SERVICE MANUAL

QUIK DROP™

BAY TEK
entertainment

BAY TEK ENTERTAINMENT
1077 East Glenbrook Drive
Pulaski Industrial Park
Pulaski, WI 54162 USA

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Open Monday - Friday
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All games are proudly manufactured at our factory in Pulaski, Wisconsin, USA

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WELCOME TO QUIK DROP

Congratulations on your purchase!

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

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

Your Friends at Bay Tek Entertainment

GAME INSPECTION

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

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

GAME SPECIFICATIONS

WEIGHT

NET WEIGHT	650 lbs.	295 kg
SHIP WEIGHT	740 lbs.	336 kg

GAME DIMENSIONS

WIDTH	38 1/2"	98 cm
DEPTH	43"	110 cm
HEIGHT	109"	277 cm

OPERATING TEMPERATURE

FAHRENHEIT	45 - 80 F
CELSIUS	7.2 - 26.7 C

SHIPPING DIMENSIONS

PALLET # 1	50"x 48" x 88"	590 lbs. class 125
PALLET # 2	40"x 40" x 40"	150 lbs. class 125

POWER REQUIREMENTS

INPUT VOLTAGE	115 VAC		220 VAC
INPUT FREQUENCY	60 Hz		50 Hz

MAX OPERATING CURRENT

5.5 AMPS @ 110 VAC / 3 AMPS @ 220VAC

SAFETY PRECAUTIONS

NOTICE

Modifications to the mechanical, electrical and structural components of this game may void its compliance certifications.

This appliance is suitable for INDOOR, DRY locations only.

DANGER

DO NOT perform repairs or maintenance on this game with the power ON.
Unplug the unit from the wall outlet or shut off the power strip located inside the cabinet.

WARNING

Use of flammable subtances can cause sever burns or serious injury.
Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline kerosene or thinners.

CAUTION

Lifting heavy objects can cause back, neck or other injuries. Be sure adequate lifting and moving devices are available when unloading, unpacking and moving this game.

ATTENTION

Be sure the electrical power matches the game requirements. See the serial number located on the back of the game cabinet. Always plug into a grounded circuit. If the supply cord is damaged, it must be replaced by an approved cord or assembly provided by the manufacturer.
A shielded power cable must be used for the game to retain EU/EMC compliance.

IN CASE OF EMERGENCY

UNPLUG THE POWER CORD.
The power cord must be accessible at all times in case of an emergency.

QUIK DROP SETUP

The game will arrive on 2 pallets. Please inspect the pallets for shipping damage and report immediately to the freight company if any damage is found.

There will be about 1/2 hour of assembly time needed.

Tools Needed:

1 step ladder (6 foot)	9/16" Wrench	2 people
Phillips screwdriver bit	# 2 Square head screwdriver bit	

Important:

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

From the large pallet, unwrap and unbox the lower cabinet.
Position the lower cabinet in position about 3 feet away from the wall.

Game keys are taped to the Drop Button of the game.
Unlock the back door and remove from cabinet.

To prevent damage to the carousel motor during shipping, bubble wrap has been installed in the back of the game.

The bubble wrap must be removed before turning on game!

Unlock the coin box door and remove hardware kit which is located in the coin box.

The marquee is heavy, bulky and large. Assembly requires 2 people and ladders that are tall and strong enough to position components to the top of the game.

Carefully lift marquee to the top of the game and position the tube into the white plastic ring mounted to the roof of the game.

Secure the marquee in place by threading 4 bolts (A5BOHH090), 4 lock washers (A5WALO010) and 4 washers (A5WAFL050) up into the marquee.   Tighten all 4 bolts   using a 9/16" wrench.

A5BOHH090   A5WALO010   A5WAFL050

Pull the 7 cables down from the marquee into the lower cabinet.

