

SERVICE MANUAL

BAY★TEK.
entertainment



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FACTORY CONTACT INFORMATION



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WELCOME TO ICEE PRIZE PLUNGE

Congratulations on your purchase!

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

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

Your Friends at Bay Tek Entertainment

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

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

SAFETY PRECAUTIONS

	NOTICE	
Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.		
This appliance is suitable for INDOOR, DRY locations only. This product is NOT to be cleaned by water jets.		
	DANGER	
DO NOT perform repairs or maintenance on this game with the power ON. Unplug the unit from the wall outlet or turn off the power switch located inside the cabinet.		
	WARNING	
Use of flammable substances can cause severe burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline kerosene or thinners.		
	CAUTION	
Lifting heavy objects can cause back, neck or other injuries. Be sure adequate lifting and moving devices are available when unloading, unpacking and moving this game.		
	ATTENTION	
Be sure the electrical power matches the game requirements. See the serial number located on the back of the game cabinet. Always plug into a grounded circuit. If the supply cord is damaged, it must be replaced by an approved cord or assembly provided by the manufacturer. A shielded power cable must be used for the game to retain EU/EMC compliance.		
	IN CASE OF EMERGENCY	
UNPLUG THE POWER CORD. The power cord must be accessible at all times in case of an emergency.		
	WARNING	
This unit is capable of producing sound levels hazardous to human hearing. Consult local sound regulations and adjust volume accordingly.		

GAME SPECIFICATIONS

WEIGHT

NET WEIGHT	395 lbs.	179 kg
SHIP WEIGHT	445 lbs.	201 kg

GAME DIMENSIONS

WIDTH	31.5 inches	80 cm
DEPTH	33.5 inches	85 cm
HEIGHT	94 inches	239 cm

OPERATING TEMPERATURE

FAHRENHEIT	45 - 80 F
CELSIUS	7.2 - 26.7 C

SHIPPING DIMENSIONS

PALLET	40"L x 40"W x 81"H 445 lbs. class 250
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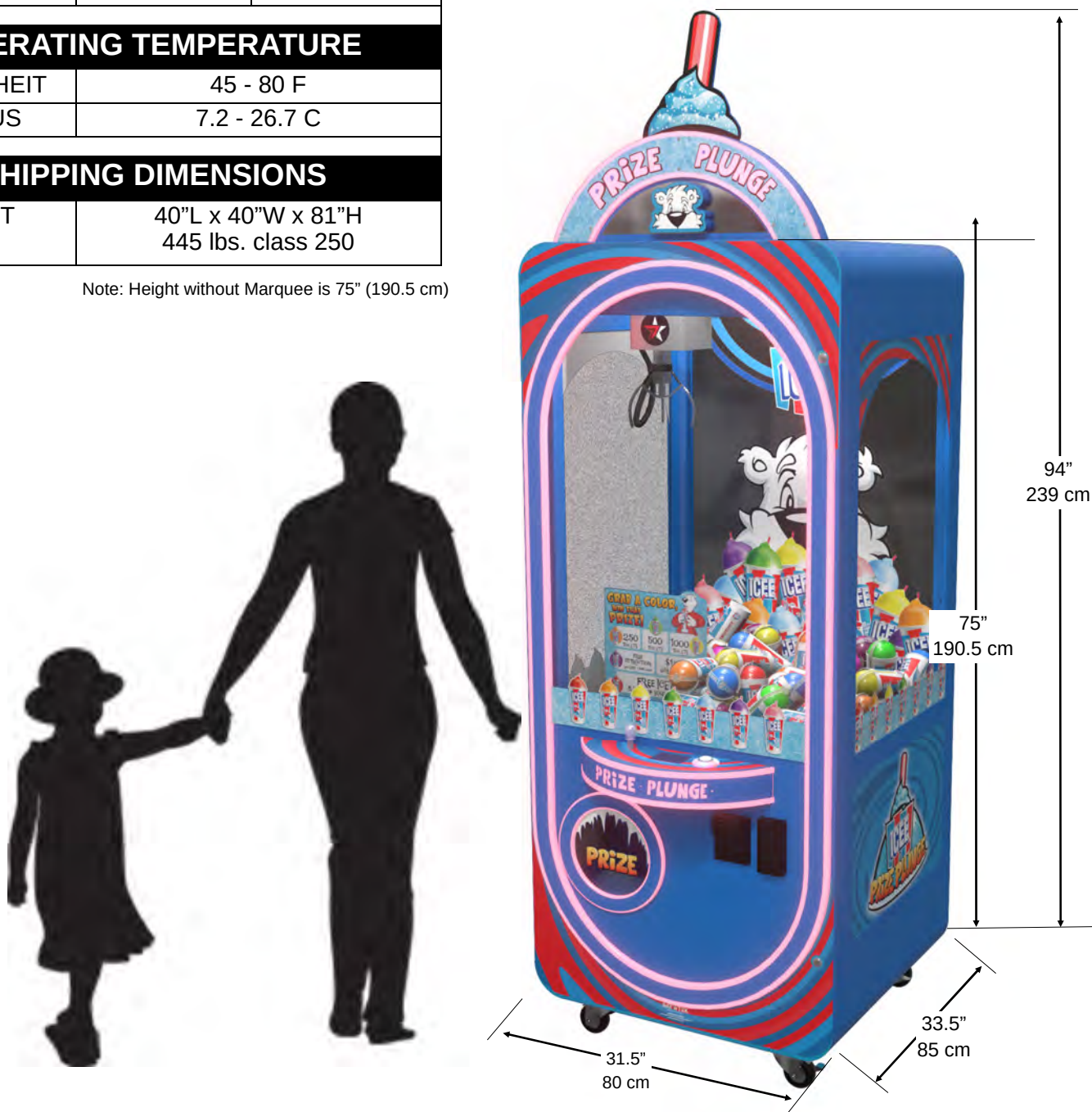
Note: Height without Marquee is 75" (190.5 cm)

POWER REQUIREMENTS

INPUT VOLTAGE RANGE	100 to 230 VAC
INPUT FREQUENCY RANGE	50/60 Hz

MAX OPERATING CURRENT

3.8 Amps @ 115 VAC / 2.2 Amps @ 220 VAC



ICEE PRIZE PLUNGE GAME SETUP

Welcome to the set up guide for the ICEE Crane.

The game will arrive on 1 pallet. Please inspect the pallet for shipping damage and report immediately to the freight company if any damage is found.

Tools Needed:

#2 Phillips Screwdriver 9/32" Nut driver/socket Wire Snips

Optional Tools:

#2 Phillips Bit Drill

The game will arrive with multiple cabinet components, and hardware for assembly. Assembly time is about 30 minutes.



Instructions:

Within the prize chute you will find a bag of keys to unlock the various parts of the cabinet.

Locate the two RED keys from the bag.



Using the two RED keys, open the front door of the cabinet.

Remove and open the wrapped items within the cabinet.



ICEE PRIZE PLUNGE GAME SETUP

The wrapped parts stored within the cabinet:

Control Panel

Marquee

Marquee Decal

Prize chute guide bracket



Within the cabinet door, use a **#2 Phillips screwdriver** to remove the wire guard. Set the screws and guard aside for later installation.. Do NOT discard the screws.



Use a wire snipper to cut the zip tie on the wire harness.

The harness should now pull away from the square cut out in the front door.



Using a **#2 Phillips screwdriver**, remove the six screws from the back of the control panel.

Tip: Set the screws in the bottom of the prize chute for ease of access when installing the panel.



Feed the control wire harness through the square cut out in the front door as shown

You may need someone to hold the front of the control panel while you secure it from the back.

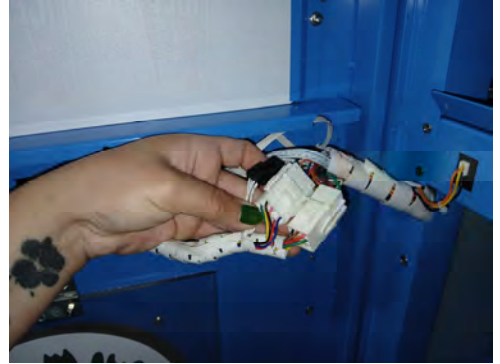


Using the six screws that were removed from the control panel earlier, secure the control panel to the door.



ICEE PRIZE PLUNGE GAME SETUP

Plug the connectors from the control panel harness into the corresponding connectors from the game harness.

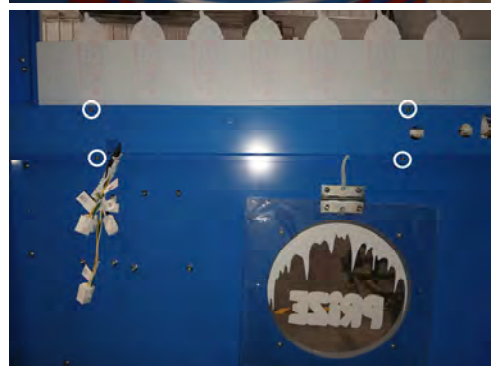


Peel the protective layer off of the control panel.



Locate the wire cover and the four screws removed earlier.

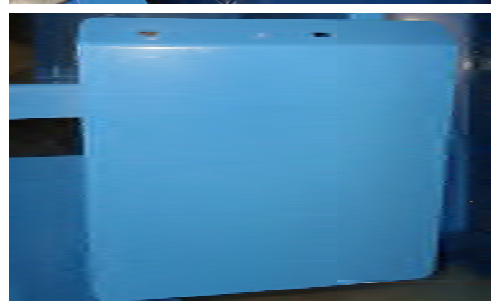
Using a **#2 Phillips Screwdriver**, re-install the wire cover.



Within the cabinet, on the left hand side you will see these two screws. Using a **#2 Phillips Screwdriver**, remove them from the cabinet and set them aside for a moment.



