



PLACE SERIAL NUMBER LABEL HERE



# FACTORY CONTACT INFORMATION



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

## JOIN OUR SERVICE FIRST NETWORK!

This free service is intended to keep you up to date on the latest game information, early notification of parts specials, pertinent technical bulletins, updates on retro fit parts, software upgrades, and much more.

Log on to: [www.baytekgames.com/parts](http://www.baytekgames.com/parts)

then click on the Parts N' Service tab, or scan the QR code to the right with your Smart-phone to jump straight to this game's parts page!

Scan here!

### SALES

P: 920.822.3951

F: 920.822.8936

E: [sales@baytekgames.com](mailto:sales@baytekgames.com)

### PARTS

P: 920.822.3951 X 1101

F: 920.822.1496

E: [parts@baytekgames.com](mailto:parts@baytekgames.com)

### SERVICE

P: 920.822.3951 X 1102

F: 920.822.1496

E: [service@baytekgames.com](mailto:service@baytekgames.com)

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

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

# TABLE OF CONTENTS

FACTORY CONTACT INFORMATION .....	2
WELCOME TO: Red Cup Challenge. ....	4
HOW TO PLAY .....	5
SPECIFICATIONS .....	6
SAFETY PRECAUTIONS .....	6
QUICK SETUP GUIDE .....	7
DIP SWITCH SETTINGS .....	8
MAIN MENU FUNCTIONS .....	9
CLEAR CREDITS .....	9
GAME SETUP .....	10
TICKET PATTERNS .....	11
DIAGNOSTICS MENU .....	12
LOCATION NAME & ADVERTISING .....	13
MACHINE SETUP .....	14
REPORTS .....	15
MAINBOARD PINOUT .....	16-18
MINIGEN PINOUT .....	19
MAINTENANCE LOG .....	20
TECHNICAL SUPPORT .....	21
WARRANTY .....	22

# WELCOME TO: Red Cup Challenge

**Congratulations on your Red Cup Challenge purchase!**

A family-friendly twist on our original Beer Pong Master game, Red Cup Challenge is the perfect addition to your ticket redemption game room.

The fun ball-tossing action and competitive nature of Red Cup Challenge will have players lining up!

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

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

*Your Friends at Bay Tek Games*

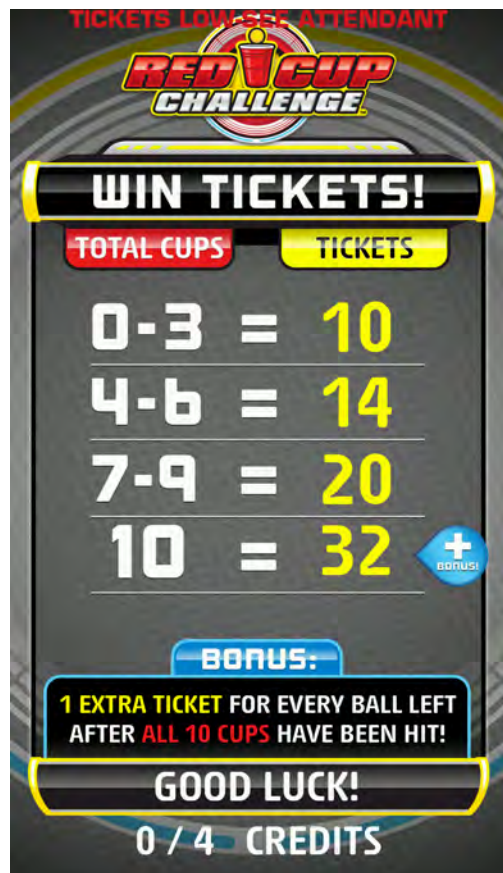


# HOW TO PLAY

Toss or bounce the balls into the targets in attempt to hit all 10 and turn off the blue lights inside before time runs out!



The fewer shots you take, the more tickets you win!















# GAME SPECIFICATIONS

WEIGHT	
NET WEIGHT	475 LBS.
SHIP WEIGHT	525 LBS.
DIMENSIONS	
WIDTH	30"
DEPTH	71"
HEIGHT	77"
OPERATING TEMPERATURE	
FAHRENHEIT	80-100
CELSIUS	26.7-37.8

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

MAX START UP CURRENT	OPERATING CURRENT
3.5 AMPS @ 115 VAC	3.5 AMPS @ 115 VAC
1.95 AMPS @ 230 VAC	1.95 AMPS @ 230 VAC

# SAFETY PRECAUTIONS

 <b>NOTICE</b> 	
Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.	
This appliance is not suitable for installation in an area where a water jet could be used.	
 <b>DANGER</b> 	
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.	
 <b>WARNING</b> 	
Use of flammable substances can cause sever burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline kerosene or thinners.	
 <b>CAUTION</b> 	
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.	
 <b>ATTENTION</b> 	
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.	
 <b>IN CASE OF EMERGENCY</b> 	
UNPLUG THE POWER CORD. The power cord must be accessible at all times in case of an emergency.	

# QUICK SET UP GUIDE

Place the game near its final location. Open the storage compartment by unlocking the front metal and sliding the bounce platform forward.



Ensure the balls didn't bounce out of the trough during transport.

No more than **20 balls** should be in the machine at a time for proper function

Red Cup Challenge uses **38-40 mm** ping pong balls



Plug the power cord (located in the storage compartment) into the game and a standard 110v outlet, then switch the power strip inside the front door to the on position.



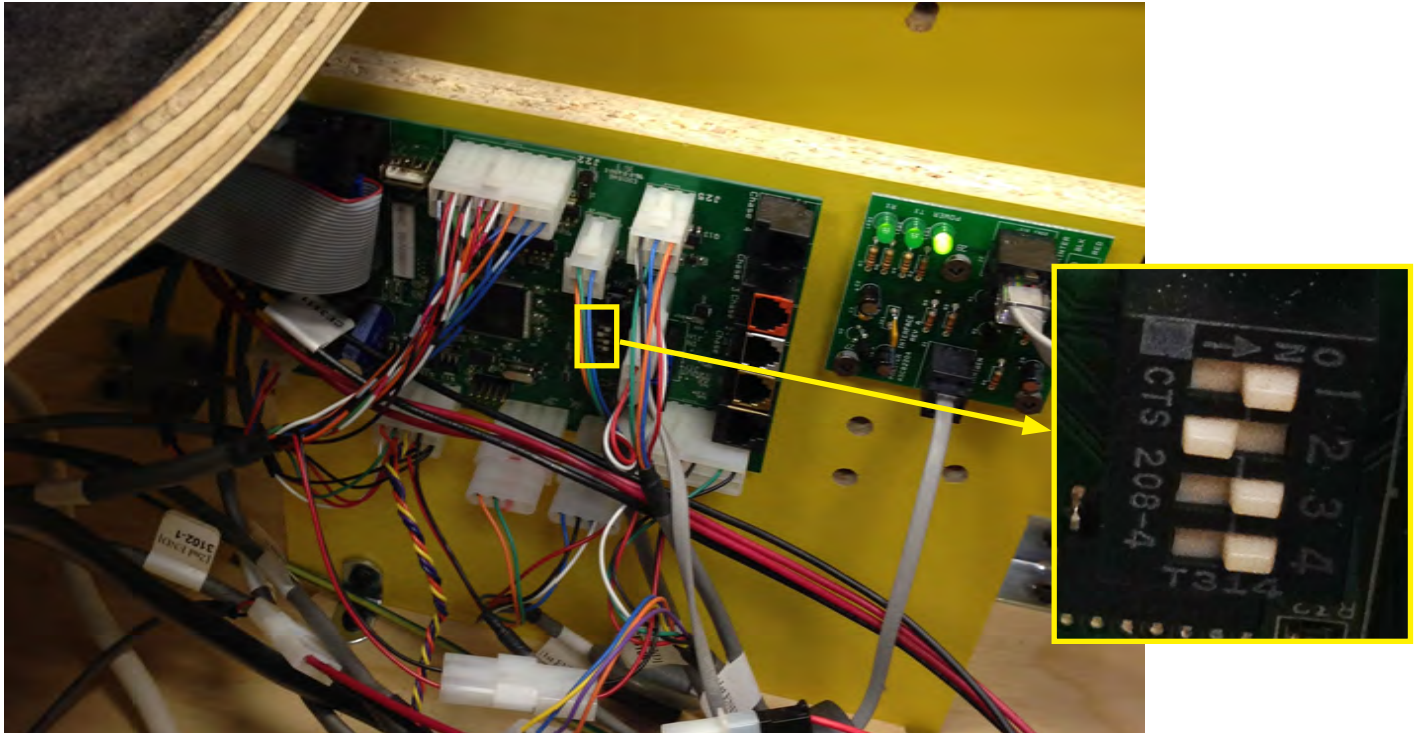
**The game may require a camera calibration after shipping. See page 15 for instructions.**



# DIP SWITCH SETTINGS

The dip switch bank is located on the minigen board under the bouncing platform; open the front door, then slide the platform towards you.

\*factory default settings are highlighted below



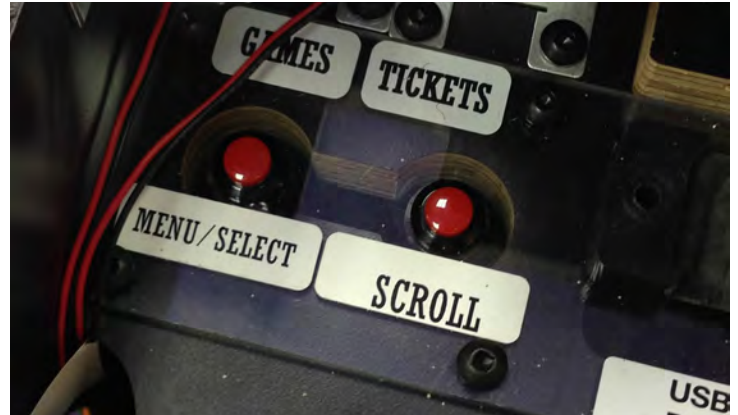
SWITCH	DESCRIPTION	OFF	ON
1	Enable Tickets		
2	New Jersey compliance		
3	Do Not Adjust		
4	Do Not Adjust		

# MAIN MENU

Press the **MENU BUTTON** inside the front door to enter the main menu.

Scroll through the options by pressing the **MENU BUTTON** and make your selection with the **MENU SELECT** button.

The blue and red player buttons also scroll through the menus.



## ***RED CUP CHALLENGE Main Menu***

***Clear Credits & Tickets***

***Start Test Game after exit***

***Game Setup***

***Diagnostics Menu***

***Location Name and Advertising***

***Machine Setup***

***Reports***

***Software Update***

***Clear High Scores***

***Exit Menu***

***PC Software Version = 2.9.4***

***Minigen Software Version = 2.12***

***Camera Software Version = 1.25g***

## **CLEAR CREDITS & TICKETS**

Press MENU/SELECT when Clear Credits is highlighted to reset the available credits and tickets owed to 0.

## **START TEST GAME AFTER EXIT**

Selecting this option will start a test game after exiting the menu.

## **CLEAR HIGH SCORES**

Selecting this option will start clear the high scores screen.