Plug the 7 cables from the marquee into the color coded connectors as shown:

CE5842 power cable to CE5859 - 4 pin flat

CE5841 ribbon cable to board

CE5826 motor cable to CE5827 - Green

CE5853 sensor cable to CE5815 - Red

CE5825 speaker cable to CE5828 - Orange

CE5851 sensor cable to CE5822 - Yellow

CE5858 display cable to CE5838 - Blue
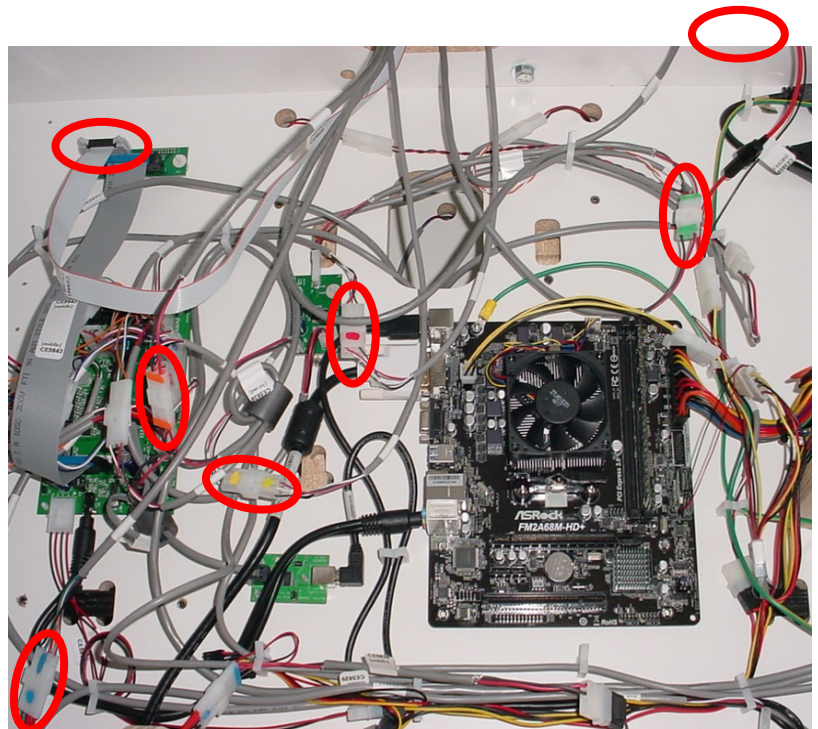
QUIK DROP SETUP

Open the back door of game and remove the upper ball return chute.

Carefully lift upper ball return chute to the top of the game and position into the top of the game and up against the marquee.

Secure the top of ball return chute with 2 of the black 10 screws using a # 2 square bit.

A5SCPH150

Inside the lower cabinet, secure the lower ball return chute by installing 2 of 3/4 " bugle screws using a Phillips screwdriver.

A5SCSQ001

At the top of the game, install 2 of 1" bugle screws using a # 2 square bit

A5SCFH030

Unlock the coin box door and remove power cord from the coin box. Plug one end into the back of the cabinet and the other into the wall.

Open the front door of the cabinet and flip the rocker switch on the power strip to power on game.

You're ready to Quik Drop!

HOW TO PLAY

Press the button to drop 50 balls into the moving buckets before time runs out.

Rapid fire is encouraged!
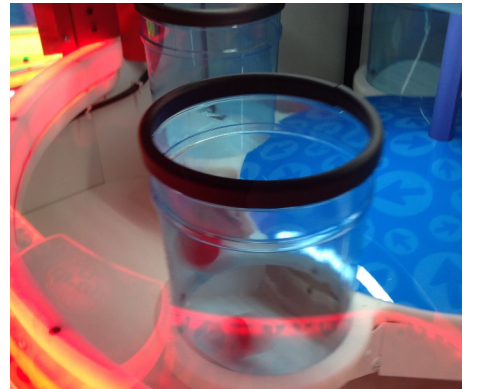
Win tickets for the balls caught.