Locate the prize chute bracket.



ICEE PRIZE PLUNGE GAME SETUP

Using a **#2 Phillips Screwdriver**, secure the prize chute bracket with the previously removed screws.



Using a pair of **wire snips**, cut and remove all of the zip ties holding the claw box and gantry in place.



With the claw released from the zip ties, it should move freely. Push the claw box all the way to the back of the game.



Locate the marquee and the marquee topper.



ICEE PRIZE PLUNGE GAME SETUP

From the back of the marquee, remove the two screws with a **#2 Phillips Screwdriver**.

Remove the two nuts with a **9/32" Nut Driver / Socket**.

Do NOT discard the screws or nuts.

Secure the marquee topper with the straw angled to the left when viewed from the back.

Secure the topper to the marquee using the screws and nuts removed in the previous step.

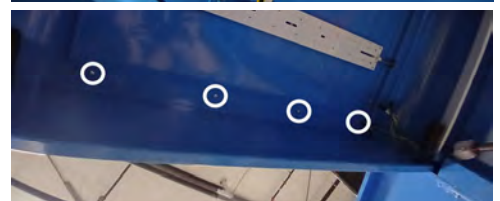
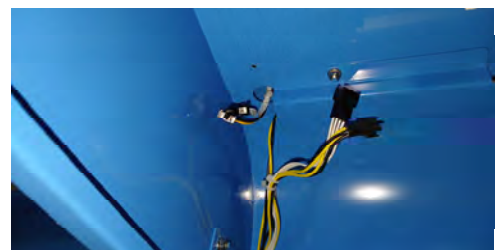
On the bottom of the marquee remove the four screws using a **#2 Phillips Screwdriver**. These screws will be used to secure the marquee, so set them aside.

Set the marquee on top of the game. Be aware that there are cables on the left side of the marquee.

Feed the cables on the left hand side of the marquee through the top of the game, but do not plug them in yet.

Shift the marquee so that the holes line up. Start by partially installing each of the four screws to allow for any adjustments that need to be made in positioning.

Once lined up, secure the marquee to the top of the game using a **#2 Phillips Screwdriver**.



ICEE PRIZE PLUNGE GAME SETUP

With the marquee secured, plug the connectors from the marquee wires into the connectors from the game harness in the cabinet.



Using the single key left over from the bag of keys, open the cash box located in the lower right hand corner of the cabinet.



Remove the power cable from the cash box and take it out of the bag.



Note: Game is shipped from factory at 115 VAC. Refer to page 32 to adjust voltage to 230 VAC.

The power outlet is position on the back of the game. Make sure switch to the right of the outlet is turned on.



Turn on the power switch in front of the game.

Set up is now complete!



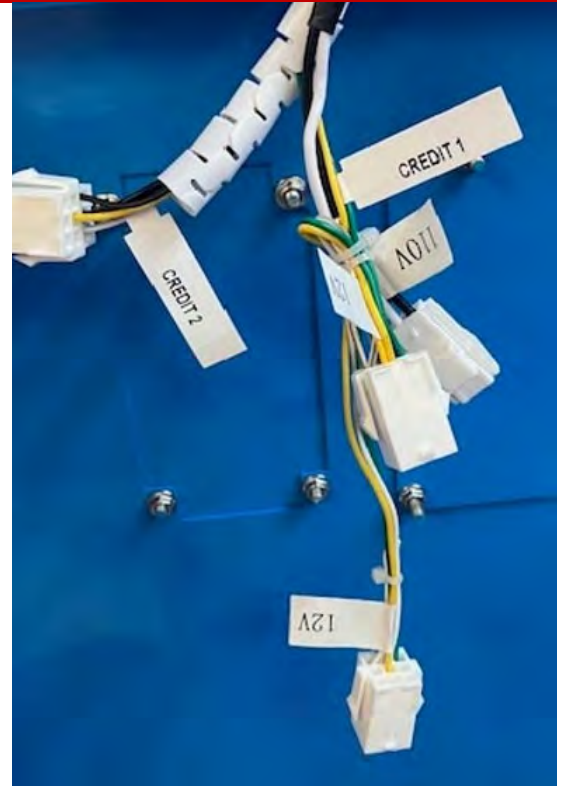
CARD SWIPE SYSTEM INSTALLATION

The ICEE Prize Plunge game is pre-wired with 2 different credit lines.

These 2 lines each has a different meter to keep track of pulses.

The 12 VDC, Credit, and ground wires are labeled.

There is also an AC Voltage line for Bill Acceptors.



Notes:

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

HOW TO PLAY

More than just a crane game, ICEE Prize Plunge turns every win into a reason to visit your food and beverage counter!

Players compete for redeemable ICEE cups, attraction passes, and other prizes creating excitement while driving incremental concession and in-location spending!

Game play is entirely skill based! Claw strength is same every game, every time, throughout the travel of claw, throughout the game play!

Simple joystick to control the claw, and drop button to drop the claw. Claw drops, closes, returns to prize chute and claw opens.

If a prize is won, it will drop past a sensor to register the prize win, and player collects prize through prize door.

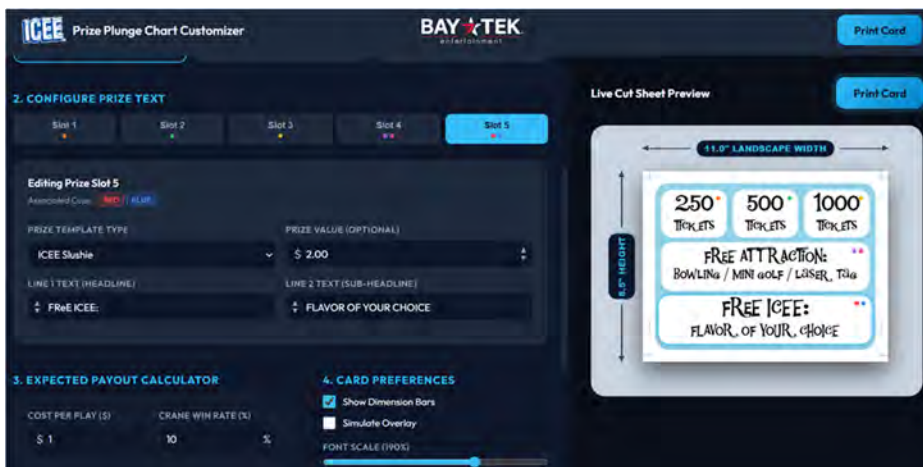
Prize will then be brought to redemption counter/concession stand for prize.

ICEE Prize Cup Fill Kits are proven critical to maximizing performance.

Operators can strategically drive incremental revenue with their reward offerings.

Scan here to access the ICEE Prize Plunge Chart Customizer. <https://iceeprizechart.baytekent.com>

You can customize colors to prizes that align with your location offerings. The tool also allows you to edit and print updated signage at anytime.



Print prize chart on standard 8.5 x 11 paper. Cut at guide lines and affix to back of prize placard with tape.

Each kit has 7 different color cups. You can assign prizes to all cups individually, or assign 1 prize to multiple cups.



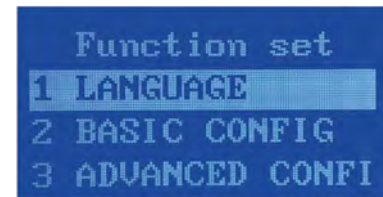
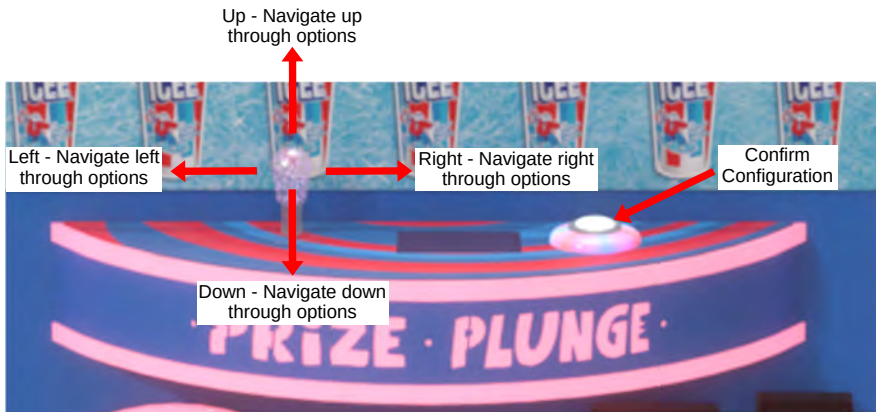
MAIN MENU FUNCTIONS

The Menu Button is located inside the front door.

Press the red button to enter the menu.

Navigate through the menu using the joystick and drop button on front console.

Default settings are highlighted in yellow below.



MAIN MENU	
Language	Press the drop button on front console to enter the Language Menu
Basic Config	Press the drop button on front console to enter the Basic Configuration Menu
Advanced Config	Press the drop button on front console to enter the Advanced Configuration Menu
Speeds	Press the drop button on front console to enter the Speeds Menu
Audio	Press the drop button on front console to enter the Audio Menu
Tests	Press the drop button on front console to enter the Tests/Diagnostic Menu
Audit	Press the drop button on front console to enter the Audit/Statistics Menu
Reset	Press the drop button on front console to enter the Reset Menu
Back	Press the drop button on front console to exit the menu.

Software version is shown on display at power on. **Software Version Btk 1.0**

LANGUAGE MENU

Navigate through the menu using the joystick and drop button on front console.

Default settings are highlighted in yellow below.

Language		
English	Spanish	Portuguese

Changes the language shown on display screen.

BASIC CONFIG MENU

Navigate through the menu using the joystick and drop button on front console.

