

SERVICE MANUAL



Capsule Module Service Manual

PLACE SERIAL NUMBER LABEL HERE



FACTORY CONTACT INFORMATION



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CAPSULE MODULE SPECIFICATIONS

MODULE WEIGHT

Capsule Module	474 lbs	215 kg
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MODULE DIMENSIONS

Capsule Module	34" x 33" x 79"	86 x 84 x 201 cm
----------------	-----------------	------------------

OPERATING TEMPERATURE

FAHRENHEIT	45 - 80 F
CELSIUS	7.2 - 26.7 C

SHIPPING MODULE WEIGHT

Capsule Module	564 lbs	256 kg
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SHIPPING MODULE DIMENSIONS

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

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

MAX OPERATING CURRENT

Capsule Unit -	1.1A @ 115 VAC / 0.55A @ 230 VAC
----------------	----------------------------------

SAFETY PRECAUTIONS

	NOTICE	
Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.		
	DANGER	
DO NOT perform repairs or maintenance on this game with the power ON. Unplug the unit from the wall outlet or shut off the power strip located inside the cabinet.		
	WARNING	
Use of flammable substances can cause 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.		
	IN CASE OF EMERGENCY	
UNPLUG THE POWER CORD. The power cord must be accessible at all times in case of an emergency.		
	WARNING	
This unit is capable of producing sound levels hazardous to human hearing. Consult local sound regulations and adjust volume accordingly.		

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

CAPSULE MODULE SET UP

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

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

Unbox each pallet:

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

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

Planning:

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

Limitations:

- The Network Cable from each module must be routed through the lower side holes in the cabinet and plug into the main module's switch.

- The power cord from each module must come out the back of module and plug into a power strip that can be accessed from the rear or side of cabinet.

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



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

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



Instructions:

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

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

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

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

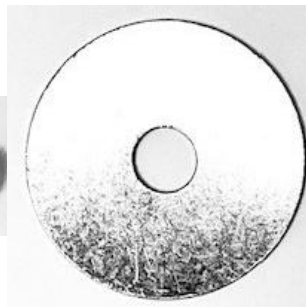
This hardware will be used to connect the module to the one next to it.



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



A5BOHH120



A5WAFE020



A5NULO060

CAPSULE MODULE SET UP

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

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

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

The 2 front sets of hardware are installed in a similar way from the front door of the module.

Locate the network cable and power cable inside each module.

Remove the power cable from the module and plug into the power strip.

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

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

Plug the modules network cable into any socket on the hub located inside the main module.

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

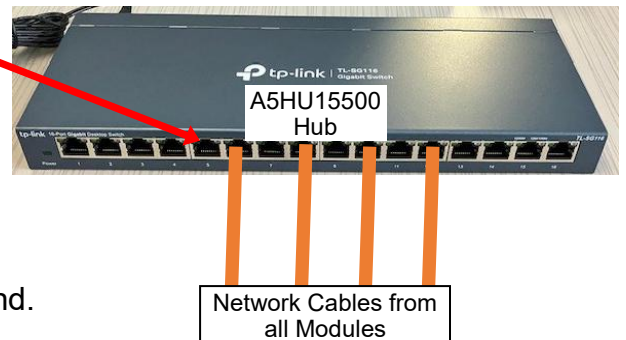
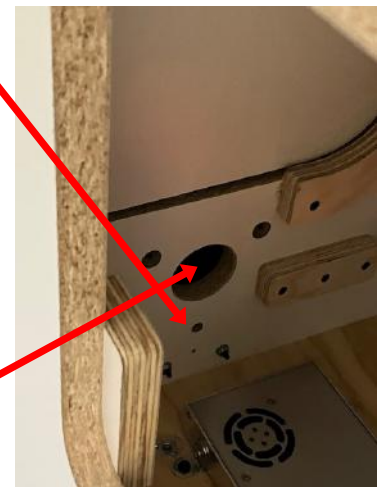
There are side decals available if this module is on the end. Part # A5DE15523 or A5DE15523-B

Place serial # stickers on main module

We recommend to place a serial # sticker inside the front door of the main module above the monitor.

This will help identify any module attached to the main unit in case of any future problems.

Serial #'s are important.



CAPSULE MODULE SET UP

Load Prizes

Locate the following items from your prize supplier:

- USB flash drive
- Live product displays (for capsules)
- Prizes
- Itemized packing slip

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

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

Capsule Module

Rotate the capsule tree to the desired position by turning it slowly by hand.

The bins are identified by the stickers on the plexi, the location is always to the right of the location markers.

Place capsules in to the hoppers with the shovel slide provided.

Be sure to place the matching prize display blister packs into the display slots between each capsule hopper.

Display dimensions: 8" X 9"



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

Menu settings will be done later.

	Capacity Per	Variety	Total Capacity	Max Height	Max Width	Max Depth
Capsule Module	120	18	2160	2" Capsules		

The capsule mechanism is compatible with 2" acorn, round, egg, candy capsules, and 2" foam and super balls.

CAPSULE MODULE SET UP

Quick Set Up in Menu System

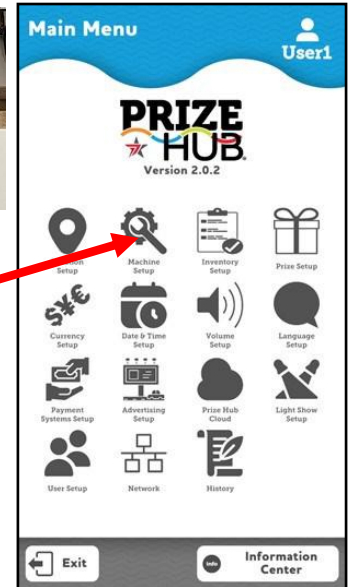
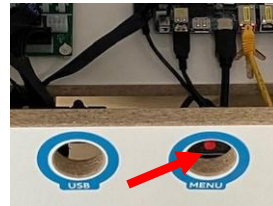
This is only a quick look at the important settings to get your Prize Hub set up and ready to be used. More detailed explanations of all menu functions are located in the Main Menu Section.

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

Turn the handle to open.

Press the red menu button inside the cabinet.

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



Touch "Machine Setup"

Touch "Modules"

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

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

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

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



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

Touch "Setup Dispensers"

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

For Example:

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

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

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

The C1-C5 Locker must be set to 1

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

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



CAPSULE MODULE SET UP

Step 2: Set Up Prizes

From the main menu, touch "Prize Setup"

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

Touch "Create Prize"



Create/Edit Prize

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

Pick a prize and start typing in the information.

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

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

The following fields can be REQUIRED:

Name: Name of prize.

Description: Description of prize.

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

Actual Cost: Dollar value of prize.

Ticket Cost: Number of tickets needed to win.

The following fields are optional:

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

Stock: Amount of prizes in inventory.

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

*** Required Fields**

Name:

Description:

SKU:

Actual Cost:

Ticket Cost:

Sale Ticket Cost:

Stock:

Prize Image Setup Menu

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

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

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

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

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

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

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

Then touch the "Confirm" button.

Repeat this process to create all Prizes.



CAPSULE MODULE SET UP

Step 3: Set Up Vend Slots

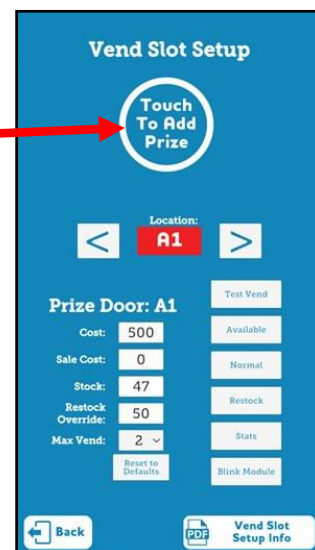
From Main Menu, touch "Inventory Setup"

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

Touch the A1 vend slot.