Catch all 50 balls in the allotted time to win the progressive jackpot!

MAIN MENU FUNCTIONS

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

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

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

Default settings are highlighted in yellow below.
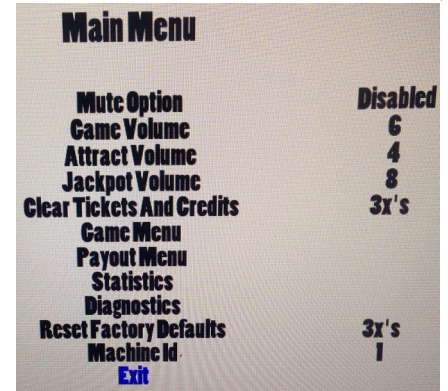
MAIN MENU

|		
MUTE OPTION	DISABLED	ENABLED
GAME VOLUME	Press the Menu Select button to change game volume level. (Default = 6)	
ATTRACT VOLUME	Press the Menu Select button to change attract volume level. (Default = 4)	
JACKPOT VOLUME	Press the Menu Select button to change jackpot volume level. (Default = 8)	
CLEAR CREDITS AND TICKETS	Press the Menu Select button 3 times to clear any accumulated credits and tickets.	
GAME MENU	Press the Menu Select button to enter the Game Settings Menu	
PAYOUT MENU	Press the Menu Select button to enter the Payout Settings Menu	
STATISTICS	Press the Menu Select button to enter the Statistics Menu	
DIAGNOSTICS	Press the Menu Select button to enter the Diagnostics Menu	
RESET FACTORY DEFAULTS	Press Menu Select button 3 times to Reset Factory Defaults	
MACHINE ID	Only used when 2 games are linked together with Link Kit	
EXIT	Press the Menu Select button to exit menu.	

Software version is shown on the display as you enter the menu.

If one shows "Not Found" then the circuit board is not communicating to motherboard.

"Link Light Version" only applies to 2 games linked together.

PC Version	**1.0.9**
Aux Version Link	**1.0**
Server Version	**1.0**
Link Light Version	**Not Found**

GAME MENU

Scroll through the options by pressing the "MENU" button.
Change selection with the "SELECT" button.

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

Default settings are highlighted in yellow below.

Game Menu

Time Per Game	22 sec
Max Time	30 sec
Attract Ball Drop	8 balls
Attract Time	5 min
Display Payout	Tickets
Back	

TIME PER GAME

20	21	22	23	24	25	26	27	28	29	30

Sets the time in seconds of a game

MAX TIME

20	21	22	23	24	25	26	27	28	29	30

Sets the maximum time in seconds of a game
Actual game time is automatically extended by milliseconds with each non-jackpot game played.
Actual game time is returned to "Time Per Game" with a jackpot win.

ATTRACT BALL DROP

0	1	2	3	4	5	6	7	8	9	10

Sets the number of balls that drop during attract mode

ATTRACT TIME

0	5	10	15	20	25	30

Sets the amount of time in minutes between attract mode cycles
0 means there will be no attract mode cycles

DISPLAY PAYOUT

TICKETS	POINTS	COUPONS	ENTERTAINMENT

"TICKETS" means the game will pay out tickets, and show the word "TICKETS" on screen.
"POINTS" means the game will pay out tickets, and show the word "POINTS" on screen.
"COUPONS" means the game will pay out tickets, and show the word "COUPONS" on screen.
"ENTERTAINMENT" means the game will not pay out tickets.

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PAYOUT MENU

Scroll through the options by pressing the "MENU" button.
Change selection with the "SELECT" button.

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

Default settings are highlighted in yellow below.

Payout Menu

Credits Per Game	4
Card Reader	False
Divide Tickets By Two	False
Fixed Tickets	8
Jackpot Start	50 ticket(s)
Jackpot Max	1000 ticket(s)
Jackpot Increment	5 ticket(s)
Jackpot Reset	3x's
Ticket Buckets Menu	
Back	

CREDITS PER GAME

0	1	2	3	4	5	6	7	8	9	10

Sets the amount of credit pulses needed to start a game. "0" will be free play.