Default settings are highlighted in yellow below.

Select "Back" to return to the main menu.

Set Coin

1	2	3	4	5	...	197	198	199	200
---	---	---	---	---	-----	-----	-----	-----	-----

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

Game Time

5	6	7	8	...	29	30	31	...	58	59	60
---	---	---	---	-----	----	----	----	-----	----	----	----

Sets the duration of the game in seconds.

Game Mode

Normal Mode

Sell Mode

Normal Mode means the machine will always use claw voltage power as set in C1, C2, C3 of the Advanced Config Menu

Sell Mode means the machine will always use the maximum claw voltage power and the machine will continue playing until a win. (Play to win)

Air Claw

Off

On

Allows the player to close the jaws of the claw as it is lowering by pressing the drop button again.

Line Auto

.5	.6	.7	.8	...	3.2	3.3	3.4	...	9.8	9.9	10
----	----	----	----	-----	-----	-----	-----	-----	-----	-----	----

Amount of time in seconds for the claw to drop before machine pulls it back up.

This time setting must be long enough to ensure the claw reaches the bottom of the prize area, but not too long that the line will spool from the gantry.

Start Position

Move to Right

0	.1	.2	.3	.4	.5	...	2.8	2.9	3
---	----	----	----	----	----	-----	-----	-----	---

Move to Back

0	.1	.2	.3	.4	.5	...	2.8	2.9	3
---	----	----	----	----	----	-----	-----	-----	---

Sets the amount of time in seconds the gantry cart moves to the right and backwards automatically at the start of the game.

ADVANCED CONFIG MENU

Navigate through the menu using the joystick and drop button on front console.

Default settings are highlighted in yellow below.

Select "Back" to return to the main menu.

C1, C2, and C3 are the settings of the claw force during game play.

Important: Baytek Entertainment recommends all 3 of these menu settings to be set to the same value.

This provides skill based play since the player experiences an equal force throughout the game.

Recommended claw force by prize type:

Prize Type	C1/C2/C3
ICEE Prize Cups	25
ICEE 6" Rubber Ducks	28
Standard 8" Plush	20-22

C1

0.0	.1	.2	.3	...	24.9	25.0	25.1	...	47.8	47.9	48.0
-----	----	----	----	-----	------	------	------	-----	------	------	------

Sets the claw voltage power in volts for the initial grab strength of the claw.

C2

0.0	.1	.2	.3	...	24.9	25.0	25.1	...	47.8	47.9	48.0
-----	----	----	----	-----	------	------	------	-----	------	------	------

Sets the claw voltage power in volts for the 2nd phase of grab strength of the claw.

C3

0.0	.1	.2	.3	...	24.9	25.0	25.1	...	47.8	47.9	48.0
-----	----	----	----	-----	------	------	------	-----	------	------	------

Sets the claw voltage power in volts for the 3rd phase of grab strength of the claw.

C1 Time

.1	.2	.3	.4	...	2.8	2.9	3
----	----	----	----	-----	-----	-----	---

Sets the amount of time in seconds for the game to switch from C1 voltage to C2 voltage

C1 to C2 Time

.1	.2	.3	.4	...	2.8	2.9	3
----	----	----	----	-----	-----	-----	---

Sets the amount of time in seconds for the game to switch from C2 voltage to C3 voltage

SPEEDS MENU

Navigate through the menu using the joystick and drop button on front console.

Default settings are highlighted in yellow below.

Select "Back" to return to the main menu.

Front/Back

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

Defines the speed of the claw going forward and backward during game play.

Left/Right

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

Defines the speed of the claw going to left and to right during game play.

Up/Down

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

Defines the speed of the claw raising and lowering during game play.

AUDIO MENU

Music

No	Yes	During Game
----	-----	-------------

Allows game music and sounds to play.

"No" means no music and sounds ever.

"Yes" means music and sounds are always on. (Attract Mode & Gameplay)

"During Game" means the music and sounds are only on during game play.

Audio Volume

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

Sets the volume level of the machine.

TESTS MENU

Navigate through the menu using the joystick and drop button on front console.

Default settings are highlighted in yellow below.

Select "Back" to return to the main menu.

Free Mode

On

Off

Enables free play on the machine when set to "On".

Sensor Test

Display will show which switches are active, with ability to test switches as shown on the screen.

Factory Test

Machine will run an continuous auto program of moving to right rear of machine, lowering, raising and bringing claw to prize chute to open claw.

AUDIT MENU

Navigate through the menu using the joystick and drop button on front console.

Default settings are highlighted in yellow below.

Select "Back" to return to the main menu.

Audit

Display shows:

Coin input count from both inputs.

Output count from won prizes.



INPUT 1
INPUT 2
OUTPUT

RESET

Reset machine

No

Yes

Select "Yes" to reset the machine to factory defaults.

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. Confirm that both on/off buttons are turned on: One located externally near the power in cable, and one located internally at the front near the menu button.	Unplugged. Circuit breaker tripped. Disconnected, loose or broken wires.	Check wall outlet. Reset power strip breaker switch or building circuit breaker. Refer to wiring diagram. Check connections and reseat cables from line filter to power supplies. Cables # A5CORD5, 10032913, 10022152, 10022146, and 10022145. If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.
All LED Color Strips are not Working	LED Power Supply Issue LED Board Issue Faulty LED	Refer to wiring diagram. Check AC power into LED Power Supply, and voltage out. Refer to wiring diagram. Check connections and reseat cables from LED Board. Swap cables on LED board to verify LED board is good. Replace if needed, Refer to wiring diagram. All light cables plug into the LED Board. Replace LED cable if needed.
Game not coining up	Menu Settings. Disconnected, loose or broken wires.	Enter menu, BASIC CONFIG menu, SET COIN menu and verify credits per play set correctly. Enter menu, TESTS menu, FREE PLAY menu and verify free play is set to OFF Check the wiring harness for any disconnected, loose or broken wires from the bill and coin acceptors to controller board. 10022156 & 10022155
Meter does not work Game meter will click as the game starts. Prize meter will click as a prize drops through the prize chute.	Disconnected, loose or broken wires. Faulty counter.	Refer to wiring diagram. Check connections and reseat cables from meters to Controller Board Cable # 10022156. Swap counter to verify faulty counter. Replace counter # 10022142
Menu Button does not work. The menu button is located inside the front door.	Pinched, broken, or disconnected wiring Controller board faulty.	Inspect crimp to ensure good connection. Check connections from menu buttons to Controller Board. Check cables 10022156 Replace Controller Board if needed.

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
No Sound Volume Control knob is located on main controller board.	Menu Settings. Disconnected, loose or broken wires. Faulty speaker.	Enter Main Menu and verify MUSIC is ON. Audio Volume not set to zero. Refer to wiring diagram. Check connections and reseat audio cable from Controller Board to speaker. 10022157, 10022138 Replace speaker. 10022138
Display not working.	Loose or bad connection on cables between Display and Controller Board. Faulty Display Board	Refer to wiring diagram. Check connection, reseat cable from Controller Board to display. 10022156, 10032911 Replace Display Board if needed. # 10022143
Claw Voltage Readout Voltmeter not working.	Loose or bad connection on cables between Voltmeter and Controller Board. Faulty Voltmeter	Voltmeter should show constant voltage throughout the game play. Refer to wiring diagram. Check connection, reseat cable from Controller Board to Voltmeter. 10022156, 10022142 Replace voltmeter. # 10022142..
Claw Drop Button not working.	Loose or bad connection on cables between Drop Button and Controller Board. Faulty Drop Button	Refer to wiring diagram. Check connection, reseat cable from Controller Board to Drop Button. 10022156, 10032911 Refer to Drop Button Troubleshooting Section.
Prize Chute Sensor not working.	Loose or bad connection on cables between Prize Sensor and Controller Board. Faulty Prize Chute	Refer to wiring diagram. Check connection, reseat cable from Controller Board to Prize Sensor. 10022156 Refer to Prize Sensor Troubleshooting Section.
Joystick not working.	Loose or bad connection on cables between Joystick and Controller Board. Faulty Joystick.	Refer to wiring diagram. Check connection, reseat cable from Controller Board to Joystick. 10022156, 10032911 Refer to Joystick Troubleshooting Section.
Claw is not Working. The claw returns to the open position after touching the prize	Loose or bad connection on cables between Claw and Controller Board. Faulty Claw Coil.	Refer to wiring diagram. Check connection, reseat cable from Controller Board to Claw. 10032914, 10022133 Refer to Claw Not Closing Section.
Claw Trolley is not operating correctly.	Ensure Joystick is functioning normally. Check for error codes on display.	Refer to Joystick Troubleshooting section. Refer to Trolley Error Codes Section.

DROP BUTTON TROUBLESHOOTING

When pressing the drop button, the machine does not respond.

- Check drop button operation in menu.
Enter the menu, and check if the drop button works correctly in this mode.

If the drop button does not work in the menu:

- remove the button and check if the micro switch is functioning correctly.
Ensure that the button is pressing the micro switch when operated.
- check the wiring harness for any disconnected, loose or broken wires.
- Replace Drop Button. #10022130

If the drop button works in the menu:

There an issue with the trolley or the claw and it does not descend.

The claw does not descend or closes before lowering:

When pressing the play button, the claw does not descend or closes before descending.

STEP 1 - Claw assembly check.

Remove the front cover of the claw assembly and examine the rope or wire that suspends the claw.

Ensure that the rope is routed correctly, as shown.

STEP 2 - Claw microswitch check.

With the front cover still removed, check if the two micro switches are functioning properly. With the claw in its initial position at the top, both switches should not be activated.

STEP 3 - Visual inspection.