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



Prize Image Setup

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

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

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

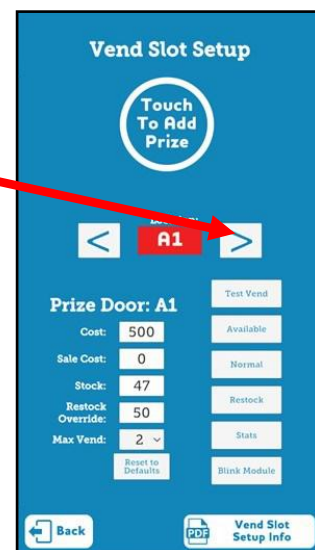
After finding the correct picture, touch the "Select" button.

Then touch the "Confirm" button.



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

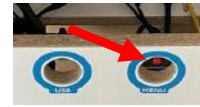
Repeat this process for all vend slots.



Capsule Related Menu Options

How to enter menu:

Press and hold the red menu button inside the front door of the cabinet for 2 seconds. The main menu will show on screen.



Menu Options are available to touch.



Machine Setup Menu

Machine Setup Menu

Options relating to the Capsule Module

Main Hub

Settings for the main hub and user interface.

Modules

Sets the individual settings for each module type.

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



Machine Setup

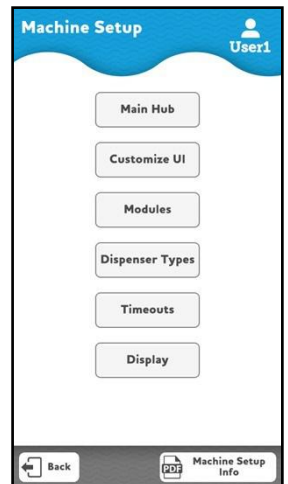
Dispensers

Options to change the dispenser type color.

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

Timeouts

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



Machine Setup Menu

Main Hub Setup Menu

Expected Modules

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

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

Show Unavailable Items

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

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

Allow Multi-vending

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

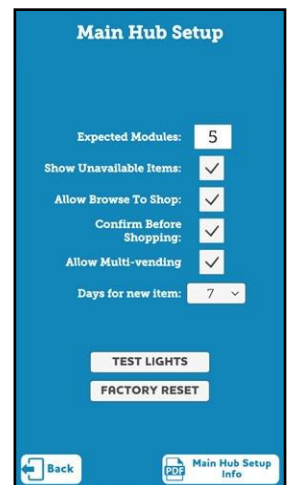
Days for a new item

If a "New Item" is checked in the Prize Setup, a banner declaring "New Item"

will be shown on this picture for the selected number of days.

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

Main Hub



Machine Setup Menu

Module Setup Menu

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

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

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

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

Test Lights:

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

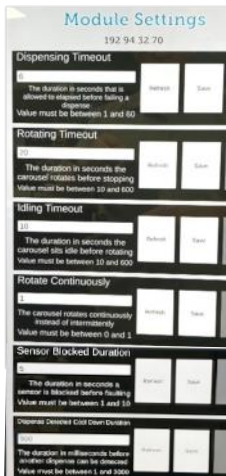


Settings:

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

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

The bar will turn green if time is accepted.



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

Amount of time (in seconds) that the carousel will rotate.

Amount of time (in seconds) that the carousel will stop rotating.

Set to 1 if you prefer the carousel to rotate constantly without stopping.

Max amount of time in seconds which the sensor can be activated before triggering error state.

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

Events:

Helpful diagnostic information specific to the module are listed.

Test Vend All:

This will vend one prize from each capsule vend slot.

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

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

Set Up Dispensers:

Refer to “Set Up Dispensers” on next page.



Machine Setup Menu

Set Up Dispensers:

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

Show or Hide Inactive:

Will only show active vend slots.

Restock All:

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

Reset All Statistics:

Will clear all prize statistics to zero.

Reset All States:

Will change all prizes to "Available"

Reset All Defaults:

Will change all Vend Slots to factory default values.

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

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

For Example:

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

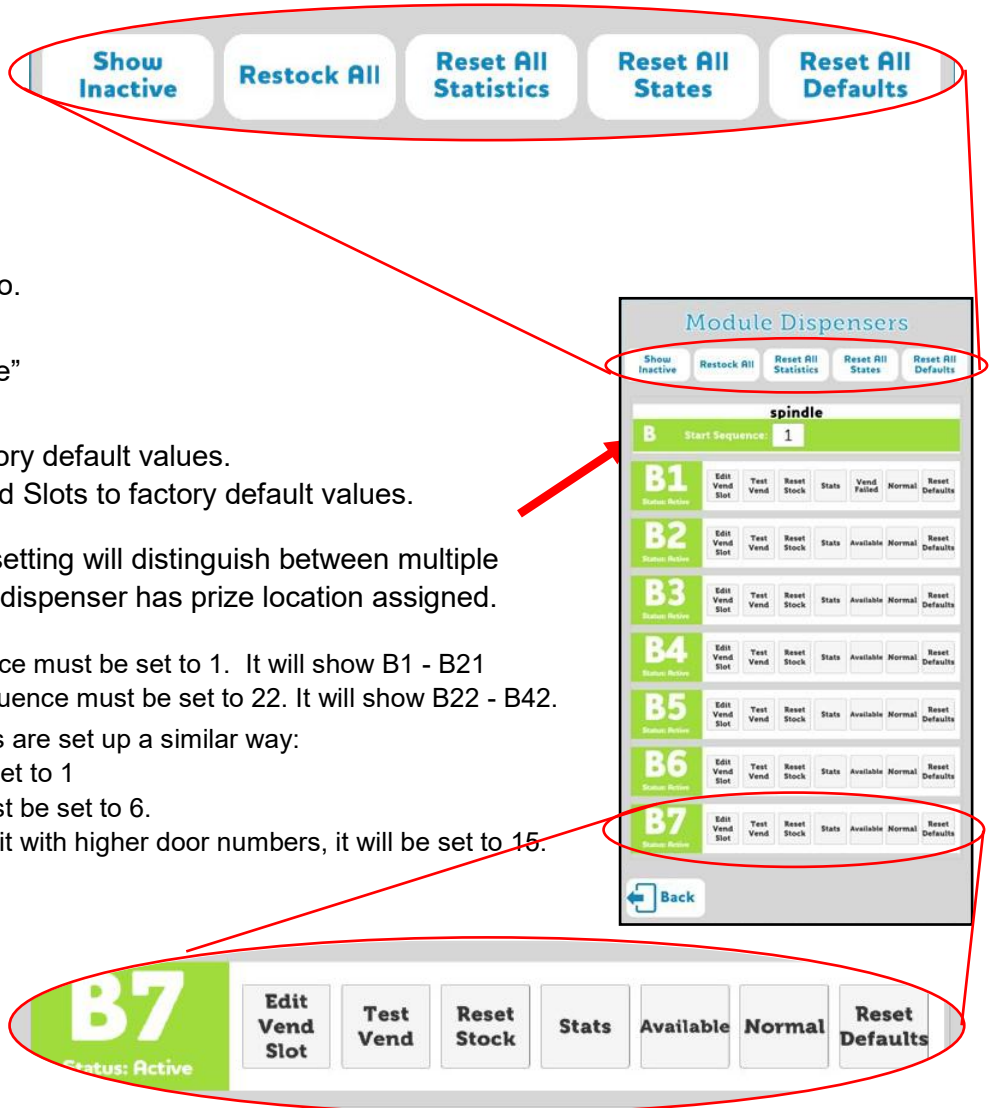
The second spindle module's start sequence must be set to 22. It will show B22 - B42.

