

SERVICE MANUAL



Pop the Lock

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BAY★TEK
entertainment

FACTORY CONTACT INFORMATION



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

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WELCOME TO POP THE LOCK

Congratulations on your purchase!

With it's challenging skill-based game play that leaves players wanting to continue their play. Pop The Lock will have you unlocking new profits and fun!

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 product as much as we do!

Your Friends at Bay Tek Entertainment



GAME INSPECTION

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

If damage is found, please contact your freight carrier first.
Then, contact Bay Tek Entertainments' Service Department at
(920) 822-3951 Ext. 1102
Or email us at service@baytekent.com for further assistance.

GAME SPECIFICATIONS

WEIGHT

NET WEIGHT	400 lbs.	182 kg
SHIP WEIGHT	450 lbs.	205 kg

GAME DIMENSIONS

WIDTH	44.5"	113 cm
DEPTH	44"	112 cm
HEIGHT	97"	247 cm

OPERATING TEMPERATURE

FAHRENHEIT	45 - 80 F
CELSIUS	7.2 - 26.7 C

SHIPPING DIMENSIONS

PALLET	50"x 48"x 84" 450 lbs. class 125
--------	----------------------------------

POWER REQUIREMENTS

INPUT VOLTAGE	100 - 120 VAC	220 - 240 VAC
INPUT FREQUENCY	60 Hz	50 Hz

MAX OPERATING CURRENT

4.5 AMPS @ 110 VAC

2.5 AMPS @ 220 VAC

Note: The lock hasp can be removed to lower game to 88.75 inches (225.5 cm)

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 sever burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline kerosene or thinners.	
 CAUTION 	
Lifting heavy objects can cause back, neck or other injuries. Be sure adequate lifting and moving devices are available when unloading, unpacking and moving this game.	
 ATTENTION 	
Be sure the electrical power matches the game requirements. See the serial number located on the back of the game cabinet. Always plug into a grounded circuit. If the supply cord is damaged, it must be replaced by an approved cord or assembly provided by the manufacturer. A shielded power cable must be used for the game to retain EU/EMC compliance.	
 IN CASE OF EMERGENCY 	
UNPLUG THE POWER CORD. The power cord must be accessible at all times in case of an emergency.	

POP THE LOCK GAME SETUP

The game will arrive on one pallet. Please inspect the pallet for shipping damage and report immediately to the freight company if any damage is found.



Unbox the pallet and remove the plastic from the top of the player console. This is the lock hasp and marquee, please unwrap this and proceed to assembly instructions.

Tools Needed:

1 step ladder (4-6 foot) # 2 Square bit screwdriver
9/16" socket wrench 7/16" wrench T-30 Torx Bit
2 people

Remove the keys from the small plastic bag taped to the top console.

Unlock the back door and remove from cabinet.

Remove the 2 lag bolts from the bottom of the cabinet, using a T-30 Torx Bit.



Remove the game from the pallet and place into position in the game room.

Unlock the coin box door, and remove the hardware kit from the coin box.



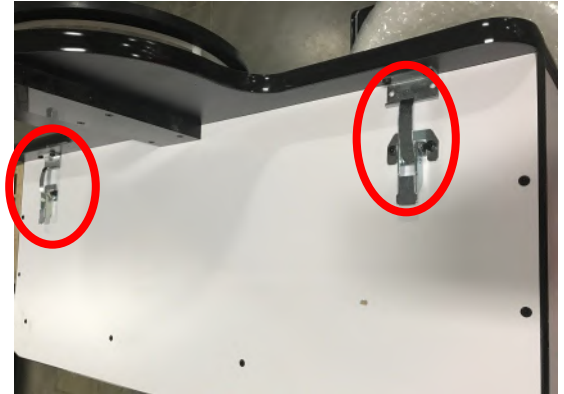
POP THE LOCK GAME SETUP

Install the Lock Hasp:

The front plastic vacuum form will be tilted forward to finish game assembly.

Caution: Use caution when releasing the latches!
The monitor face is a fall hazard, and could cause damage!
Get assistance when lowering front plastic vacuum form.

With the back door removed, release the 4 latches.
2 are located on the top of the game.



2 are located inside the cabinet on each side.

Carefully lower the front plastic vacuum form.



Carefully lift the small circular "Pop The Lock" marquee to the top of the opened front plastic vacuum form, and slide into position. Be careful not to pinch the cable.

Secure by installing 4 screws (circled in blue) and 2 bolts and washers (circled in red) from the hardware kit.



A5SCSQ001

[MORE HARDWARE KIT PICTURES](#)

POP THE LOCK GAME SETUP

Route the cable from the small circular “Pop The Lock” marquee through the channel in the back of the wood. This ensures it does not get pinched as the door closes.



Plug the CE5931 cable from the small circular “Pop The Lock” marquee into the CE5932 game cable.



Using 2 people, place the large plastic hasp up against the cabinet and route the CE5926-1 cable from the hasp through the circle cut-out in the wood face.



Secure the hasp in place with the 4 bolts and washers from the hardware kit, using a 7/16” wrench.



A5BOHH060



A5WASI020



A5WAFL075



Plug the end of the CE5926 cable into the CE5901 cable.

POP THE LOCK GAME SETUP

Carefully lift and close the front plastic vacuum form up toward monitor, Ensure all wires and support chain are clear and not pinched as it closes.

Re-clamp the 4 latches (2 on the top of the game, 2 in the back of the game) to secure into place.

Replace the back door and plug the game into a standard grounded electrical outlet.

Power on game:

Open the front door and turn on the rocker switch on the power strip.

The game is now set up and ready for play!

Enter menu to adjust settings to your location specific price per play and ticket payout.



AVAILABLE BLANKING PLATES



A5PL4200 DBA Plate for 12V Upstacker Bill Acceptor



A5PL9998 Plate used instead of Coin Mechanisms

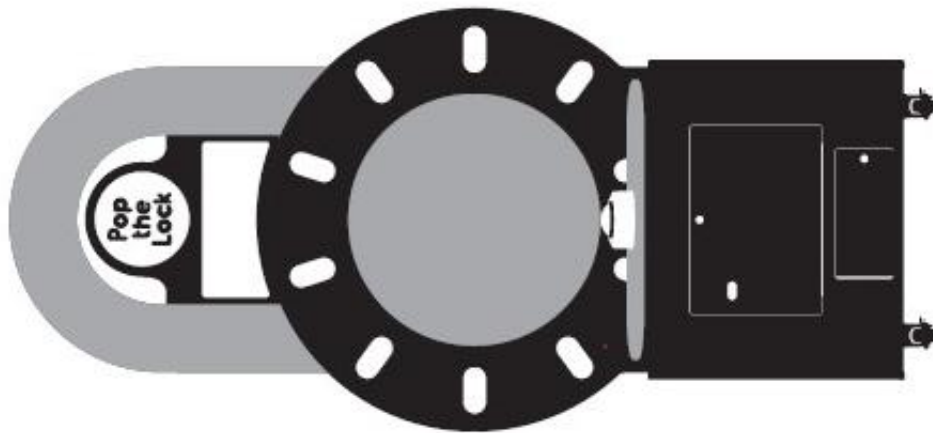


A5PL8900 Plate used for Bill Validator

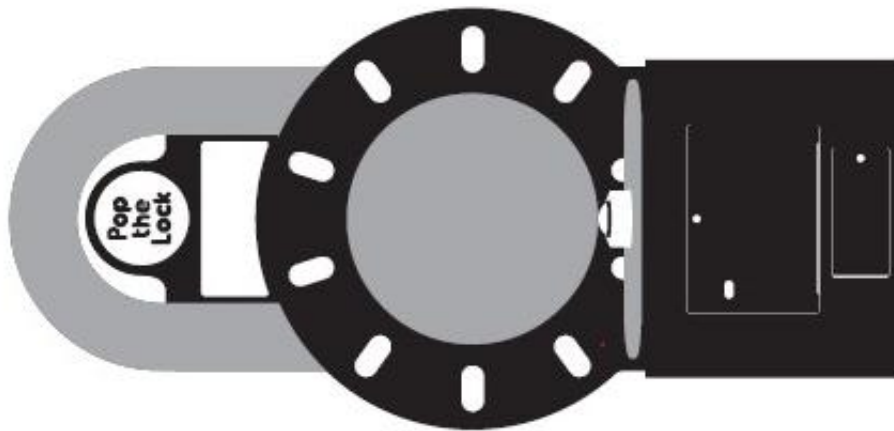


A5PL9995 Plate used instead of ticket dispenser

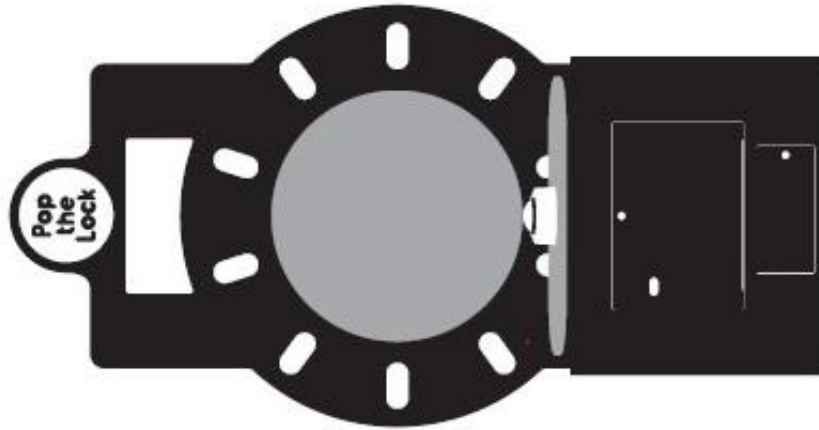
HEIGHT MODIFICATION OPTIONS



98.32"
(full height w/casters)



94.09"
(casters removed)



86"
(*minimum game height)



SUGGESTED HEIGHTS:
* for minimum height of 86", call our Service Department for a custom decal set & instructions to remove the hasp

CARD SWIPE SYSTEM INSTALLATION

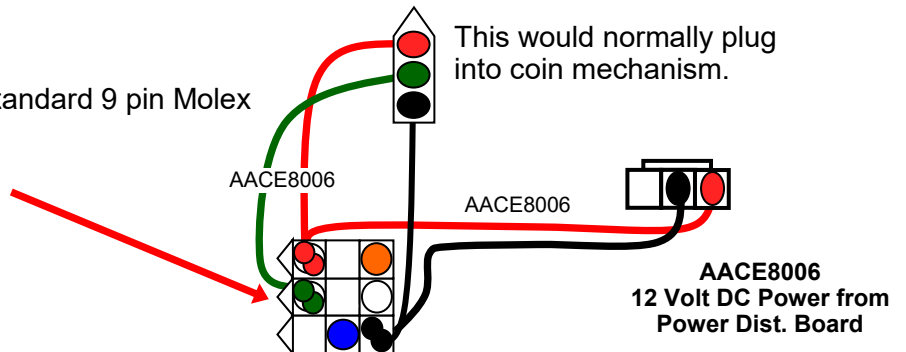
The Willy Crash game is pre-wired with a UCL (Universal Card Link) connector to accept Card Swipe systems from many different manufactures.

Please follow these instructions to make full use of this capability.

Option #1:

Card swipe systems may come with a standard 9 pin Molex connector. This is the UCL connector.

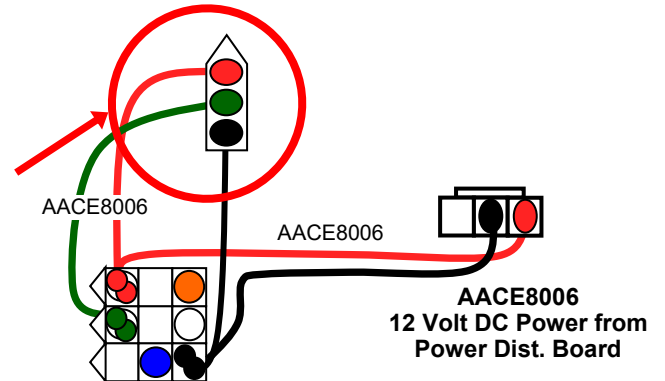
Simply plug this connector into your card swipe reader.



Option #2:

If your card swipe systems does not have a standard 9 pin Molex connector, then you will have to splice wires into the AACE8006 harness.

Black wire is ground. (common)
Green wire is coin signal.
Red wire is +12 Volts DC



Notes:

- 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.

Menu Changes

Enter menu, go to "Game" Menu

Set "Game Mode" to desired option

Go to "Payout" Menu

Verify "Credits" set to 1

Verify "Card Reader" set to "Enabled"

Check dipswitches on the I/O Aux Board in the front of game. Verify Dipswitch # 5 ON

HOW TO PLAY

At game start, the red line will move around the arc toward the yellow dot.



Press the button to stop the red bar on the yellow dot.



The red bar will instantly change direction and show another yellow dot.

Continue to try to stop the red bar on the yellow dot.

50 stops in a row wins the bonus!

If you miss the yellow dot, a continue option is available for repeat play.



MAIN MENU FUNCTIONS

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

Hold the MENU button down for 1 second to open the main menu on the monitor.

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



MAIN MENU		
Clear Tickets & Credits	Press the MENU SELECT button 3 times to clear credits and tickets owed	
Volume & Attract	Press MENU SELECT to enter the Volume & Attract Menu	
Game Settings	Press MENU SELECT to enter the Game Settings Menu	
Payout Settings	Press MENU SELECT to enter the Payout Settings Menu	
Statistics	Press MENU SELECT to enter the Statistics Menu	
Diagnostics	Press MENU SELECT to enter the Diagnostics Menu	
Reset Factory Defaults	Press MENU SELECT button 3 times to reset factory defaults	
Mute	ON (No sound from game)	OFF
Exit	Press MENU SELECT button to exit menu	



*** Default settings are highlighted in yellow

Software versions are shown on the bottom of the main menu screen.

PC Version: 2.0.0
Aux Version: 1.0

If Aux Version shows "0.0" then the NewGen Aux board is not communicating to motherboard.

VOLUME AND ATTRACT MENU

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.