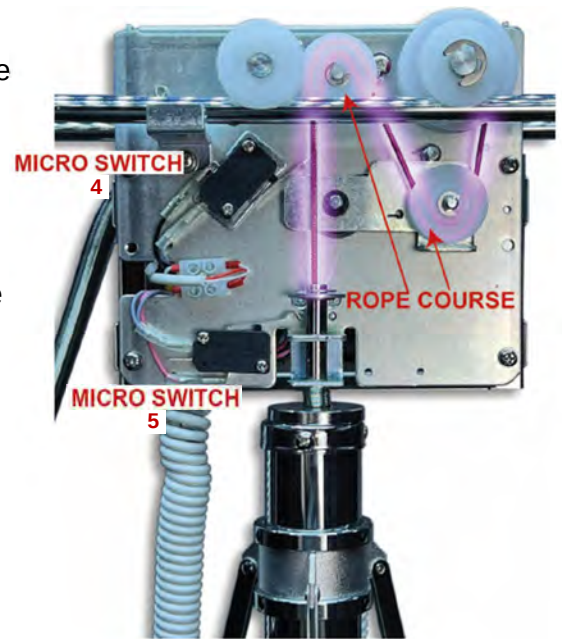
Visually inspect the area around the claw to identify any obstructions or elements that may hinder downward movement.

STEP 4 - Lubrication and cleaning.

Ensure that there is no buildup of dirt or debris that could interfere with the claw's movement. If necessary, lubricate the moving parts to ensure smooth operation.

STEP 5 - Mechanical check.

Evaluate the mechanical system responsible for the claw's downward movement. Look for excessive wear or damage to critical components. If the problem persists after these checks, it is advisable to contact technical support for further assistance.



PRIZE SENSOR TROUBLESHOOTING

Sensor Error

The prize chute sensor is not communicating with the main board.

Step 1: Start a game and block the prize chute sensor with your hand.

The red LED on the back of the sensor should light up.

If the red LED does not light up:

Check for 12 volts DC to sensor.

The sensitivity must be adjusted.

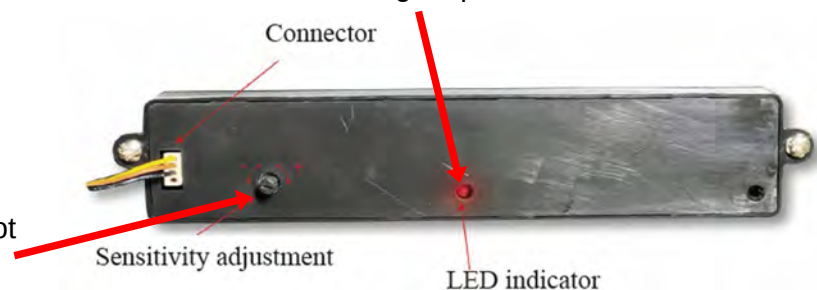
Making sure that the prize chute is clear and not blocked, turn the adjuster all the way to the left counterclockwise until the LED turns off.

Then, slowly turn it to the right clockwise until the LED lights up.

Now, carefully turn it back to the left until the LED turns off again.

At this point, the sensor will be calibrated with high sensitivity.

Start a game and re-test it.



If the red LED on the sensor does lights up:

Sensor is working, but signal is not getting back to the controller board.

Ensure the display shows "Congratulations."

If not, verify the connections from the sensor to the controller board.

Step 2: Ensure the black felt sticker opposite the sensor is clean and secured to cabinet.

Replace if need. Part # 10022155

Step 3: Hardware issue.

Inspect wiring harness for any disconnected, loose or broken wires. # 10022156.

Replace sensor if needed. Part # 10022129

JOYSTICK TROUBLESHOOTING

Joystick does not respond to movements

- Check joystick operation in menu.

Enter the menu, and check if the joystick works correctly in this mode.

If the joystick does not work in the menu:

- Check the wiring harness for any disconnected, loose or broken wires. 10022156 & 10032911

- Replace Joystick

If the joystick works in the menu:

There an issue with the trolley not moving.

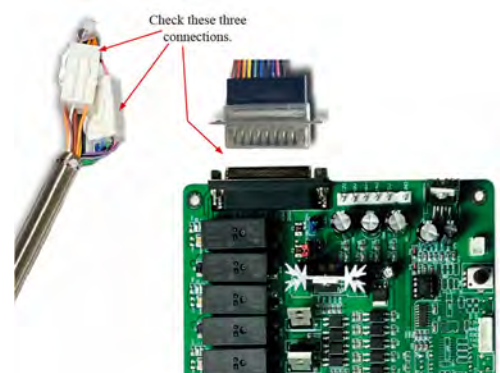
Trolley does not move during gameplay.

The trolley does not move in one direction or at all.

- Refer to wiring diagram. Check the wiring harness for any disconnected, loose or broken wires.

Make sure all the trolley connections are securely plugged in and that the cables are intact and secure.

- If the problem persists, consider replacing the following components in this order, testing after each replacement: first the trolley, then the main controller board, and finally the trolley wiring harness.



CLAW NOT CLOSING

Claw does not close when touching the prize.

(The claw returns to the open position after touching the prize.)

STEP 1 - Check micro switch 5 is functioning correctly.

Ensure that the button is pressing the micro switch when operated.

- check the wiring harness for any disconnected, loose or broken wires.

STEP 2 - Menu Settings

Enter Advanced Configuration Menu and ensure C1, C2, and C3 are set to a voltage (V) that allows it to close completely.

You can test this by setting a voltage above 30V and

pushing the joystick upward. If your claw is working correctly,

it should close completely. To open it, simply release the joystick. If your claw does not function, follow the next steps.

STEP 3 - Check the wiring harness for any disconnected, loose or broken wires.

Ensure that all connections are securely attached, including those on the main board.

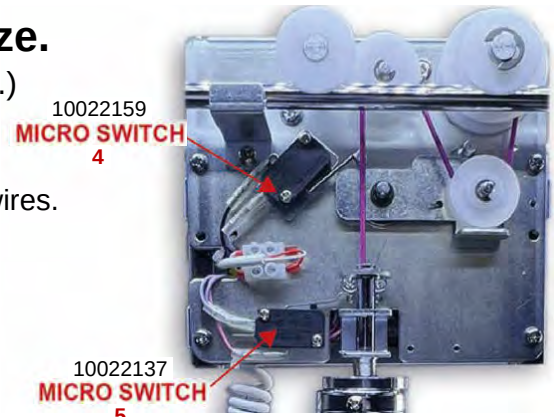
Look for any visible damage to the wiring harnesses that connect the claw assembly to the main board

STEP 4 - Check the Claw Coil:

Inspect the condition of the coil inside the claw to ensure it is functioning properly. Look for signs of wear or damage on the coil. If any issues are found, replace the coil.

STEP 5 - Check the power supply for proper voltage, check claw voltage readout meter to ensure it matches with menu settings.

Replace the claw coil if needed.



TROLLEY ERROR CODES

Trolley Switch Errors

USW ERR - Upper limit failure (microswitch 5)

LSW ERR - Left limit failure (microswitch 2)

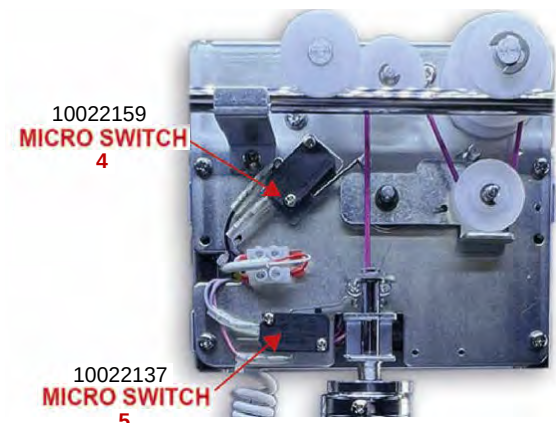
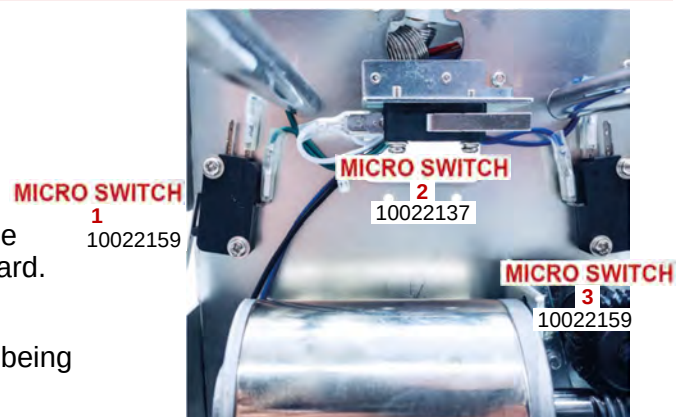
BSW ERR - Front limit failure (microswitch 1)

FSW ERR - Rear limit failure (microswitch 3)