# GAME SETUP

<b>RED CUP CHALLENGE Game Setup</b>	
<b>Coins/Credits per Play</b>	<b>4</b>
<b>DBA \$1 Additional Games</b>	<b>0 Games</b>
<b>DBA \$5 Additional Games</b>	<b>0 Games</b>
<b>DBA \$10 Additional Games</b>	<b>0 Games</b>
<b>DBA \$20 Additional Games</b>	<b>0 Games</b>
<b>Credit Card Charge Games/Swipe</b>	<b>Off</b>
<b>Credit Add Games/Swipe</b>	<b>0 Games</b>
<b>Game Time</b>	<b>90 Sec</b>
<b>Balls per Game</b>	<b>30 Balls</b>
<b>Extra Last Ball Delay</b>	<b>After 10 Sec</b>
<b>Ticket Payout Pattern</b>	<b>5</b>
<b># CUPS 0-3 4-6 7-9 All 10</b>	
<b>TICKETS 10 14 20 32 + balls</b>	
<b>Divide Ticket Payout by 2</b>	<b>Off</b>
<b>Exit Menu</b>	

SETTINGS OPTIONS & FACTORY DEFAULTS									
Credits per Play	0	1	2	3	4	5	6	7	8
DBA Additional Games	Gives additional games for \$ bill denominations (default is 0-off)								
CC Charge Games/Swipe	OFF				ON				
CC Add Games/Swipe	0	1	2	3	4	5	6	7	8
Game Time (seconds)	30	60	90	120	150	180			
Balls Per Game	10	20	30	40	50	60			
Extra Last Ball Delay (seconds)	never		10	15	20	25	30		
Ticket Patterns	see next page								
Divide Tickets by 2	OFF				ON (pays out 1 paper ticket per 2 tickets won)				

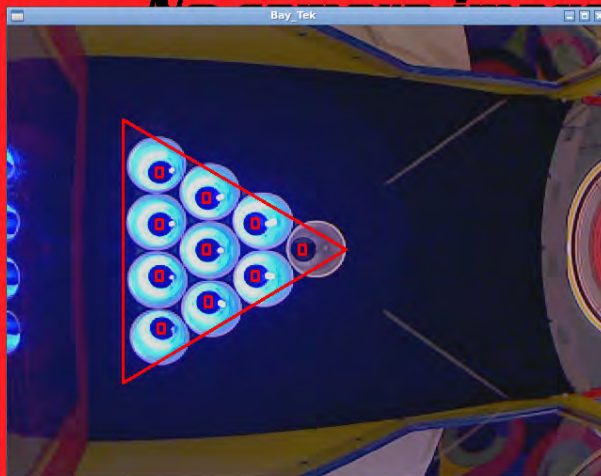
# TICKET PATTERNS

PATTERN	NUMBER OF CUPS HIT			
	0-3	4-6	7-9	10
	TICKETS			
<b>1</b>	2	6	8	16 (+1 per remaining ball)
<b>2</b>	2	4	10	16 (+1 per remaining ball)
<b>3</b>	4	6	10	18 (+1 per remaining ball)
<b>4</b>	10	14	20	30 (+1 per remaining ball)
<b>5</b>	10	14	20	32 (+1 per remaining ball)
<b>6</b>	12	16	22	36 (+1 per remaining ball)

# DIAGNOSTICS MENU

**RED CUP CHALLENGE Diagnostic Menu**

<b>Cup 1 target</b>	<b>OFF</b>	<b>Blue Button</b>	<b>OFF</b>
<b>Cup 2 target</b>	<b>OFF</b>	<b>Red Button</b>	<b>OFF</b>
<b>Cup 3 target</b>	<b>OFF</b>	<b>Coin Input</b>	<b>OFF</b>
<b>Cup 4 target</b>	<b>OFF</b>	<b>DBA Input</b>	<b>OFF</b>
<b>Cup 5 target</b>	<b>OFF</b>	<b>Ball Trough</b>	<b>OFF</b>
<b>Cup 6 target</b>	<b>OFF</b>	<b>Ball Release</b>	<b>OFF</b>
<b>Cup 7 target</b>	<b>OFF</b>	<b>Low Ticket</b>	<b>ON</b>
<b>Cup 8 target</b>	<b>OFF</b>	<b>Cheat Detect</b>	<b>OFF</b>
<b>Cup 9 target</b>	<b>OFF</b>		
<b>Cup 10 target</b>	<b>OFF</b>		



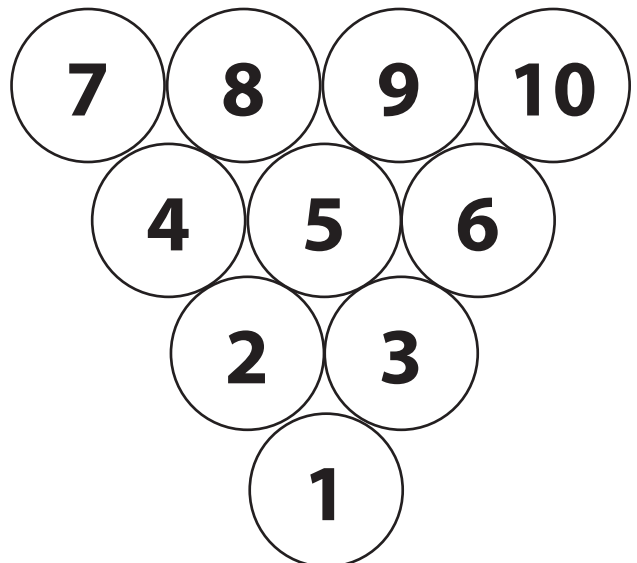
**Dispense Ticket**  
**Ball Motor**  
**New background**  
**Camera Calibrate**  
**Exit Menu**

Activate each input individually to troubleshoot and identify errors.

### CAMERA CALIBRATION:

The camera should be calibrated if the red triangle and circles are not lined up with the holes in the bottom of the cups.

\* Make sure the back door of the cabinet is closed and locked before calibrating- this will ensure correct lighting.



# LOCATION NAME & ADVERTISING

## **RED CUP CHALLENGE Location & Ads**

**Name Edit**

**Bay Tek Games**

**Load name.txt from USB**

**Load Ad Screens no ad1-4.png files**

**Delete Ad Screens**

**Local Currency Symbol**

**\$**

**Exit Menu**

Insert a USB stick containing your advertisements and text file into the USB port next to the menu buttons under the bounce platform.

### **LOCATION NAME:**

Your location name can be entered manually with the on-screen keyboard and the menu buttons, OR it can be uploaded from the USB stick (name.txt).

### **ADVERTISEMENTS:**

The ideal size of an advertisement is 1080 x 1920, in .png format. Ads must be named ad1.png, ad2.png, ad3.png and ad4.png to upload correctly.

You can add up to 4 different advertisements to the machine, which display in rotation during attract mode. The ads can be changed out at any time.

One USB stick can be used to program multiple machines to the same settings.

### **LOCAL CURRENCY SYMBOL:**

Choose between \$, £ or none; this affects both price per play and earning reports. Select NONE to set the display to "swipe card to play"; coins/credits per play should be set to 1 in this case (see page 10).

# MACHINE SETUP

## **RED CUP CHALLENGE Machine Setup**

**Game Volume** **5**  
**Attract Volume** **5**  
**Attract Timing** **5 min**  
**Next Player Start Timeout** **2 min**  
**Timed Game Countdown Delay** **10 sec**  
**Cheat Detect Ends Game** **3 warnings**  
**Mech. Counter Advance** **per Game**  
**High Score Reset Every 5am** **Daily**

**Demo Mode**  
**Set Date/Time**  
**Exit Menu**

**Regular Play**

SETTINGS OPTIONS & FACTORY DEFAULTS													
Game Volume	0	1	2	3	4	5	6	7	8	9	10	11	12
Attract Volume	0	1	2	3	4	5	6	7	8	9	10	11	12
Attract Timing	off		30 sec		1 min		5 min		10 min		15 min		
Next Player Start Timeout	off	30 sec		1 min		2 min		3 min		5 min			
Timed Game Countdown Delay	off	5 sec		10 sec		15 sec		20 sec		25 sec		30 sec	
Cheat Detect End Game	off	never end for cheat detection						1 warning		2 warnings		3 warnings	
Mechanical Counter Advance	per game						per credit						
High Score Reset (5:00 am)	daily				weekly				monthly				

# REPORTS MENU

## **RED CUP CHALLENGE Report Menu**

**Earnings Report**  
**Tickets/Payout Report**  
**Exit Menu**

These reports will help you to determine the earnings, payout and overall number of plays generated by your Red Cup Challenge game.

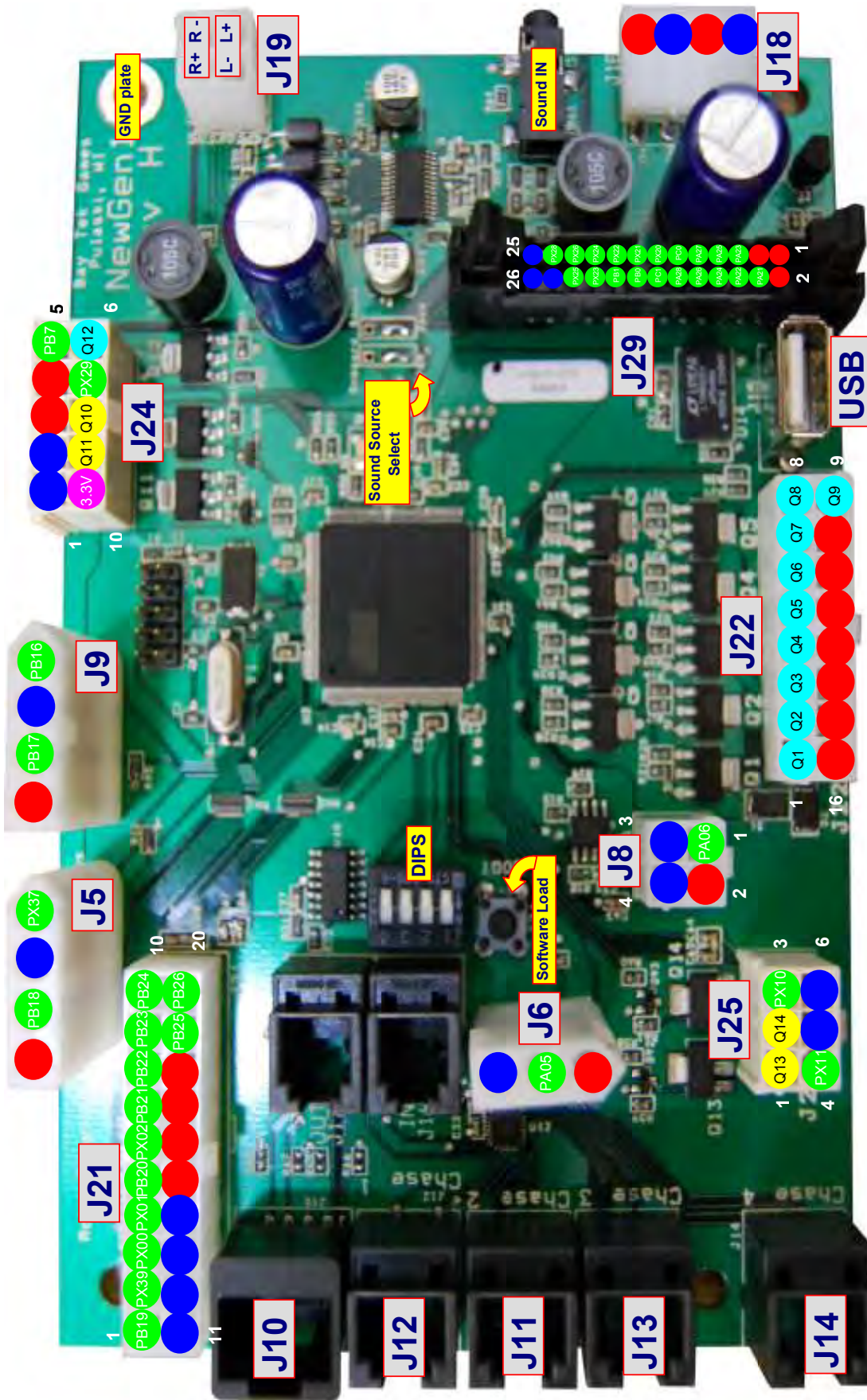
### **RED CUP CHALLENGE Earnings Report** **Bay Tek Games 04-02-2014**