VOLUME & ATTRACT SETTINGS	
Attract Volume:	4
Game Volume:	6
Jackpot Volume:	8
BG Music Volume:	5
Background Music:	Disabled
Attract Timing:	3
BACK	

Attract Volume

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Sets the volume level of the attract loop when the game is not being played.
“0” means the volume is off.

Game Volume

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Sets the game’s playing volume. “0” means the volume is off.

Jackpot Volume

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Sets the volume level of the celebration when all 50 hits are completed.
“0” means the volume is off.

BG Music Volume

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Sets the volume level of the background music.
“0” means the volume is off.

Background Music

ENABLED	DISABLED
---------	----------

Allow the background music to be disabled if desired.

Attract Timing

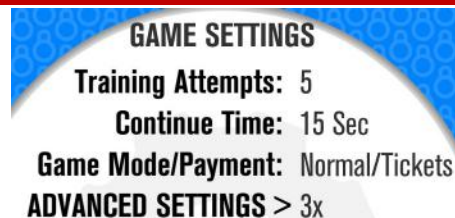
0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Sets the time in minutes between attract sound cycles.
“0” means there will be no attract music played.

GAME SETTINGS MENU

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.



Training Attempts

0	1	2	3	4	5
---	---	---	---	---	---

The number of times the game will allow a player to continue playing until a successful hit is achieved.

Continue Time

5	10	15	20	25	30
---	----	----	----	----	----

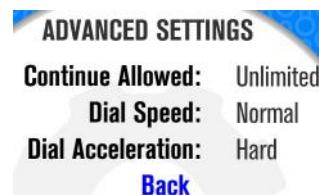
Amount of seconds allotted for the player to insert credits to continue play.

Game Mode/ Payment

Demo	Normal/Tickets	Ent. Only/Points
------	----------------	------------------

"Normal/Tickets" is for normal ticket payout game. "Demo" and "Entertainment Only" can be used when no tickets are desired.

ADVANCED SETTINGS



Continues Allowed

Unlimited	Disabled	1 Time	2 Times	3 Times	4 Times	5 Times
-----------	----------	--------	---------	---------	---------	---------

The number of times the game will allow a player to continue playing the current game.

Dial Speed

Easiest	Easy	Normal	Hard	Hardest
---------	------	--------	------	---------

Adjusts overall game difficulty - making the dial rotate slower or quicker.

Dial Acceleration

Easiest	Easy	Normal	Hard	Hardest
---------	------	--------	------	---------

The rate of speed increase on the last 10 of the 50 hits.

Smart Game

ENABLED	DISABLED
---------	----------

If the Bonus is not won every 10 games, this will decrease the Dial Speed, and Dial Acceleration until the bonus is hit in 1 try without any continues.

PAYOUT MENU

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 main menu
Default settings are highlighted in yellow below.

PAYOUT SETTINGS	
Credits Per Play:	4
Swipe Prompts:	Enabled
Paper Ticket Value:	1
Fixed Tickets:	0 Tickets
Mercy Ticket:	0
1 Ticket(s) per 2 Hit(s)	
Continue Tickets:	100
Jackpot Tickets:	500
Accumulate Tickets:	Enabled
BACK	

Credits Per Play

Free Play	1	2	3	4	5	...	18	19	20
-----------	---	---	---	---	---	-----	----	----	----

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

Swipe Prompts

ENABLED	DISABLED
---------	----------

“ENABLED” will show “Swipe Card to Play” verbiage on the screen.

Paper Ticket Value

1	2
---	---

If set to “2”, there will be 1 ticket dispensed for every 2 tickets it shows on the monitor.

Fixed Tickets

0	1	2	3	4	5	6	...	29	30
---	---	---	---	---	---	---	-----	----	----

Option to award a fixed amount of tickets per game.

Mercy Ticket

0	1	2	3	4	5
---	---	---	---	---	---

Option to award a fixed amount of mercy tickets per game.

Tickets Per Hits

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

Sets the selectable number of tickets awarded per selectable number of hits.

Continue Tickets

5	10	15	...	95	100	105	...	490	495	500
---	----	----	-----	----	-----	-----	-----	-----	-----	-----

Sets the amount of tickets awarded for 50 hits while using “Continue” credits.

Jackpot Tickets

50	100	150	...	400	450	500	550	600	...	1900	1950	2000
----	-----	-----	-----	-----	-----	-----	-----	-----	-----	------	------	------

Sets the amount of tickets awarded for 50 hits in one game, without using “Continue” credits.

Accumulate Tickets

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

Tickets earned from hitting the dots during 16 game play will be added to the bonus if won.

TICKET PATTERNS

These are estimates of Average Tickets per Game using the shown ticket values for building and alleys.

Change ticket values in the “Payout Menu” to change your individual payout percentages.

Average Tickets Per Game	Tickets per Hit	Continue Bonus Amount	Jackpot Bonus Amount
3	1 Ticket per 10 Hits	20*	50
9	1 Ticket per 3 Hits	20	100
18	1 Ticket per 4 Hits	50	250
20	1 Ticket per 3 Hits	50	250
25	1 Ticket per 2 Hits	50	250
33	1 Ticket per 3 Hits	100	500
37	2 Ticket per 4 Hits	100	500
45	1 Ticket per 3 Hits	150	750
50	2 Ticket per 4 Hits	150	750
58	1 Ticket per 3 Hits	200	1000
62	2 Ticket per 4 Hits	200	1000
74	1 Ticket per 1 Hits	200	1000

* Adjust to only 1 Continue in the “Advanced Settings” menu.

GAME STATISTICS MENU

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.

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

Total Tickets: Shows the total number of tickets dispensed.

Total Continues: Shows the number of times players used the “Continue Game” option.

Continue Winners: Shows the number of 50 hit games won using the “Continue Game” option.

Jackpot Winners: Shows the number of times the Bonus has been won.

Average Tickets - Shows the average number of tickets won per game.

Jackpot Tickets - Shows the total number of tickets dispensed on Bonus wins.

Second Chance Tickets - Shows the total number of tickets dispensed on “Continue game” wins.

Normal Tickets - Shows the total number of tickets dispensed on regular game plays.



Reset Statistics

Press the menu select button 3 times to reset statistics

DIAGNOSTICS MENU

Button Input: Shows “Up” normally. Will show “Down” when the button is pressed.

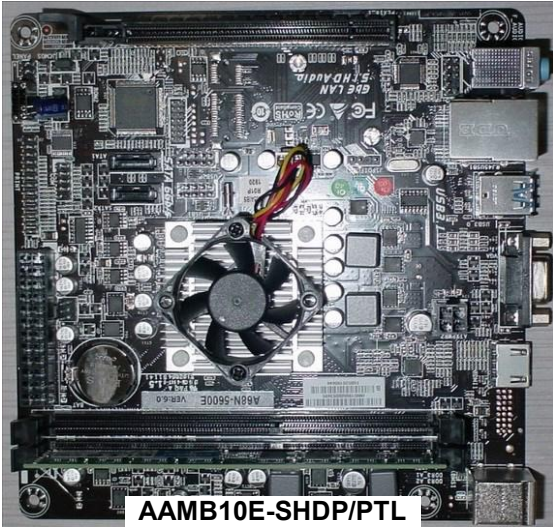
Color Light Cycle: Press MENU SELECT to cycle through various colors showing around the perimeter of the monitor:

Light Blue, Blue, Purple, White, Off, Green, Red, Yellow

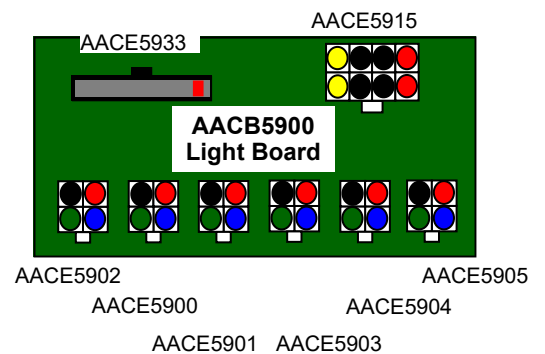
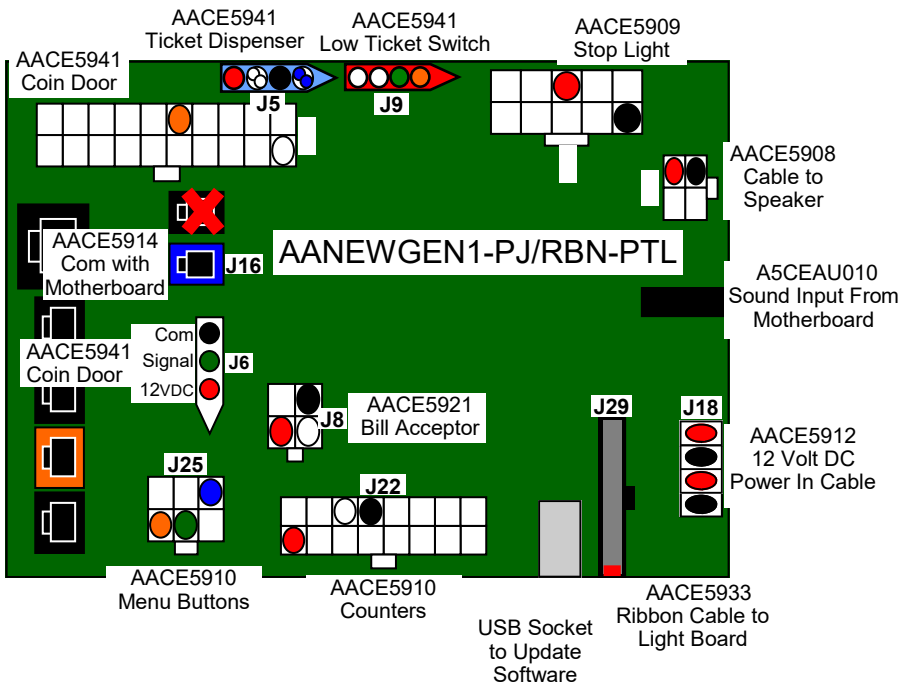
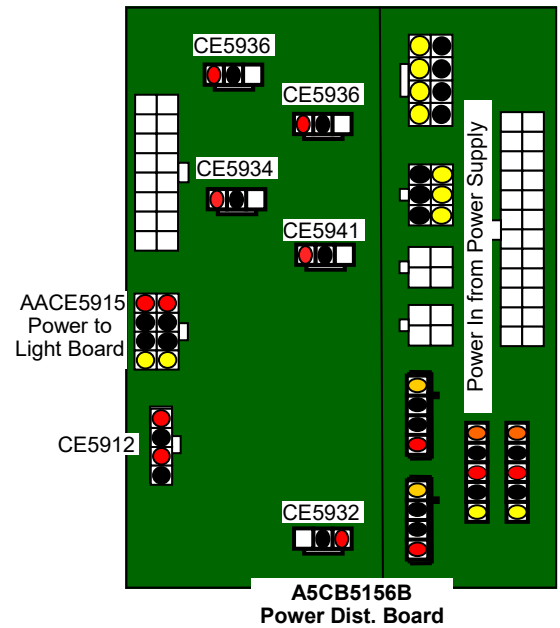
Test Ticket Dispenser: Press MENU SELECT to test dispense a ticket from the ticket dispenser.



