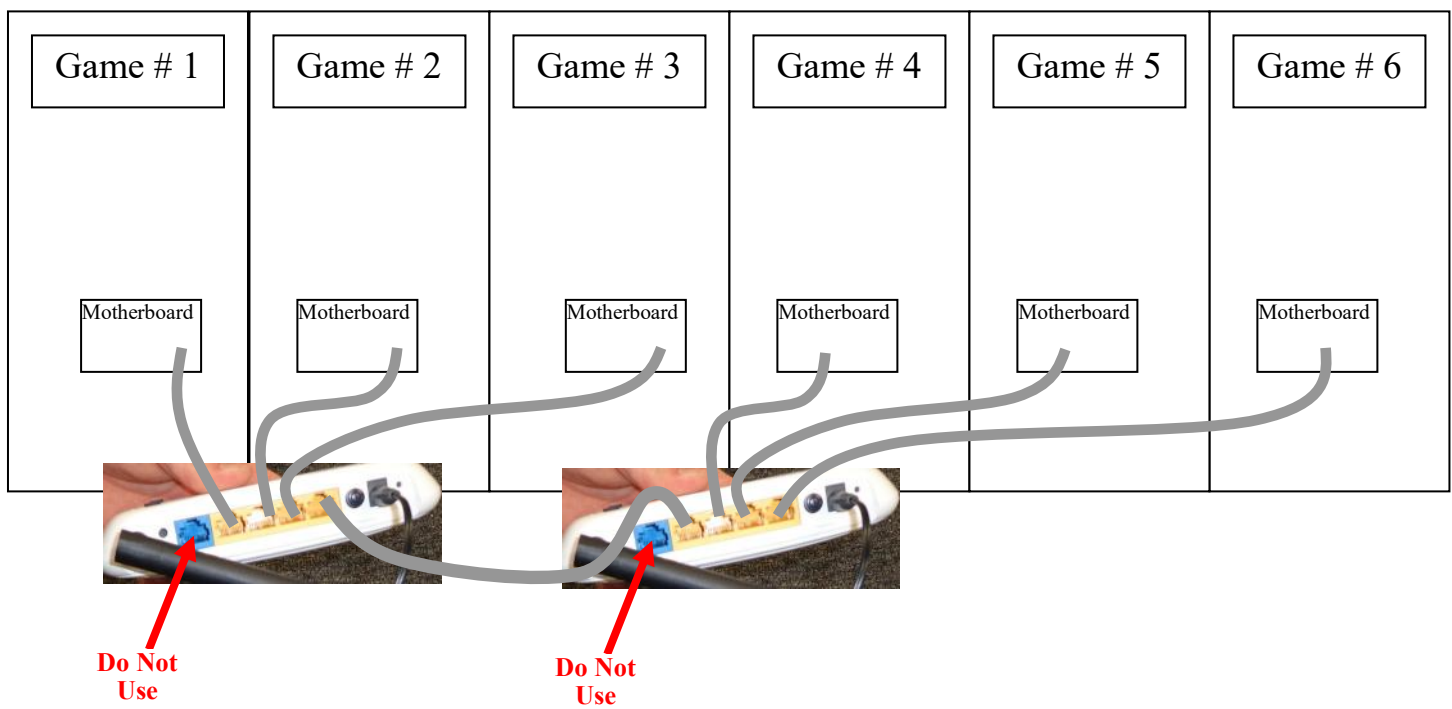


Example: How to Link 6 Games

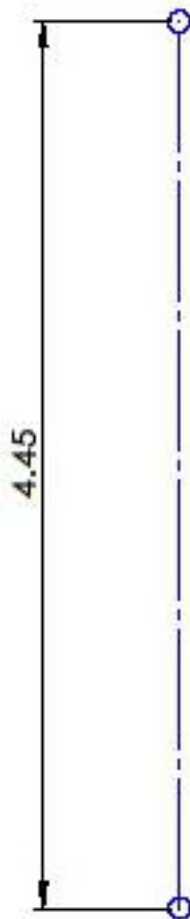
Parts Needed:

1 of AAKIT-TM-MARQ4

2 of AAKIT-TM-MARQ1-PS



HOW TO LINK TICKET MONSTER GAMES

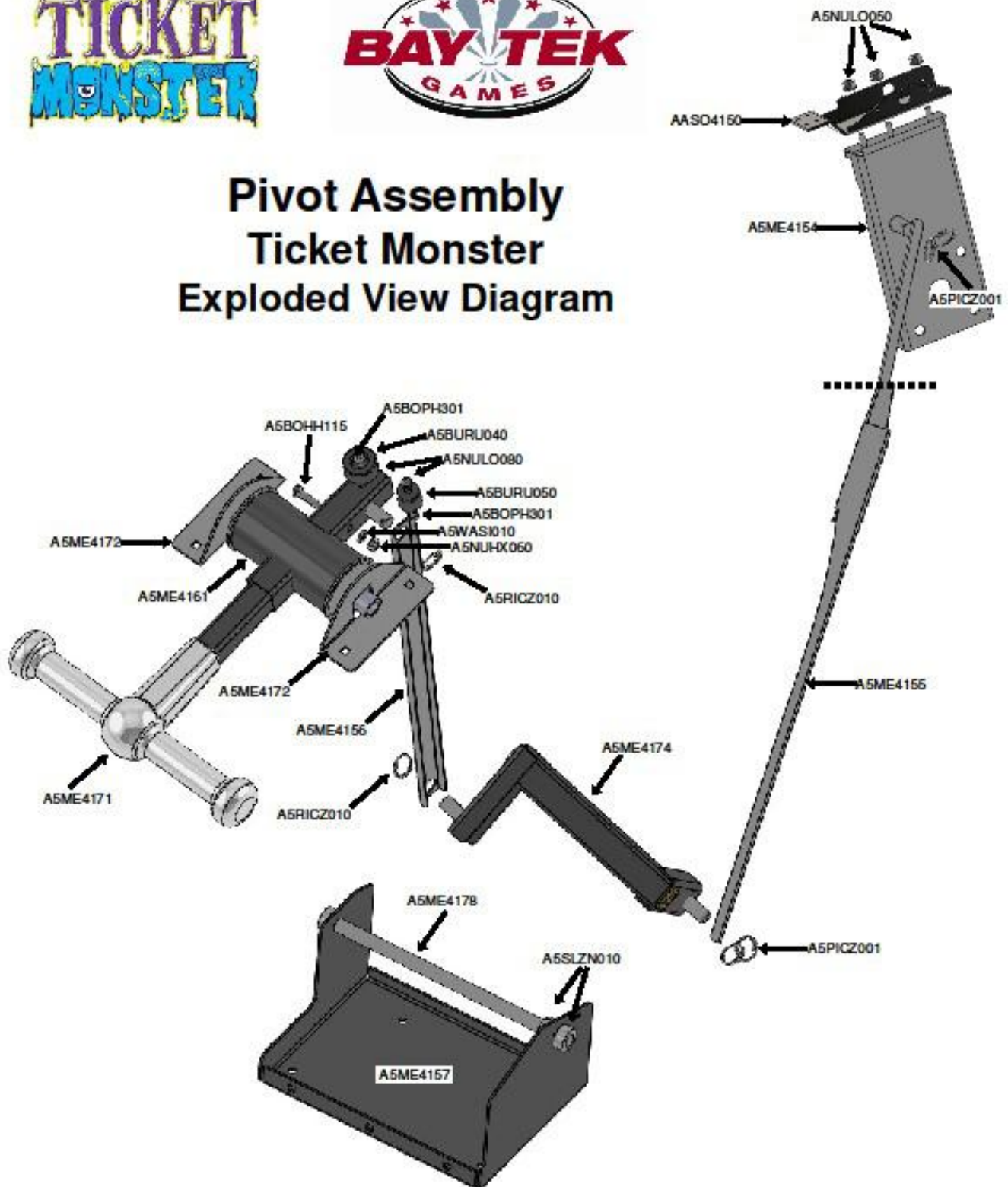


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	DIMENSIONS ARE IN INCHES		DRAWN	2/18/14
	TOLERANCES:		CHECKED	
	FRACTIONAL ±		ENG APPR.	
	ANGULAR: MACH ± BEND ±		INFO APPR.	
TWO PLACE DECIMAL ±				
THREE PLACE DECIMAL ±				
ISIRI/PTI GEOMETRIC TOLERANCING PER:				
MATERIAL		COMMENTS:		
FINISH				
USED ON				
APPLICATION		DO NOT SCALE DRAWING		
1 to 1 Router Hole				
SIZE DWG. NO.		REV		
A Ticket Mon.		SCALE: 1:1 WEIGHT: SHEET 1 OF 1		