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

The C1-C5 Locker must be set to 1

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

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



Buttons on each Dispenser Location allow:

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

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

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

Stats: Shows Statistics of the specific vend slot.

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

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

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

Machine Setup Menu

Dispenser Types Setup Menu

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

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

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

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

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

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

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

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

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

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

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

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



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

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

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

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

Timeouts Menu



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

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

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

Inventory Setup Menu

Inventory Setup Menu



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

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

Touching a vend slot shows the details.

Refer to "Vend Slot Setup" page.

Location: A1

Prize Door: A1

Cost: 500

Sale Cost: 0

Stock: 47

Restock Override: 50

Max Vend: 2

Buttons: Test Vend, Available, Normal, Restock, Stats, Blink Module, Reset to Defaults, Back

Vend Solt Setup Menu

Vend Slot Setup Menu

Touch the image or default circle to add or change a prize.

Refer to "Prize Select Setup" below.

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

Cost: The amount of tickets needed to receive prize.

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

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

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

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



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

Available/Empty: Can be toggled between "Available" and "Empty".

Vend Failure may show if there is a problem with vend slot.

Default may show if the prize has never been set up.

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

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

Stats: Will show current statistics of this vend slot.

Note: If this prize is used elsewhere inside the Prize Hub, those stats will be separate from this vend slot

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



Prize Select Setup Menu

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

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

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

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

Then touch the "Confirm" button.



Prize Setup Menu

Prize Setup Menu

Lists all prizes available.

Prizes may be already assigned to vend slots in the Prize Hub.

If prize is not in this list, touch "Create Prize"

Refer to "Create/Edit Prize" page.

To assign a prize from list to a specific vend location, touch "Assign Prizes"

Refer to "All Prizes Setup" page.



Prize Setup

Prize Setup				
User1				
Create Prize	Assign Prizes	Clear All Stats	Prize Name (A-Z)	
	Headphones of various colors that will break after 100 uses	Tickets: 500	Sale: 0	Cost: 0.65
	Headphones of various colors that will break after 100 uses	Tickets: 450	Sale: 400	Cost: 0.35
	Headphones of various colors that will break after 100 uses	Tickets: 600	Sale: 0	Cost: 2
	Headphones of various colors that will break after 100 uses	Tickets: 75	Sale: 0	Cost: 0.25
	Headphones of various colors that will break after 100 uses	Tickets: 350	Sale: 300	Cost: 0.45
	Headphones of various colors that will break after 100 uses	Tickets: 1500	Sale: 0	Cost: 1.19
	Headphones of various colors that will break after 100 uses	Tickets: 500000000	Sale: 1000000000	Cost: 399.99
	Headphones of various colors that will break after 100 uses	Tickets: 15	Sale: 0	Cost: 0.015
	Headphones of various colors that will break after 100 uses	Tickets: 500	Sale: 0	Cost: 1.49
	Headphones of various colors that will break after 100 uses	Tickets: 500	Sale: 0	Cost: 1.49

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

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

Refer to "Create/Edit Prize" page.

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

Prize Name (A-Z)
Prize Name (A-Z)
Prize Name (Z-A)
Tickets (High-Low)
Tickets (Low-High)
Stock (High-Low)
Stock (Low-High)
Prize SKU (A-Z)
Prize SKU (Z-A)

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

Each prize line displays:

Name: Name of the prize.

Description: Description of prize.

Tickets: Number of tickets needed to win.

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

Cost: Actual dollar amount of prize when purchased.

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

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

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

Touch "Edit" Icon to edit the prize information.

Refer to "Credit/Edit Prize" page.

Touch "Trash Can" Icon to delete the prize.

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

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

Create/Edit Prize

User1

* Required Fields

Name: * Affordable Headphones

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

SKU: * 74658461

Actual Cost: * 0.65

Ticket Cost: * 500

Sale Ticket Cost:

Stock:

Change Image Remove Image

Statistics

Cancel Confirm Create New Prize Info

Create/Edit Prize Menu

Create/Edit Prize Menu

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

The following fields can be REQUIRED:

Name: Name of prize.

Description: Description of prize.

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

Actual Cost: Dollar value of prize.

Ticket Cost: Number of tickets needed to win.

The following fields are optional:

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

Stock: Amount of prizes in inventory.

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

Statistics
A1

TODAY

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

TOTAL

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

MISC.

- Selected While Shopping: 5
- Selected While Browsing: 0
- Days Since Last Vend: 5

Exit **Reset**

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

Statistics:

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

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

Create/Edit Prize **User1**

*** Required Fields**

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

Change Image Remove Image
Statistics
Cancel Confirm PDF Create New Prize Info

Prize Image Setup Menu

Prize Image Setup Menu

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

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

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

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

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

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

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

Then touch the "Confirm" button.

Prize Image Setup **User1**

BTH200 BLOONIE PETZ Select
BTH200 ERASER BITS Select
BTH200 FIDGET TUBE Select
BTH200 MAGIC WORM Select
BTH200 HISS YOUR OWN BOUNCE BALL Select
BTH200 POP N' SPIN Select
BTH200 WALL CLIMBERS Select
BTH200 RUN RUN PLUSH Select
BTH200 SPLAT BALL Select
Cancel Confirm PDF Image Selection Setup Manual

History Menu

History Menu:

Logs the activity on the machine.



History Filters

Date Range
From: To:

Severity

Type

Message

Back History Filters Info

History

User1

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

Clear Filters Open Filters Clear Log

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

Back History Info

CAPSULE MODULE TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
No power to the capsule module. No lights on at all. (Power Supply not ON) 	Unplugged Circuit breaker tripped GFCI Outlet Plug defective. Line Filter defective Check AC cord from power strip into Power supply Ensure power rocker switch is on in back of module. Power supply shutting down because of 12 V overload	Check wall outlet or outside power strip. Reset power strip breaker switch or building circuit breaker Ensure 110 Volts is getting to Power Supply Replace plug if needed. (A5PL1800) Ensure 110 Volts is getting to Power Supply Replace filter if needed. (A5FI9020) Ensure power in cord is secure. Set rocker switch to ON (-)  Refer to power supply diagnostics to isolate bad component. A bad motor or 12 volt short could cause this.
LED strip on door does not light up.	Disconnected, loose or broken wires. Faulty LED's inside unit	Check connections from CB15500 Controller board to LED cable on front door. (Cables #'s AACE15544 and AACE15542) Replace LED light cable AACE15542
RGB Color LED strip on top of game does not light up or missing colors.	Disconnected, loose or broken wires. Faulty LED cables.	Check connections from CB15500 Controller board to LED cable on top of game. (Cables #'s AACE15532 and AACE15533) Replace LED light cable AACE15533
RGB Color LED strip on bottom of game does not light up or missing colors.	Disconnected, loose or broken wires. Faulty LED cables.	Check connections from CB15500 Controller board to LED cable on top of game. (Cables #'s AACE15530 and AACE15531) Replace LED light cable AACE15531
Carousel Motor Always Turning or does not slow down. 	Carousel Home sensor is blocked or faulty. Disconnected, loose or broken wires. Faulty Sensor Faulty Control Board	Check for 12 Volt DC between yellow and blue wires. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked. Check connections from sensor to CB15503 controller board. Cables # AACB4401 and AACE15538 Replace AACB4401 Replace AACB15503
Carousel Motor Not Turning	Door Switch is Open Pivot Motor Home Sensor Disconnected, loose or broken wires. Faulty Stepper Motor	Check switch operation, inspect connections on AACE15537 cable. At power ON and door closure, the pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below. Inspect cables from Carousel Stepper Motor to CB15503 controller board. CE1812AAMO6901 Replace Stepper Motor (AAMO6901)