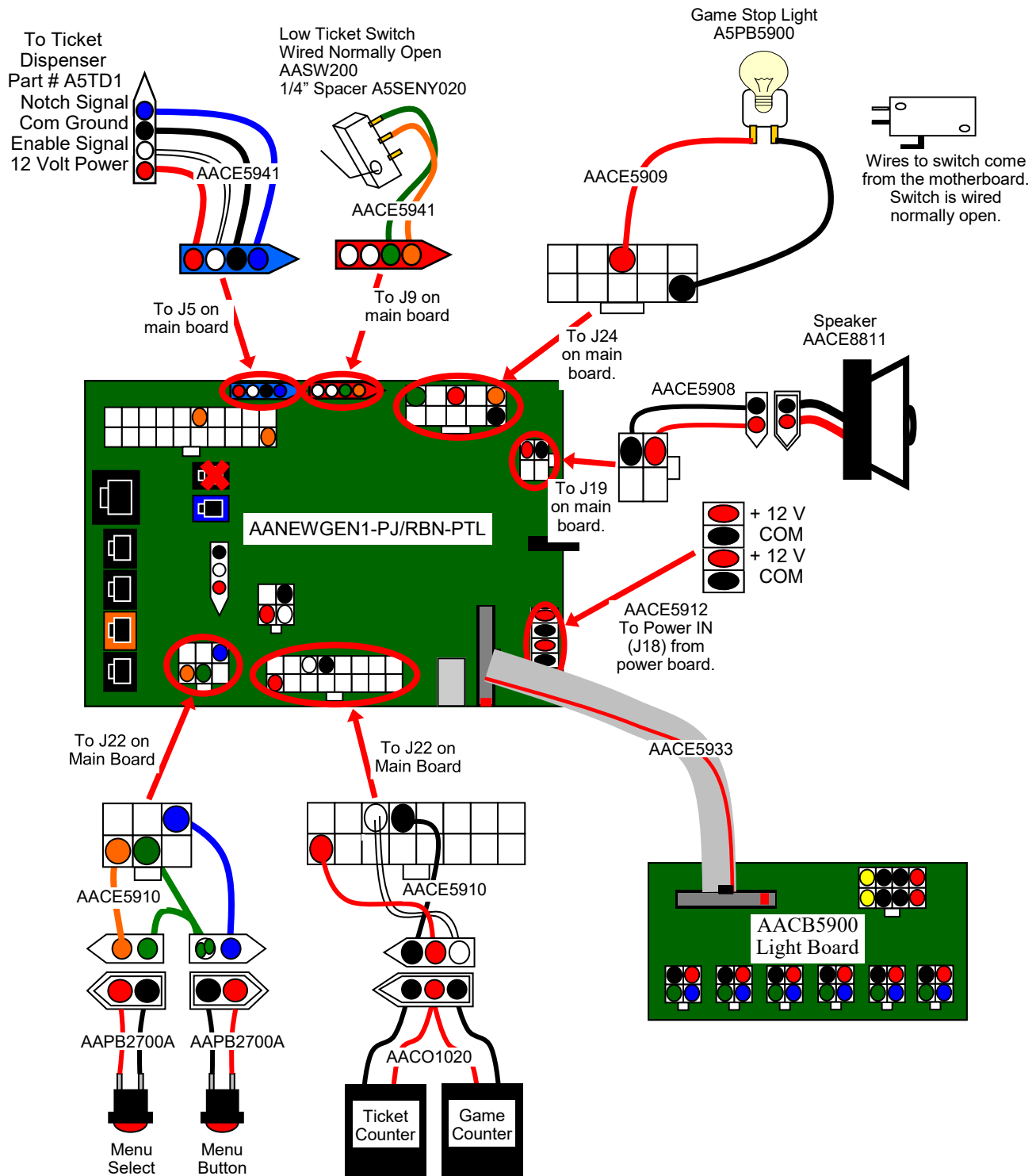
CIRCUIT BOARD LAYOUT



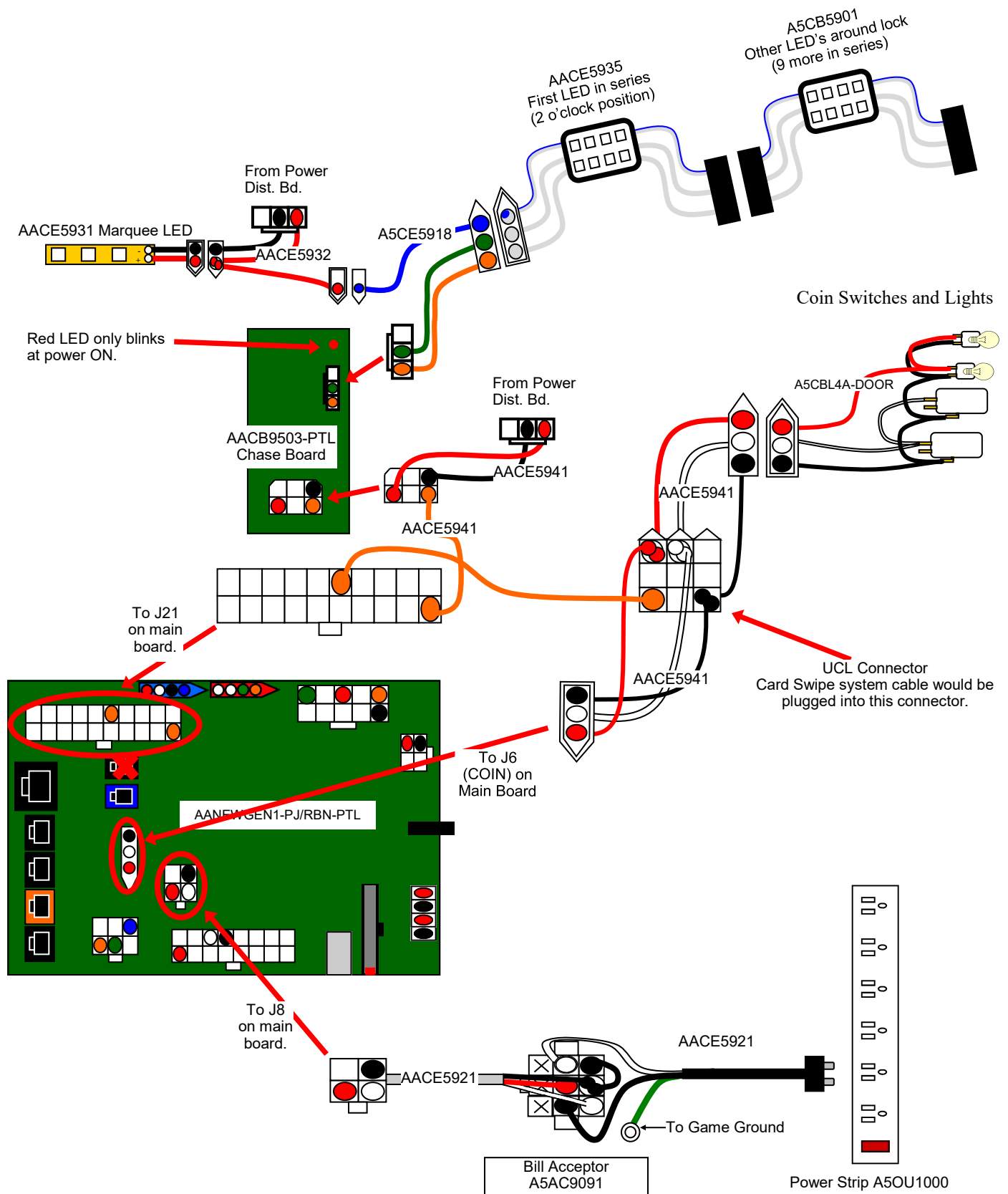
**AAMB10E-SHDP/PTL
Motherboard**



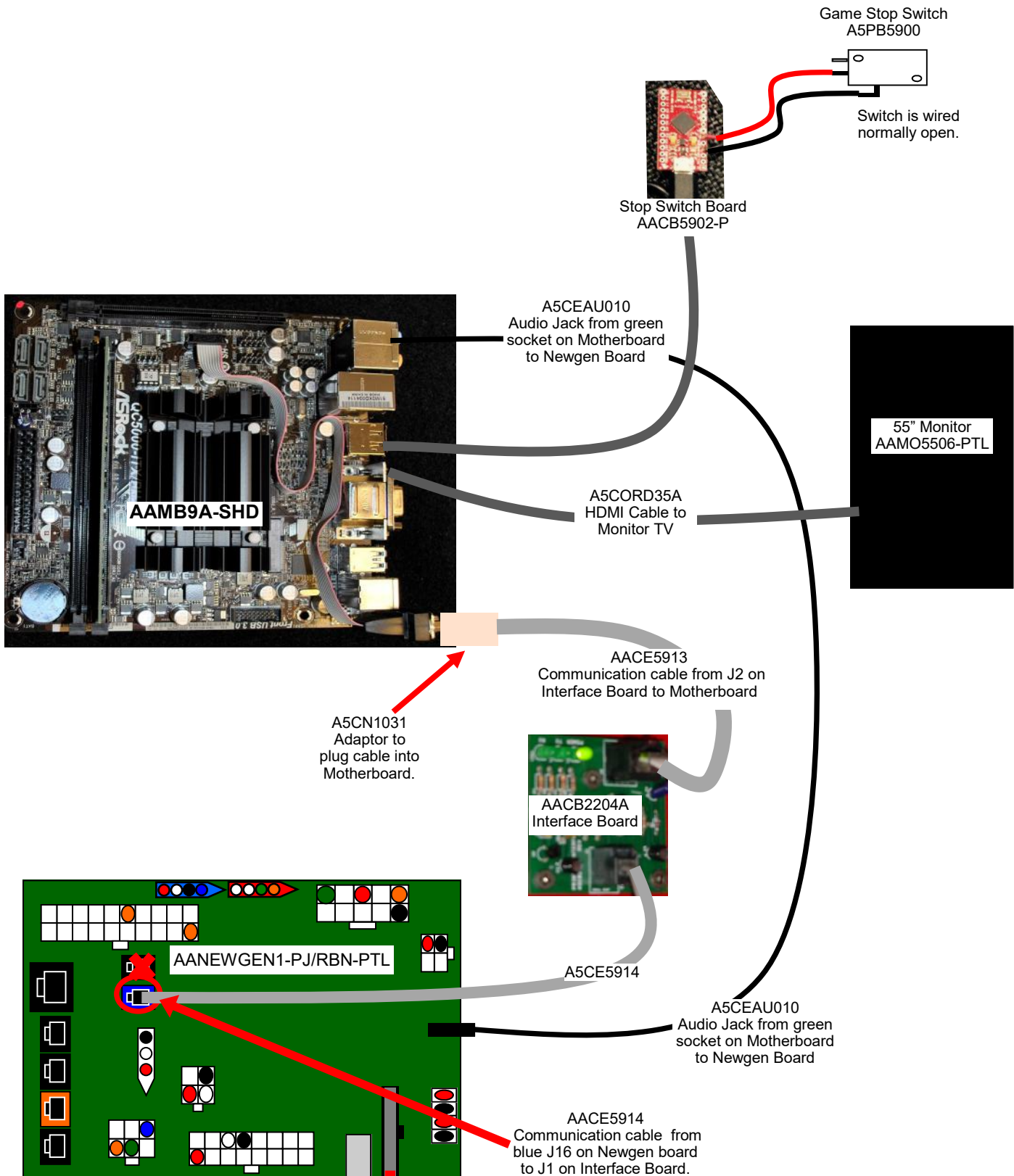
Coin Mech, Menu & Counter Wiring Diagram



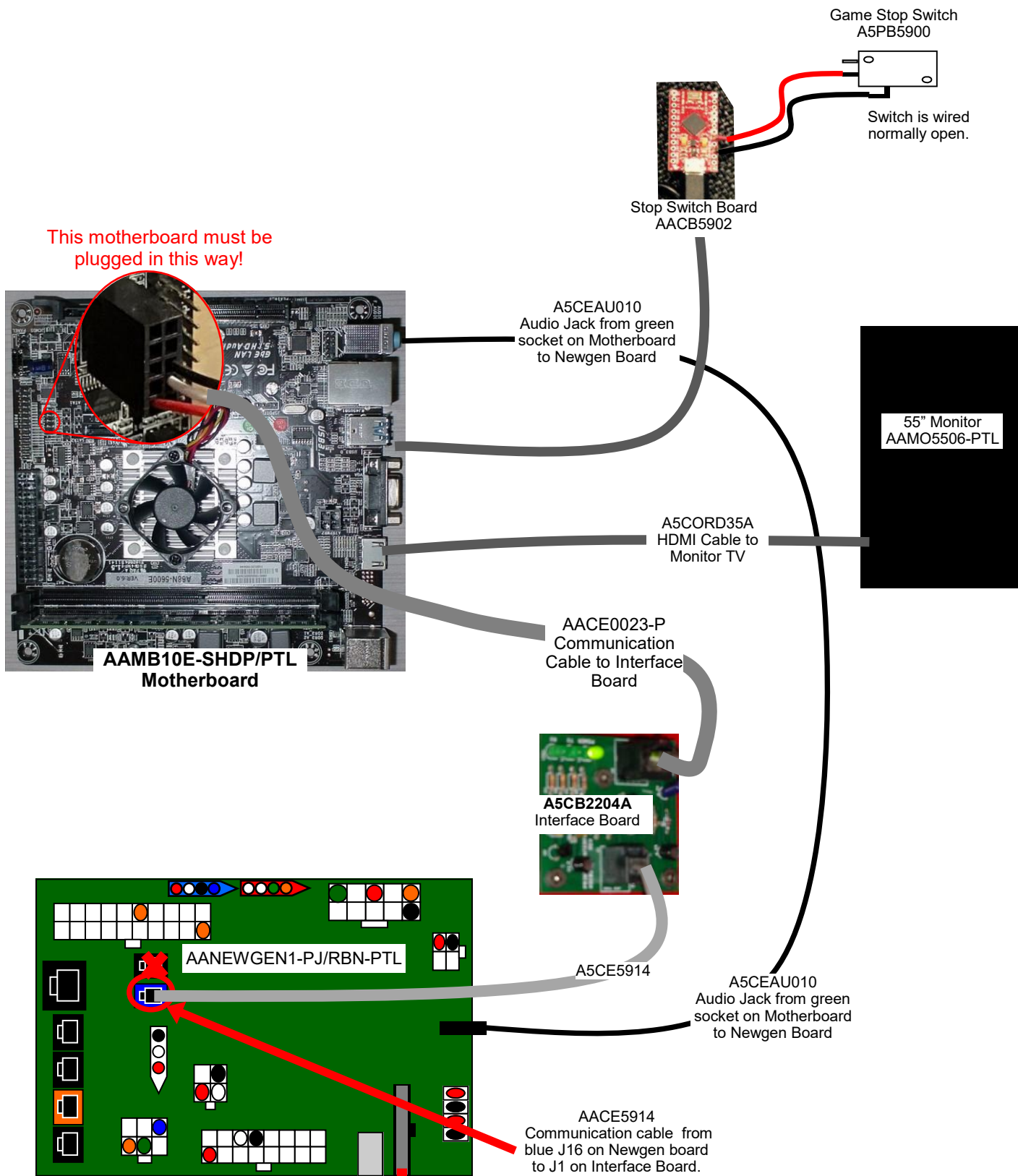
Coin Mech, Menu & Counter Wiring Diagram