PIVOT MECHANISM EXPLODED VIEW



Pivot Assembly Ticket Monster Exploded View Diagram



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

DECAL DIAGRAM



DECAL DIAGRAM

WHEEL FACE DECALS:

Factory Default

- A5DE4251-10 (2/GAME)
- A5DE4251-40 (6/GAME)
- A5DE4252-15 (2/GAME)
- A5DE4252-25 (2/GAME)
- A5DE4252-30 (2/GAME)
- A5DE4253-100 (3/GAME)
- A5DE4254-MONSTER JACKPOT (1-GAME)

WHEEL SIDE DECALS:

- A5DE4250-1_PURPLE (16/GAME)
- A5DE4250-2_MAGENTA (8/GAME)
- A5DE4250-3_GREEN (12/GAME)

A5DE4271_POINTER DECAL

A5DE4272_INSTRUCTION DECAL

MONITOR & SUPPORT:

- A5DE4273_MONITOR DECAL
- A5DE4274_WING LEFT
- A5DE4275_WING RIGHT

- A5DE4268_EYE LEFT
- A5DE4269_EYE RIGHT

A5DE4262_CAB SIDE 4 - RIGHT_TOP

A5DE4261_CAB SIDE 3 - RIGHT_DOOR

A5DE4260_CAB SIDE 2 - RIGHT_BACK

A5DE4259_CAB SIDE 1 - RIGHT_FRONT

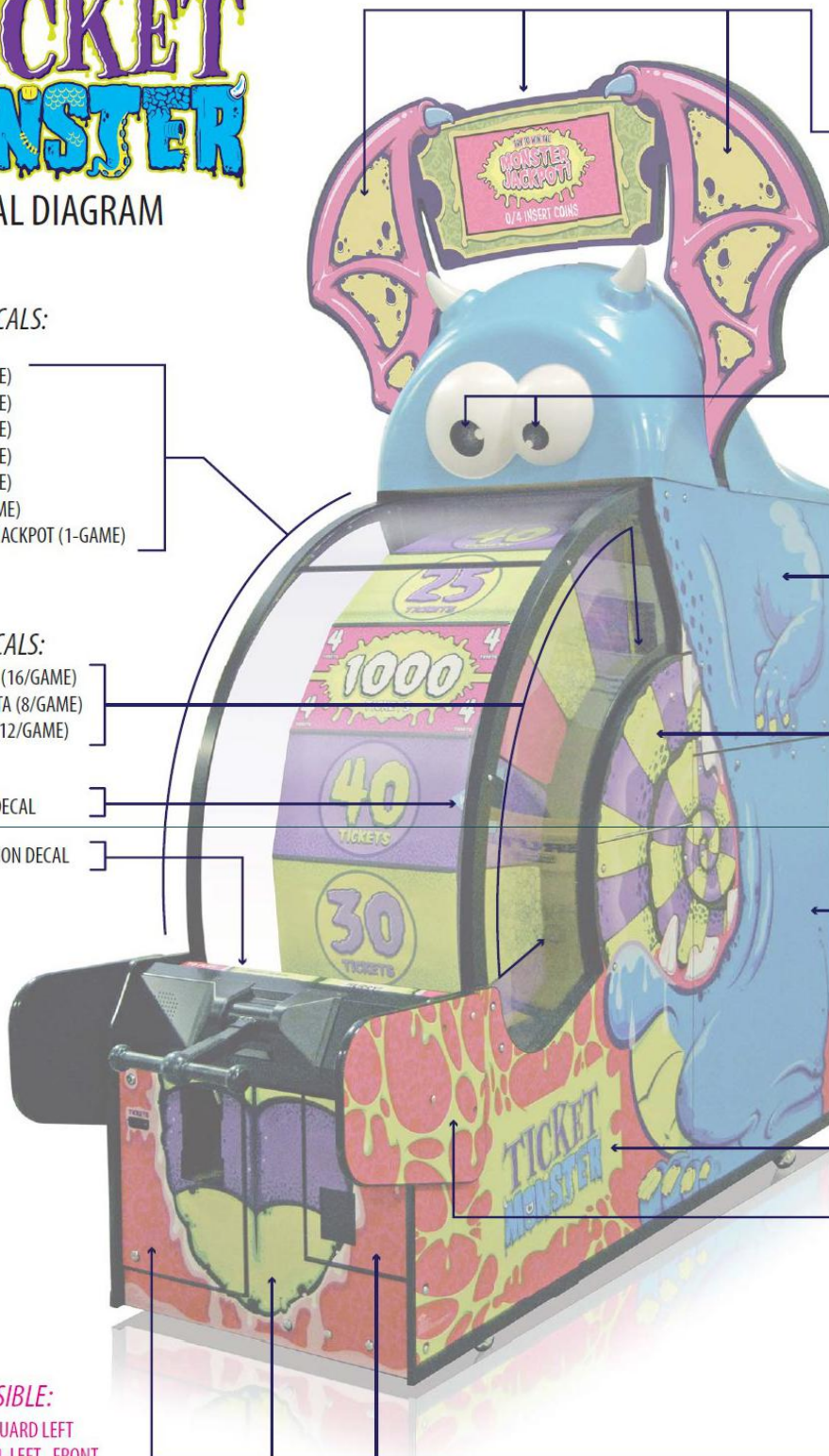
A5DE4258_HANDLE GUARD RIGHT

PART #s NOT VISIBLE:

- A5DE4263_HANDLE GUARD LEFT
- A5DE4264_CAB SIDE 1-LEFT_FRONT
- A5DE4265_CAB SIDE 2-LEFT_BACK
- A5DE4266_CAB SIDE 3-LEFT_DOOR
- A5DE4267_CAB SIDE 4-LEFT_TOP

FRONT CABINET DECALS:

- A5DE4255_LEFT DOOR
- A5DE4256_MIDDLE
- A5DE4257_RIGHT DOOR



PARTS PICTURES



A5BK9999



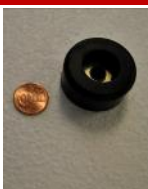
A5BKSW001



A5BKSW002



A5BR1001



A5BURU040



A5PICV045



A5RICZ010



A5FI9010



A5BURU050



A5CA1005



A5CB8020



A5CH1003



A5CL1004



A5EB9000



A5ER0001



A5KIT-TM-100



A5GE4202



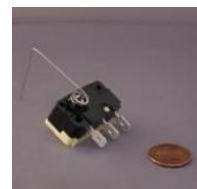
A5GE4203



A5LK2001



A5SP1003



A5SW200



A5SW7000



A5LK5002



A5PICV025



A5PICZ001



A5PL9097



A5PL9995



A5PL9998



W5TM4000



A5EX1006



A5EX1007



AAKIT-TM-MARQ1-PS



AAKIT-TM-MARQ2



AAKIT-TM-MARQ3



AAKIT-TM-MARQ4



AAKIT-LINKAGE-BBW



AAWG4200



AAWG4205



WARR0006-BBWP



AAGU4258



AAGU4263



AAWD4173



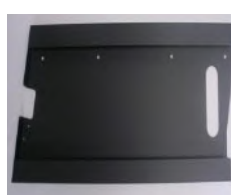
AABK4150



AAMO4100



AASO4150



A5TT4100

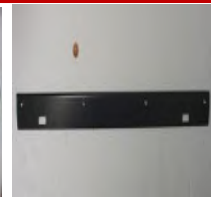


A5TT4101

PARTS PICTURES



A5ME4150



A5ME4151



A5ME4152



A5ME4153



A5ME4154



A5ME4155



A5ME4156



A5ME4157



A5ME4159



A5ME4160



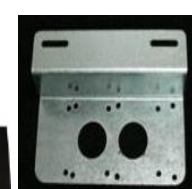
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A5ME4162