CARD READER

FALSE	TRUE

"TRUE" will show "Swipe Card to Play" verbiage on the screen.

DIVIDE TICKETS BY TWO

FALSE	TRUE

"TRUE" will pay out 1 physical ticket for every 2 tickets won.

FIXED TICKETS

DISABLED	1	2	3	4	5	6	….	27	28	29	30

Option to set the same amount of tickets for every game, over-riding all ticket and jackpot settings

JACKPOT START

50	100	150	200	250	300	350	400	450	500	550	600	….	850	900	950	1000

Sets the amount of tickets the jackpot starts at and resets to after a jackpot win

JACKPOT MAX

50	100	150	200	250	300	350	400	450	500	550	600	….	850	900	950	1000

Sets the maximum amount of tickets to which the jackpot will increment

JACKPOT INCREMENT

0	1	2	3	4	5	6	7	8	9	10

Sets the amount of tickets added to the jackpot per game played, 0 means that the jackpot will not increase

JACKPOT RESET

Press the Menu Select button 3 times to reset the jackpot value to "Jackpot Start" value

TICKET BUCKETS MENU

Press the Menu Select button to enter the Ticket Buckets Menu

TICKET BUCKETS MENU

Ticket Buckets Menu

Ticket Values can be changed to affect average tickets per game payout.

High Range of balls caught for each level can be adjusted, and will automatically populate the Low Range for the following level to avoid overlap.

Low Range 1:	0	High Range 1:	20	Value 1:	10 ticket(s)
Low Range 2:	21	High Range 2:	30	Value 2:	20 ticket(s)
Low Range 3:	31	High Range 3:	40	Value 3:	30 ticket(s)
Low Range 4:	41	High Range 4:	45	Value 4:	40 ticket(s)
Low Range 5:	46	High Range 5:	49	Value 5:	50 ticket(s)

Low Range can not be changed

Back

Default settings are highlighted in yellow below.

TICKET BUCKET OPTIONS											
BALLS CAUGHT		**AVERAGE TICKETS PER GAME**									
		3-6	**6-9**	**10-14**	**14-17**	**18-23**	**25-30**	**28-32**	**33-36**	**48-54**	**66-72**
LOW	**HIGH**	**TICKET VALUES**									
0	**20**	1	3	5	5	5	10	10	10	20	30
21	**30**	3	4	10	10	15	20	20	20	30	50
31	**40**	4	5	12	15	20	25	30	30	50	60
41	**45**	5	10	15	20	25	30	40	50	80	75
46	**49**	10	20	20	25	35	50	50	75	100	100
JACKPOT START		100	100	100	250	250	350	500	500	500	500

Jackpot Start is set in the "Payout Menu" and will increment up according to the settings and reset back to Start Value when the jackpot is won.

STATISTICS

Total Games Played	11
Total Payout	1392 ticket(s)
Total Jackpots Won	4
Jackpot Payout	1320 ticket(s)
Average Payout	126 ticket(s)
Reset Statistics	3x's
Back	

Scroll through the options by pressing the "MENU" button. Change selection with the "SELECT" button.

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

TOTAL GAMES PLAYED

Shows the total number of games played since last Reset.

TOTAL PAYOUT

Shows the total number of tickets payed out since last Reset.

TOTAL JACKPOTS WON

Shows the total number of Jackpots won since last Reset.

JACKPOT PAYOUT

Shows the total number of Jackpot tickets won since last Reset.

AVERAGE PAYOUT

Shows the average tickets per game since last Reset.

RESET STATISTICS

Press the "SELECT" button 3 times to reset statistics.