CAPSULE MODULE TROUBLESHOOTING GUIDE

Problem		Probable Cause	Remedy
Capsule does not Drop Go to Menu and try "Test Dispense"	Carousel Motor is not turning	Door Switch is Open Pivot Motor Home Sensor Disconnected, loose or broken wires. Faulty Stepper Motor	Check switch operation, inspect connections on AACE15537 cable. At power ON, pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below. Inspect cables from Carousel Stepper Motor to CB15503 Controller board. (AACE15540, AAMO6901) Replace Stepper Motor (AAMO6901)
	Carousel Motor does not slow down 	Carousel Home sensor is blocked or faulty. Disconnected, loose or broken wires. Faulty Sensor Faulty Control Board	Check for 12 Volt DC between yellow and blue wires. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked. Check connections from sensor to CB15503 controller board. Cables # AACB4401 and AACE15538 Replace AACB4401 Replace AACB15503
	Capsule Engage Motor is not turning	After motors swing over, the Individual capsule engage motor will spin sprocket. If motor does not turn, check for 12 volts DC at motor.	If 12 Volts DC is ok: Replace motor (AAMO1800) If no 12 Volts DC: Check for disconnected, loose or broken wires. (Cable #'s AAMO1800, AACE15545) Replace Control Board (AACB15503)
	Capsule Engage Motor is turning	If motor is turning and no capsules drop there must be a jam inside unit.	Remove capsules and locate and clear jam.
Carousel Motor is hard to turn by hand	Carousel motor should be easy to spin by hand. If it is hard to spin: At power ON, pivot motor failed the home sensor test. Please refer to "Motor/ Sensor self test failed at power on" section below. Binding in chain and/or sprockets.		
Carousel Motor Not Turning		Door Switch is Open Pivot Motor Home Sensor Disconnected, loose or broken wires. Faulty Stepper Motor	Check switch operation, inspect connections on AACE15537 cable. At power ON and door closure, the pivot motor will cycle to test home sensor. Please refer to "Motor/Sensor self test failed at power on" section below. Inspect cables from Carousel Stepper Motor to CB15503 controller board. CE1812AAMO6901 Replace Stepper Motor (AAMO6901)

CAPSULE MODULE TROUBLESHOOTING GUIDE

Problem		Probable Cause	Remedy
Prize Dispense Failure on screen.  Capsule does not drop after Prize Hub tries to drop it. Prize will go to "Unavailable"		Capsule location empty Carousel Home sensor unplugged or blocked. Capsule Jam	Refill capsule location and do a stock reset all Refer to "Capsule Does Not Drop" troubleshooting section. Clear jammed capsule from location
Too many Capsules dropping. Capsule is not being seen by multiple redundant sensor. Each level has a sensor.  Capsule Drop Sensor  Capsule Opto Sensor		Dirty, blocked, or faulty Drop Sensor at bottom of tube. Dirty, blocked, or faulty Drop Sensor at 2nd and 3rd levels on the tube. Disconnected, loose or broken wires.	Inspect AACB4401– Check for 12 Volt DC between yellow and blue wires. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked. Replace if it stays at 3.3 VDC or 0 VDC. Inspect AACB15505– Check for 12 Volt DC between yellow and blue wires. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked. Replace if it stays at 3.3 VDC or 0 VDC. Check for disconnected, loose or broken wires from sensor to CB15503 controller board. Replace if needed. (AAE15545, AACB4401)
Motor/Sensor self test failed at power on. Power game down, wait 10 seconds, then power game ON.	Pivot Motor does turn at power on.	Dirty, blocked, or faulty Home Sensor  Disconnected, loose or broken wires.	Inspect AACB4401– There should be 12 volts DC between yellow and blue wires. There is normally 0 volts between the white and blue wires. This will rise to 3.3 VDC when blocked. Replace if it stays at 3.3 VDC or 0 VDC. Check for disconnected, loose or broken wires from sensor to CB15503 controller board. Replace if needed. (AAE15543, AACB4401)
	Pivot Motor does NOT turn at power on.	Disconnected, loose or broken wires. Check for 12 Volts DC at motor at power ON.	Check connections from motor to CB15503 controller board.(AAE15543, AAMO1800) If 12 V is at motor - Replace motor (AAMO1800) If no 12 V at motor - Replace AAE15543 cable and/or AAMO1800 motor.

CAPSULE MODULE TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Prize Unavailable on screen 	Location is actually empty of prizes. Prize dispensing malfunction. Front door opens while it is dispensing prize. Prize jam.	Capsules will hold 120 of the 2" capsules per capsule pie slice. Once the pie slice is empty, it will show that prize unavailable. Capsule carousel will slow down, stop, pivot motor moves dispensing motor in, and dispensing motor dispenses capsule. If capsule does not fall for whatever reason, that capsule location will show unavailable, not subtract tickets from guest and have them choose a different prize. If front door opens while prize is being dispensed, that prize will show unavailable. Check door switch and cables. Refer to "Carousel motor not turning" in troubleshooting guide.
The Prize Hub will normally not show prizes that are unavailable. Ticket Cost must be greater than 0. Stock must be greater than 0.	Stock Quantity is set too low. Motor/Sensor self test failed at power on.	Capsule unit is specifically designed to resist and power-through jams. If it shows prize unavailable and they are still capsules in unit, turn the sprocket by hand and see if it dispenses capsule. If not - Remove capsules and locate jammed capsule. If it does dispense - Check capsule drop sensor and refer to Capsule Unit Troubleshooting Section Make sure stock quantities are high enough so that the Prize Hub does not think it is out of prizes before the unit is empty.
Enter the Machine Menu, Main Hub  disable the "Show Unavailable Items"	Entire Unit Not Recognized by Main Hub No communication from a Capsule Unit to Main Hub	If pivot motor test fails on power on. At power on - The pivot motor will move and test home sensor. If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable. Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section. Refer to "Entire Unit not Recognized by Main Hub" in troubleshooting section.

Diagnostics

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

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

Touch “Modules”

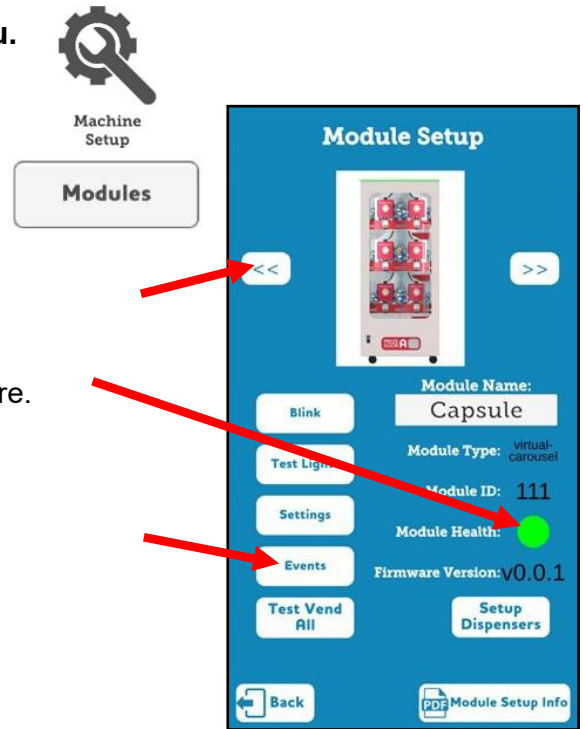
Touching the side arrows, scroll to the module with the issue.