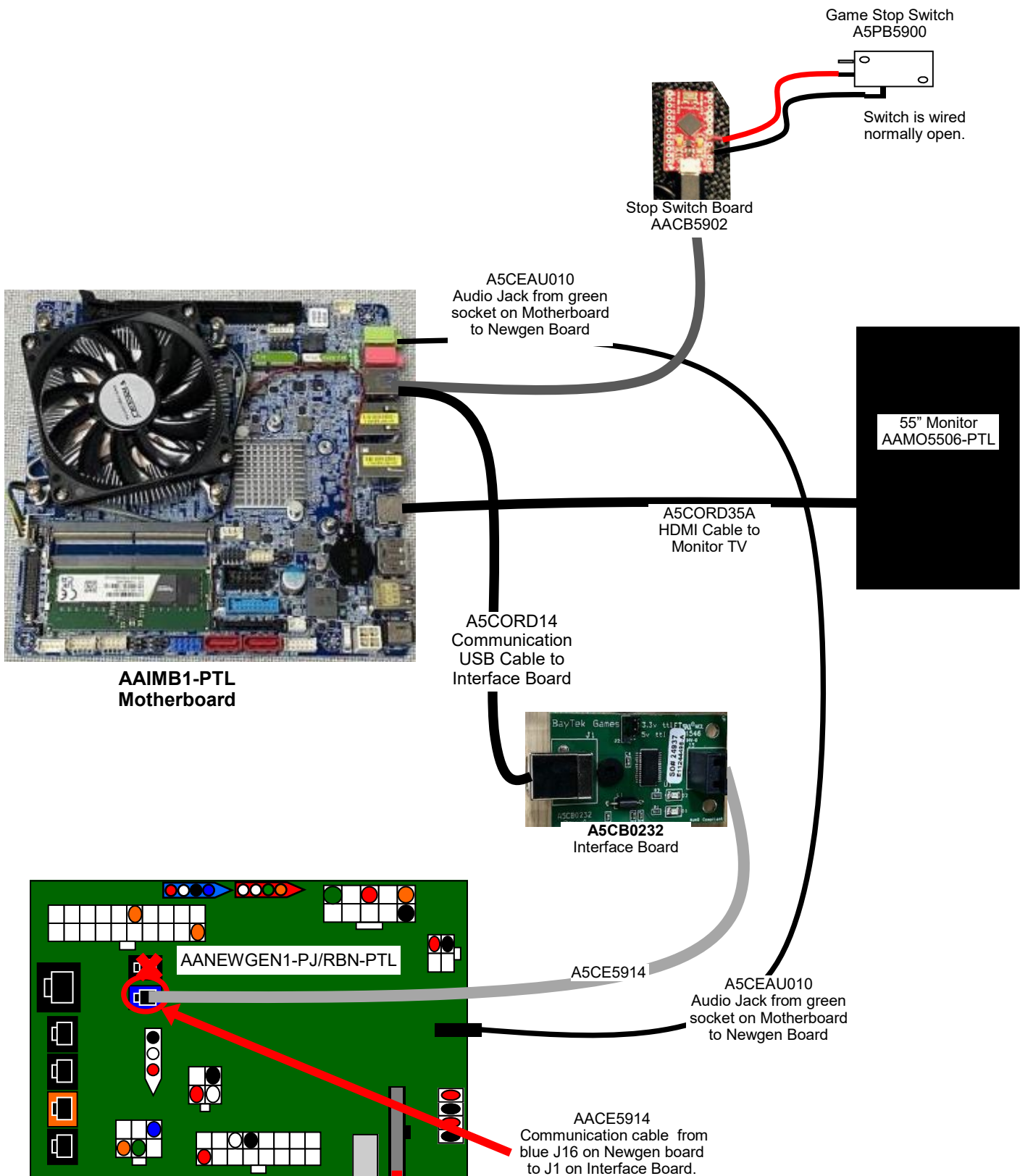
MB9 Motherboard Communication Wiring Diagram



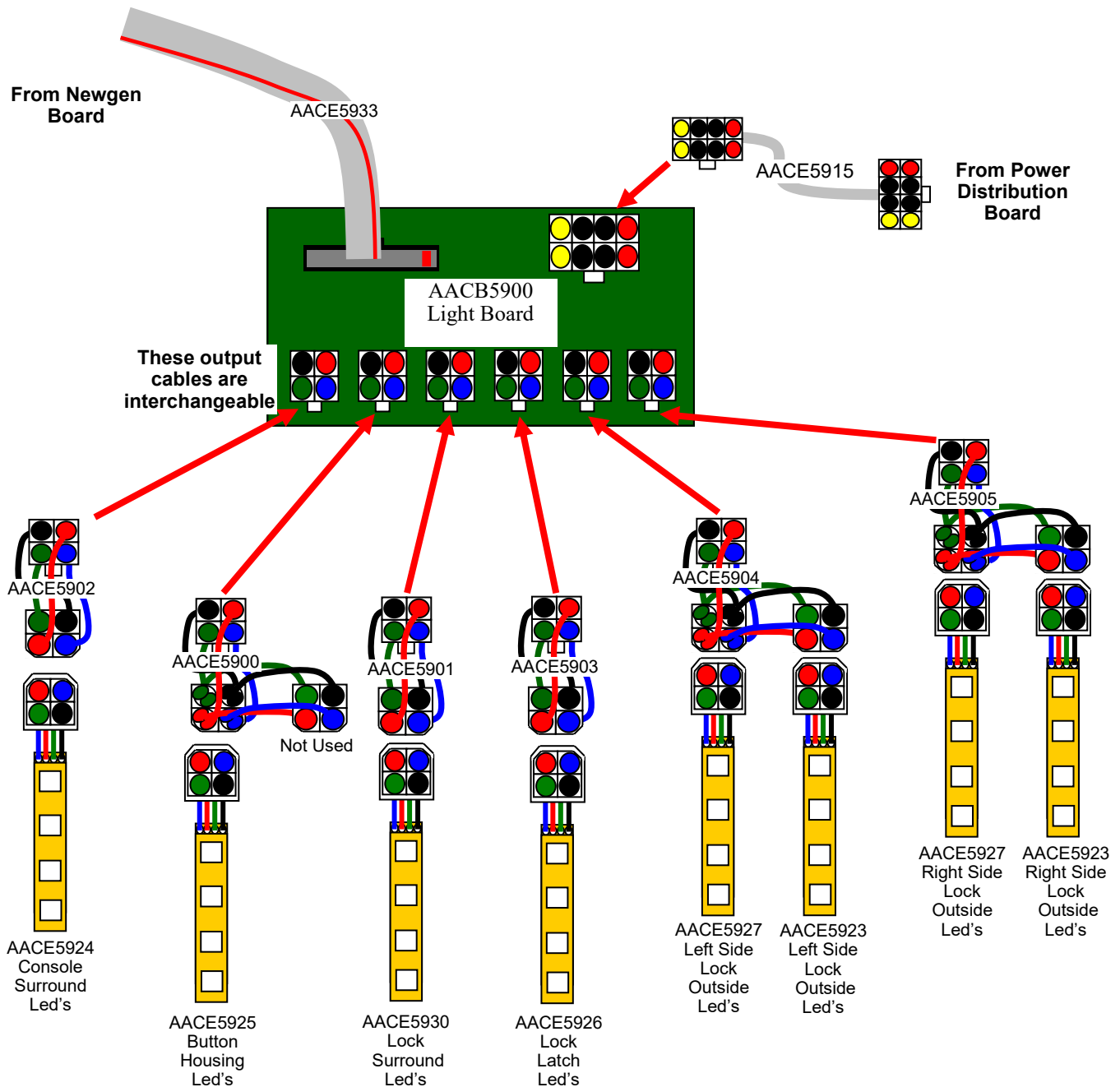
MB10E Motherboard Communication Wiring Diagram



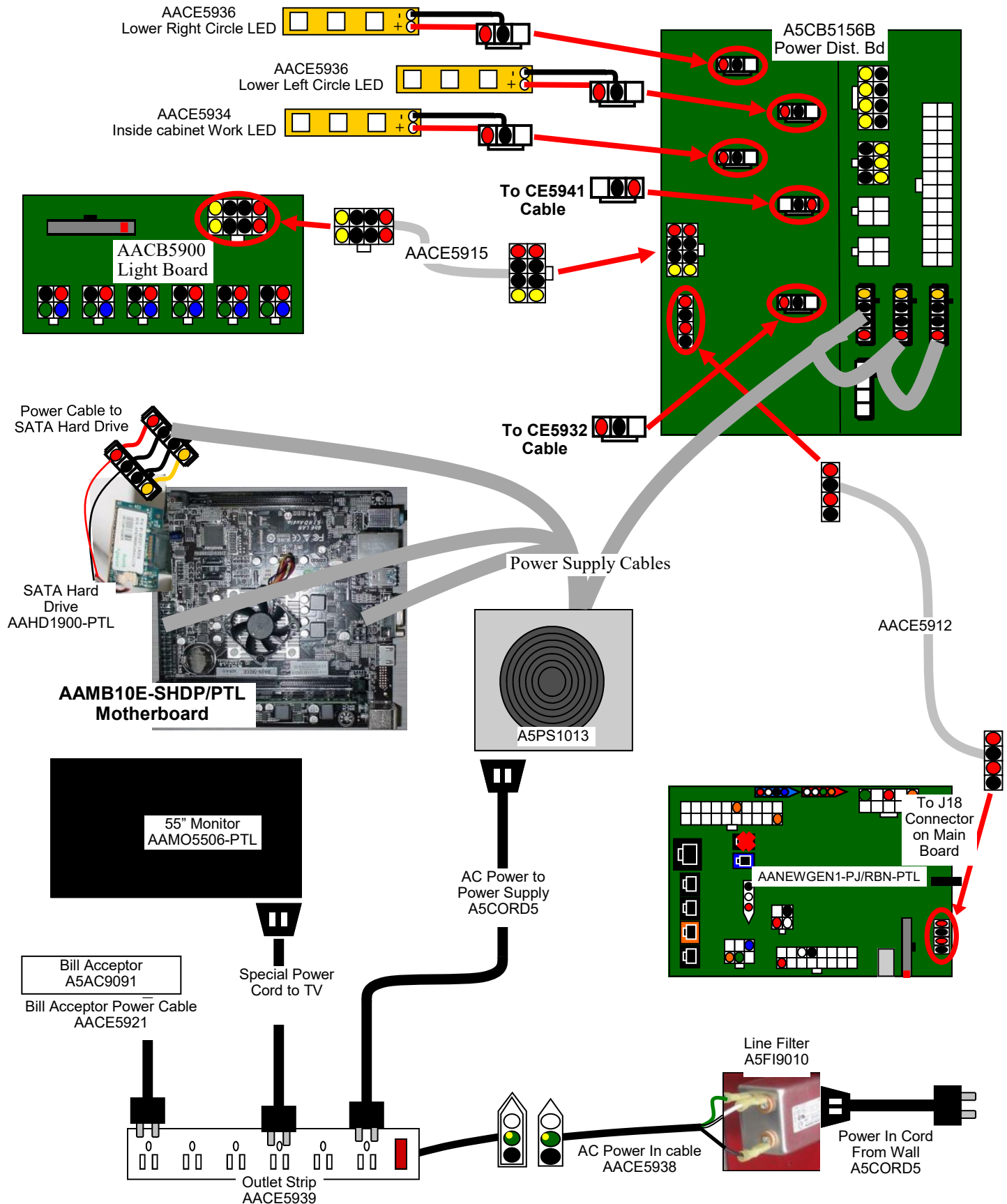
IMB1 Motherboard Communication Wiring Diagram



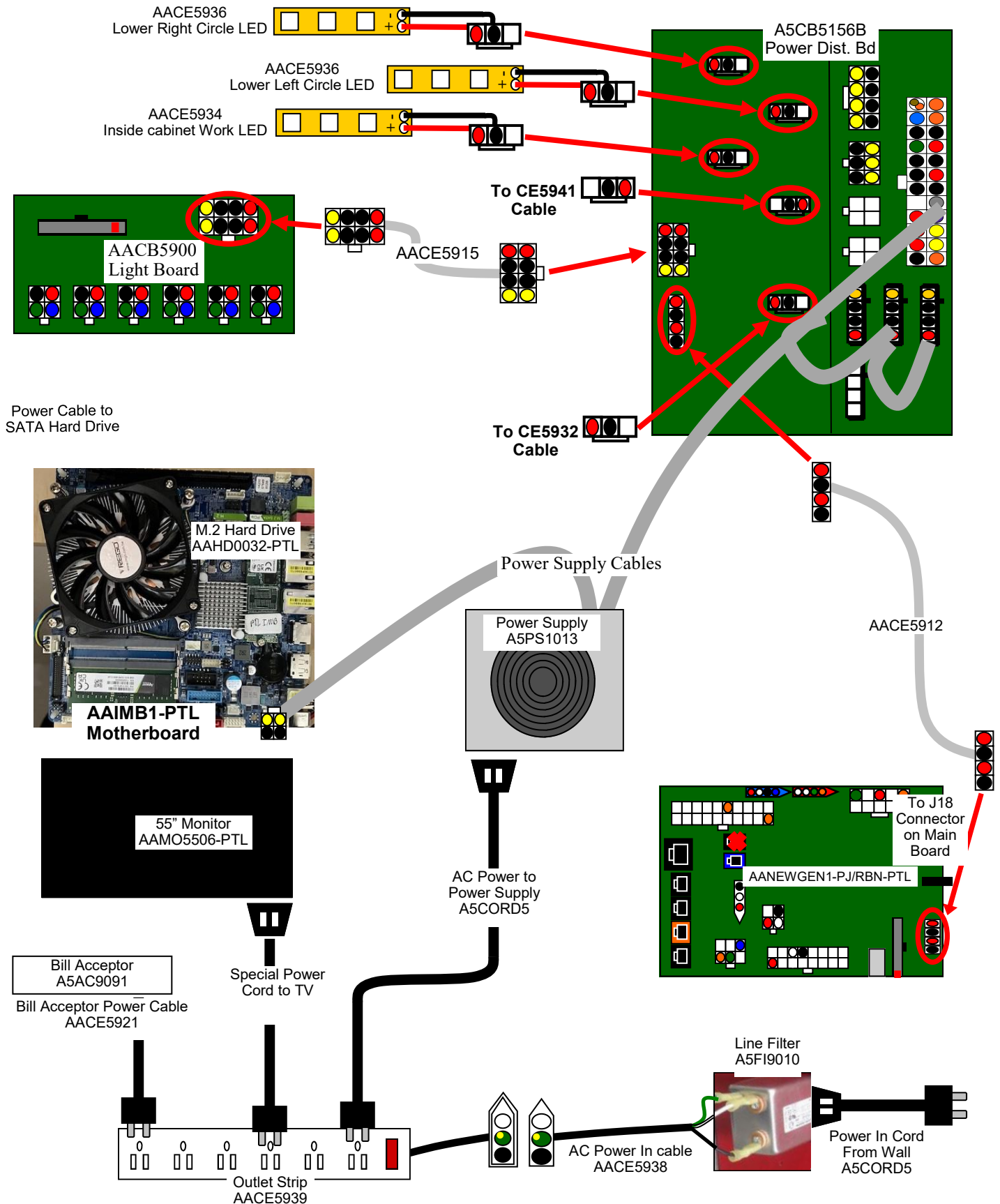
Light Board Wiring Diagram



Older Power Supply Wiring Diagram



Current Power Supply Wiring Diagram



MOTHERBOARD COMMUNICATION OPTIONS

As motherboards become obsolete and unavailable, replacement motherboards may require different cables and plug ins to fit and function.

These are the 5 different motherboards used in the Pop The Lock game.