	<b>Percent Total</b>	<b>Number of Credits</b>	<b>Income</b>
<b>Bill Acceptor</b>	<b>0%</b>	<b>0</b>	<b>\$ 0.00</b>
<b>Credit Card</b>	<b>0%</b>	<b>0</b>	<b>\$ 0.00</b>
<b>Coins</b>	<b>100%</b>	<b>16</b>	<b>\$ 4.00</b>
-----			
<b>Total</b>		<b>16</b>	<b>\$ 4.00</b>
<b>4 Total Games Played</b>			

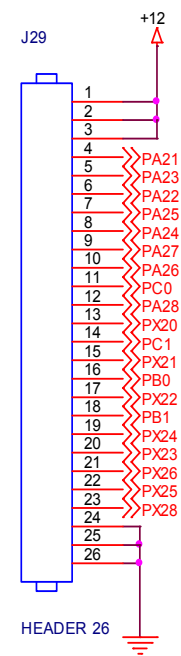
### **RED CUP CHALLENGE Ticket/Payout Rpt** **Bay Tek Games 04-02-2014**

<b>Cups Made Bucket</b>	<b>Balls Remaining</b>	<b>Tickets</b>	<b>Num Games</b>
<b>0-3</b>		<b>10</b>	<b>1</b>
<b>4-6</b>		<b>14</b>	<b>0</b>
<b>7-9</b>		<b>20</b>	<b>3</b>
<b>10</b>	<b>0-9</b>	<b>32-41</b>	<b>0</b>
<b>10</b>	<b>10-19</b>	<b>42-51</b>	<b>0</b>
<b>10</b>	<b>20+</b>	<b>52</b>	<b>0</b>
-----			
<b>TOTAL Tickets/Games</b>		<b>70</b>	<b>4</b>
<b>AVG Tickets/Game</b>			<b>17.5</b>
<b>PAYOUT Percentage</b>			<b>17.5%</b>

# MAINBOARD PINOUT DIAGRAM



- SPI Out - Display - (J10)**
  - Pin 1 & Pin 3 - +12V
  - Pin 2 - SCLK\_BUS2
  - Pin 4 - SMOSI\_BUS2
  - Pin 5 & Pin 7 - Ground
  - Pin 6 - SCS2\_BUS2
  - Pin 8 - SMISO\_BUS2
- Chase Lights (J11, J12, J13, J14)**
  - Pin 1 - Chase Output
  - Pin 2 - Chase Output
  - Pin 3 - +12V
  - Pin 4 - Chase Output
  - Pin 5 - Chase Output
  - Pin 6 - +12V



- Ground
- +12V
- Low Side Driver
- High Side Driver
- TTL Logic
- +3.3V

# MAINBOARD PINOUT GUIDE

## BayTek RED CUP CHALLENGE NEWGEN1 Hardware REV G Pinout With AUX BOARD - Version 1.07

Pin Type	Purpose	Ref	Pin #
LOWSIDE #1, w diode	Side Light Cup 2	J22	1
LOWSIDE #2, w diode	Side Light Cup 3	J22	2
LOWSIDE #3	Side Light Cup 4	J22	3
LOWSIDE #4	Side Light Cup 5	J22	4
LOWSIDE #5	Side Light Cup 6	J22	5
LOWSIDE #6	Side Light Cup 7	J22	6
LOWSIDE #7	Side Light Cup 8	J22	7
LOWSIDE #8	Side Light Cup 9	J22	8
LOWSIDE #9	Side Light Cup 10	J22	9
+12 Volts		J22	11
+12 Volts		J22	12
+12 Volts		J22	13
+12 Volts		J22	14
+12 Volts		J22	15
+12 Volts		J22	16

NOTE: Side Light Cup 1 is hard-wired on

Low Side Driver
High Side Driver
TTL Input/Output
LED Constant Current Drive
+12 Volts
Ground

Pin Type	Purpose	Ref	Pin #
Ground		J24	1
Ground		J24	2
+12 Volts		J24	3
+12 Volts		J24	4
PB7		J24	5
LOWSIDE #12	Ball Release Sensor	J24	6
PX29	Select Red Light	J24	7
HIGHSIDE #10	Ball Trough Sensor	J24	8
HIGHSIDE #11	Scroll Blue Light	J24	9
3.3V	Ball Release Dispenser Motor	J24	10

PX37
Ground
PB18
+12 Volts

Pin Type	Purpose	Ref	Pin #
Ground	Ticket Notch #1	J5	1
Ground	Ground for Ticket Dispenser	J5	2
Ground	Ticket Motor #1	J5	3
Ground	Power for Ticket Dispenser	J5	4

PB16
Ground
PB17
+12 Volts

Pin Type	Purpose	Ref	Pin #
Ground	Low Ticket Switch	J9	1
Ground	Ground for Low Ticket Switch	J9	2
Ground	Coin/DBA Lockout (Jersey)	J9	3
Ground		J9	4

PA06
+12 Volts
Ground
Ground

Pin Type	Purpose	Ref	Pin #
Ground	DBA Input	J8	1
Ground		J8	2
Ground		J8	3
Ground		J8	4

HIGHSIDE #13
HIGHSIDE #14
PX10
PX11
Ground
Ground

Pin Type	Purpose	Ref	Pin #
Ground	NEW Mechanical Count #1 Game	J25	1
Ground	NEW Mechanical Count #2 Ticket	J25	2
Ground	Service Button #1	J25	3
Ground	Service Button #2	J25	4
Ground	Ground for Service Buttons	J25	5
Ground	Ground for Mechanical Count #1 & #2	J25	6

+12 Volts
PA05
Ground

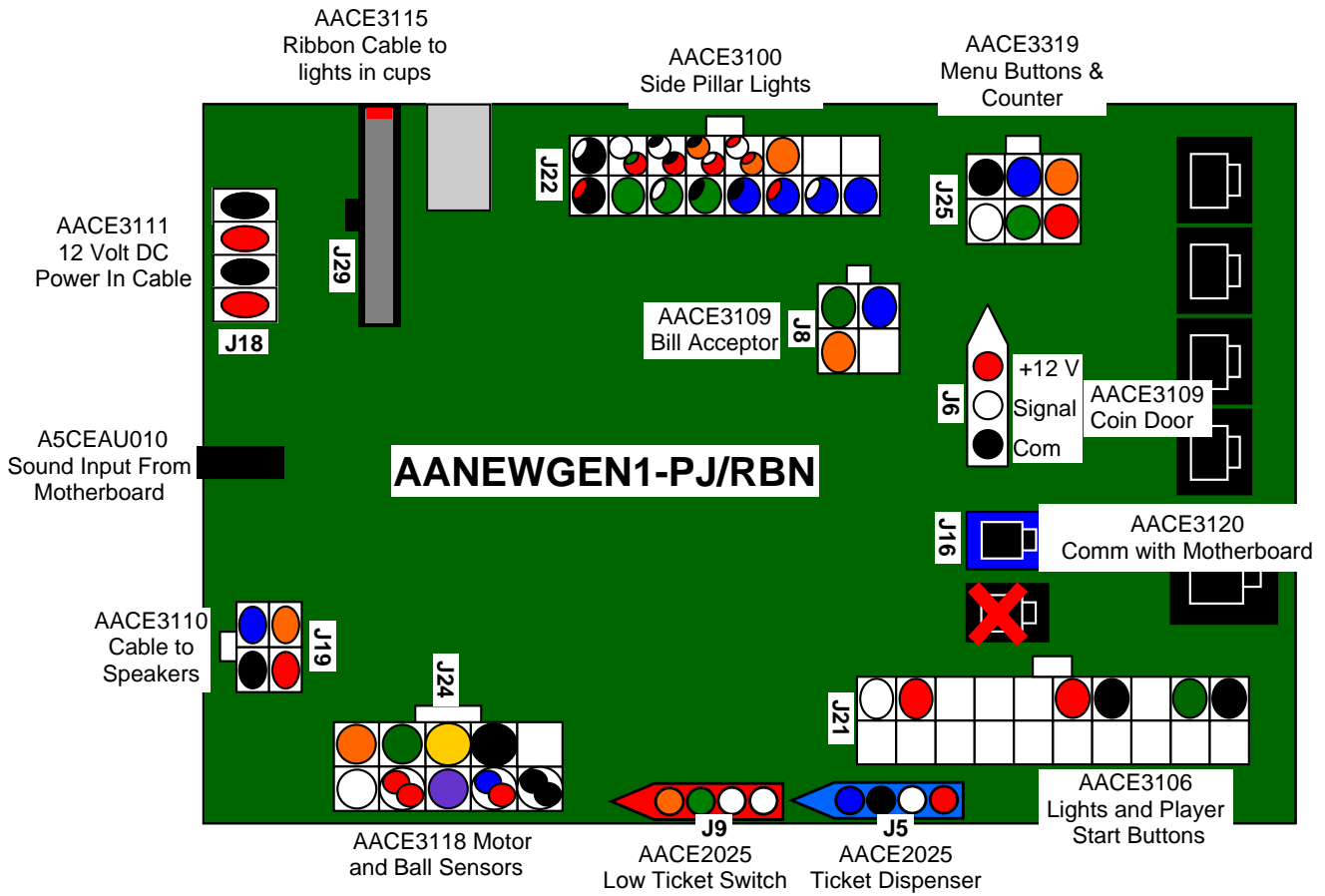
Pin Type	Purpose	Ref	Pin #
Ground	Coin Door Power	J6	1
Ground	Coin Input	J6	2
Ground	Coin Ground	J6	3

# MAINBOARD PINOUT GUIDE

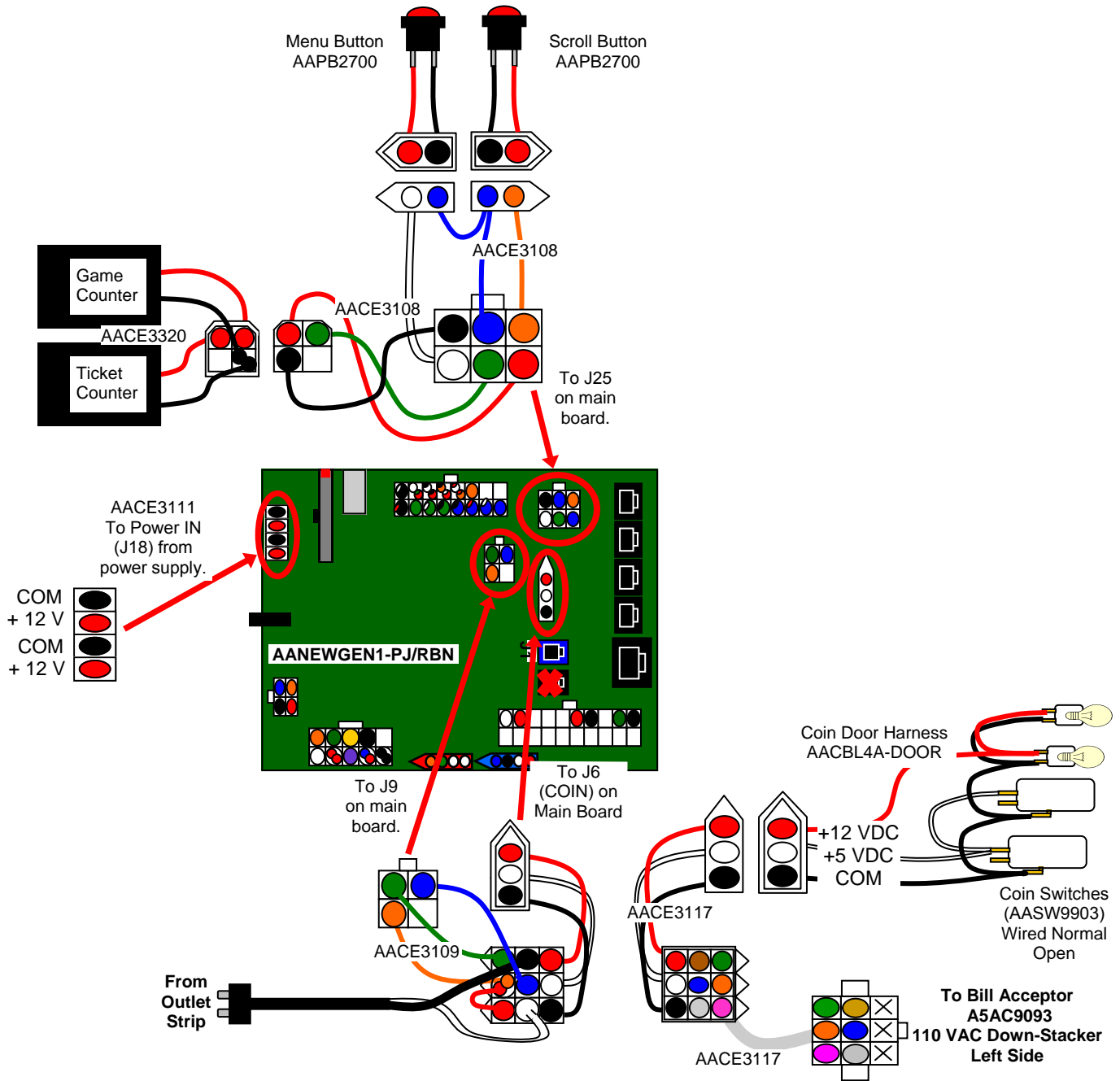
1	J29	
2	J29	
3	J29	
4	J29	Light Cup 1
5	J29	Light Cup 2
6	J29	Light Cup 3
7	J29	Light Cup 4
8	J29	Light Cup 5
9	J29	Light Cup 6
10	J29	Light Cup 7
11	J29	Light Cup 8
12	J29	Light Cup 9
13	J29	Light Cup 10
14	J29	
15	J29	
16	J29	
17	J29	
18	J29	
19	J29	
20	J29	
21	J29	
22	J29	
23	J29	
24	J29	
25	J29	
26	J29	