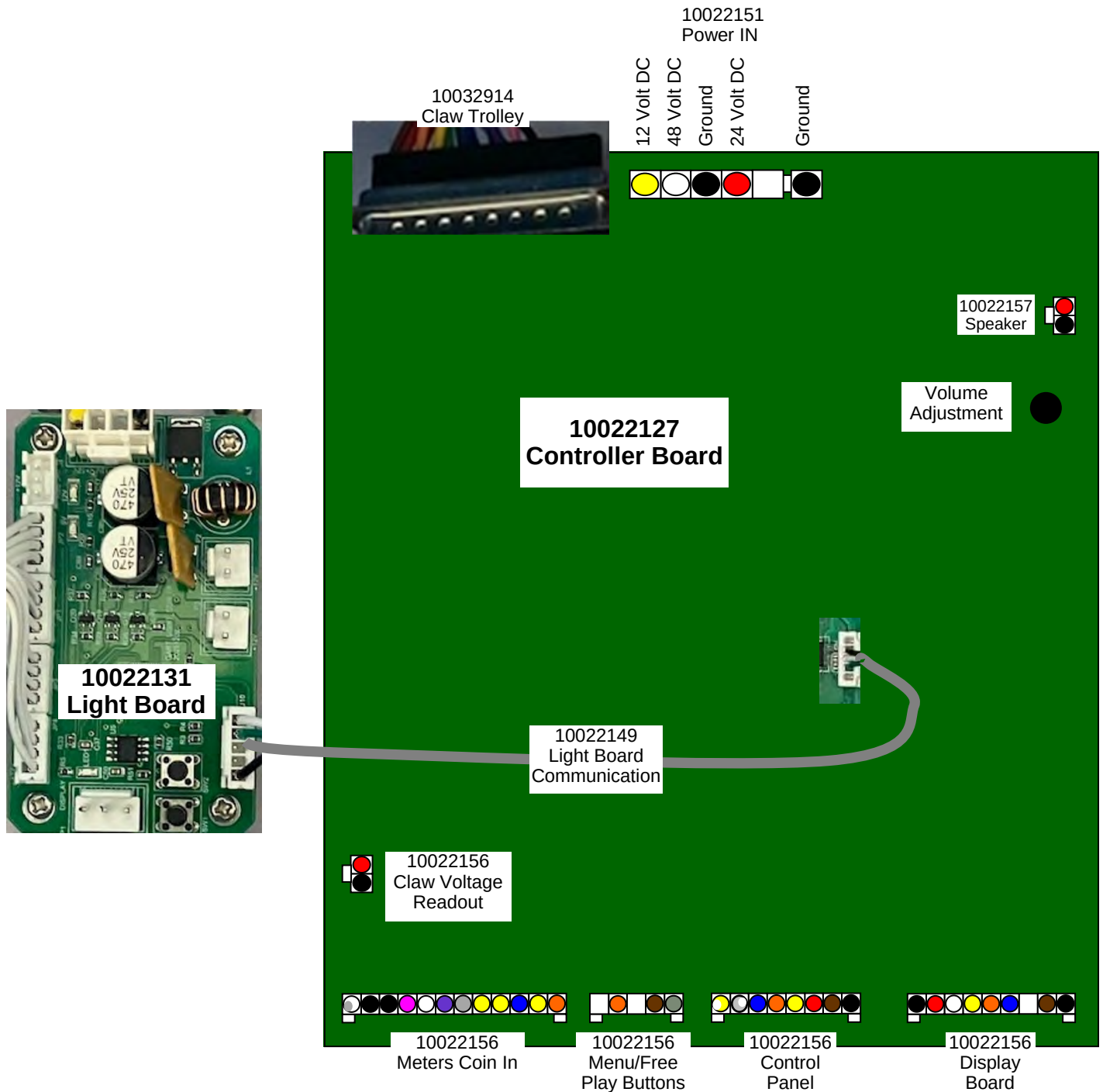
These errors mean that the microswitch on the trolley or the claw assembly is not communicating with the controller board.

Solution:

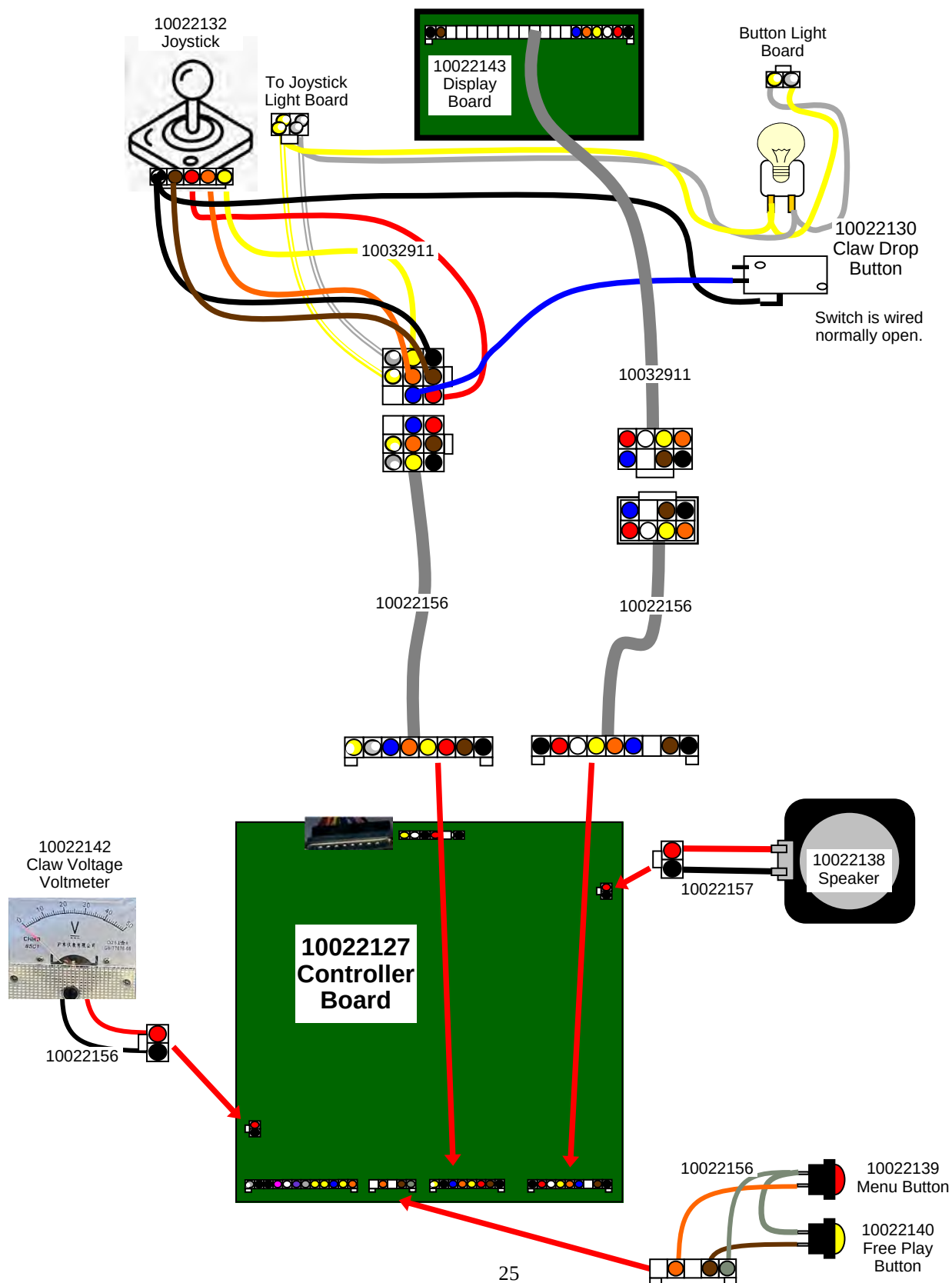
- Check if the microswitch is functioning correctly or if it is being activated at the appropriate moment.
Use multimeter to verify microswitch is functioning.
Replace switch if needed.
- If the microswitch is functioning, check the wiring harness for disconnected, loose or broken wires.
- Replace the controller board if needed.