A5ME4169



A5ME4170



A5ME4171



A5ME4172



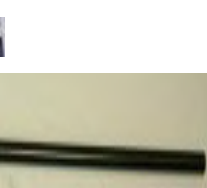
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A5ME4175



A5ME4176



A5ME4177



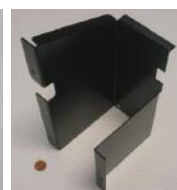
A5ME4178



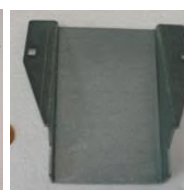
A5ME4179



A5ME4180



A5ME4181



A5ME4182



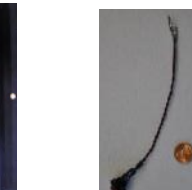
A5ME4183



A5ME4184



A5ME4191



AAPB2700A



A5OU1000



A5CEAU010



AACBL4A-DOORA



A5CORD1



A5CORD11



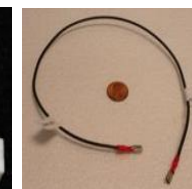
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A5CORD5



AAJP9092



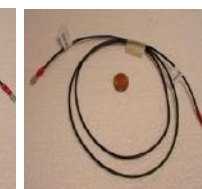
AACE1600



AACE1601



AACE1602



AACE1603



AACE1604



AACE1605



AACE1606



AACE1608



AACE1609



AACE1610



AACE1611



AACE1612



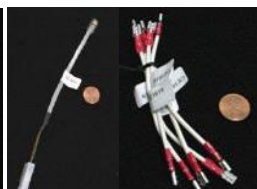
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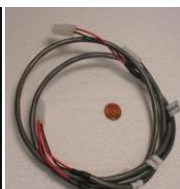
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AACE1616



AACE1618



AACE1619



AACE1620



AACE1624

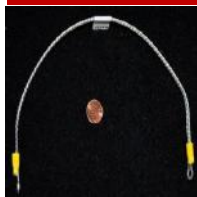


AACE1628



AACE1629

PARTS PICTURES



AACE1630



AACE1634



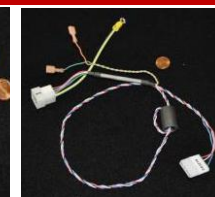
AACE1710



AACE1713



AACE1715



AACE3219



AACE4250



AACE4251



AACE4252



A5DE4250-1



A5DE4250-2



A5DE4250-3



A5DE4255



A5DE4256



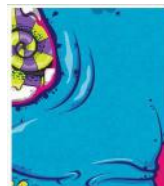
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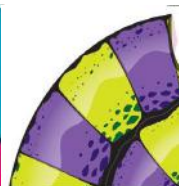
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A5DE4259