PB19	J21	
PX39	J21	
PX00	J21	
PX01	J21	
PB20	J21	
PX02	J21	
PB21	J21	
PB22	J21	
PB23	J21	
PB24	J21	
Ground	J21	Credit Card Reader Input
Ground	J21	
Ground	J21	
Ground	J21	
+12 Volts	J21	
+12 Volts	J21	
+12 Volts	J21	
+12 Volts	J21	
PB25	J21	Select Switch
PB26	J21	Game Start Switch

# MINIGEN PINOUT (AANEWGEN1-PJ/RBN)

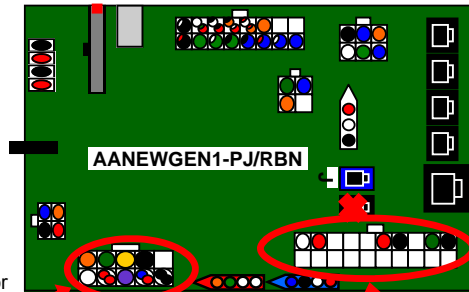
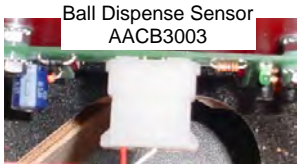


# COIN MECH, MENU & COUNTER WIRING



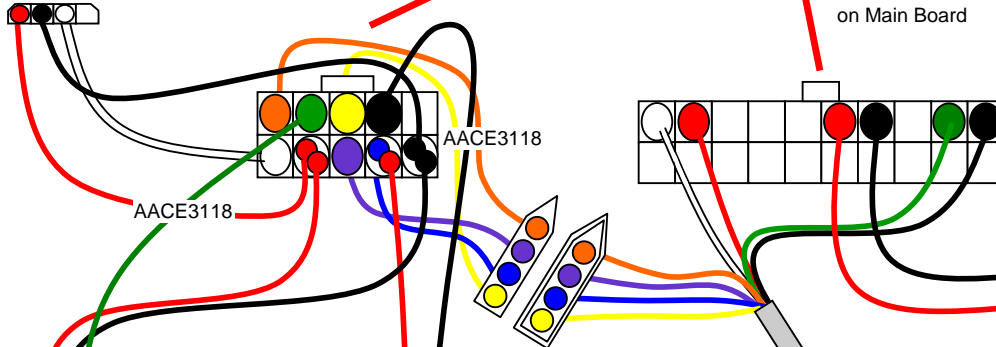
# PLAYER BUTTONS, MOTOR & SENSOR

12 Volts DC Power In between Red and Black wires  
 Normally 0 VDC between Black and White wires. (LED is ON)  
 When Blocked - 3.3 VDC between Black and White wires. (LED is OFF)



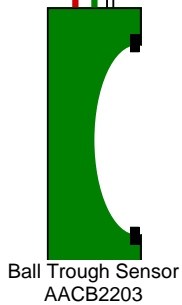
To J24 Connector on Main Board

To J21 Connector on Main Board

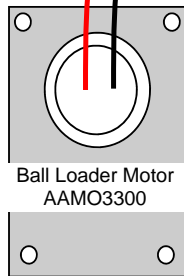


To AACE3100 cable for Side Lights

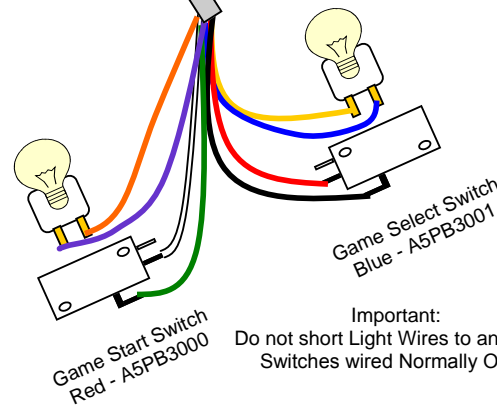
AACE3118  
 Special Diode in Harness



12 Volts DC Power In between Red and Green wires  
 Normally 3.3 VDC between Green and White wires. (LED is OFF)  
 When Blocked - 0 VDC between Green and White wires. (LED is ON)