It will have a red indicator here.

Touch “Events”

This will list the last 100 events logged for this module.

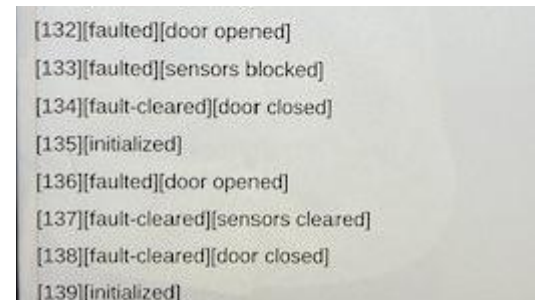
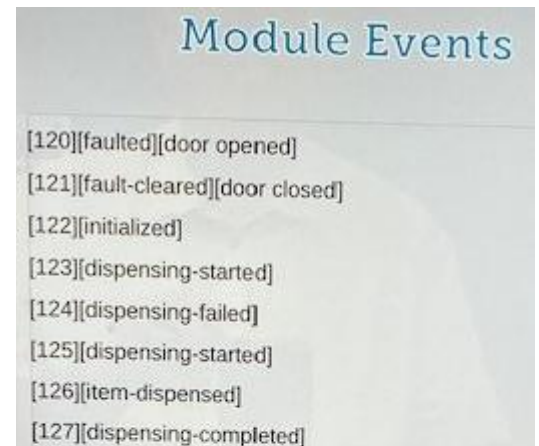
Scroll to the bottom of the list for more recent items.



Examples of the Events Log for the Capsule module:

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

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



Diagnostics

Bug Report

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

Instructions:

Enter the menu by pressing the menu button.

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

A USB Icon will appear on the lower screen.

Touch the USB icon.

Use the monitor touchscreen to input:

Description of the Issue

Steps to Reproduce

Main Module Serial Number

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

Any other additional details you wish to add,

Best way for our service team members to contact.

Touch the "Submit" button.

The Prize Hub will gather information from every module connected, gather menu settings, and other information about your Prize Hub.

The files will be saved onto the USB drive.

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

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



CONTROLLER BOARD INFORMATION

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

They may look different, but they have similar functions.

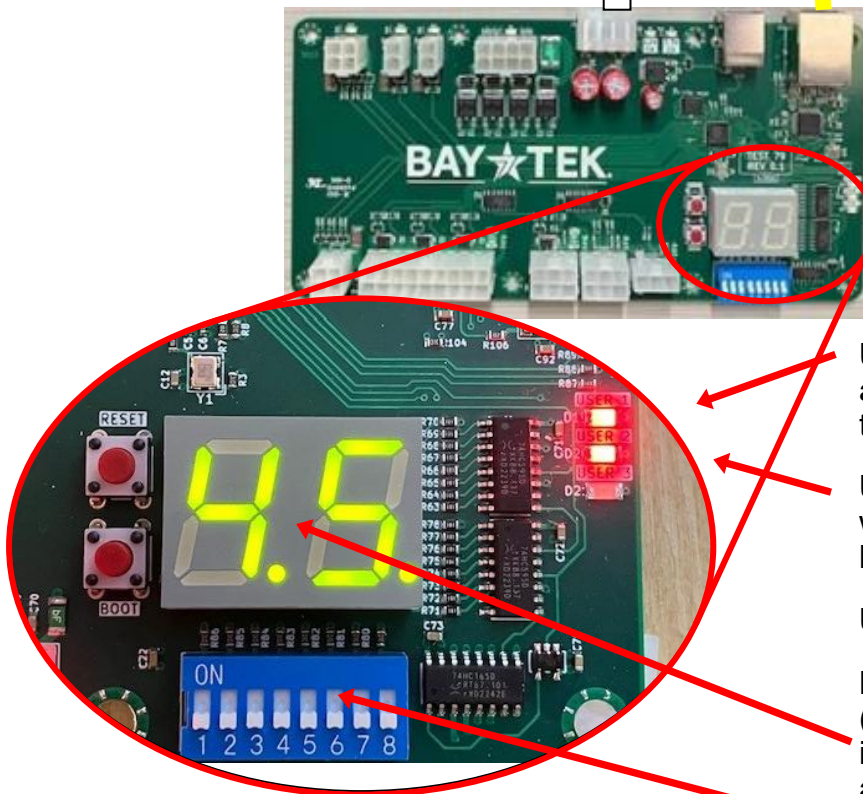
They are programmed specific to the module type, and each handles all of the input and output functions of the module.

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

12 VDC Power
Into Board



A5CORD52
Network Cable
to Hub in Main Module



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

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

User LED 3 = Unused

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

Dipswitches = All dipswitches should be off.

CAPSULE MODULE TROUBLESHOOTING GUIDE

Entire Module not recognized by Prize Hub

Troubleshooting sequence:

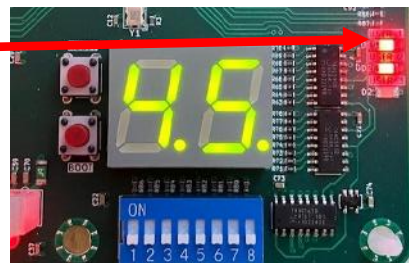
First - Make sure the module is powered on and all lights are on.

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

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

This indicates that the board is running.

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



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



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

Touch "Blink" to help identify multiple modules.

The module must now show up here.

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



CAPSULE MODULE TROUBLESHOOTING GUIDE

Prize Unavailable Message

Prize Unavailable will show for a number of reasons:

- A.) Location is actually empty of prizes.
- B.) Prize dispensing malfunction.
- C.) Prize jam.
- D.) Stock Quantity is set too low.
- E.) Motor/Sensor self test failed at power on.
- F.) Entire row of prizes unavailable.



A.) Location is actually empty of prizes.

Capsules will hold 120 of the 2" capsules per capsule pie slice. Once the pie slice is empty, it will show that prize unavailable.

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

B.) Prize dispensing malfunction.

Capsule Unit:

Capsule carousel will slow down, stop, pivot motor moves dispensing motor in, and dispensing motor dispenses capsule. If capsule does not fall for whatever reason, the motor will time-out and carousel will go around again to try to dispense that same capsule.

If that capsule has tried to dispense twice and fails, it will show that prize unavailable, not subtract tickets from guest and have him chose a different prize.

If front door opens while prize is being dispensed, that prize will show unavailable. Check door switch and cables.

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

C.) Prize jam.

Capsule Unit:

Capsule unit is specifically designed to resist and power-through jams.

If it shows prize unavailable and they are still capsules in unit, turn the sprocket by hand and see if it dispenses capsule.

If not - Remove capsules and locate jammed capsule.

If it does dispense - Check capsule drop sensor and refer to Capsule Unit Troubleshooting Section

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



CAPSULE MODULE TROUBLESHOOTING GUIDE

Prize Unavailable Message

D.) Stock Quantity is set too low.

Enter Owner Menu and go to Prize Menu.