DIAGNOSTICS

Diagnostics Menu

Button Input	Off	Carousel Motor	0
Tube Sensor	Off	Top Feed Motor	Reverse
Ball Count	Off	Blower Status	Off
Ball Score	Off	Balls Fired	0
Carousel Encoder	Off	Balls Counted	0
Top Feed Encoder	Off	Balls Scored	0

The top section of diagnostic data shows actual "live" status of game sensors and switches.

Scroll through the options by pressing the "MENU" button. Change selection with the "SELECT" button.

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

Clear Ball Data	3x's
System Test	Start Test
Toggle Carousel Motor	Normal
Toggle Blower	Normal
Test Ticket Dispense	Press Button
Back	

DIAGNOSTICS MENU

BUTTON INPUT	Normally OFF, shows ON when player button is pressed down	**CAROUSEL MOTOR**	Normally 5.0-6.0, shows RPM value of carousel motor (approx.10 seconds per rotation)
TUBE SENSOR	Normally ON when tube is full, shows OFF if top tube sensor beam is not blocked	**TOP FEED MOTOR**	Normally FORWARD, shows REVERSE if sensor detects a jam and motor goes backward
BALL COUNT	Normally OFF, shows ON when sensor in bottom of tube is blocked	**BLOWER STATUS**	Normally OFF, shows ON when blower is activated
BALL SCORE	Normally OFF, shows ON when sensor in score trough is blocked	**BALLS FIRED**	Shows number of solenoid pulses during a system test
CAROUSEL ENCODER	Normally OFF with flashes of ON as the carousel sensor is blocked as motor turns	**BALLS COUNTED**	Shows balls counted from sensor at the bottom of the tube during a system test
TOP FEED ENCODER	Normally OFF, only flashes ON as the top ball feed motor turns to drop balls into tube	**BALLS SCORED**	Shows balls scored from sensor in score trough during a system test

DIAGNOSTIC TOOLS

CLEAR BALL DATA	Press "Select" button 3 times to clear diagnostic data before start of a "SYSTEM TEST"
SYSTEM TEST	Press "Select" button to START system test. (Game will fire 2 balls per second until test is stopped) Press ""Select" button again to STOP system test
TOGGLE CAROUSEL MOTOR	Normally set to NORMAL. Can be changed to OFF to stop carousel motor. Must be set to NORMAL for game to function properly
TOGGLE BLOWER	Normally set to NORMAL. Can be changed to ON to start blower. Can be changed to OFF to stop blower. Must be set to NORMAL for game to function properly
TEST TICKET DISPENSE	Press "Select" button to dispense 1 ticket

ERROR CODES

The Quik Drop game is equipped with error-sensing software.

When this Game Error screen appears, the game is not functioning normally.

Sensors need to be cleaned occasionally to prevent misreading due to dust build up.
A simple wipe of the sensors with a Q-tip or Kleenex will be enough to clear most sensor issues.
Do not use any solutions or chemicals when wiping the sensors.

Bad Carousel Encoder!
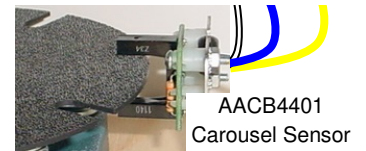
The carousel sensor is not seeing the motor turning.

Check to make sure carousel motor is turning, check for 12 VDC at motor.

Clean Carousel Encoder sensor. Check for voltage drop on blue and white wires as encoder turns.

12 Volts DC power between the Yellow and Blue wires.

When sensor is on an open notch 3.3 VDC between Blue and White wires.

When Blocked - 0 VDC between the Blue and White wires.

AACB4401 Carousel Sensor

Bad Top Auger Encoder!

The top auger sensor is not seeing the auger motor turning.

Top Ball Dispense Motor should turn if the tube is not full.
First clean or replace Fill Sensor in the top of the tube behind the round marquee sign. Motor will also turn if you unplug this sensor.
Clean Top Auger sensor. Check for voltage drop on black and white wires as auger motor turns.