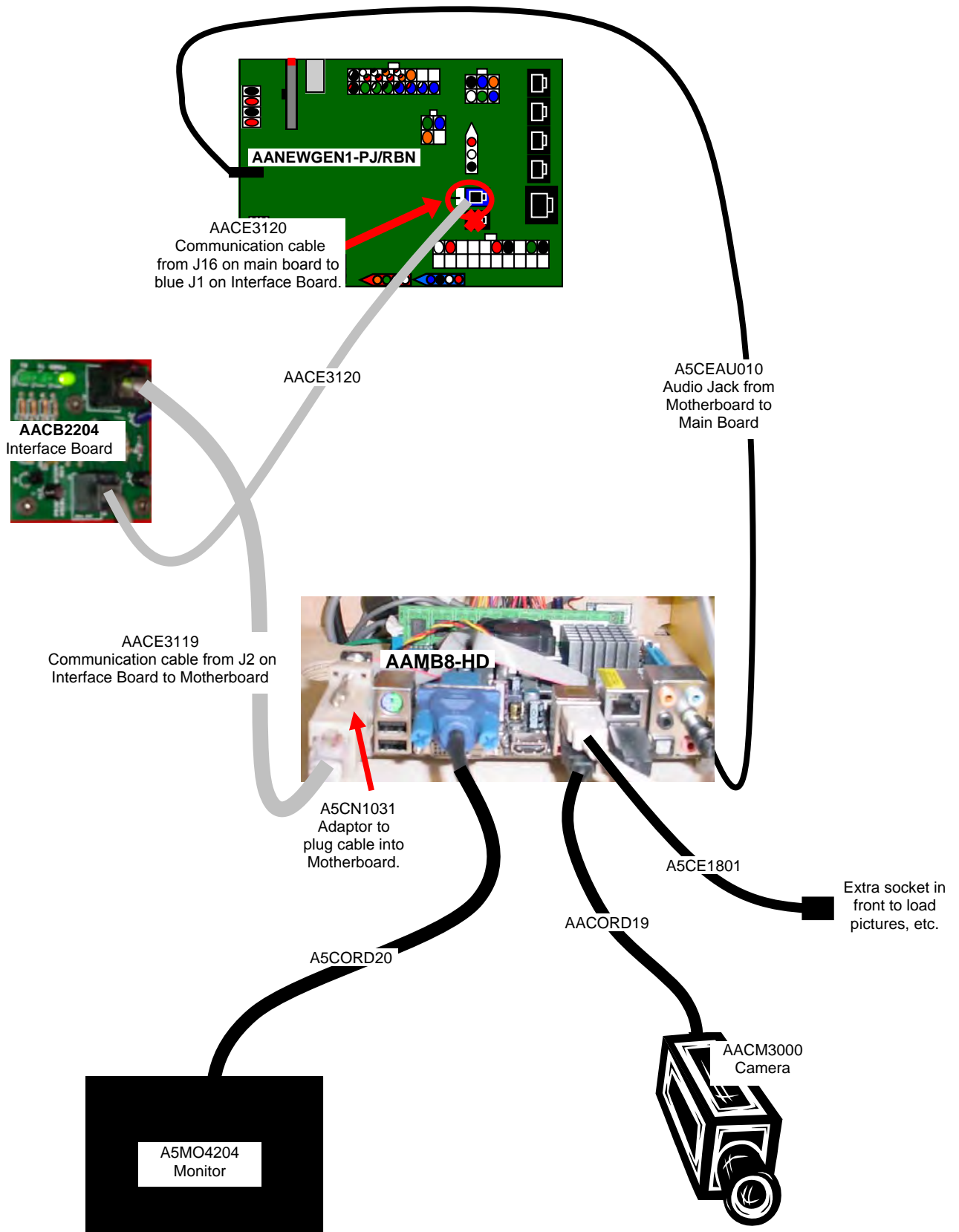


Motor is normally 3.8 Ohms  
 5 Volts DC when running

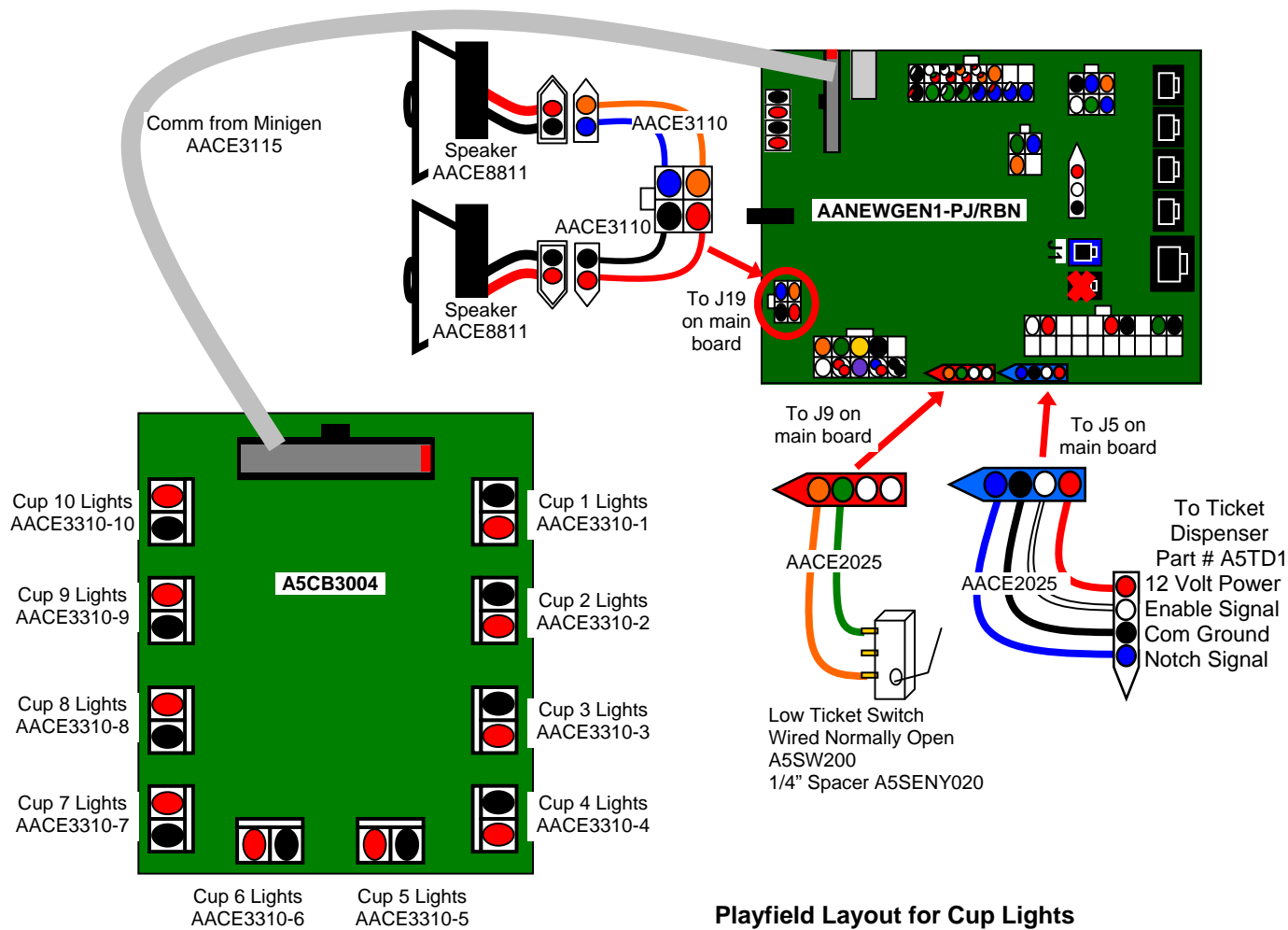


Important:  
 Do not short Light Wires to anything.  
 Switches wired Normally Open

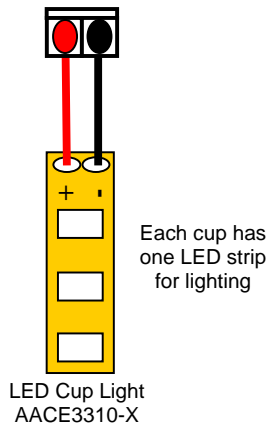
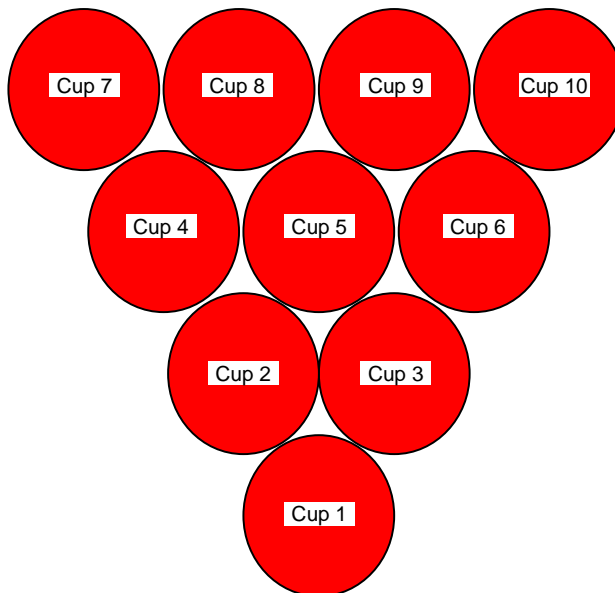
# MOTHERBOARD COMMUNICATION



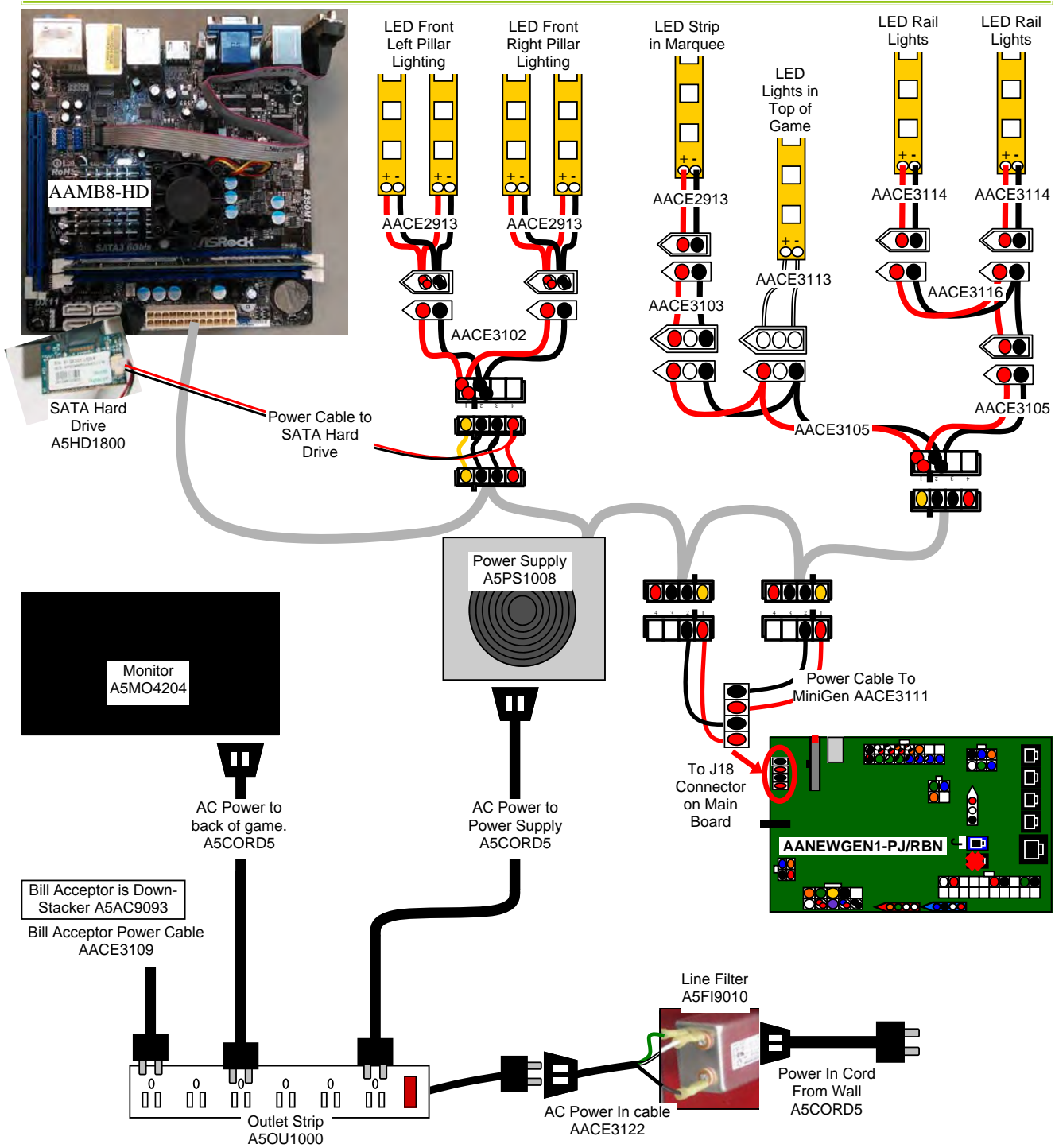
# TARGET LIGHTS, TICKET DISPENSER & SPEAKERS



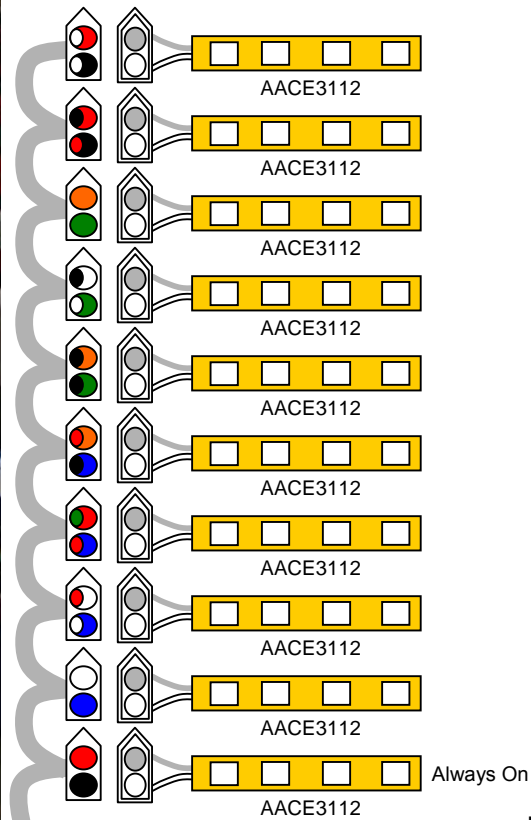
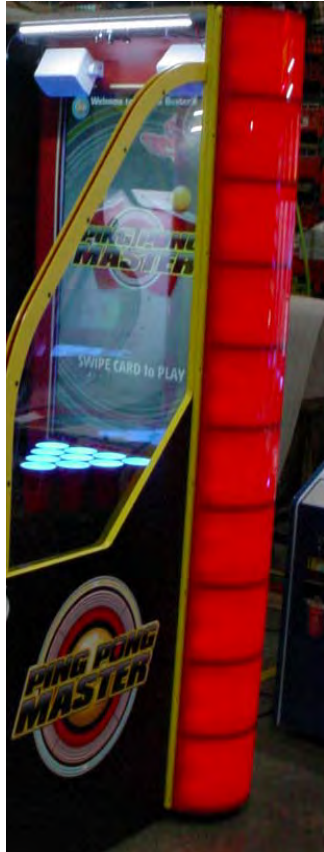
**Playfield Layout for Cup Lights**