There is a selection for "Stock Quantity" -

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

E.) Motor/Sensor self test failed at power on.

Capsule Unit

At power on and when door closes - The pivot motor will move and test home sensor.

If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.

Solution: Refer to Capsule Unit Troubleshooting Section to diagnosis motor/sensor.

F.) Entire row of prizes unavailable.

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

Capsule Unit:

If pivot motor test fails on power on.

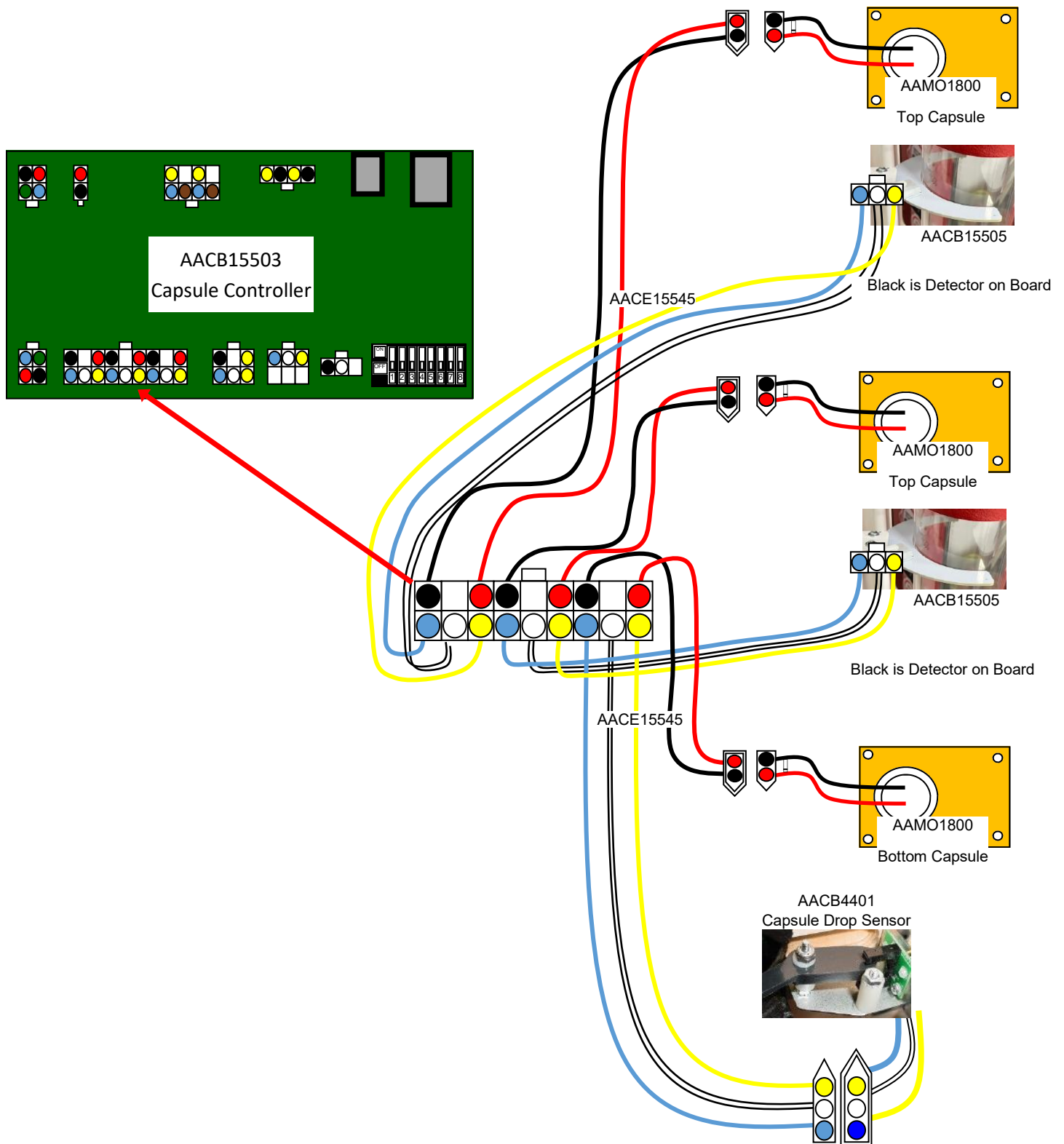
At power on - The pivot motor will move and test home sensor.

If it fails, capsule stepper motor will not start (it will also be very hard to turn by hand.) and all capsule prizes will be unavailable.

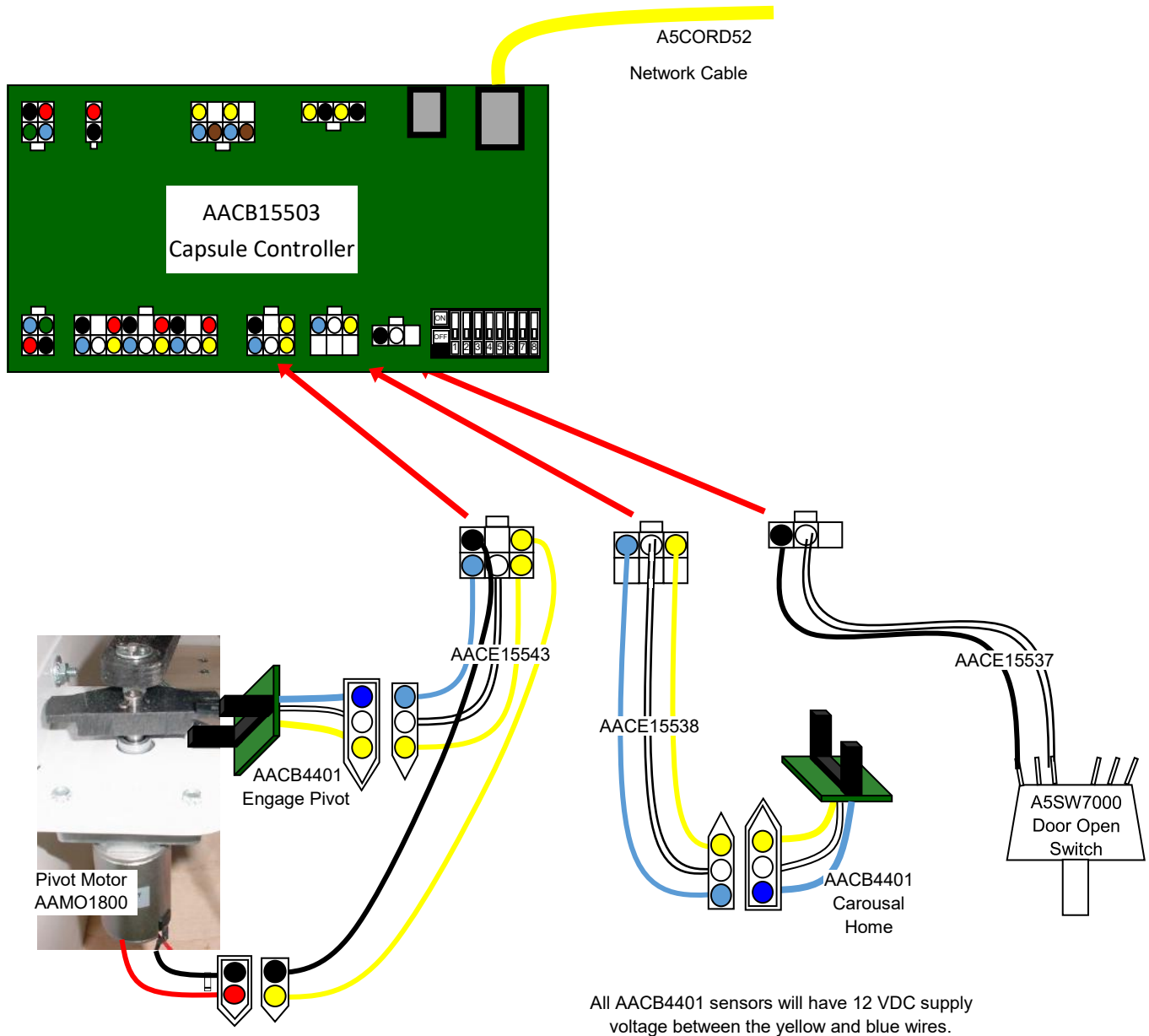
No communication from a Capsule Unit to Main Hub Unit.