12 Volts DC power between the Black and Red wires.

When sensor is open, there is 3.3 VDC between Black and White wires.
When Blocked - 0 VDC between the Black and White wires. (LED is ON)

AACB3404A Ball Feed Encoder Sensor

AACE5853
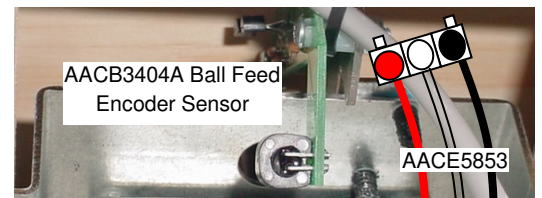
Bad Ball Score Sensor!

The game knows it is not seeing any balls scored.

Clean or replace Ball Score Sensor in the back of game at the end of the metal collection tray.
Check for voltage drop on green and white wires as this sensor is blocked.

AACB3404A
Ball Score Sensor

12 Volts DC power between the Orange and Green wires.

Normally 3.3 VDC between Green and White wires (LED is OFF)

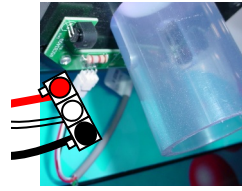When Blocked - 0 VDC between the Green and White wires. (LED is ON)

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ERROR CODES

Bad Ball Count Sensor!

The game knows it is not seeing any balls dropping out of the tube

Clean or replace Ball Count Sensor in the center of the game at the bottom of the tube.

Check for voltage drop on black and white wires as this sensor is blocked.
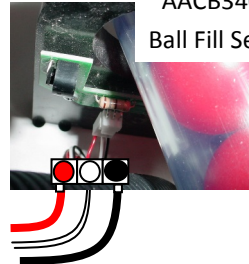
AACB3404A

Ball Count Sensor

12 Volts DC power between the Red and Black wires.

Normally 3.3 VDC between Black and White wires (LED is OFF)

When Blocked - 0 VDC between the Black and White wires. (LED is ON)

Bad Fill Sensor!

The top tube sensor is not seeing balls fill the tube.

Auger Mixing Motor should turn if the tube is not full.

Clean or replace Fill Sensor in the top of the tube behind the round marquee sign. Motor will also turn if you unplug this sensor.

Check for voltage drop on black and white wires as this sensor is blocked.

AACB3404A

Ball Fill Sensor

12 Volts DC power between the Red and Black wires.

Normally a ball is blocking sensor and has 0 VDC between Black and white wires (LED is ON)

When Blocked - 3.3 VDC between the Back and White wires. (LED is OFF)

Bad Ball Firing Solenoid!

The game knows it is trying to drop balls, but not seeing any balls dropping out of the tube.

Make sure the solenoid is not jammed, it should move and drop a ball every time the button is pressed. Check for 12 volts DC at solenoid.

If balls are dropping, clean or replace Ball Count Sensor in the center of the game at the bottom of the tube.
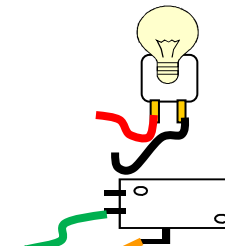
AASO5800
Ball Drop
Solenoid
4.1 Ohms

Button Stuck!

The player ball drop button is stuck down.

Clean or replace player ball drop button.

Check for voltage on green and orange wires and ensure the switch is wired correctly as shown.