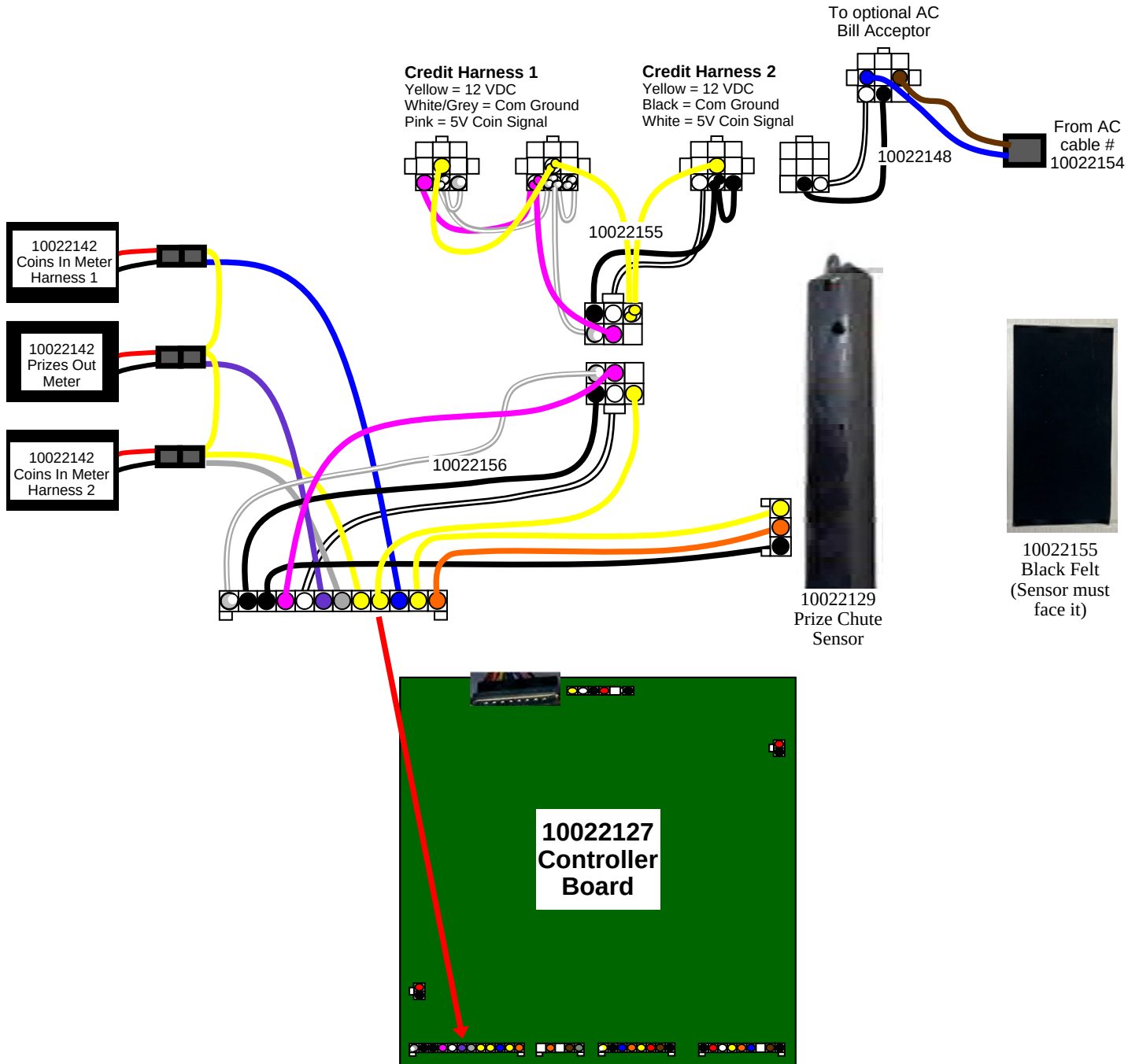
MAIN CIRCUIT BOARD



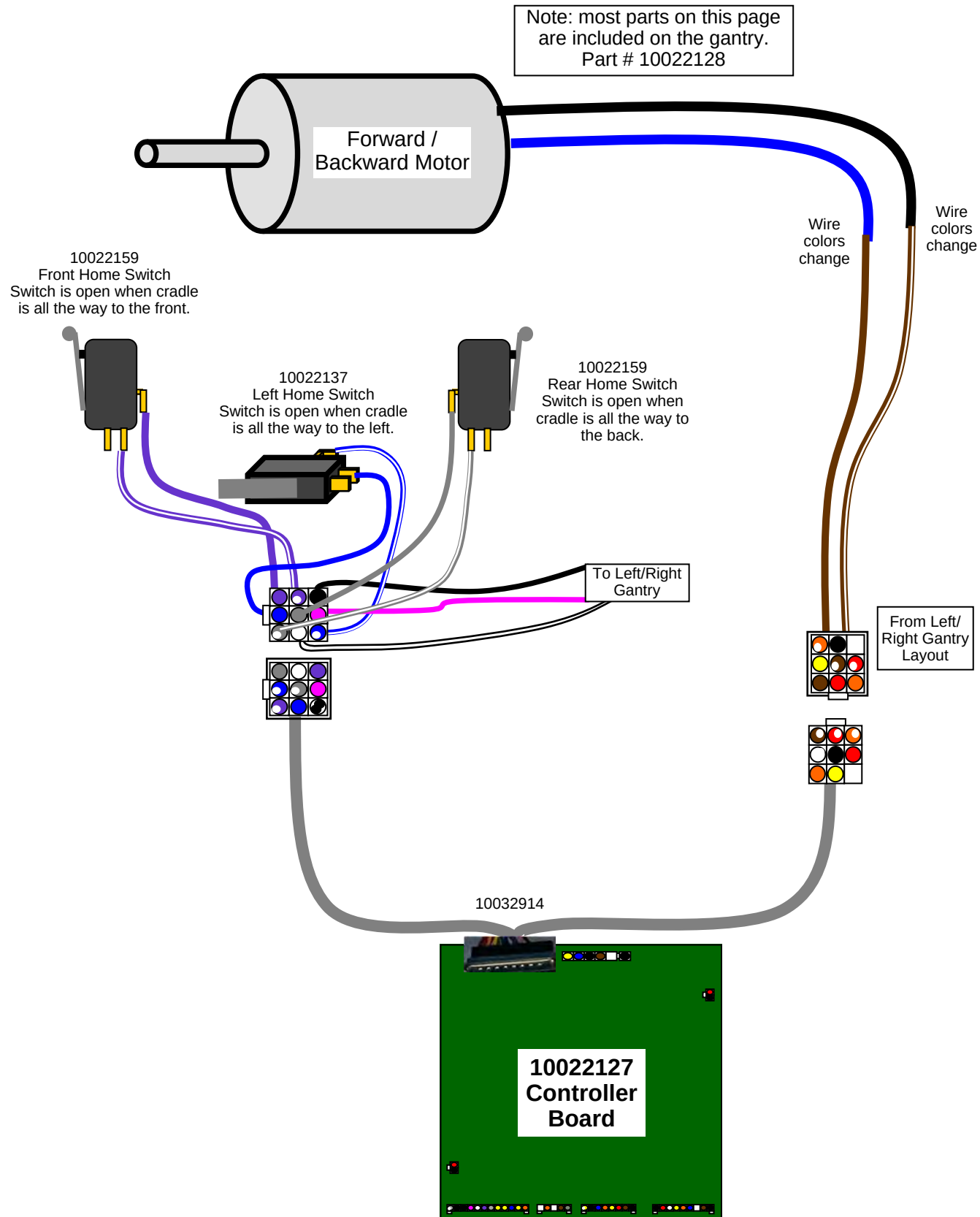
CONTROL PANEL/DOOR WIRING DIAGRAM



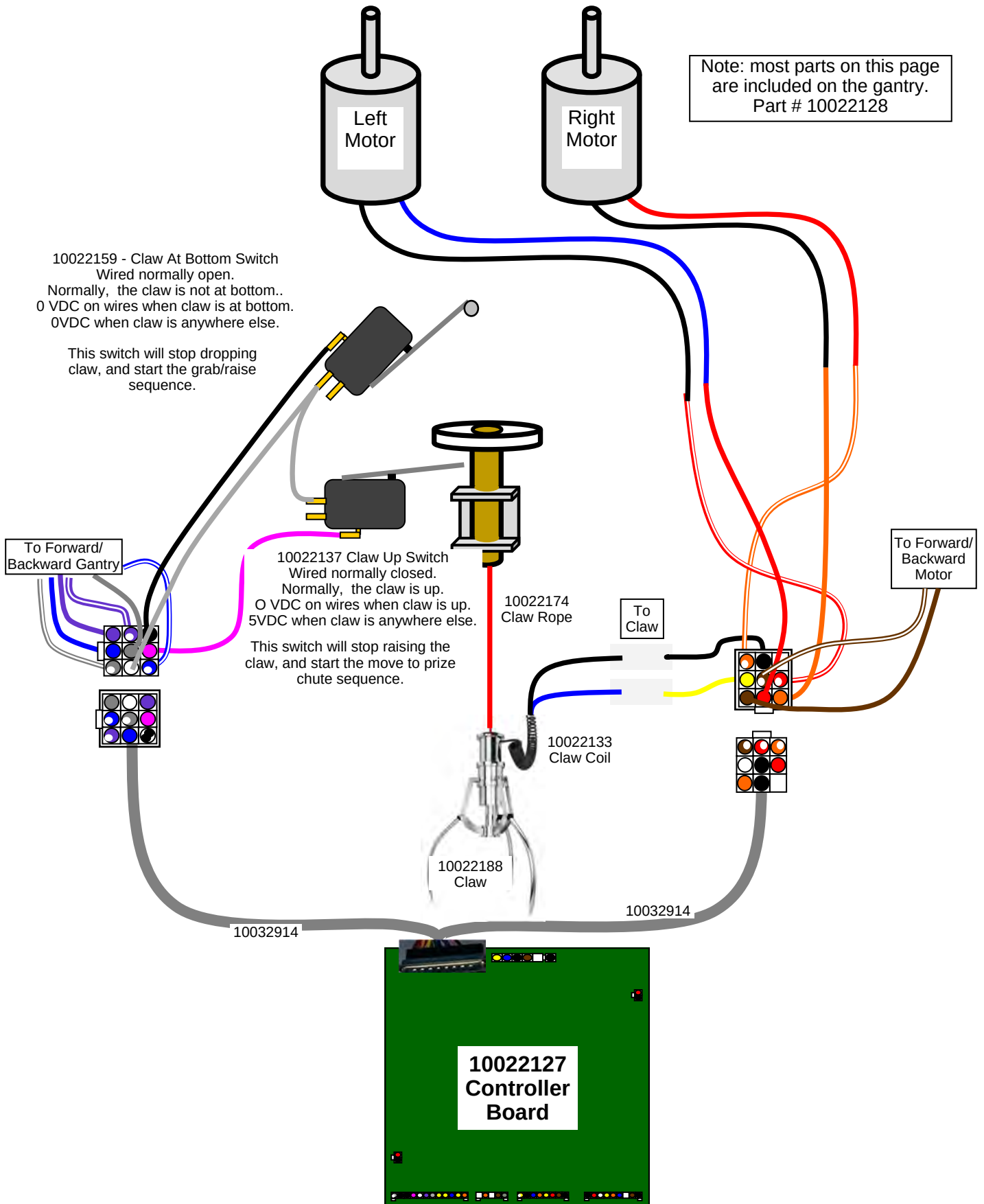
FRONT DOOR WIRING DIAGRAM



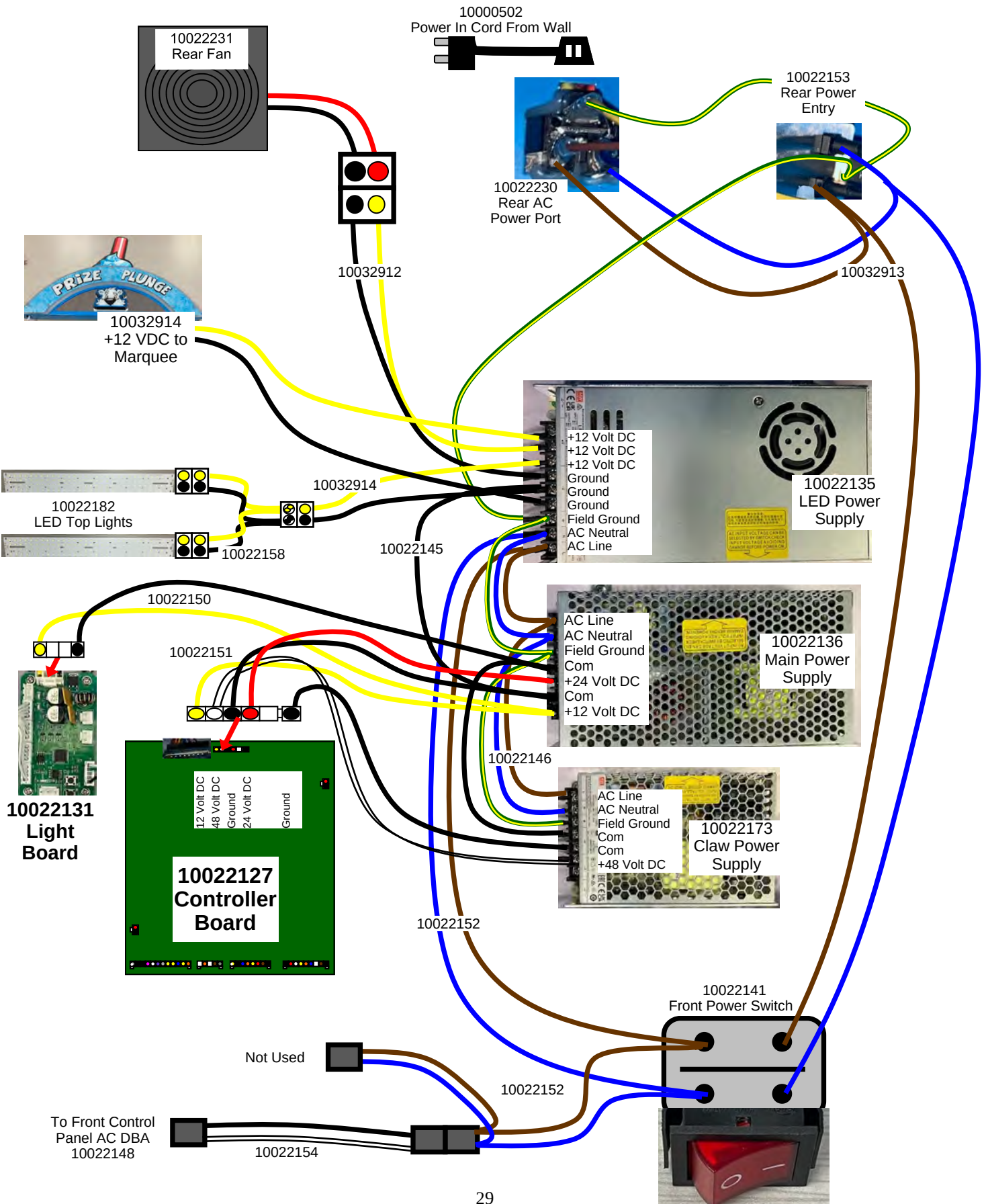
FORWARD/BACKWARD GANTRY LAYOUT



LEFT / RIGHT GANTRY LAYOUT



AC POWER WIRING DIAGRAM



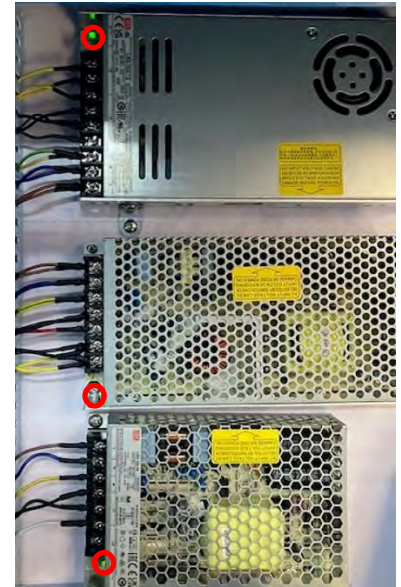
POWER SUPPLY DIAGNOSTICS

1.) Verify AC power to game. Check rocker switch on rear of cabinet and rocker switch inside front door.

2.) Check AC connection to each of the 3 power supplies.

3.) Ensure green LED is ON for each power supply.

Each power supply will also have a voltage adjustment knob if needed.



4.) Check motherboard LED's.
There should be 4 red LED's on.
Each LED corresponds to a
correct voltage received.



HOW TO ACCESS JOYSTICK/DISPLAY/DROP BUTTON

The joystick, display board, and drop button are accessed through the top of the players console.

Instructions:

- Unplug the game from the wall.
- Using a 2.5mm Allen Wrench, remove the 4 bolts on top of the console.



- Lift the top off to access the internal components.

- Re-install bolts to re-attach.

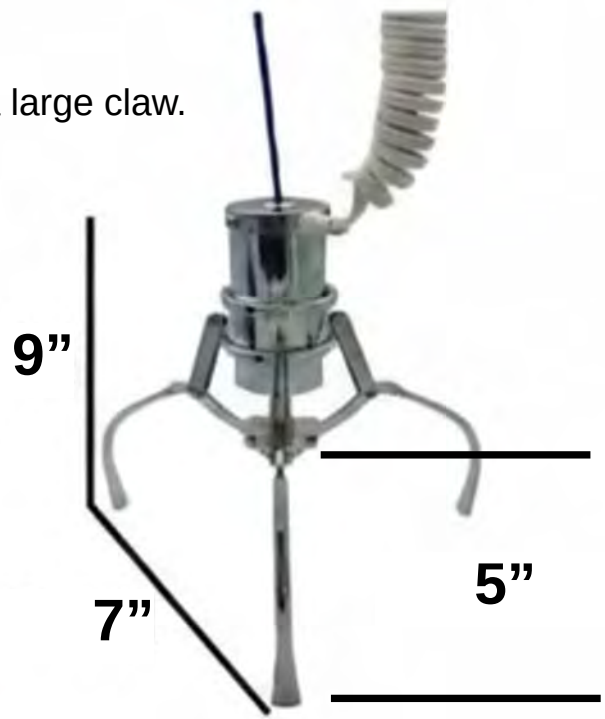


CLAW INFORMATION

The ICEE Prize Plunge claw is classified as a large claw.