A5DE4260



A5DE4261



A5DE4262



A5DE4263



A5DE4264



A5DE4265



A5DE4266



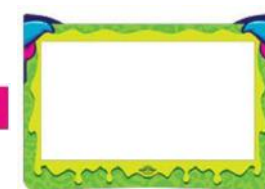
A5DE4267



A5DE4271



A5DE4272



A5DE4273



A5DE4274



A5DE4275



WABBW9524



WABBW0027



WARR0005-BBWP



A5VF4153



AAVF4250



AAMO2200-TM



AACO1000



AACE8811



A5TD1



AACE1625



AABD1055



AACB1900P



AACB1901



AAHD1900-TM-1



AAHD1900-TM-2



AAMB10E-SHDP/TM

PARTS PICTURES



A5KIT-TM/R



A5KIT-TM/R2



A5VF4253



A5VF4254



WACA4100



WACA4101



WACA4102



WACA4103



WACA4104



WACA4105



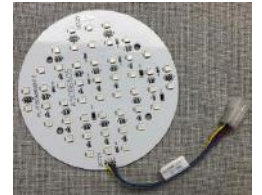
WACA4106



WACA4107



WACA4111



AACE22506



AACE4103



AACE4107



AACE4201



AACE4202



AACE4203



AACE4204



AACE4205



AACE4206



AACE4207



AACE4208



AACE4209



A5DE4268



A5DE4269



A5DE4290



A5DE4291



A5DE4292



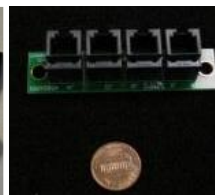
A5DE4293



A5PS1013



A5SP4100



AABD1056



AACBBBW-LIGHTS-A

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
GENERAL PARTS		A5LK5002	H95 Lock and Keys
A5BURU040	Bumper, 1 1/2" x 3/4"	A5GE4202	Wheel Drive Gear
A5BURU050	Bumper, 1 1/16" x 1 1/16"	A5GE4203	Wheel Gear
AABURU050	Package of 5 Bumpers	A5PICV025	2 1/2" Long Pin
A5CB8020	Cash Box	A5PICV045	2 3/8" Clevis Pin
A5CH1003	Chain, 219 Links Long		
A5PICZ001	Cotter Pin, Bow Tie Clevis Pin		
A5LK2001	A05 Lock and Keys, (Cash Box)	A5SW200	Low Ticket Switch

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5RICZ010	Cotter Ring, 7/16" - 1/2"	A5ME4184	Left Front Door
		A5ME4191	Center Monitor Brace
A5SP1003	16 Tooth Sprocket	CABLES	
A5SW7000	Door Switch	AAPB2700A	Menu Push Button
W5TM4000	13/16" Black T-Molding, 37' Per Game	A5OU1000	Outlet Strip
A5EX1006	4 Pin 12 V ATX Cable	A5CBL4A-DOOR	Coin Door Cable
A5EX1007	24/24 Pin ATX Cable	A5CORD1	10' Power Cord
A5CA1005	Swivel Lock Casters	A5CORD5	Line Filter to Wall Socket
A5ER0001	Black Plastic Strip on Wheel Between Panels	A5CORD11	15' Extension Cable
		A5CORD12	24" Cord
AAKIT-LINKAGE-BBW	A5ME4156, A5ME4154, A5ME4174 & AASO4150	A5CEAU010	Audio Cable
AAKIT-TM-MARQ2	Marquee Kit to Link 2 Games	AAJP9092	DBA Jumper, 12/110V
AAKIT-TM-MARQ3	Marquee Kit to Link 3 Games	AACE1600	Door Switch 1 to Switch 2 Cable
AAKIT-TM-MARQ4	Marquee Kit to Link 4 Games	AACE1601	Door Switch 2 to Switch 3 Cable
AAKIT-TM-MARQ1-PS	Marquee Kit to Link an Additional Games	AACE1602	Door Switch 3 to Switch 4 Cable
AAWS-TM	Wing Spacer , Used between 2 games	AACE1603	Door Switch 4 to Switch 5 Cable