AAMB9

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

Uses Software Version PTL1.2.1



AAMB10

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

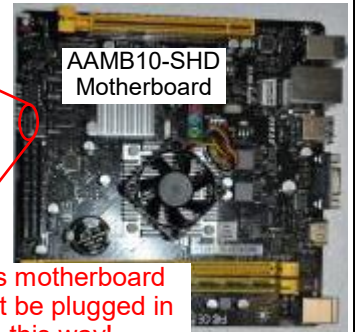
Uses Software Version PTL1.2.1



AACE0023-P
Communication
Cable to Interface
Board



This motherboard
must be plugged in
this way!

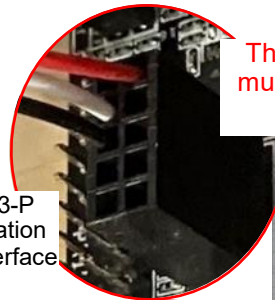


AAMB10E

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

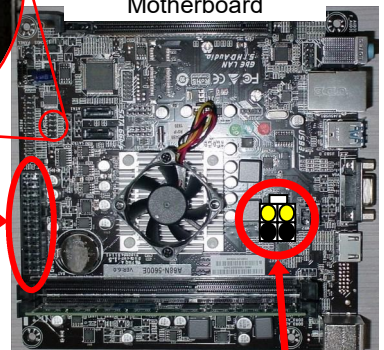
Uses Software Version PTL1.2.1

AACE0023-P
Communication
Cable to Interface
Board

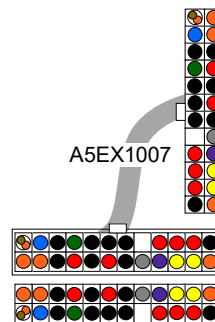


This motherboard
must be plugged in
this way!

AAMB10E-SHDP/PTL
Motherboard



A5EX1007



From Power Supply



MOTHERBOARD COMMUNICATION OPTIONS

As motherboards become obsolete and unavailable, replacement motherboards may require different cables and plug ins to fit and function.

These are the 5 different motherboards used in the Pop The Lock game.

AAIMB1

4 pin power connector needed.

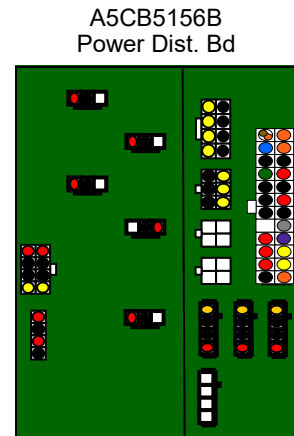
24 pin power in connector **must** be plugged into Power Distribution Board
USB Communication from Motherboard to Newgen.

Uses Software Version PTL2.0.0

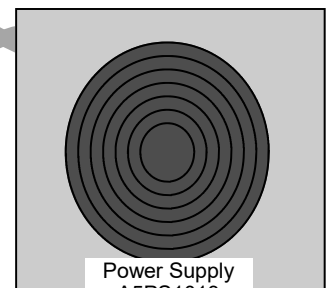


A5CB0232
Interface Board

A5CORD14
Communication
USB Cable to
Interface Board



From Power Supply



Power Supply
A5PS1013

From Power Supply



AACE9736

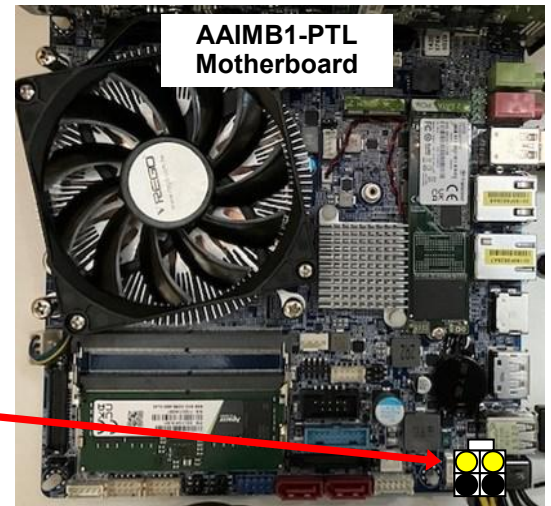
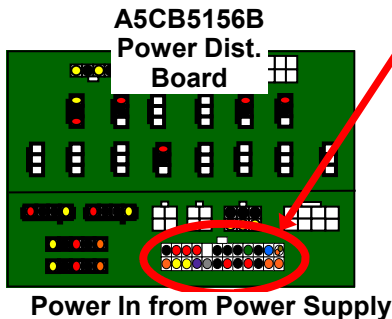
AAIMB1 MOTHERBOARD DIFFERENCES

As of Feb, 2025, the Pop The Lock games use the AAIMB1 motherboard.
There are a few differences from Baytek's other games' motherboards.

Difference # 1:

The power in from the power supply is only a 4 pin plug.

The 24 pin connector from the power supply MUST be plugged into the power distribution board for the game to power up.



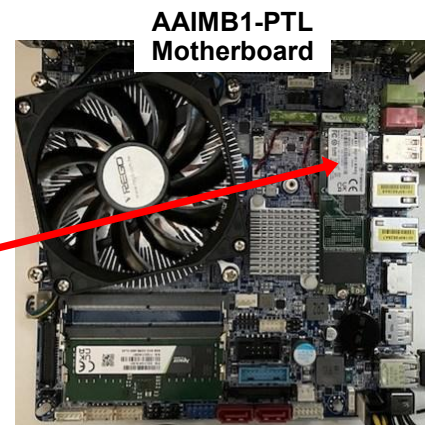
Difference # 2:

Jumpers on the motherboard need to be in these positions:



Difference # 3:

The M.2 software drive (Part # AAHD0032-PTL) location.



Difference # 4:

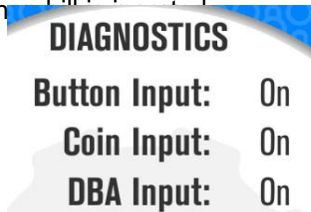
There are less jacks on the motherboard, but the sound jack still plugs into the green socket.



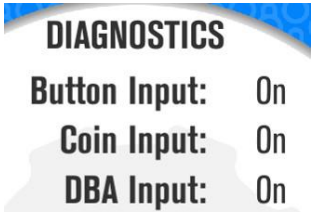
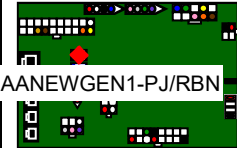
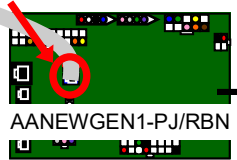
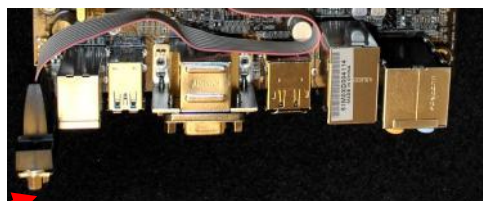
TROUBLESHOOTING GUIDE

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. Circuit breaker tripped. Line Filter Faulty. Power strip faulty. Faulty cable/power supply	Check wall outlet. Reset power strip breaker switch or building circuit breaker. Replace Line Filter (Part # A5FI9010) Change plug position, replace if needed. See Power Supply diagnostic below.
Bill Acceptor and monitor on. But everything else off. (Power Supply not ON)	Power supply unplugged. Rocker Switch. Power supply shutting down because of 12 V overload. Faulty power supply. Faulty Power Dist Board	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 Power Supply Diagnostic below. Replace Power Distribution Board (A5CB5156B)
Dollar Bill Acceptor not functioning. Ensure Bill Acceptor is set to "Always Enable" Important : Only 110 Volt AC DBA is to be installed. Enter Diagnostic Menu to see if DBA input flashes ON quickly when bill is inserted. 	Look for "Check Newgen 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 # A5AC9091	Refer to "Check Newgen 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. (AACE5921) Repair or replace wiring harness. Check J8 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.
Meters does not work. Game meter will click at the end of the game. Ticket meter will click as tickets come out of game and notch is "seen" by dispenser.	Ensure correct number of tickets are being dispensed Disconnected, loose or broken wires. Faulty counter.	Check ticket values in menu. Test Ticket Dispense in Diagnostic menu. Refer to Tickets not dispensing troubleshooting section. Check connections and reseal J25 on Newgen board. Cables # AACE5910 and AACO1020 Replace counter. AACO1020.

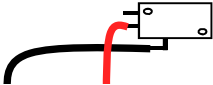
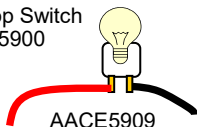
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Game not coining up. Enter Diagnostic Menu to see if Coin input goes to ON quickly when coin is inserted. 	Look for "Check Newgen Comm" error on screen. Ensure game makes sound when coin switch is triggered. Game set to large amount of credits per game. If Coin Input stays ON	Refer to "Check Newgen Comm" error diagnostic section. Check coin switches—both should be wired normally open. If one switch is "closed" the other will not work either. Check wiring to Mini Gen Board. (A5CBL4A-DOOR, AACE5941) Check Game Setup Menu. Ensure Coins/Credits per Game is set. Default = 4. Replace faulty Newgen Board. Part # AANEWGEN1-PJ/RBN-PTL
No Sound Motherboard creates sound, AANEWGEN1-PJ/RBN-PTL board amplifies it. 	Volume set to zero in menu. Disconnected, loose or broken wires.  Faulty speaker.	Enter Volume & Attract Settings Menu and verify: Game Volume & Attract Volume is not zero Check connections and reseat audio cable from motherboard to Newgen board. Cables # AACE8811, AACE5908, and A5CEAU010. Unplug audio jack cable (A5CEAU010) from motherboard, plug into MP3 player and see if music is amplified and comes out of speaker. If Yes - then motherboard is faulty. If No - then Newgen may be faulty. Replace speaker. AACE8811
Check Newgen Comm Error Game does not coin up but credit meter clicks.	Main Board and wiring to coin switch OK. Check green LED's on Serial Interface board. Is "Power" solid ON?  Is "TX" & "RX" blinking very fast? If "Power" is not solid ON Ensure AACE5914 cable is plugged into blue "IN" socket on main board. (J16) Replace if needed. Replace Serial Interface board. (A5CB2204A) 	If "TX" & "RX" are not blinking very fast Communication to Motherboard faulty. Check AACE5913 to MB9 motherboard. Check or replace adaptor (A5CN1031)  Or Check AACE0023-P to MB10 & MB10E motherboard

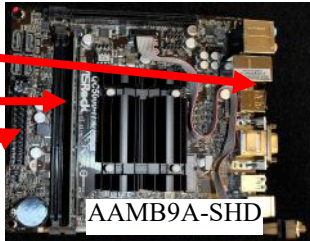
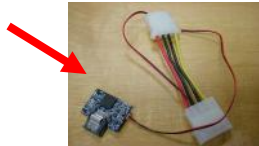
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
LED white lower cabinet lighting not working.	LED's to light up playfield receive 12 Volts DC from power supply through the Power Distribution Board.	Check for proper connection from power supply to Power Distribution Board and then to LED strips. Check continuity. (AAACE5936, AACE5936, AACE5934, A5PS1013) Refer to "AC In, Power Supply Wiring Diagram section"
Colored cabinet lighting not working.	If all colored cabinet lights are not functioning, check Light Board (AACB5900) If LED strip is out, check cable. Refer to "Light Board Wiring Diagram" Faulty LED Faulty Light Board	Check power to Light Board from Power Distribution Board. Cable # AAACE5915. Check ribbon cable to Light Board from Newgen Board. Cable # AACE5933 Check for proper connection from Light board to LED strips. Check continuity. Refer to "Light Board Wiring Diagram" Swap LED connector from one socket to the other to verify. Replace LED Replace Minigen board. (AACB5900)
White LED's around monitor do not work.	Faulty Cable Faulty LED	Check for proper connection from Light board to LED strips. Check continuity. (AAACE5930, AACE5901) Swap LED connector on Light Board to verify. Replace LED if needed. (AAACE5930)
Colored LED's around monitor do not work.	Faulty Cable Faulty LED Faulty Chase Board	Check for proper connection from Chase Board to LED strips. Check continuity. (AACB5935, A5CB5901, AACE5918) Refer to "Coin Mech, Menu & Counter Wiring Diagram" There are 10 LED blocks in series that surround the monitor. If one LED block is faulty, the following LED blocks will not work. Red Led on board only blinks at power on. Verify 12 volts to board from Power Distribution Board. Check cable AAACE5941 Replace Chase board if needed. (AA9503-PTL)
Marquee Lights are not on.	Faulty Cable Faulty LED	Check for proper connection from Power Distribution board to LED strips. Check continuity. (AAACE5931, AACE5932) Replace LED (AAACE5931)
Menu Buttons do not work.	Swap connectors at the 2 buttons. Pinched, broken, or disconnected wiring Main board faulty.	Replace button if problem stays with button AAPB2700A Inspect crimp to ensure good connection. Check connections from menu buttons to main board. Check continuity on wires. (AAPB2700A, AACE5910) Replace Newgen Board. (AANEWGEN1-PJ/RBN-PTL)