This 8" claw can handle 5" to 8" plush.

Here are the exact dimensions:



C1, C2, and C3 are the settings of the claw force during game play.

Important: Baytek Entertainment recommends all 3 of these menu settings to be set to the same value.

This provides skill based play since the player experiences an equal force throughout the game.

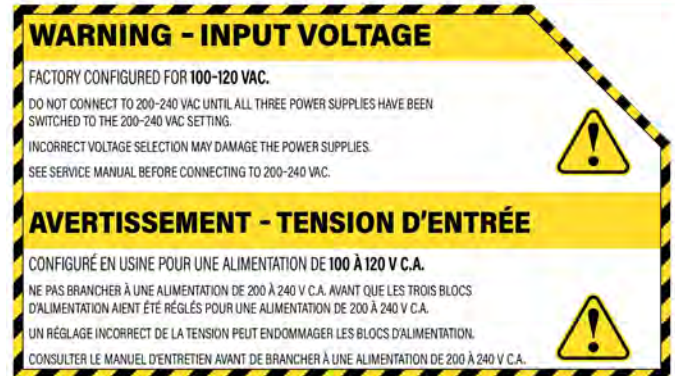
Recommended claw force by prize type:

Prize Type	C1/C2/C3
ICEE Prize Cups	25
ICEE 6" Rubber Ducks	28
Standard 8" Plush	20-22

115 VAC vs 230 VAC INFORMATION

The ICEE Prize Plunge is set from the factory at 115 VAC. The serial number sticker on the back of the game will have this information.

If desired, the ICEE Prize Plunge can be reconfigured by changing the small switch on all 3 power supplies inside the cabinet.

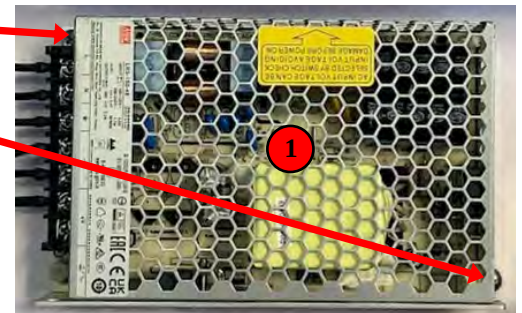
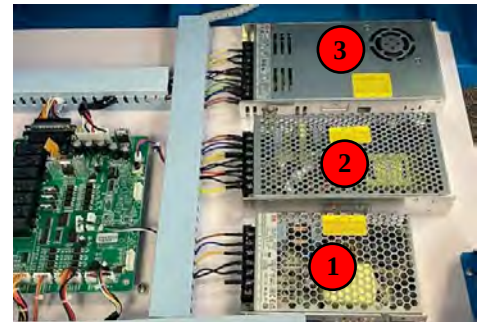


Instructions:

- Unplug the game from the wall.
- Unlock and open front door.
- Unlock and open circuit board access panel.
- Located the 3 power supplies that will be switched

Switch Power Supply #1:

- Remove this mounting screw.
- Loosen this mounting screw.



- Slide power supply away from loose screw and tilt so that voltage switch can be seen.



- **Fully** slide the voltage switch to desired AC wall voltage.