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

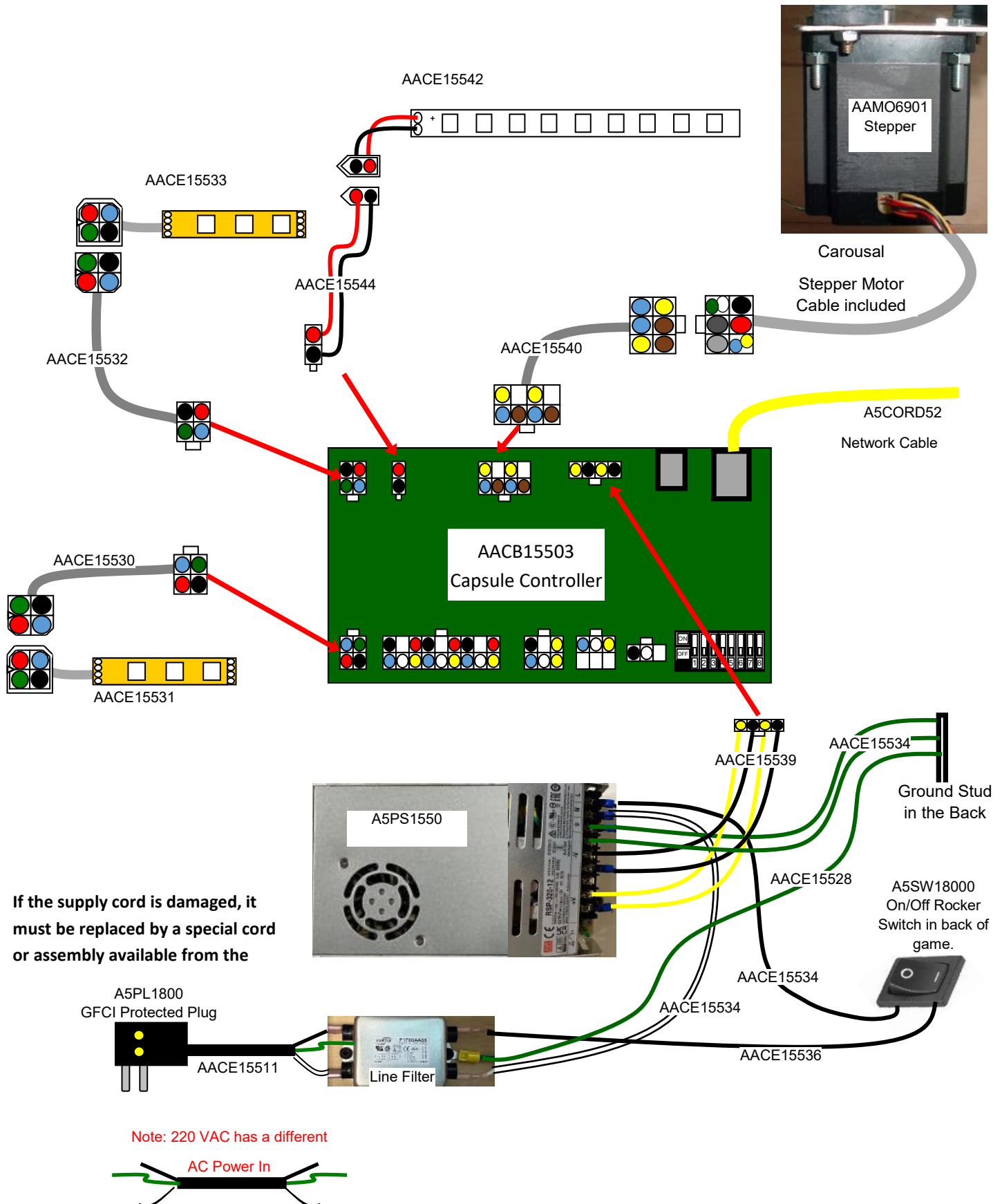
CAPSULE MODULE WIRING DIAGRAM



CAPSULE MODULE WIRING DIAGRAM



CAPSULE MODULE WIRING DIAGRAM



POWER SUPPLY DIAGNOSTICS

1.) Verify AC power to game. Check power strip outside cabinet.
The rocker switch should be on.

2.) Ensure Power switch is on.

3.) Check connection to power supply.

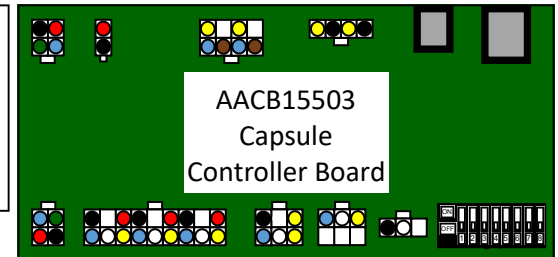
4.) Ensure Power switch is on.



Verify Power to Controller Board

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

If 12 Volts DC is measured, then the controller board is faulty and should be replaced. Part # AACB15003



If no 12 Volts DC:

Test power supply:

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

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

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

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

Minimize load on power supply and isolate short:

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

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

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

CAPSULE MODULE ART DIAGRAM

(Depending on how many units you have)

A5DE15517-1 Card Holders A1-A18

A5DE15517-2 Card Holders A19-A36

A5DE15517-3 Card Holders A37-A54

(Depending on how many units you have)