TROUBLESHOOTING GUIDE

Problem	Probable Cause		Remedy
Tickets do not dispense or Wrong amount dispensed. Check for the correct amount of tickets showing on Monitor	Tickets on monitor does not match tickets coming out of game.	Opto Sensor on ticket dispenser dirty. Faulty ticket dispenser. Notch on tickets cut too shallow. Faulty cable. Disconnected, loose or broken wires. Enter Diagnostic menu and test Dispenser Faulty Main Board.	Blow dust from sensor and clean with isopropyl alcohol. Replace with working dispenser to isolate the problem. (A5TD1) Flip tickets and load upside-down to have large cut notch toward opto sensor. Check connectors from ticket dispensers to Newgen board. Check for continuity. Cables AACE5941 Test Ticket Dispense:  Replace Newgen board (AANEWGEN1-PJ/RBN-PTL)
	Tickets on monitor does match tickets coming out of game.	Settings in Menu are incorrect.	Enter Menu and check certain areas: Paper ticket ratio Mercy tickets Preset Payout Pattern Fixed tickets Tickets per payout hit Tickets earned every X hits
Low Tickets message on monitor	Tickets are empty in ticket tray Faulty cable. Disconnected, loose or broken wires. Faulty low ticket switch. Faulty Newgen Board	Load tickets into tray. Ensure tickets hold down micro switch wire. Check connectors from low ticket switches to Newgen board. Check for continuity. (AACE5941) Inspect switch and replace if needed. (AASW200) Replace Newgen Board. (AANEWGEN1-PJ/RBN-PTL)	
Button does not work Game Stop Switch A5PB5900  AACB5902 USB Cable & Stop Switch Board Ensure these Red & Black wires are not mixed with the light Red & Black wires!	Button stuck, sticky or broken. Disconnected, loose or broken wires. Enter Diagnostic Menu to see if game recognizes button. Faulty button.	Clean top of button, ensure it springs back when pushed down. Look for broken tab on bottom of switch Check connections on USB cable from motherboard to Stop Switch Board to switch. Red & Black wires (Cable # AACB5902) Button should go to ON when button is pushed. Replace button or Stop Switch Board.	
Button light does not blink Game Stop Switch A5PB5900  AACE5909	LED Light bulb itself burned out. It should always blink. Disconnected, loose or broken wires. Faulty button.	Check for 12 Volts DC across lights: Red and Black wires. Check connections from switch to Newgen board. (Cable # AACE5909) Replace button. A5PB5900	

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy	
Monitor not working.	Monitor shows “No Signal Detected” 	Monitor HDMI cable unplugged. Faulty or loose RAM Large power connector unplugged on motherboard  Faulty power supply - Refer to Power Supply diagnostic section Faulty motherboard - Replace faulty board. (AAMB10E-SHDP/PTL)	
	Power down, wait 5 minutes and power up again.	Power cable unplugged from monitor. Faulty monitor.	Ensure power is plugged into back of monitor, down to power strip. Replace monitor. (AAMO5506-PTL)
	Error on screen at power up. Re-Boot game to see if problem still exists.	Display shows “Kernel panic – unable to mount root” Display shows “ASROCK Setup Utility Menu”  Display shows “Ubuntu— Check drive for errors”	Faulty or loose RAM, faulty software, faulty motherboard No SATA drive in motherboard. Check for power connector  Plug in keyboard and press the “F” key. It will check drive for errors and start game.

POWER SUPPLY DIAGNOSTICS

1.) Verify AC power to game. Check power strip in front door. The rocker switch should be illuminated.



2.) Check 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.

5.) Ensure fan is turning.

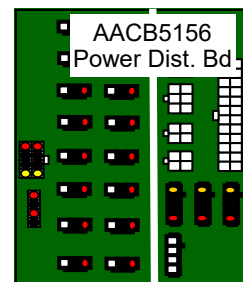
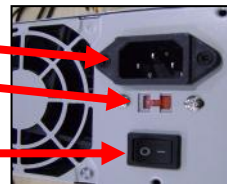
- If power supply fan is turning and there is no 12 Volt out:

Check power supply cables to the Power Distribution Board.

This board takes the power in, and directs it to the different 12 volt loads.

Replace power supply if this board is not receiving 12 volts. (AAPS1013-PTL)

- 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.

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

Minimize load on power supply and isolate short

Unplug the power supply cables going to the Power Distribution Board.

This will leave the power supply, motherboard, and monitor left plugged in together.

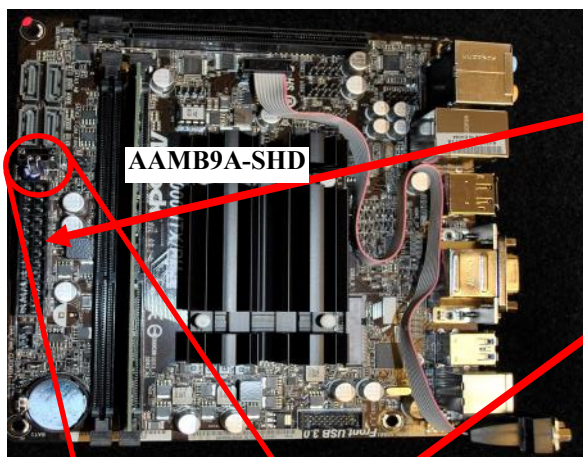
If power supply, motherboard, and monitor now turn on:

Plug in the Power Distribution Board to power supply, but unplug all of the outputs from the board.

Turn on game and verify the 12 volts is good.

Then 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.



AAMB9A-SHD

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 (AAPS1013-PTL), or replace motherboard. (AAMB9-SHD)

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 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.

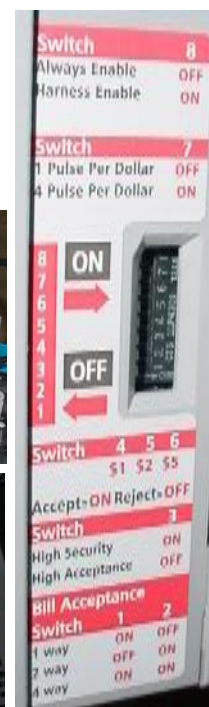
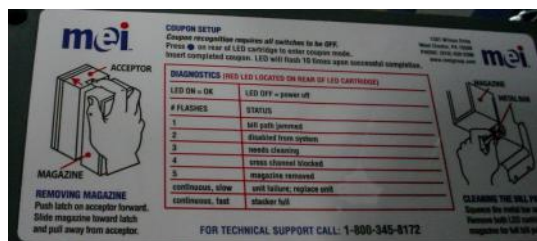
Check dipswitch settings on side of acceptor.

Make sure switch # 8 is OFF for Always Enable



ERROR CODES

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



HOW TO UPDATE SOFTWARE

Older Motherboard Software Installation:

The hard drive contains all the information about the game: Credits per play, ticket pattern, etc. Be sure to check this information after finishing installing new software.

Turn off game by flipping the power switch on the power strip.

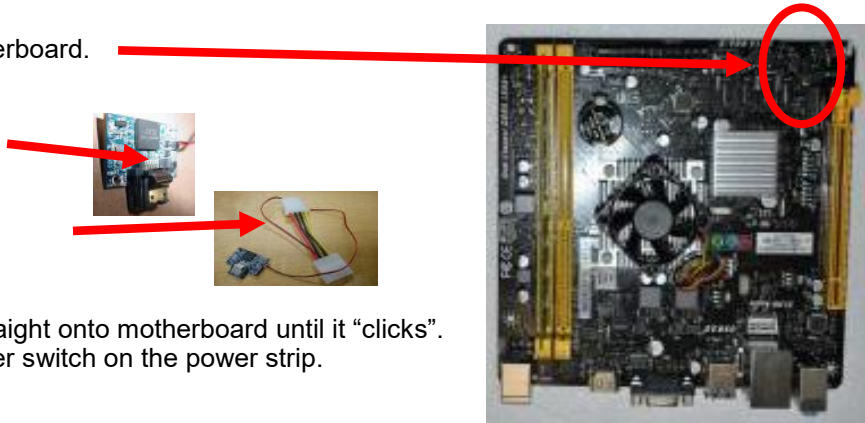
Locate hard drive on motherboard.

Press tab on far side of hard drive and gently remove from motherboard.

Unplug power supply jumper connector and remove old hard drive from unit.

Install new hard drive by gently pushing straight onto motherboard until it “clicks”. Turn the game back on by flipping the power switch on the power strip.

Note: The I/O boards will automatically be updated by the motherboard software.



HOW TO UPDATE SOFTWARE ON IMB1

The newer Willy Crash motherboard software is programmed onto a M.2 drive

To replace the game software, this M.2 drive will need to be replaced on the motherboard.

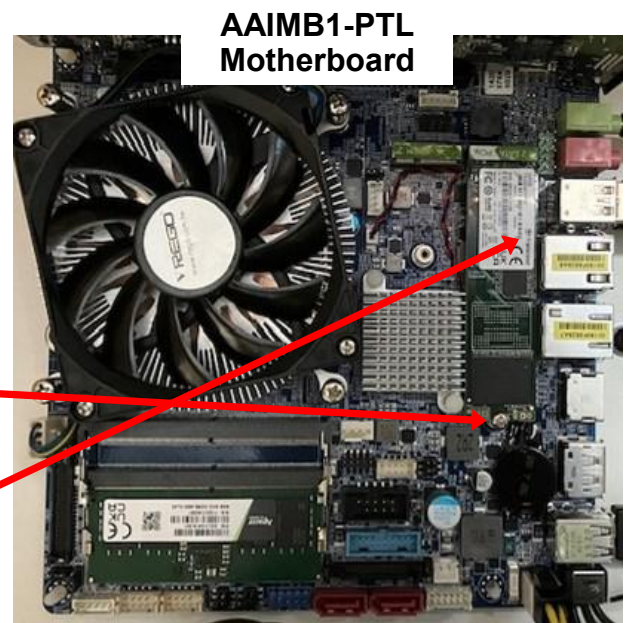
Instructions:

Power down the game by unplugging it from the wall.

Carefully remove the small Phillips head screw holding down the M.2 drive. Set aside for later installation.

The M.2 drive will now slide out of its socket and be removed from the motherboard.

Install the new M.2 drive in the socket and secure it by re-installing the small Phillips screw.



HOW TO REPLACE AAMO5506-PTL MONITOR

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.

The wood panel behind the monitor will need to be replaced with the new wood board included with this monitor.

Tools needed:
2 square bit.
Phillips screwdriver

Hardware Included:
4x Silver 20mm pan head screws
4x Silver 30mm pan head screws
4x Black 2" Wood Screws
16x Flat 1/4" Washers

Instructions:

Preparing the new monitor

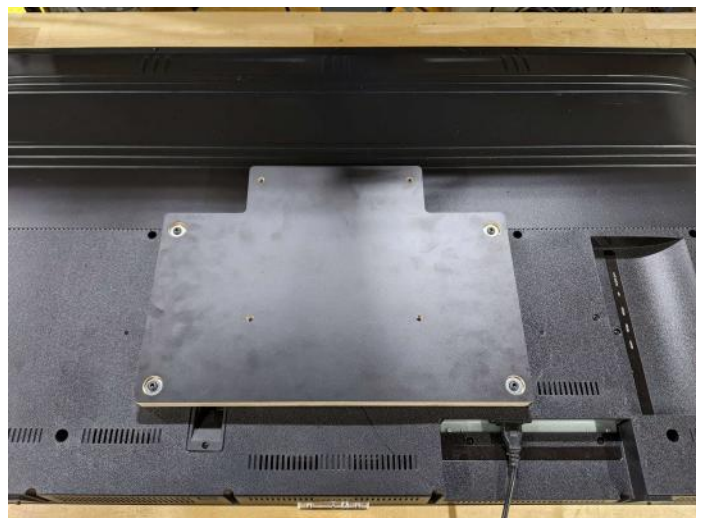
Locate the black mounting board

With the countersunk holes facing upward, line up the holes in the board with the mounting inserts on the back of the monitor

Locate the 4 Silver 20mm panhead screws

Place 1 flat washer onto each screw and insert them into the countersunk holes

Tighten the four screws as much as possible to secure the mounting board.

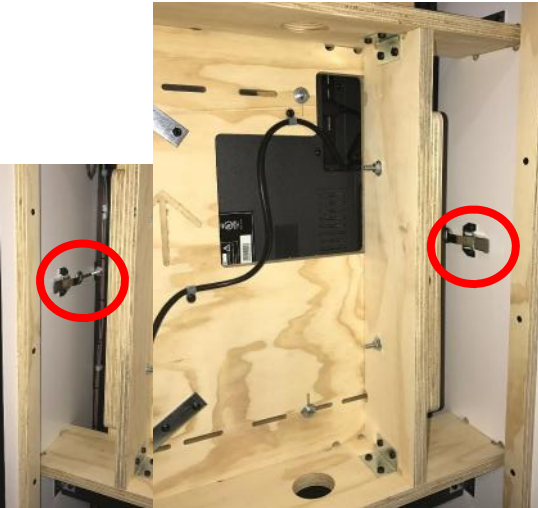


HOW TO REPLACE AAMO5506-PTL MONITOR

Removing the old monitor

Open the front of the monitor face/vacuum form by releasing the 4 latches on the game:

2 inside the back door



2 on the top of the cabinet.



Carefully lower the monitor face/vacuum form toward the front of the game as shown.



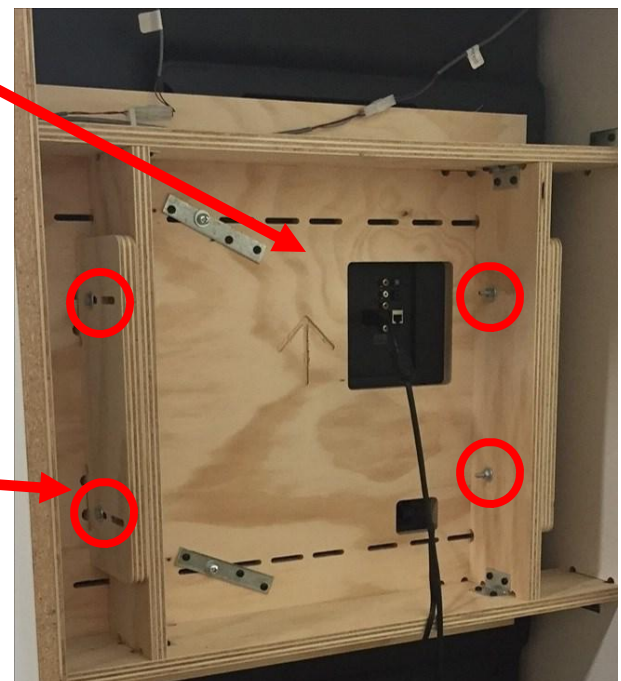
The monitor will be removed with this wood attached to it.

Disconnect all cables from the old monitor so that it can be removed from the cabinet.

- Remove HDMI cable from monitor
- Unplug power cord from power strip and ensure it is free to be pulled out of the cabinet.

Remove the 4 bolts holding the plywood sections together. Save for later.

The monitor can now be removed from the cabinet.



HOW TO REPLACE AAMO5506-PTL MONITOR

Installing the new monitor

After the monitor is removed from cabinet, remove the wood from the back of the old monitor.