AAWG4200	Right Wing Assembly	AACE1604	Aux Board to Door Switch 1 & 5
WARR0006-BBWP	Brake Pad	AACE1605	Speaker Jumper
AAWG4205	Left Wing Assembly	AACE1606	Aux Board to Solenoid Cable
AAGU4258	Right Guard Assembly	AACE1608	Aux Board to Encoder Sensor
AAGU4263	Left Guard Assembly	AACE1609	Aux Board to Ticket Tray Cable
AAWD4173	Wheel Drive Sprocket Assembly	AACE1610	Aux Board to Coin Door Cable
AABK4150	Wheel Brake	AACE1611	DBA Enable Cable
AAMO4100	Motor	AACE1612	DBA Power Cord
AASO4150	Solenoid	AACE1613	Menu Button Cable
METAL PARTS		AACE1614	Aux Board to Main Board Jumper
A5TT4100	Ticket Tray, Left Side	AACE1616	Aux Board to Motor
A5TT4101	Ticket Tray, Right Side	AACE1618	Aux Board to Door Switch Jumper
A5ME4150	Left Wheel Guide	AACE1619	Door Switch Jumper
A5ME4151	Right Wheel Guide	AACE1620	Power Supply to Chase Light Jumper
A5ME4152	Sliding Window Handle	AACE1624	Aux Board to Coupler
A5ME4153	Sliding Window Bracket	AACE1628	Line Filter Cable Assy.
A5ME4154	Metal Wheel Bracket	AACE1629	Small Arc to Large Arc Ground Cable
A5ME4155	Long Wheel Link	AACE1630	Hinge to Inner Arc Ground Cable
A5ME4156	Metal Short Wheel Link	AACE1634	Bobber LED Power Cable
A5ME4157	Metal Rocker Arm Bracket	AACE1710	Door Ground Cable
A5ME4158	Metal Window Slide	AACE1713	Front Door to Outside Window Arc Ground
A5ME4159	Metal Top Front Bracket (Speaker Mounts)	AACE1715	Side Door Hinge to Inside Window Arc Ground
A5ME4161	Metal Handle Pivot Assembly	AACE3219	Ticket Dispenser to Low Ticket Switch
A5ME4162	Position Sensor Bracket	AACE4250	LED Cable for Ticket Monster
A5ME4166	Solenoid Bracket	AACE4251	Left Front Accent Light Cable
A5ME4168	Metal Side Guard Rail	AACE4252	Right Front Accent Light Cable
A5ME4170	Metal Wheel Motor Bracket	AACE4253	Wing Light Jumper Cable
A5ME4171	Metal T-Handle	DECALS AND PLEXI'S & VACUUM FORMS	
A5ME4172	Metal Handle Bracket	A5DE4250-1	Purple Wheel Side Decal, 16 per
A5ME4174	Metal Rocker Arm	A5DE4250-2	Pink Wheel Side Decal, 8 per
A5ME4175	Metal Pointer Bracket	A5DE4250-3	Green Wheel Side Decal, 12 per
A5ME4177	Front Glass Brace	A5DE4255	Left Front Door Decal
A5ME4178	Shaft for Rocker Assy.	A5DE4256	Center Front Door Decal
A5ME4179	Left Ticket Tracy Bracket	A5DE4257	Right Front Door Decal
A5ME4180	Right Ticket Tray Bracket	A5DE4258	Right Handle Guard Decal
A5ME4181	Bottom Front Guard, Metal	A5DE4259	Front Right Side Decal
A5ME4182	Coin Box Guide	A5DE4260	Back Right Side Decal
A5ME4183	Right Front Door	A5DE4261	Right Side Access Door Decal