# AC IN / POWER SUPPLY

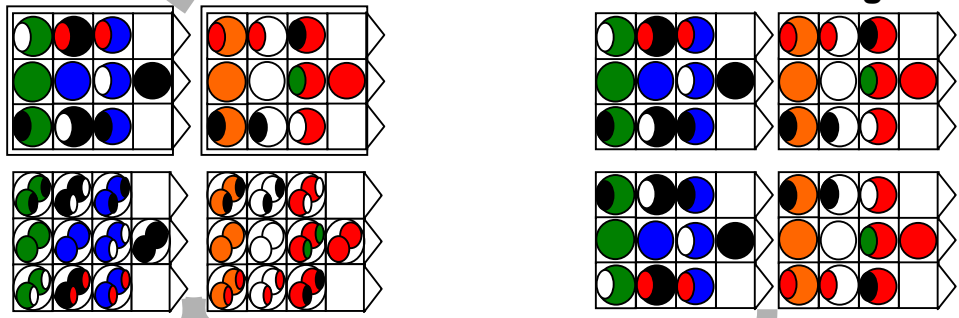


# REAR PILLAR LIGHT WIRING



AACE3101

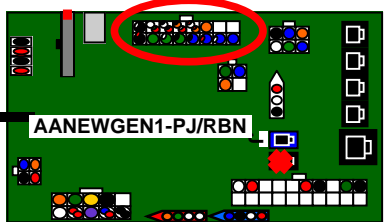
**Left Side Cable identical to Right**



AACE3101





AACE3100 Rear Pillar LED Cable To J22 on Board



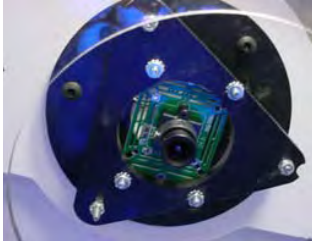
# TROUBLESHOOTING GUIDE

## 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
<p><b>No power to the game. No lights on at all.</b></p>	<p>Unplugged. Circuit breaker tripped.  Line Filter Faulty. Power strip faulty. Faulty cable/power supply.</p>	<p>Check wall outlet. Reset power strip breaker switch or building circuit breaker. Replace Line Filter (Part # A5FI9010) Change plug position, replace if needed. See Motherboard Power Supply diagnostics</p>
<p><b>Bill Acceptor on. But everything else off.  (Power Supply not ON)</b></p>	<p>Power supply unplugged.  Rocker Switch.  Power supply shutting down because of 12 V overload.  Faulty power supply.</p>	<p>Insure unit is plugged into power strip. Make sure rocker switch is set ON.   See power supply diagnostics to isolate bad component. A bad motor or 12 volt short would cause this.  See Motherboard Power Supply diagnostics</p>
<p><b>Dollar Bill Acceptor not functioning.</b></p> <p>Ensure Bill Acceptor is set to "Always Enable"</p> <p><b>Important : Only 110 Volt AC DBA is to be installed.</b></p> <p>Enter Diagnostic Menu to see if DBA input flashes ON quickly when bill is inserted.</p> 	<p>Look for "Check Minigen Comm" error on screen. Check for power to Bill Acceptor. Dirt or debris in acceptor slot.  Pinched, broken, or disconnected wiring.  Bill acceptor problem. Part # A5AC9093 110 VAC Downstacker</p>	<p>Refer to "Check Minigen Comm" error diagnostic section. 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 Mini Gen Board. (AACE3117, AACE3109) Repair or replace wiring harness. Check J9 connector on Main Board 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.</p>
<p><b>Meters does not work.</b></p> <p>Game/Credit meter has option in menu to click as each coin is inserted or click as each game is started. Ticket meter will click as tickets come out of game and notch is "seen" by dispenser.</p>	<p>Ensure correct number of tickets are being dispensed. Disconnected, loose or broken wires.  Faulty counter.</p>	<p>Check ticket values. Refer to Tickets not dispensing troubleshooting section. Check connections and reseal J25 on Minigen board. Cables # AACE3108 and AACE3320 Replace counter. AACE3320</p>

# TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<b>Scoring Incorrectly</b> 	<p>All scoring is registered with a camera in top of cabinet.</p> <p>It is OK if camera is mounted on angle.</p> <p>Enter Diagnostic Menu to see "live" view of camera</p>	<p>If no camera picture in Diagnostic Menu: Check:</p> <ul style="list-style-type: none"> <li>Camera (Part # AACM1300)</li> <li>Cable (Part # AACORD19)</li> <li>USB connection at motherboard</li> <li>Motherboard. (Part # AAMB8-HD)</li> </ul> <p>Please do not adjust any screws on camera without contacting Baytek's Service Dept.</p>

## How to Calibrate Camera

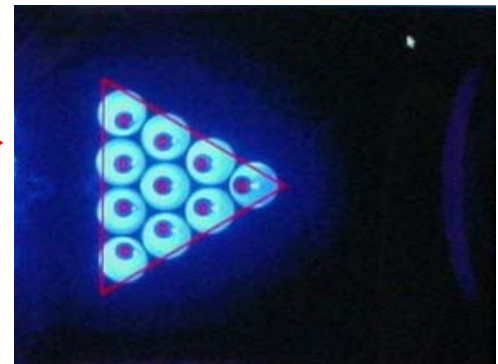
- Enter Diagnostic Menu to see "live" view of camera.
  - Verify all cups are within triangle pattern shown on monitor.
  - Verify squares are aligned with the holes in bottom of cups.
  - All cup targets should read "OFF" when camera is aligned.

To fix any problems:

- Step # 1: Scroll down and select "New background"
  - Step #2: Scroll down and select "Camera Calibration".
- This will reset the image.



**Note: When camera is properly calibrated, the red dots will be in center of black holes in bottom of cups as shown.**




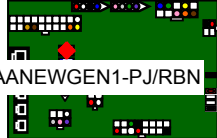


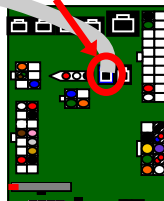

If problem still exists:

- Ensure camera is secure in game.
- Ensure cup assembly is positioned correctly.
- Check connections from camera to motherboard.

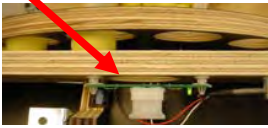


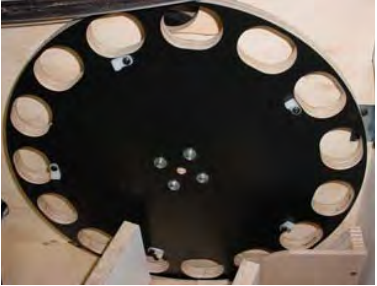
The camera is installed in its housing to ensure correct distance and alignment with the cup assembly. If camera itself had been misadjusted, please call Baytek's Service Dept before turning any screws on the camera housing. (920) 822-3951 Ext.1102

- Toss balls into each cup and verify that the corresponding "Cup target" flashes to ON in the diagnostic screen.

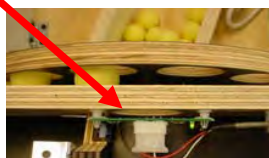






# TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Game not coining up.</b></p> <p>Enter Diagnostic Menu to see if Coin input goes to ON quickly when coin is inserted.</p>  <p>If Coin Input is always On, then Minigen is seeing dead short on coin input wires.</p>	<p>Look for “Check Minigen Comm” error on screen.</p> <p>Ensure game makes sound when coin switch is triggered.</p> <p>Game set to large amount of credits per game.</p>	<p>Refer to “Check Minigen Comm” error diagnostic section.</p> <p>Check coin switches—both should be wired normally open. If one switch is “closed” the other will not work either.</p> <p>Check wiring to Mini Gen Board. (AACBL4A-DOOR, AACE3317, AACE3109)</p> <p>Check Game Setup Menu. Ensure Coins/ Credits per Game is set. Default = 4.</p>
<p><b>No Sound</b></p> <p>Motherboard creates sound, AACB1800 board amplifies it.</p>  	<p>Volume set to zero in menu.</p> <p>Disconnected, loose or broken wires.</p> <p>Determine if MiniGen board is good.</p> <p>Faulty speaker.</p>	<p>Enter Machine Setup Menu and verify: Game Volume &amp; Attract Volume is not zero</p> <p>Check connections and reseal audio cable from motherboard to MiniGen board. Cables # AACE8811, AACE3110, and A5CEAU010.</p> <p>Unplug audio jack cable (A5CEAU010) from motherboard, plug into MP3 player and see if music is amplified and comes out of speaker.</p> <p>If Yes - then motherboard is faulty.</p> <p>If No - then Minigen may be faulty.</p> <p>Replace speaker. AACE8811</p>
<p><b>Check Minigen Comm Error</b></p> <p>Game does not coin up but credit meter clicks.</p>	<p>Main Board and wiring to coin switch OK.</p> <p>Check green LED's on Serial Interface board. Is “Power” solid ON?</p> <p>Is “TX” &amp; “RX” blinking very fast?</p> 	<p>If “Power” is not solid ON</p> <p>Ensure AACE3120 cable is plugged into blue “IN” socket on main board. (J16)</p> <p>Replace if needed.</p> <p>Replace Serial Interface board. (AACB2204)</p> 
	<p>If “TX” &amp; “RX” are not blinking very fast</p> <p>Communication to Motherboard faulty.</p> <p>Check AACE3119 to motherboard.</p> <p>Check or replace adaptor (A5CN1031)</p> 	



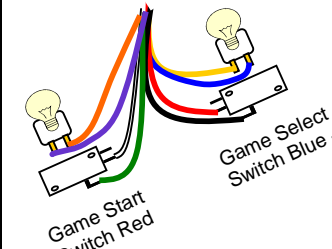

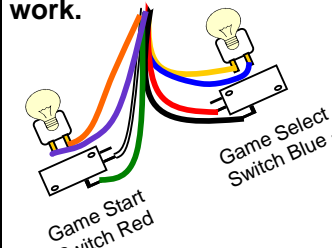
# TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<b>Balls not releasing</b>	- There are many factors that could contribute to the balls not releasing. Please browse through the following sections: <ul style="list-style-type: none"> <li>- Not enough balls in game</li> <li>- Ball jam</li> <li>- Error on screen</li> <li>- Faulty Motor</li> <li>- Ball release sensor blocked/bad</li> <li>- Ball trough sensor blocked/bad</li> </ul>	
<b>Not enough balls in game</b>	Add balls (Part # A5BA3001) 38-40 mm ball size	Game should have 20 balls in it.  Too many is bad - they may block a sensor
<b>Ball jam</b>	Too many balls in game.	Game should have only 20 balls in it. If balls stack up and block sensor boards, it will not release balls.
	Ball release sensor causing motor to pause.  	If ball release sensor is blocked, it will stop motor until the blockage is cleared.  Ball Jam message will appear on screen:  
	Physical blockage in game.	Inspect ball path and ensure no debris is blocking balls.
<b>Error on screen</b>  	If game detects a ball blocking the ball release sensor, it will power off motor to avoid damage to motor.	Remove jam from sensor. Refer to "Ball Release Sensor Blocked/Bad" section.
<b>Faulty Motor</b>  	Check for blocked Ball Release sensor.  Disconnected, loose or broken wires.  Faulty motor.  Faulty Minigen Board	Unplug Ball Release sensor to see if motor starts working again.  Check connections from motor to Minigen board. (Cable # AACE3118, AAMO3300)  Check for 3.8 Ohms across motor leads. Check for 5 Volts DC when running. Replace motor. (Part # AAMO3300)  If 0 volts when motor should be running, Minigen board may be bad. (Part # AANEWGEN1-PJ/RBN)


# TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Balls not releasing</b> - There are many factors that could contribute to the balls not releasing. Please browse through the following sections:</p> <ul style="list-style-type: none"> <li>- Not enough balls in game</li> <li>- Ball jam</li> <li>- Error on screen</li> <li>- Faulty Motor</li> <li>- Ball release sensor blocked/bad</li> <li>- Ball trough sensor blocked/bad</li> </ul>		
<p><b>Ball release sensor blocked/bad</b></p>  	<p>Too many balls in game blocking sensor, software will stop motor to prevent damage “Ball Jam—See Attendant” will show on screen</p> <p>Check voltage with DC Multi-meter</p>  <p>Disconnected, loose or broken wires.</p> <p>Enter Diagnostic Menu to see if game recognizes sensor.</p> <p>Faulty sensor.</p>	<p>Game should have only 20 balls, if there are too many balls, they will back up and block sensor, turning off motor.</p> <p>Check power: 12 Volts DC Power In between Red and Black wire Normally 0 VDC between Black and White wires. (LED is ON) When Blocked - 3.3 VDC between Black and White wires. (LED is OFF)</p> <p>Check connections from sensor to Minigen board. Cable # (AACE3118)</p> <p>Ball Release should go to ON when sensor is blocked.</p>  <p>Replace sensor. (Part # AACB3003)</p>
<p><b>Ball trough sensor blocked/bad</b></p> 	<p>If ball trough sensor does not see balls played, game will not release more balls.</p> <p>Check voltage with DC Multi-meter</p>  <p>Disconnected, loose or broken wires.</p> <p>Enter Diagnostic Menu to see if game recognizes sensor.</p> <p>Faulty sensor.</p>	<p>Ensure ball trough is clear and not blocked with debris.</p> <p>Check power: 12 Volts DC Power In between Red and Green wire. Normally 3.3 VDC between Green and White wires. (LED is OFF) When Blocked - 0 VDC between Green and White wires. (LED is ON)</p> <p>Check connections from sensor to Minigen board. Cable # (AACE3118)</p> <p>Ball Trough should go to ON when sensor is blocked.</p>  <p>Replace sensor. (Part # AACB2203)</p>