Remove these 2 wood supports from the old wood. These will be used on the new wood piece sent with this monitor.

Place the 2 wood pieces onto the new piece of wood on the side with the arrow as shown.

Turn this over and secure with the screws previously removed from the old wood.

Set this wood assembly in place on the back of the monitor. Line the holes in the board up with the inserts on the black monitor mount.

Make sure the arrow (cut into the wood) faces the direction of the “ports” on the TV.

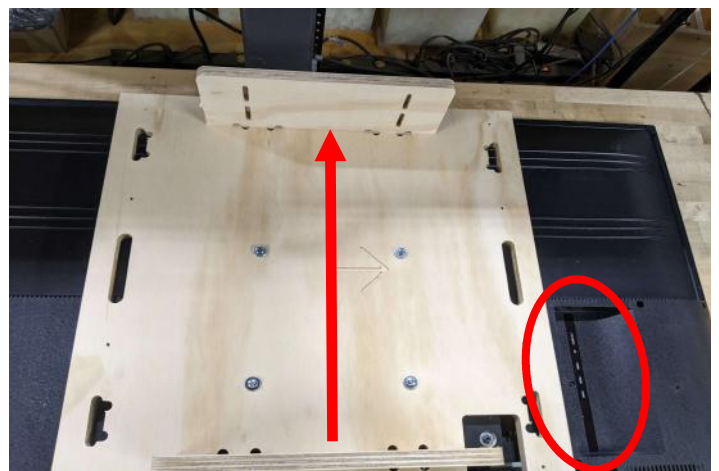
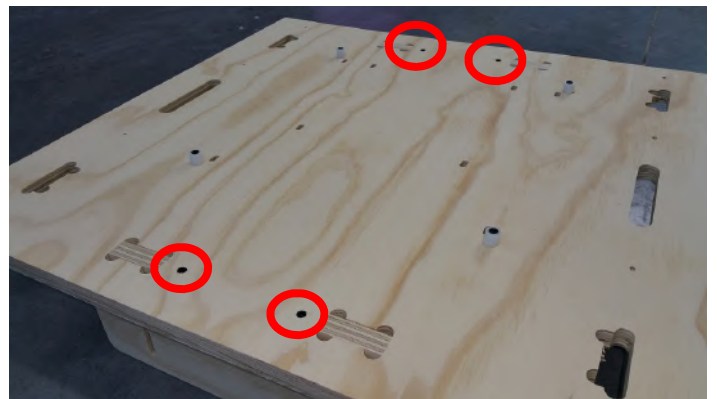
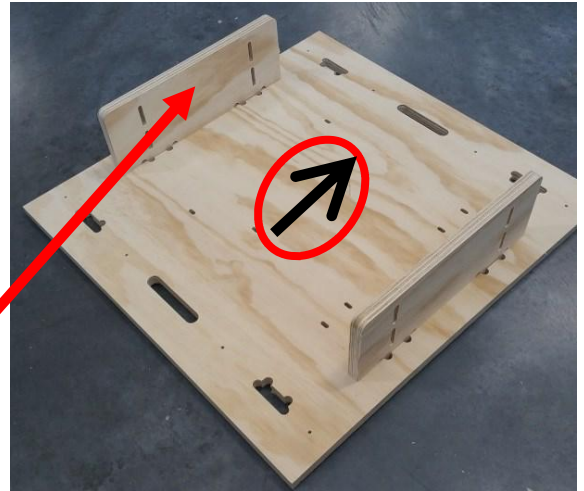
Place 2 flat washers onto each of the 4 machine screws and secure the board to the monitor mount while pressing it in the direction of the large red arrow.

Using 2 people carefully install the assembly into the game.

Ensure the HDMI ports are on top, and the etched arrow in the wood points up.

Re-install the 4 bolts previously removed.

Pull the monitor toward yourself while tightening so it is flush.



HOW TO REPLACE AAMO5506-PTL MONITOR

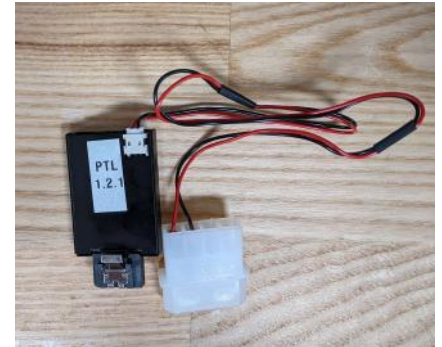
Plug the monitor's power cord into the power strip.

Plug the HDMI cable into the HDMI 1 socket.



Installing new software

The update includes a new SATA hard drive to enable the screen to show full size.



Remove the old SATA drive from the motherboard by squeezing the base and pulling straight out.

Install the new SATA drive onto motherboard making sure the small red and black wire connector is connected to the power supply.

The installation is now complete. Close up the cabinet, power on your game and ensure that it operates as it should.



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

MONITOR SETTINGS

There have been 2 different versions of TV used in Pop The Lock:

Full HDTV: Press “MENU” on the remote control to access the menu.

- Set screen options as shown:



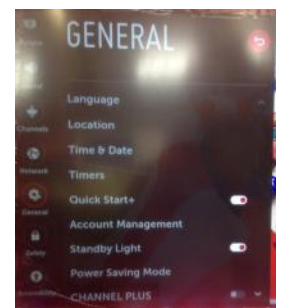
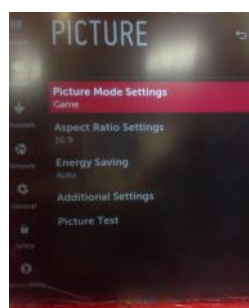
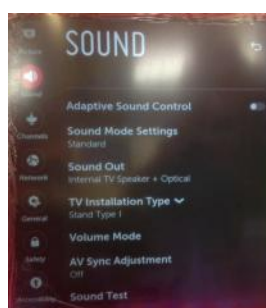
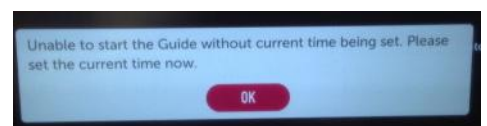
LG Model LGE-55UK6090

- Press “GUIDE” button on remote control to access menu.

- Press “OK” button on remote control to clear this screen.

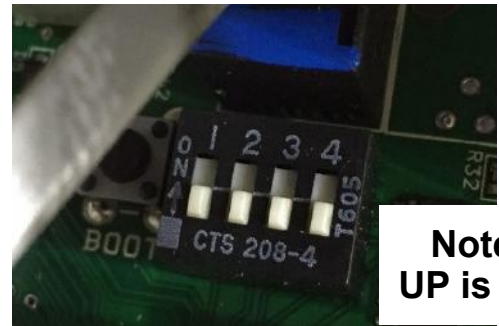


- Set screen options as shown:



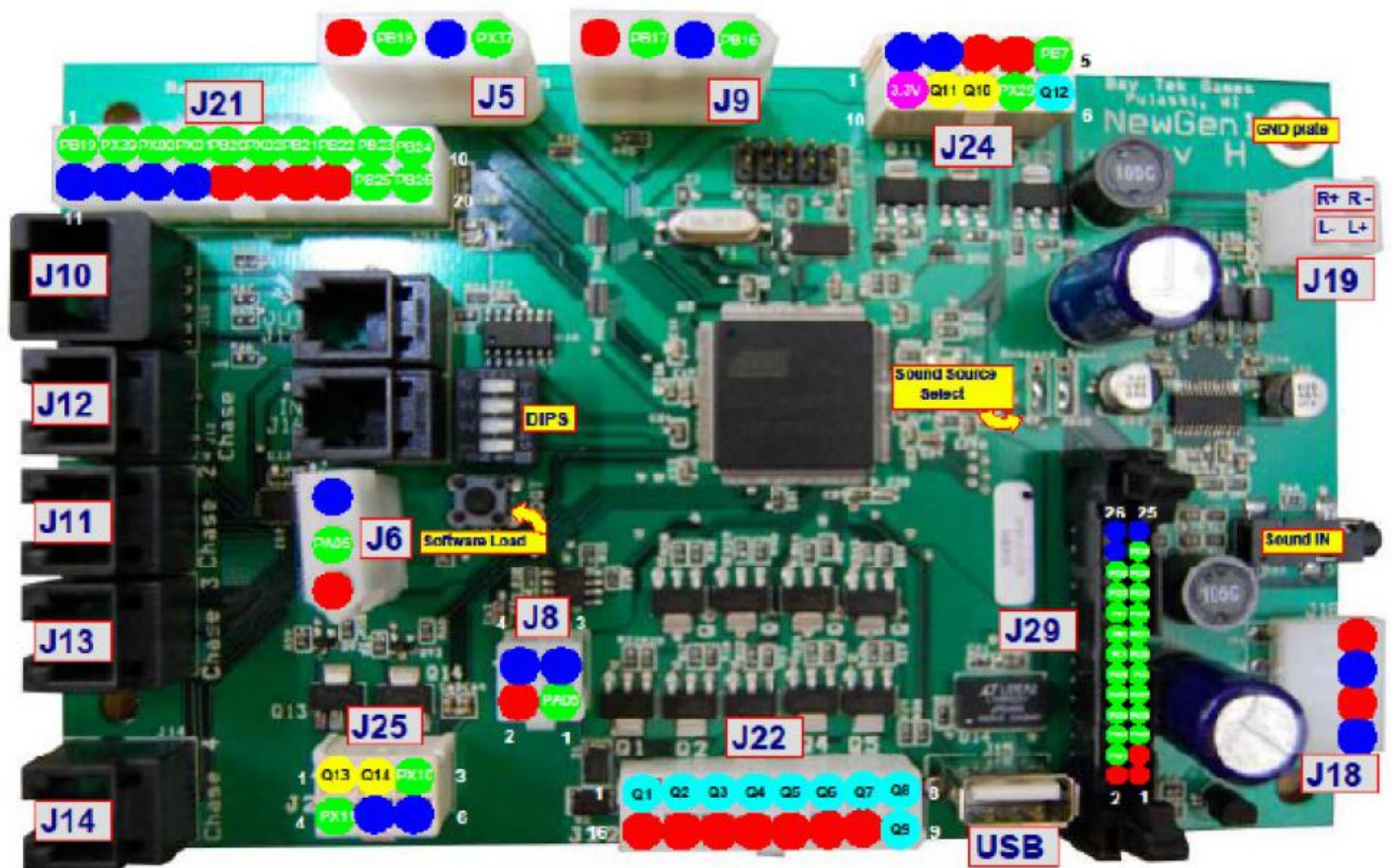
DIPSWITCH SETTINGS

SWITCH	DESCRIPTION	ON	OFF
1	NOT USED		X
2	New Jersey Programming		X
3	NOT USED		X
4	NOT USED		X

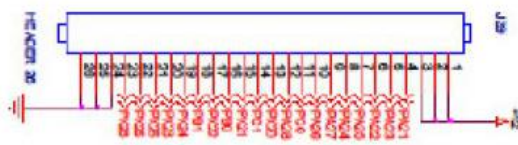


Note:
UP is ON

NEWGEN BOARD PINOUT



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



SPI Out - Display - (J10)

- Pin 1 & Pin 3 - +12V
- Pin 2 - SCLK_BUS2
- Pin 4 - SMOSI_BUS2
- Pin 5 & Pin 7 - Ground
- Pin 8 - SC32_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

NEWGEN BOARD PINOUT GUIDE

Pin Type	Purpose	Ref	Pin #	Pin Type	Purpose	Ref	Pin #
LOWSIDE #1, w diode	Game Counter Ticket Counter	J22	1	Ground	Play Button Play Button Light	J24	1
LOWSIDE #2, w diode		J22	2	Ground		J24	2
LOWSIDE #3		J22	3	+12 Volts		J24	3
LOWSIDE #4		J22	4	+12 Volts		J24	4
LOWSIDE #5		J22	5	PB7		J24	5
LOWSIDE #6		J22	6	LOWSIDE #12		J24	6
LOWSIDE #7		J22	7	PX29		J24	7
LOWSIDE #8		J22	8	HIGH SIDE #10		J24	8
LOWSIDE #9		J22	9	HIGH SIDE #11		J24	9
+12 Volts		J22	11	3.3V		J24	10
+12 Volts		J22	12				
+12 Volts		J22	13	PX37	Ticket Notch #1	J5	1
+12 Volts		J22	14	Ground	Ground for Ticket Disp	J5	2
+12 Volts		J22	15	PB18	Ticket Motor #1	J5	3
+12 Volts		J22	16	+12 Volts	Power for Ticket Disp	J5	4
HIGH SIDE #13		J25	1	PB16	Low Ticket Input	J9	1
HIGH SIDE #14		J25	2	Ground		J9	2
PX10	Service Button #1	J25	3	PB17		J9	3
PX11	Service Button #2	J25	4	+12 Volts		J9	4
Ground	Ground for Buttons	J25	5				
Ground		J25	6	PA06	DBA Input	J8	1
				+12 Volts		J8	2
+12 Volts	Coin Door Power	J8	1	Ground		J8	3
PA05	Coin Input	J8	2	Ground		J8	4
Ground	Coin Ground	J8	3				
PB19	NJ Lockout	J21	1	+12 Volts	To Light Control Board	J29	1
PX39		J21	2	+12 Volts		J29	2
PX00		J21	3	+12 Volts		J29	3
PX01		J21	4	PA21		J29	4
PB20		J21	5	PA23		J29	5
PX02		J21	6	PA22		J29	6
PB21		J21	7	PA25		J29	7
PB22		J21	8	PA24		J29	8
PB23		J21	9	PA27		J29	9
PB24		J21	10	PA26		J29	10
Ground		J21	11	PC0		J29	11
Ground		J21	12	PA28		J29	12
Ground		J21	13	PX20		J29	13
Ground		J21	14	PC1		J29	14
+12 Volts		J21	15	PX21		J29	15
+12 Volts		J21	16	PB0		J29	16
+12 Volts		J21	17	PX22		J29	17
+12 Volts		J21	18	PB1		J29	18
PB25		J21	19	PX24		J29	19
PB26		J21	20	PX23		J29	20
				PX26		J29	21
				PX25		J29	22
				PX28		J29	23
				Ground		J29	24
				Ground		J29	25
				Ground		J29	26