A5DE15507-1 Capsule Markers A1 thru A18

A5DE15507-2 Capsule Markers A19 thru A36

A5DE15507-3 Capsule Markers A37 thru A54

A5DE15501 Prize Door A Decal



CAPSULE MODULE PICTURES



A5BR1001



A5CA1002



A5CH1800



A5KIT-PRIZEHUB



A5LK6000



A5PICV032



A5SP1006



A5SP1007



A5SP1801



A5SP1802



A5ST1800



A5SW18000



A5SW7000



A5VI1800



AAHA1001

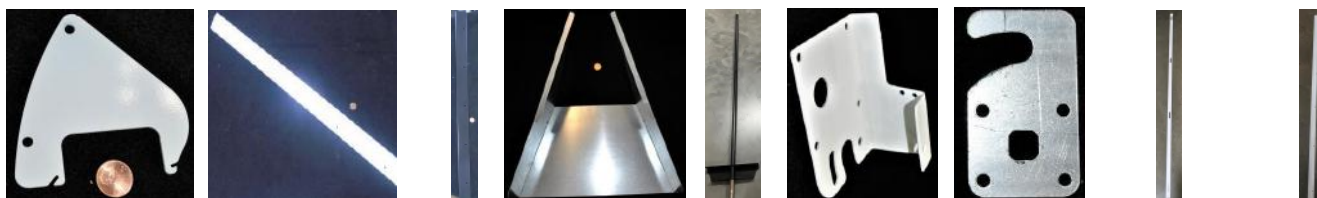


W5KE5000

CAPSULE MODULE PICTURES



W5TM4000 W5TM4001 W5TM5800 A5BK6035 A5BKSW001 A5ME15508 A5ME1727 A5ME1728 A5ME1729



A5ME1761 A5ME1810 A5ME1810-BLK A5ME1831 A5ME1864 A5ME1865 A5ME1869 A5ME1870 A5ME1872



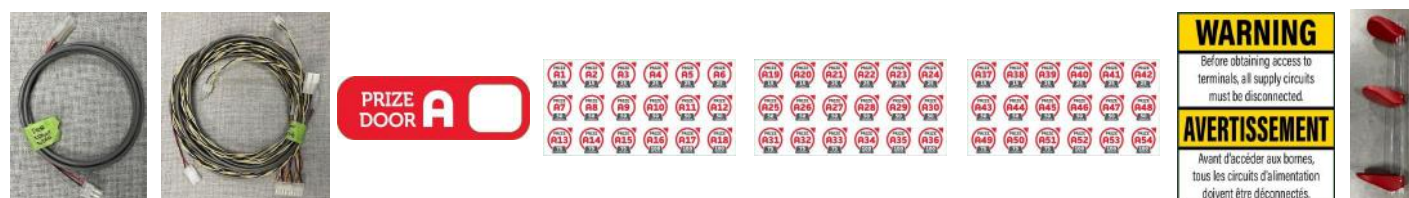
A5ME1873 A5ME1874 A5ME1875 A5ME1876 A5ME1878 A5ME1879 A5ME1880 A5ME1881 A5ME1882 A5ME1886



A5ME1889 A5ME1895 A5CORD52 A5PL1800 AACE15511 AACE15528 AACE15530 AACE15531 AACE15532



AACE15533 AACE15534 AACE15536 AACE15537 AACE15538 AACE15539 AACE15540 AACE15542 AACE15543



AACE15544 AACE15545 A5DE15501 A5DE15507-1 A5DE15507-2 A5DE15507-3 A5DE15524 AAVF1800



WACA1872 A5FI9020 A5CB15505 A5PS1550 AACB15503 AACB4401 AAMO1800 AAMO6901

CAPSULE MODULE PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5BR1001	Bearing (2 per)	A5ME1881	Metal, Gear Motor Rocker
A5CA1002	Caster With Swivel & Brake (4 Per)	A5ME1882	Metal, Capsule Chute Bracket
A5CH1800	Chain, #35, 88 Links Long	A5ME1886	Metal, Lock Link
A5KIT-PRIZEHUB	Hardware Kit	A5ME1889	Metal, Lock Bracket
A5LK6000	Lock, B10, Back Doors	A5ME1895	Metal, Long Bottom Door Guard
A5PICV032	Clevis Pin, 1.4"D X 1-5/8"L	A5CORD52	Cable, Cat5e Ethernet, Yellow, 20ft
A5SP1006	Sprocket on Motor, #35x10 Tooth	A5PL1800	Wall Socket Plug GFCI, Auto Reset
A5SP1007	Sprocket on Carousel, #35x72 Tooth	AACE15511	Line Filter to Power Plug, 110 Volt Version Only
A5SP1801	Spring Inside Capsule Bins (54 Per)	AACE15512	Line Filter to Power Cord, 220 Version Only
A5SP1802	Spring, w/Hook Ends (6 Per)	AACE15528	Line Filter to Ground Stud
A5ST1800	J Channel Strip for Display Cards (18 Per)	AACE15530	Underglow Bottom Light Jumper
A5SW18000	On/Off Rocker Switch 20a 250v	AACE15531	Underglow Bottom RGB LED Lights
A5SW7000	Door Interlock Switch	AACE15532	Roof Top Light Jumper
A5TG1801	Tempered Glass for Capsule Module	AACE15533	Roof Top RGB LED Lights
A5VI1800	Vibration Damper (4 Per)	AACE15534	Power Supply to Stud & Switch Cable
AAHA1001	T Handle Lock Assy	AACE15536	Switch To Line Filter, Black Wire
W5KE5000	Keeper, Lock	AACE15537	Door Open Switch Cable
W5TM4000	T-Molding, 7/8" Black, (11 Feet Per)	AACE15538	Carousel Sensor Jumper
W5TM4001	T-Molding, 7/8" White (6 Feet Per)	AACE15539	Power Supply to Controller Board Cable
W5TM5800	T-Molding, 5/8" Black, (11 Feet Per)	AACE15540	Carousel Motor Jumper
A5BK6035	Bracket (3 Per)	AACE15542	12v Door LED Lights
A5BKSW001	Interlock Switch Bracket	AACE15543	Lever Motor/Sensor Cable
A5ME15508	Metal, Chute Sensor Bracket, (2 Per)	AACE15544	Door Light Jumper
A5ME1727	Metal, Motor Bracket	AACE15545	Pole Motor/Sensor Cable
A5ME1728	Metal, Cap Disp, Right Side (18 Per)	A5DE15501	Decal, Prize Door A
A5ME1729	Metal, Cap Disp, Left Side (18 Per)	A5DE15507-1	Decal, Prize Marker A1-A18
A5ME1761	Metal, Capsule Shear (18 Per)	A5DE15507-2	Decal, Prize Marker A19-A36
A5ME1810	Metal, Side Guard, White (2 Per) White Version Only	A5DE15513	Decal, Low Ticket Value
A5ME1810-BLK	Metal, Side Guard, Black (2 Per) Black Version Only	A5DE15514	Decal, Mid Ticket Value
A5ME1812	Metal, Stepper Motor Bracket	A5DE15515	Decal, Lx Ticket Value
A5ME1813	Metal, Vibration Bracket (2 Per)	A5DE15517-1	Decal, Printed Card Holders A 1-18
A5ME1825	Metal, Capsule Module White Door, White Version Only	A5DE15517-2	Decal, Printed Card Holders A 19-36
A5ME1825-BLK	Metal, Capsule Module Black Door, Black Version Only	A5DE15517-3	Decal, Printed Card Holders A 37-54
A5ME1831	Metal, Capsule Loading Funnel	A5DE15524	Decal, Unplug Warning
A5ME1864	Metal, Capsule Dispense Shaft	AAVF1800	Capsule Chute Assembly
A5ME1865	Metal, Capsule Motor Bracket (3 Per)	WACA1872	Capsule Window with J Channel (18 Per)
A5ME1869	Metal, Lock Arm	A5FI9020	Line Filter
A5ME1870	Metal, Door Lock Rail	A5CB15505	Sensor, Capsule Chute on Tube (2 Per)
A5ME1872	Metal, Side Glass Clamp (2 Per)	A5PS1550	Power Supply, 200w, Prize Hub 2.0
A5ME1873	Metal, Top Glass Clamp (2 Per)	AACB15503	Controller Board Capsule Module
A5ME1874	Metal, Capsule Prize Box	AACB4401	Encoder Sensor With Cable (3 Per)
A5ME1875	Metal, Top Capsule Baffle	AAMO1800	Capsule Motor (4 Per)
A5ME1876	Metal, Bottom Capsule Baffle	AAMO6901	Stepper Motor w/Connector
A5ME1878	Metal, 3/8 Dia x 4" Lg Rod (18 Per)		
A5ME1879	Metal, Top Swing Bracket		
A5ME1880	Metal, Sensor Bracket		

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 its 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 its 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