A5PB4600
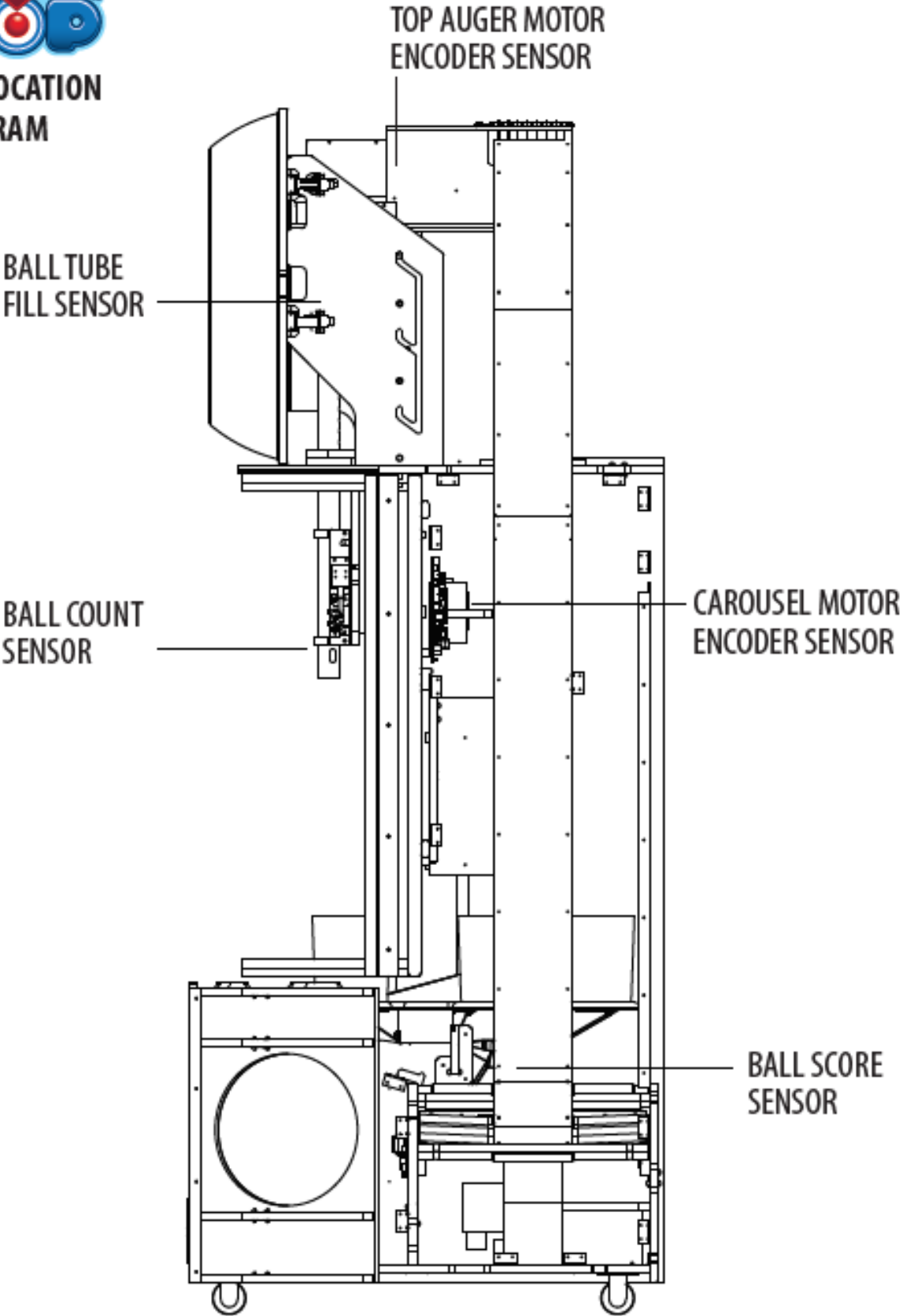Ball Drop Button

Switch is wired normally open.

Communication Error!

The communication between the Newgen board and the Motherboard is faulty.

Please check Wiring Diagrams to determine which motherboard is in your game and how the wiring is routed. Check connections along this wiring path to determine issue. Refer to Communication Error Troubleshooting.