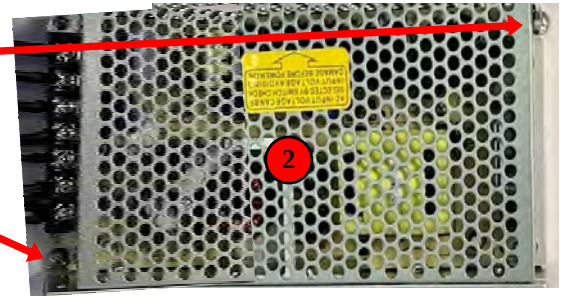


- Re-attach power supply to drawer by sliding power supply back into place under the loose screw, and re-install other screw. Tighten both screws.

115 VAC vs 230 VAC INFORMATION

Switch Power Supply # 2:

- Loosen this mounting screw.
- Remove this mounting screw.



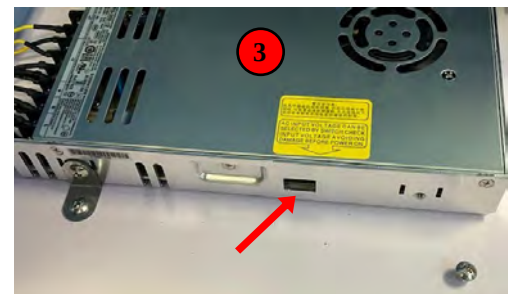
- Slide power supply away from loose screw and tilt so that voltage switch can be seen.



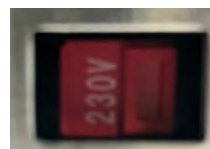
- **Fully** slide the voltage switch to desired AC wall voltage.



- Before re-attaching power supply, located the switch on power supply # 3.



- **Fully** slide the voltage switch to desired AC wall voltage.



- Re-attach power supply # 2 to drawer by sliding power supply back into place under the loose screw, and re-install other screw. Tighten both screws.

- Adjustment is complete!

BILL ACCEPTOR INFORMATION

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 # AE2454-U5E Part # A5AC9101

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 12 VDC voltage at cable going into Bill Acceptor from front I/O Aux Board

If power is OK:

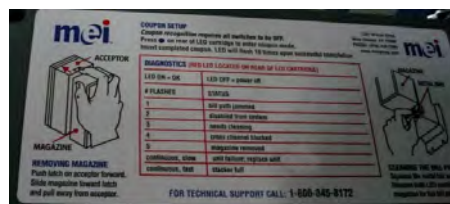
Clean Bill Acceptor path to make sure there is nothing jamming unit.

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.



Dollar Bill Acceptor not functioning Ensure Bill Acceptor is set to "Always Enable" Important : Only 12 Volt DC DBA is to be installed. Model # AE 2454 U5E Part # A5AC9101	Check for power to Bill Acceptor. Dirt or debris in acceptor slot. Pinched, broken, or disconnected wiring. Bill acceptor problem. Part # A5AC9101	Acceptor should cycle stacker at game power up. If not, check cable connections. Refer to "How to Clean Bill Acceptor" Or clean with bill reader cleaning card. (A5CC9000) Check wiring from bill acceptor to I/O Aux Board. (A5CE14027) Repair or replace wiring harness. Make sure wires are secure in connectors. Refer to troubleshooting section of dollar bill acceptor manual included with this game or the diagnostics label of the back of the unit.
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PARTS PICTURES



10022128



10022130



10022132



10022133



10022137



10022138



10022139



10022140



10022141



10022142



10022144



10022159



10022160



10022161



10022162



10022163



10022164



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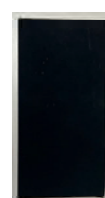
10022229



10022230



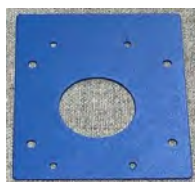
10022231



10022232



10022184



10022100

10022101

10032806

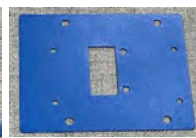
10032807



10032808



10032809



10032810



10032811

10032812

10032813

10032814



10000502



10022145



10022146



10022147



10022148



10022149



10022150



10022151



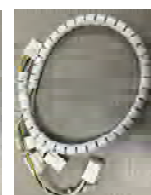
10022152



10022153



10022154



10022155



10022156

PARTS PICTURES



10022157



10022158



10022182



10022183

10032844

10032845

10032903

10032910



10032911



10032912



10032913



10032914



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10022202



10022203



10022204



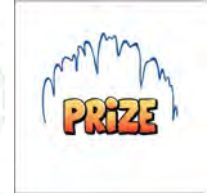
10022205



10022206



10022207



10022208



10022247



10022134



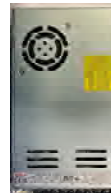
10022127



10022129



10022131



10022135



10022136



10022143



10022173



10022187

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
10022128	710mm Gantry, ICEE Prize Plunge	10022147	Door Ground Cable
10022130	Push Button, Drop ICEE Prize Plunge	10022148	DBA Jumper
10022132	Joystick, ICEE Prize Plunge	10022149	Communication, Light Board Cable
10022133	Claw Coil, ICEE Prize Plunge	10022150	Power, Light Control Board Cable
10022137	Microswitch, Leaf, Cradle Home and Claw Up (2 per game)	10022151	Main Board Power Cable
10022138	Speaker	10022152	Power to Switch Cable
10022139	Menu Button	10022153	Power Entry
10022140	Free Play Button	10022154	Power to DBA Cable
10022141	On/Off Button Switch	10022155	Credit Connector Cable
10022142	Voltmeter	10022156	Main Harness
10022144	Meter, Counter (3 per game)	10022157	Speaker Harness
10022159	Microswitch, Cradle Front/Back and Claw at Bottom (3 per game)	10022158	Power, Top of Game to LED Cable
10022160	Prize Cups Game Pack, 7 Color, 10 Each	10022182	LED Light Board, Roof (2 per game)
10022161	Prize Cups, Red, Pack 10	10022183	RGB LED Strip Lights (Complete Set)
10022162	Prize Cups, Orange, Pack 10	10032844	Cable, Freeplay Wires
10022163	Prize Cups, Yellow, Pack 10	10032845	Cable, Coin Comp, Comes W/Comp
10022164	Prize Cups, Green, Pack 10	10032903	Coin Up Cable, D&B Embed
10022165	Prize Cups, Blue, Pack 10	10032910	Coin Comparator Cable, Harry Levy
10022166	Prize Cups, Pink, Pack 10	10032911	Console Harness
10022167	Prize Cups, Purple, Pack 10	10032912	Power to Fan Cable
10022174	Claw Suspension Rope, Precut, 1.3m (51.18")	10032913	Line Filter Cable
10022185	Lock, Door Lock complete (3 per game)	10032914	Main Board to Gantry and Top of Game
10022188	Claw, C5	10022196	Back Wall Mirror
10022209	Control Panel Complete	10022197	Control Panel Top
10022210	Marquee Complete	10022198	Front Glass Runner, Bottom
10022229	Coin Box Lock and Key	10022199	Side Glass Runner, Bottom (2 per game)
10022230	AC Power Port	10022200	Side Glass Runner, Top (2 per game)
10022231	Fan with 2 Guards	10022201	Prize Chart How to Play
10022232	Black Sensor Felt	10022202	Front Door Runner, Top
10022184	Spare Parts Kit	10022203	Logo Panel, Side Bottom (2 per game)
10022100	Coin Door, Small, Freeplay	10022204	Marquee Topper
10022101	Coin Door, Rolldown Comparator	10022205	Marquee Nameplate Plexi
10032806	Plate, Coin Door, Intercard, Blue	10022206	Marquee ICEE Bear Light
10032807	Plate, Coin Door, D&B Embed, Blue	10022207	Gantry BayTek Logo Decal
10032808	Plate, Coin Door, Amusement Connect, Blue	10022208	Printed Acrylic Prize Door
10032809	Plate, Coin Door, Semnox, Blue	10022247	Front Door Runner, Bottom
10032810	Plate, Coin Door, Sacoa, Blue	10022134	Foldable Plush Barrier, ICEE Prize Plunge
10032811	Plate, Coin Door, Embed, Blue	10022127	Controller Board, ICEE Prize Plunge
10032812	Cam, Cash Box, Main Event	10022129	Prize Sensor, ICEE Prize Plunge
10032813	Cam, Dave And Busters	10022131	LED Board, ICEE Prize Plunge
10032814	Cam, Main Event	10022135	LED Power Supply, 12 VDC , ICEE Prize Plunge
10000502	Power Cord	10022136	Main Power Supply, 12VDC & 24VDC , ICEE Prize Plunge
10022145	Com Ground Power Supply	10022143	Display
10022146	Power Supply LND Cable Set	10022173	Claw Power Supply, 48 VDC
		10022187	Dongle Software Updater

REPAIR/MAINTENANCE LOG

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

[illegible]

NOTES

[illegible]

TECHNICAL SUPPORT

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

Electronics / Circuit Boards:

· **Spare Parts** – Take matters into your own hands and purchase new spare Circuit Boards for your Bay Tek games. Many of our games share the same main-board electronics. This means you can buy one set of spare electronics to support many of your Bay Tek games. Spare boards allow you to get your game up and running the quickest and provide you a valuable troubleshooting option. Call our technicians to get recommendations for what you should keep on hand for spare parts!

Technical Support:

“You” are the best tool for troubleshooting! Your abilities to understand the game and your skills to repair the game are invaluable to us! If you need help, you know you can call us. It's not easy to diagnose a game remotely by phone, but our technicians do a great job. They'll need your help to perform some troubleshooting steps and convey to them exactly what's happening with your game.

Returns & Credits:

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

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

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

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

WARRANTY OPTIONS

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

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

New, purchased parts have a 30 day warranty.

Any labor expended is not included in this warranty.

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

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

Should you need your game serviced, determine the serial number from the decal on the back of the game cabinet or main board, and call **920.822.3951 Ext. 1102**
or e-mail to: service@baytekent.com