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5DE4262	Top Right Side	CIRCUIT BOARDS	
A5DE4263	Left Handle Guard Decal	AAMO2200-TM	Monitor with wood frame and plexi (No Discount)
A5DE4264	Front Left Side Decal	A5FI9011	Inline Filter
A5DE4265	Back Left Side Decal	AACO1000	Game Counters
A5DE4266	Left Side Access Door Decal	AACE8811	Game Speaker With Cable
A5DE4267	Top Left Side	A5TD1	Ticket Dispenser
A5DE4268	Left Eyeball Decal	AACE1625	Power Supply With Cable (Rosewell RV350-2)
A5DE4269	Right Eyeball Decal	AABD1055	Connector Board
A5DE4271	Score Pointer Decal	AACB1900P	Aux - IO Board 2.14 Software
A5DE4272	How to Play Instruction Decal	AACB1901	Wheel Encoder Board
A5DE4272-WA	How to Play Instruction Decal for Washington	AAHD1900-TM-1	Ticket Monster MB8&9 SATA 1.16 (No Discount)
A5DE4273	Center Monitor Decal (Plexi)	AAHD1900-TM-2	Ticket Monster MB10&10ESATA 1.19 (No Discount)
A5DE4274	Left Wing Decal	AAMB10E-SHDP/TM	Motherboard Assy. W/ Hard Drive and cables
A5DE4275	Right Wing Decal	AARO2002-TM	Router for Link Kit Programmed
A5DE4276-5	Yellow 5 W/Purple Back Ground Cover Up	REFRESH KIT	
A5DE4276-10	Yellow 10 W/Purple Back Ground Cover Up	AAGU4107-L	Left Side Guard Assembly
A5DE4276-40	Yellow 40 W/Purple Back Ground Cover Up	AAGU4106-R	Right Side Guard Assembly
A5DE4276-60	Yellow 60 W/Purple Back Ground Cover Up	A5BK9999	Bracket for Mounting Power Supply
A5DE4276-70	Yellow 70 W/Purple Back Ground Cover Up	A5FC0080	Ferrite, Suppressor (2 per game)
A5DE4276-75	Yellow 75 W/Purple Back Ground Cover Up	A5KIT-TM/R	Hardware Kit, Eyes/Mouth
A5DE4276-150	Yellow 150 W/Purple Back Ground Cover Up	A5KIT-TM/R2	Hardware Kit, Rails
A5DE4277-2	Purple 2 W/Yellow Back Ground Cover Up	A5VF4253	Eyeballs Plastic
A5DE4277-15	Purple 15 W/Yellow Back Ground Cover Up	A5VF4254	Horns Plastic (2 per game)
A5DE4277-25	Purple 25 W/Yellow Back Ground Cover Up	WACA4100	Right Light Window Rail, White Plastic
A5DE4277-30	Purple 30 W/Yellow Back Ground Cover Up	WACA4101	Left Light Window Rail, White Plastic
A5DE4277-40	Purple 40 W/Yellow Back Ground Cover Up	WACA4102	Right Lower Rail Mount, Black Plastic
A5DE4277-50	Purple 50 W/Yellow Back Ground Cover Up	WACA4103	Right Upper Rail Mount, Black Plastic
A5DE4277-80	Purple 80 W/Yellow Back Ground Cover Up	WACA4104	Left Lower Rail Mount, Black Plastic
A5DE4253-25	Wheel Front, Pink 25 W 4's (Square Decal)	WACA4105	Left Upper Rail Mount, Black Plastic
A5DE4253-50	Wheel Front, Pink 50 W 4's (Square Decal)	WACA4106	Right Side Guard, White Plastic
A5DE4253-100	Wheel Front, Pink 100 W 4's (Square Decal)	WACA4107	Left Side Guard, White Plastic
A5DE4253-250	Wheel Front, Pink 250 W 4's (Square Decal)	WACA4111	Wood Board for Ticket Monster Refresh Kit
A5DE4253-500	Wheel Front, Pink 500 W 4's (Square Decal)	AACE22506	Light Board for Eyeball
A5DE4254	Wheel Front, Monster Jackpot (Square Decal)	AACE4103	Bobber Light Power Jumper
A5DE4254-1000	Wheel Front, Pink 1000 W 4's (Square Decal)	AACE4107	Power Supply to Light Board Cable
AATP0201	Pattern 1 - Default Pattern	AACE4201	Side Rail Addressable Light Strip (2 per game)
AATP0202-P	Ticket Pattern 2	AACE4202	Side Guard LED Light Strip (2 per game)
AATP0203-P	Ticket Pattern 3	AACE4203	Horn Light Power Jumper
AATP0204-P	Ticket Pattern 4	AACE4204	Horn Light LED Light Strip
AATP0205-P	Ticket Pattern 5	AACE4205	Side Guard 12 VDC Power Cable
AATP0206-P	Ticket Pattern 6	AACE4206	12 VDC Light Jumper
AATP0207-P	Ticket Pattern 7	AACE4207	Eyes Light Power Jumper
AATP0208-P	Ticket Pattern 8	AACE4208	Encoder Sensor to Splitter Board
AATP0209-P	Ticket Pattern 9	AACE4209	Splitter Board to Light Board
AATP0210-P	Ticket Pattern 10	A5DE4268	Left Eyeball Decal. Ticket Monster
AATP0211-P	Ticket Pattern 11	A5DE4269	Right Eyeball Decal. Ticket Monster
AATP0212-P	Ticket Pattern 12	A5DE4290	Left Outside Handle Guard Printed Plexi
WABBW9524	Side Window Plexi	A5DE4291	Right Outside Handle Guard Printed Plexi
WABBW0027	Front Window Plexi Only	A5DE4292	Left Inside Handle Guard Printed Plexi
WARR0005-BBWP	Front Window Plexi, With Brackets	A5DE4293	Right Inside Handle Guard Printed Plexi
WABBW0057	Black Encoder Wheel Sprocket	A5PS1013	Power Supply
A5VF4153	Handle Covers	A5SP4100	Splitter, AC Cord
AAVF4250	Vacuum Form, Monster Head-Eyes & Horns	AABD1056	Splitter Board
		AACB-BBW-LIGHTS-A	Light Board for BBWP Upgrade Kit

REPAIR/MAINTENANCE LOG

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

[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