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

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5CA1005	Swivel Caster Wheels (4 per game)	AACE5927	Outside Side Lock LED (2 per game)
A5CB1499	Cash Box	AACE5930	Playfield Light Cable
A5CL1004	Versa Clamp Latch (4 per game)	AACE5931	Marquee Side Light Cable
W5CL1002	Versa Clamp Plate (4 per game)	AACE5932	Marquee Power Cable
A5EB5150	Eye Bolt, 1/4"-20 X 1-1/2"	AACE5933	Mini Gen to Light Board Ribbon Cable
A5LK2001	Cash Box Lock & Key A05/E00	AACE5934	Service Light Cable
A5LK5002	H95 Lock & Key (3 per game)	AACE5935	First Notch LED Light Board
A5PB5900	Red Push Button	AACE5936	Side Cabinet Light Cable (2 per game)
AASW200	Low Ticket Switch	A5CB5901	Notch LED Light Board (9 per game)
A5TR2800	Rubber Trim for Marquee (3 feet per game)	AACE5938	Line Filter Cable
W5TM4000	7/8" Black T Molding (68 feet per game)	AACE5939	Outlet Strip Cable
W5KE5000	Lock Keeper (4 per game)	AACE5941	New Version Coin Door, Ticket Dispenser Cable
W5HG1025	16" Double Bend Hinge	AACE8811A	Game Speaker With Cable
W5HG1035	23" Double Bend Hinge	AACE9736	12 Volt Motherboard Jumper for MB10E
W5HG1045	5.75" Double Bend Hinge	AACO1020	Counter Assembly
A5BK9999	Power Supply Mounting Bracket	A5DE0009-EF	Danger, Shock Hazard Decal
A5ME5900	Metal, Bottom Rail (2 per game)	A5DE0042	Menu/Volume Pot Decal
A5PL8900	Bill Validator Blanking Plate	A5DE0048	Universal Card Link Decal
AABK1013	Push Buttons/Counter Bracket with Decal	A5DE0114	Circled Ground Stud Decal
A5CO4203	Speaker Cover	A5DE5900	Button Base, Printed Plexi
A5TT4000	Ticket Tray	A5DE5901	Control Panel, Printed Plexi
AAPB2700A	Menu Button (2 per game)	A5DE5902	Front Cabinet Decal (Around Doors)
A5CBL4A-DOOR	Coin Door Cable	A5DE5903	Front Mech Door Decal
A5CEAU010	Audio Stereo Cable	A5DE5904	Cash Box Door Decal
A5CORD5	AC Computer Cord	A5DE5905	Side Lock , Printed Plexi (2 per game)
A5CORD35A	10' HDMI Cable	A5DE5907-L	Right Side Cabinet Decal (Around the Lock)
A5EX1007	Extension Cable for Power Supply power	A5DE5907-R	Left Side Cabinet Decal (Around the Lock)
AACE0023-P	Communication Cable for MB10E	A5DE5908	Marquee Background, Printed Plexi
AACE1710	Ground Cable, 4 Inches	A5DE5909	Marquee Acrylic, Printed Plexi
AACE5900	Control Panel Light Cable	A5DE5911	Lock Face, Printed Plexi (5 Per Game)
AACE5901	Lock Surround LED's Cable	A5DE5912	Light Diffuser Plexi, Early Games (10 Per Game)
AACE5902	Bottom Light Holder Cable	A5DE5913	Console Cover, Printed Plexi
AACE5903	Lock Latch LED Cable	A5DE5915	Acrylic Backer, Printed Plexi
AACE5904	Left Side Lights Cable	A5VF5901	Vacuum Form Playfield
AACE5905	Right Side Lights Cable	A5VF5902	Vacuum Form Hasp (Horseshoe Shape)
AACE5908	Speaker Cable	A5VF5903	Vacuum Form Button Housing
AACE5909	Button Switch Light Cable	WAPTL0021-1	Temp Button Base
AACE5910	Menu & Counter Cable	WAPTL0021-2	Mount Temp Button Base (2 per game)
AACE5911	Ticket Tray Cable, Older Games	A5FI9010	Inline Filter
AACE5912	Power Supply Cable	A5TD1	Ticket Dispenser
AACE5913	Communication Cable for MB9 Motherboard	AACB2204A	Communication Interface Board
AACE5914	Communication to Newgen	A5CB5156B	Power Distribution Board
AACE5915	Power to Light Board Cable	AAMO5506-PTL	55" TV W/ Wood , No discount
AACE5916	Ground Cable (4 per game)	A5PS1013	Power Supply EVGA500 Watt
AACE5918	Light Board Jumper	AACB5900	Cabinet Light Control Board
AACE5920	Early Pop The Lock Door Cable	AACB5902-P	Stop Button Cable with Board Assy
AACE5921	DBA Cable	AACB9503-PTL	Chase Light Board
AACE5923	Inside Side Lock Hasp LED Cable (2/game)	AAMB10E-SHDP/PTL	Motherboard Assy. w/Hard Drive and cables
AACE5924	Control Panel LED Cable	AAHD1900-PTL	Pop The Lock SATA
AACE5925	Button Cable LED Cable	AANEWGEN1-PJ/	New Gen1 Board
AACE5926	Marquee LED Lights Cable	RBN-PTL	

PARTS PICTURES



A5CA1005



A5CB1499



A5CL1004



W5CL1002



A5EB5150



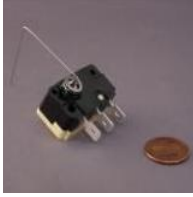
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A5LK5002



A5PB5900



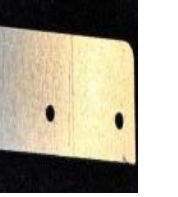
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A5HK5900



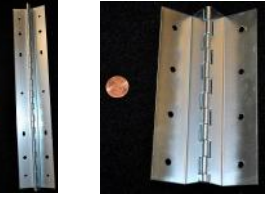
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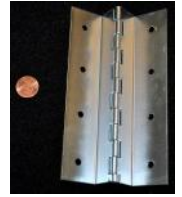
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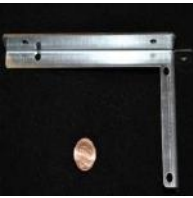
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W5HG1035



W5HG1045



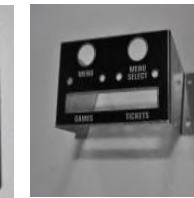
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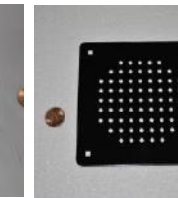
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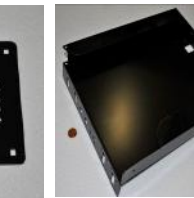
A5PL8900



AABK1013



A5CO4203



A5TT4000



AAPB2700A



A5CORD5



A5CORD34A



A5CBL4A-DOOR



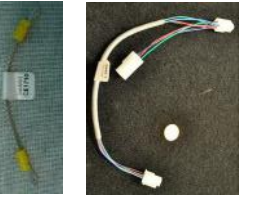
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A5EX1007



AACE0023-P



AACE1710



AACE5900



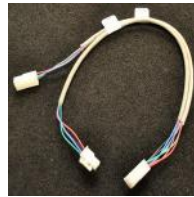
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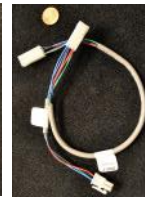
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AACE5903



AACE5904



AACE5905



AACE5908



AACE5910



AACE5911



AACE5912



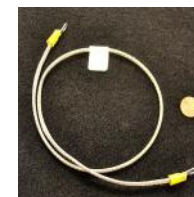
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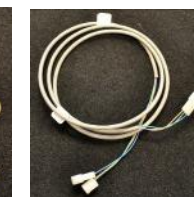
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AACE5915



AACE5916



AACE5918



AACE5920



AACE5921



AACE5923



AACE5924



AACE5925



AACE5926



AACE5927



AACE5930



AACE5931

PARTS PICTURES



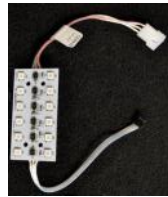
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AACE5933



AACE5934



AACE5935



AACE5936



A5CB5901



AACE5938



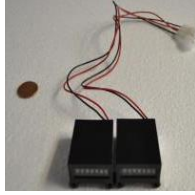
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AACE8811A



AACE9736



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A5DE042



A5DE0048



A5DE0114



A5DE5900



A5DE5901



A5DE5902



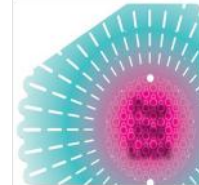
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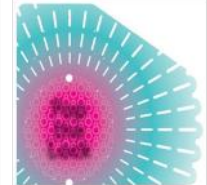
A5DE5904



A5DE5905



A5DE5907-L



A5DE5907-R



A5DE5908



A5DE5909



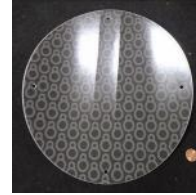
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A5DE5912



A5DE5913



A5DE5915



A5VF5901



A5VF5902



A5VF5903



WAPTL0021-1



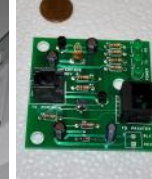
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A5FI9010



A5TD1



AACB2204A



A5CB5156B



AAMO5506-PTL



A5PS1013



AACB5900



AACB5902-P



AACB9503-PTL

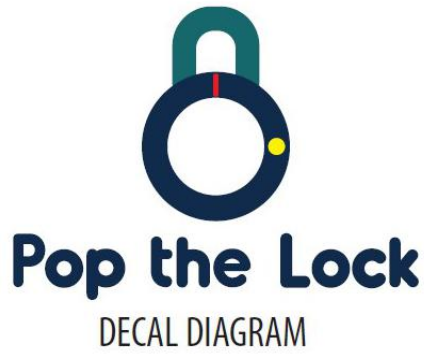


AAMB10E-SHDP/PTL



AAHD1900-PTL

DECAL DIAGRAM



MARQUEE

A5DE5909_MARQUEE ACRYLIC

A5DE5908_MARQUEE BACKGROUND

A5DE5911_LOCK FACE DECAL (5/GAME)
A5DE5912_LIGHT DIFFUSER (10/GAME)
LOCATED UNDERNEATH A5DE5911

A5DE5900_BUTTON BASE DECAL
A5DE5901_CONTROL PANEL

A5DE5907-L_CABINET SIDE LEFT
A5DE5907-R_CABINET SIDE RIGHT
NOT VISIBLE IN PICTURE

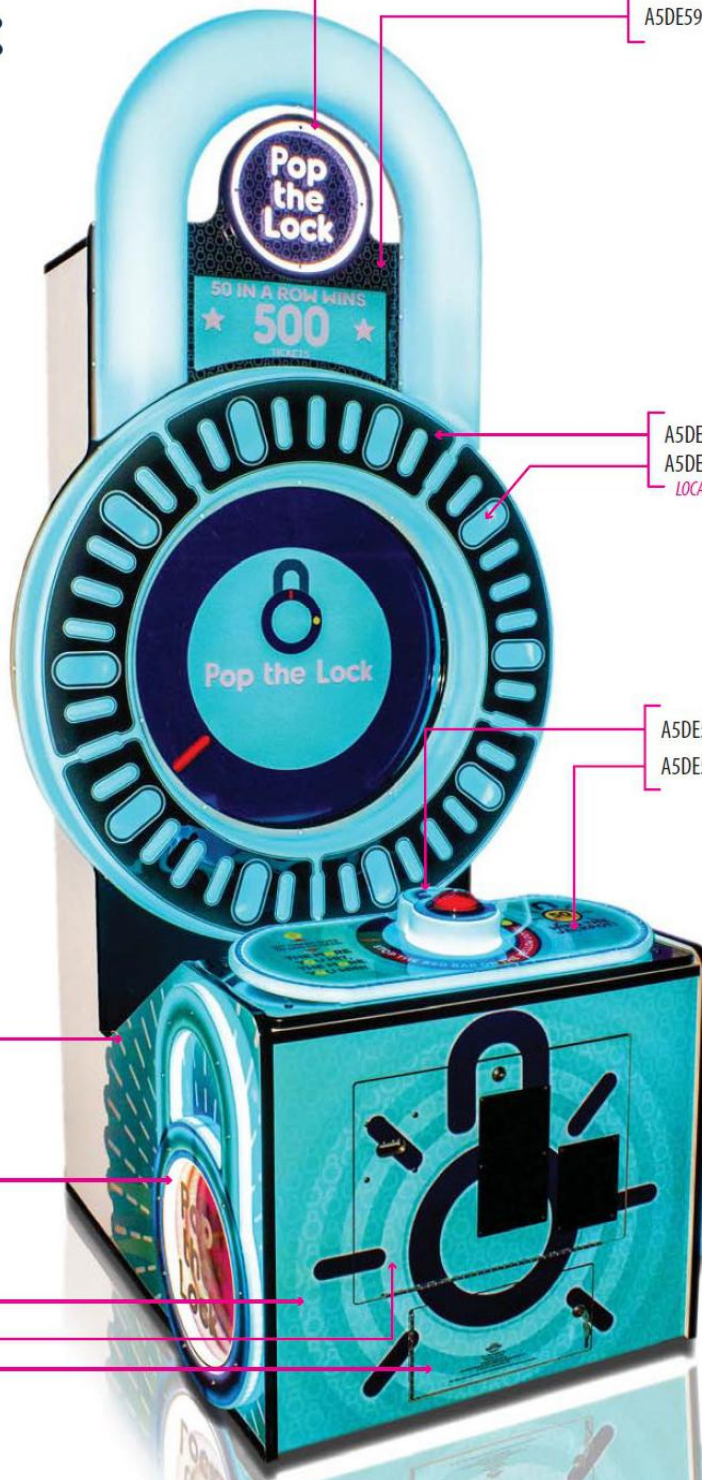
A5DE5905_SIDE LOCK GRAPHIC (2/GAME)

FRONT CABINET

A5DE5902_CABINET FRONT

A5DE5903_MECH DOOR

A5DE5904_COIN DOOR



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: baytek.service@thevillage.bz