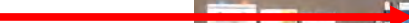




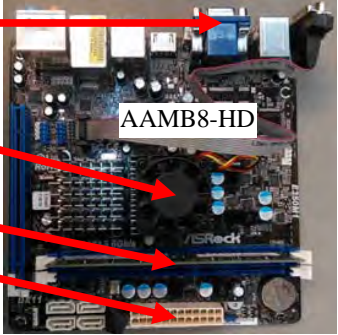
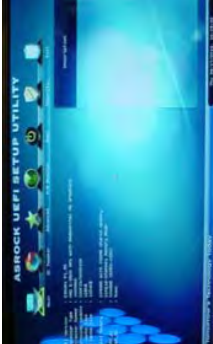



# TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p><b>Not counting balls</b></p> 	<p>Any balls missing the cups will be counted by the Ball Trough Sensor</p> <p>Check voltage with DC Multi-meter</p> <p>Disconnected, loose or broken wires.</p> <p>Enter Diagnostic Menu to see if game recognizes sensor.</p> <p>Faulty sensor.</p>	<p>Ensure ball trough is clear and not blocked with debris.</p> <p>Check power: 12 Volts DC Power In between Red and Green wire.</p> <p>Normally 3.3 VDC between Green and White wires. (LED is OFF)</p> <p>When Blocked - 0 VDC between Green and White wires. (LED is ON)</p> <p>Check connections from sensor to Minigen board. Cable # (AACE3118)</p> <p>Ball Trough should go to ON when sensor is blocked.</p>  <p>Replace sensor. (Part # AACB2203)</p>
<p><b>Counting too many balls</b></p>	<p>Ball Trough Sensor is "seeing" too many balls pass through.</p>	<p>Test with finger to ensure LED goes ON.</p> <p>If LED is dim all the time, sensor is bad.</p> <p>Replace sensor. (Part # AACB2203)</p>
<p><b>Buttons do not work.</b></p>  <p>Note: Single player games have the red button only. Head to Head games have both buttons.</p>	<p>Button stuck, sticky or broken.</p> <p>Disconnected, loose or broken wires.</p> <p>Enter Diagnostic Menu to see if game recognizes button.</p> <p>Faulty button.</p>	<p>Clean top of button, ensure it springs back when pushed down. Look for broken tab on bottom of switch.</p> <p>Check connections from switch to Minigen board. (Cable # AACE3106)</p> <p>Button should go to ON when button is pushed.</p>  <p>Replace button. A5PB3000 for Red. A5PB3001 for Blue.</p>
<p><b>Button lights do not work.</b></p>  <p>Note: Single player games have the red button only. Head to Head games have both buttons.</p>	<p>Light bulb itself burned out.</p> <p>Disconnected, loose or broken wires.</p> <p>Faulty button.</p>	<p>Check for 12 Volts DC across lights: Purple and Orange for Red Light Blue and Yellow for Blue Light</p> <p>Check connections from switch to Minigen board. (Cable # AACE3106)</p> <p>Replace button. A5PB3000 for Red. A5PB3001 for Blue.</p>

# TROUBLESHOOTING GUIDE

<p><b>Tickets do not dispense or Wrong amount dispensed.</b></p> <p>Make sure Dip # 1 ON on Minigen</p>	<p>Tickets on monitor does <b>not</b> match tickets coming out of game.</p>	<p>Opto Sensor on ticket dispenser dirty.</p> <p>Faulty ticket dispenser.</p> <p>Notch on tickets cut too shallow.</p> <p>Faulty cable. Disconnected, loose or broken wires.</p> <p>Faulty Main Board.</p>	<p>Blow dust from sensor and clean with isopropyl alcohol.</p> <p>Replace with working dispenser to isolate the problem. (A5TD1)</p> <p>Flip tickets and load upside-down to have large cut notch toward opto sensor.</p> <p>Check connectors from ticket dispensers to MiniGen board. Check for continuity. Cables AACE2025</p> <p>Replace MiniGen board(AANEWGEN1-PJ/RBN)</p>
<p>Check for the correct amount of tickets showing on Monitor</p>	<p>Tickets on monitor does match tickets coming out of game.</p>	<p>Settings in Menu are incorrect.</p> <p>Camera not seeing ball correctly.</p>	<p>Enter Menu and check certain areas: Divide Tickets By 2 Ticket Patterns</p> <p>Refer to “Ball Scores incorrectly” section.</p>
<p><b>Low Tickets message on monitor</b></p>	<p>Tickets are empty in ticket tray</p> <p>Faulty cable. Disconnected, loose or broken wires.</p> <p>Faulty low ticket switch.</p> <p>Faulty MiniGen Board</p>	<p>Load tickets into tray. Ensure tickets hold down micro switch wire.</p> <p>Check connectors from low ticket switches to MiniGen board. Check for continuity. (AACE2025)</p> <p>Inspect switch and replace if needed. (AASW200)</p> <p>Replace Minigen Board. (AANEWGEN1-PJ/RBN)</p>	
<p><b>Cup Lights not working</b></p>	<p>All Cup light stay ON or stay OFF.</p> <p>Individual cup lights not working</p>	<p>Make sure balls are scoring.</p> <p>Playfield Aux Board faulty. (A5CB3004)</p> <p>Cable to Minigen faulty. (AACE3115)</p> <p>Faulty Minigen board. (AANEWGEN1-PJ/RBN)</p> <p>Faulty LED light strip inside cup. (AACE3310-X)</p> <p>Playfield Aux Board faulty. (A5CB3004)</p>	
<p><b>Monitor problems</b></p> <p>Blurry Monitor Too bright, or dim.</p>		<p>Open back door of cabinet. Menu buttons are located on top left edge of monitor.</p> <p>Use buttons to access monitor menu.</p> <p>Verify that the screen looks good and image is centered.</p>	

# TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy	
<p><b>Monitor not working.</b></p> <p>Power down, wait 10 seconds and power up again.</p>	<p>Monitor says "NO SIGNAL" for 5 seconds after power-up. Then dark.</p>	<p>Monitor VGA cable unplugged. </p> <p>Fan on motherboard not turning </p> <p>Faulty or loose RAM </p> <p>Large power connector unplugged on motherboard </p> <p>Faulty power supply - Refer to Power Supply/Motherboard diagnostic section</p> <p>Faulty motherboard - Replace faulty board. (AAMB8-HD) </p> 	
	<p>Monitor has nothing at all on power up.</p>	<p>Power cable unplugged from monitor.</p> <p>Faulty monitor.</p>	<p>Ensure power is plugged into back of monitor, down to power strip.</p> <p>Replace monitor. (A5MO4204)</p>
	<p>Error on screen at power up.</p> <p>Re-Boot game to see if problem still exists.</p>	<p>Display shows "Puppy Video Wizard" or "Xorg"</p> <p>Display shows "Kernel panic – unable to mount root"</p> <p>Display shows "ASROCK Setup Utility Menu"</p>  <p>Display shows "Ubuntu—Check drive for errors"</p>	<p>Game is not recognizing monitor. Ensure VGA cable is secure to I/O board. Replace monitor. (A5MO4204)</p> <p>Faulty or loose RAM, faulty software, faulty motherboard</p> <p>No SATA drive in motherboard. Check for red &amp; black power connector from power supply.  </p>  <p>Plug in keyboard and press the "F" key. It will check drive for errors and start game</p>

# MONITOR/ MOTHERBOARD POWER SUPPLY DIAGNOSTICS

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

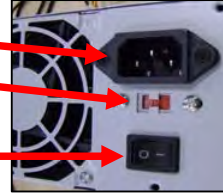
The rocker switch should be illuminated.



3.) Check connection to power supply.

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

5.) Ensure Power switch is on.



6.) Ensure fan is turning.

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

## Verify Power to Motherboard

The motherboard will turn on power supply.

If your game has no 12 volts, it may be the motherboard not turning on.

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

## Minimize load on power supply and isolate short

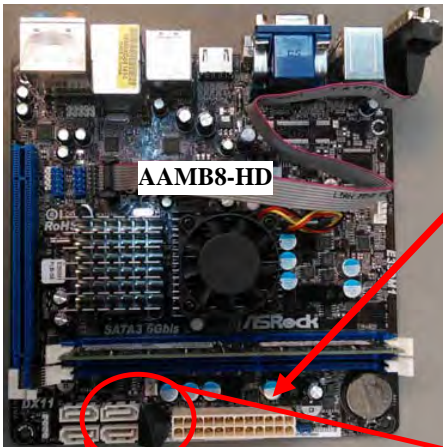
Unplug all outputs from power supply except for motherboard.

This will have power supply, motherboard, and monitor left plugged in.

If power supply, motherboard, and monitor now turn on:

Plug in one component at a time to power supply to locate short.

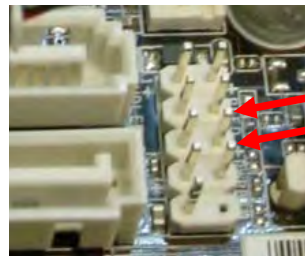
If power supply still does not power on, then continue to steps 1,2, and 3.



1 - Check single connection from power supply.

2 - Verify these pins are covered by connector with a single capacitor.

If the connector is missing, continue to step 3 to jump the pins under this connector.



3 - Motherboard "Jump Start"

As a last resort, you may start motherboard by quickly touching these 2 pins at the same time, then quickly release

Motherboard may turn ON and boot normally.

If power supply still does not power on, replace power supply (A5PS1008), replace motherboard. (AAMB8-HD)

# 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.**

**A “Downstacker” should be used for clearance issues.  
Standard DBA is MEI # AE2431-D5E Part # A5AC9093**

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:

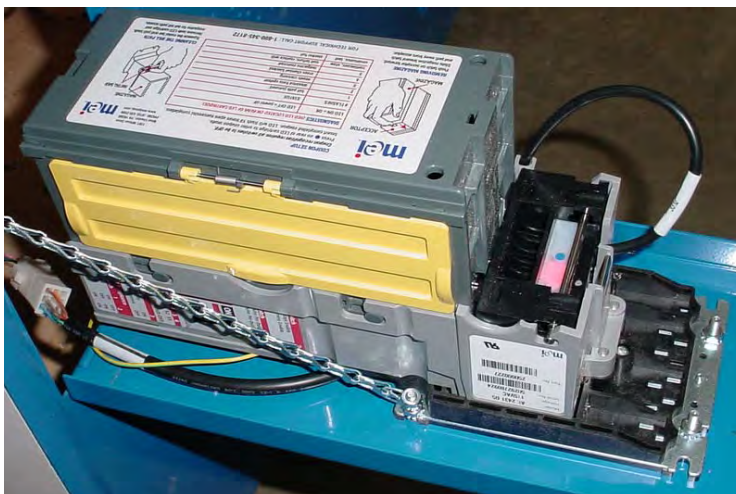
Use meter to measure 110 AC voltage at cable going into Bill Acceptor from power strip.

If power is OK:

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

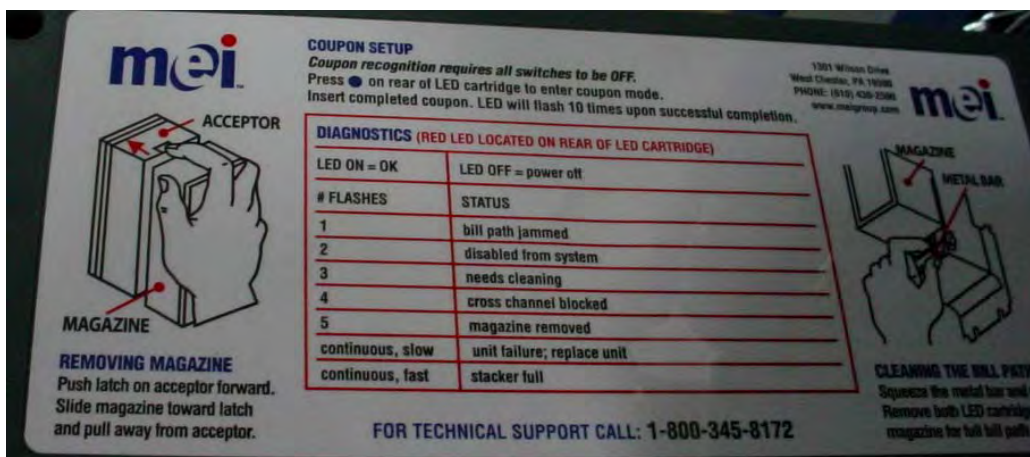
Check dipswitch settings on side of acceptor.

**Make sure switch # 8 is OFF for Always Enable**

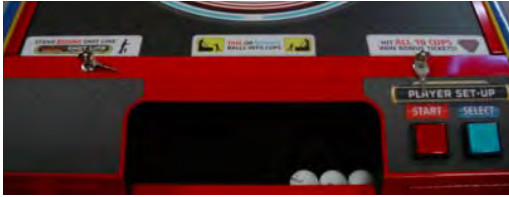


## ERROR CODES

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



# HOW TO: ACCESS COMPONENTS



Unlock 2 top locks and flip open front panel.



Slide "Bounce Pad" out toward front of game.



Motherboard, Power Supply, Minigen board and Communication board are now accessible.

# HOW TO: REMOVE BALL MOTOR & SENSOR

## To Remove Motor:

Remove 4 screws from center of wood wheel.

Motor can now be unscrewed and removed from game.



## To Remove Ball Trough Sensor:

Remove 2 screws from brackets on both sides of the cabinet and remove carpeted wood platform.



Remove screws from brackets holding vertical wood that sensor is mounted to.

Lift wood out of cabinet, unplug sensor, and remove sensor.



## HOW TO: REMOVE TARGET CUPS



Remove 2 screws holding cup platform in place.

## HOW TO: REMOVE TARGET CUPS

Camera is located under marquee.

It is OK to climb inside game to clean camera.  
Be careful not to damage cups.

Please do not adjust any screws on camera  
assembly without first contacting Baytek's Service  
Dept. (920) 822-3951 Ext. 1102



# PARTS LIST

<b>PART #</b>	<b>DESCRIPTION</b>	<b>PART #</b>	<b>DESCRIPTION</b>
A5BA3001	White Ping Pong Ball, 40 MM, 30 /Game	A5CEAU010	Audio Cable
AABA3001-P40	Package Of 40 White Ping Pong Balls	A5CE1801	3' USB Cable
A5CA1005	Casters	A5CN1031	Adapter Connector
A5CA7000	Black Carpet	A5CORD20	10' Cable
AACU3005	Cup Playfield Assy, complete	AACE2025	Ticket Dispenser Cable
AACU3000-10	10 Red Solo Cups, only hole cut out	AACE2913	Light Strip Cable
A5FI9010	In Line Filter	AACE3100	Tower Light Power Cable
A5HU1200	Hub For Wheel	AACE3101	Tower Light Power Cable
A5LK2001	Lock & Keys, A05, 3 Per Game	AACE3102	Side Light Power Cable
A5LK5001	Lock & Keys, 644, 2 Per Game	AACE3103	Marquee Power Jumper
A5LK5002	Lock & Keys, C15, 2 Per Game		
A5ME2035	Ticket Tray	AACE3105	Top Marquee Power
A5ME3001	Motor Plate	AACE3106	Main Door Cable
A5ME3100	Mid Rail Metal, 2 Per Game	AACE3108	Menu/Counter Button Cable Assy
A5ME3101	Front Rail Metal, 2 Per Game	AACE3109	DBA Jumper
A5ME3102	Marquee Support	AACE3110	Speaker Cable Assy To Mini Gen
A5ME3103	Front Metal	AACE3111	New Gen Power Cable To Power Supply
A5ME3104	Top Door Metal	AACE3112	Tower Light Cable Assy
A5ME3105	DBA Door	AACE3113	Power Supply To LED'S In Top of Game
A5ME3106	Coin Mech Door	AACE3114	Power Supply Jumper To LED Rail Lights
A5ME3107	Coin Door	AACE3115	Mini Gen to Aux Board Cable Assy
A5ME3108	Door Stop Metal	AACE3116	Jumper, LED Rail Lights To Power Supply
A5ME3109	Top Door Stop Metal	AACE3117	Mini Gen To DBA & Coin Door Harness
A5ME3110	Rail Metal	AACE3118	Mini Gen To Ball Sensors & Ball Motor
A5OU1000	Outlet Strip	AACE3119	Interface Board To Mother Board
A5PB3000	Blue Square Button	AACE3120	Mini Gen To Interface Board
A5PB3001	Red Square Button	AACE3121	Grounding Wire
A5PL9991	Ticket Option Blue Plate		
A5PL9994	Blanking Sacoa Mounting Plate	AACE3122	Outlet Strip to Inline Filter
A5PS1008	Power Supply	AACE3310-1	Cup Lights, Cup 1
A5SW200	Low Ticket Switch	AACE3310-2	Cup Lights, Cup 2
A5TD1	Ticket Dispenser	AACE3310-3	Cup Lights, Cup 3
A5VF2002	Cash Box	AACE3310-4	Cup Lights, Cup 4
A5VF3100	Large Vacuum form Marquee	AACE3310-5	Cup Lights, Cup 5
AAMO3300	Ball Feed Motor	AACE3310-6	Cup Lights, Cup 6
AACE8811	Speaker Assy	AACE3310-7	Cup Lights, Cup 7
AAPB2700	Red Menu/Select Button	AACE3310-8	Cup Lights, Cup 8
		AACE3310-9	Cup Lights, Cup 9
		AACE3310-10	Cup Lights, Cup 10
W5TM4001	White 13/16" T-Molding, 4.333' Per Game	AACE3318	Grounding Wire
W5TM4002	Blue 13/16" T-Molding, 21' Per Game	AACBL4A-DOOR	Coin Door Cable
		A5CORD5	Power Cable
		AACE3320	Counter Assembly

# PARTS LIST

PART #	DESCRIPTION
<b>DECALS AND PLEXI'S</b>	
<u>A5DE3100</u>	Marquee Back Decal
<u>A5DE3101</u>	Marquee Front Decal
<u>A5DE3102</u>	Bounce Pad Decal
<u>A5DE3103</u>	Monitor Frame Decal
<u>A5DE3104</u>	Left Control Panel Decal
<u>A5DE3105</u>	Right Control Panel Decal
<u>A5DE3106</u>	Cup Top Decal
<u>A5DE3107</u>	Side Decal
<u>A5DE3108</u>	Shot Line Decal
<u>A5DE3109</u>	Camera Cover Decal
<u>A5DE3110</u>	Ticket Plate Decal
<u>A5DE3111</u>	Cloumn Plastic Decal
<u>A5DE3112</u>	Cup Plastic Decal
<u>A5DE3113</u>	Front Cabinet Decal
<u>A5DE3114</u>	Bounce Guard Decal
<u>A5DE3115</u>	Rail Strip Decal
<u>A5DE3116</u>	Ticket Pattern Set Decal

<b>CIRCUIT BOARDS</b>	
<u>A5MO4204</u>	Monitor, 42" Vision Pro LCD LED
<u>A5CB3004</u>	Playfield Aux Board
<u>AACB2203</u>	Ball Track Sensor
<u>AACB2204</u>	Interface Board for Monitor
<u>AACB3003</u>	Ball Feed/Count Sensor
<u>AAMB8-HD</u>	Main Board Assy.
<u>A5HD1800</u>	Hard Drive Software for Main Board
<u>A5FHD005</u>	Software Stick for Mini Gen
<u>AANEWGEN 1-PJ/RBN</u>	Mini Gen W/Phone Jack & Ribbon Holder
<u>AACM3000</u>	Camera Assy.
<u>AACORD19</u>	Cable for Camera Assy.

# PARTS PICTURES



A5PL9097



A5BA3001



A5CA1005



A5VF2002



A5CE1801



A5CN1031



A5CEAU010



A5CORD20



A5CU3005



A5CORD5



AACU3000-10



A5FI9010



A5HU1200



A5OU1000



A5LK2001



A5LK5001



A5LK5002



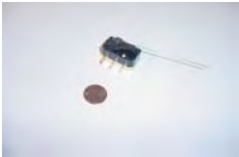
A5PB3000



A5PB3001



A5PS1008



A5SW200



A5CN3001



A5TD1



A5DE3102



A5DE3103



A5DE3110



A5DE3100



A5DE3101



A5DE3108



A5DE3109



A5DE3106



A5DE3111



A5DE3107



A5DE3104



A5DE3105



A5DE3112



A5DE3113



A5DE3116

# PARTS PICTURES



**A5DE3114**



**A5DE3115**



**AACBL4A-DOOR**



**AACE8811**



**AAMO3300**



**AACE2025**



**AACE3100**



**AACE3101**



**AACE3102**



**AACE3103**



**AACE3105**



**AACE3106**



**AACE3108**



**AACE3109**



**AACE3110**



**AACE3111**



**AACE3112**



**AAPB2700**



**AACE3115**



**AACE3320**



**AACE3116**



**AACE3117**



**AACE3118**



**AACE3119**



**AACE3120**



**AACE3121**



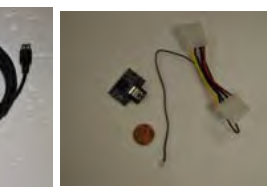
**A5CB3004**



**AACB2204**



**AACB2203**



# DECAL IDENTIFICATION



## DECAL DIAGRAM



**PART #s NOT VISIBLE:**  
 A5DE3108\_SHOT LINE  
 A5DE3116\_TICKET PATTERN SET



# TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Games!

We know that keeping your games in great operating condition is important to your business. When you need us, we are here to help. You can call us for free technical assistance, and you can count on us to have parts on-hand to support your game. We offer options that fit your needs.

## Electronics / Circuit Boards - Repair Options

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

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

**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, & Fees:

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

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

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

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

# WARRANTY

Bay Tek Games warrants to the original purchaser that all component parts will be free of defects in workmanship and materials for a period of 6 months from the date of purchase. An additional 3 month warranty extension can be obtained by filling out and submitting the Warranty Registration for each machine. Warranty Registration cards may be found as shipped with each machine or online at our website. These must be filled out and submitted to Bay Tek Games within 30 days of purchase to be valid.

For any game/machine we manufacture that is within its warranty period, with notification to our Parts & Service Department, Bay Tek Games will, without charge, repair or replace defective component parts. It is the owner's responsibility to diagnose, remove and replace any faulty component part at their own expense & peril. As needed, at no charge, Bay Tek Games can provide reasonable telephone technical support during our normal business hours.

All claims of defective parts are subject to review upon our inspection of the faulty item. This warranty does not apply in the event of any misuse or abuse to the product, or as a result of any unauthorized repairs or alterations. The warranty does not apply if any serial number decal is altered, replaced or removed from its original position.

To process warranty replacement claims, customers may be charged for the replacement item at the time of shipment and later credited the same amount when the faulty item is returned and has passed our inspection. Bay Tek Games will provide the customer a pre-paid return shipping label which is sent along with the replacement item. The customer is responsible for properly packaging and shipping the faulty item back to Bay Tek Games.

	<b>ATTENTION</b>	
<p>In order to maintain the safety &amp; compliance certifications of this game, <b>ONLY</b> approved parts may be used. For approved replacement parts, refer to the parts list in this manual.</p>		

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

# NON-WARRANTY

Options and estimated charges will be provided to you for your approval.

Please remember that any items being sent to Bay Tek Games must include prior return authorization from our Parts & Service Department.

This approval will include a Product Return Form which is required to be included with any incoming shipments. Repaired parts will be shipped back using the same method in which they were received.

Repairs are warranted for 30 days from the date of return shipment.

# CERTIFICATE OF COMPLIANCE