QUIK DROP

SENSOR LOCATION DIAGRAM

TOP AUGER MOTOR ENCODER SENSOR

BALL TUBE FILL SENSOR

BALL COUNT SENSOR

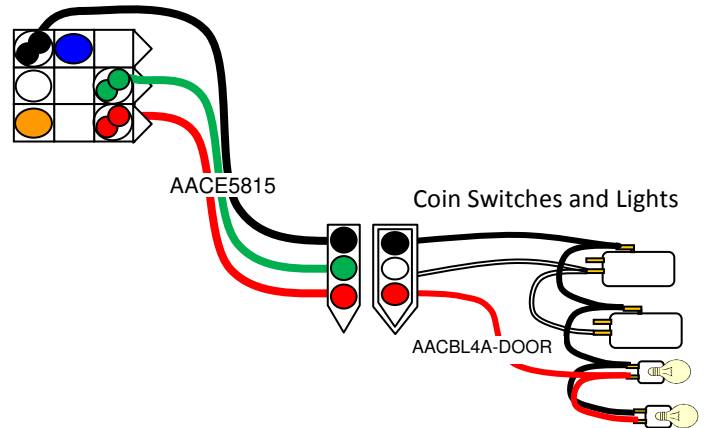CAROUSEL MOTOR ENCODER SENSOR

BALL SCORE SENSOR

CARD SWIPE SYSTEM INSTALLATION

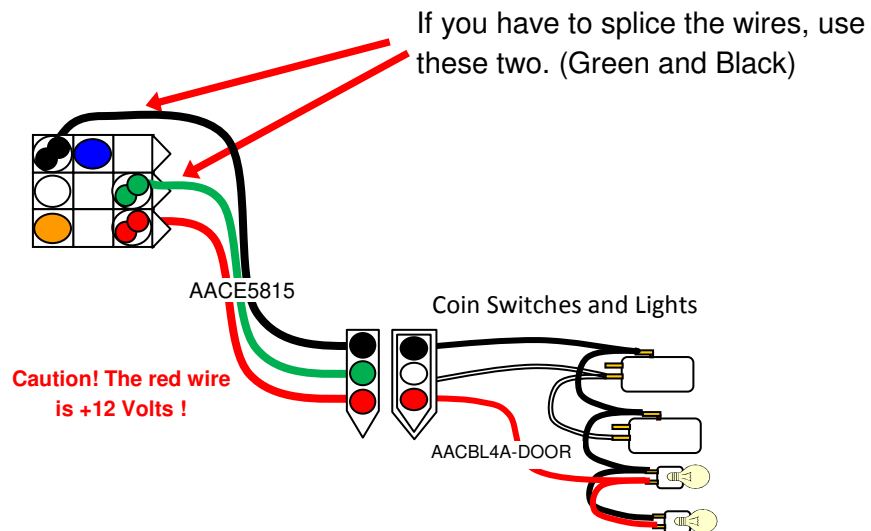**Option #1:**

New card swipe systems may come with a standard 9 pin Molex connector.

Simply unplug this connector and plug into your card swipe reader.

This ICL connector is to be used for card swipe systems

AACE5815

Coin Switches and Lights

AACBL4A-DOOR

Option #2:

If your card swipe systems does not have a standard 9 pin Molex connector, then you will have to splice wires into the AACE5815 harness.

If you have to splice the wires, use these two. (Green and Black)

AACE5815

Coin Switches and Lights

Caution! The red wire is +12 Volts !

AACBL4A-DOOR

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

Menu Changes

Enter menu, go to "Payout" Menu

Set "Credits" to 1

Set "Card Reader" to "True"

Go to "Game" Menu

Set "Display Payout" to desired option: Tickets, Points, or Coupons

HOW TO ADJUST MARQUEE HEIGHT

Each side of the marquee support is equipped with a height adjustment system, allowing flexibility in height from 109" to 123"

Remove casters before installing marquee for 9 foot ceiling height. (107")

Loosen the upper bolts on the both sides and remove the lower bolts using a 9/16" wrench.

Lift the marquee up, allowing bolts to ride in the grooves. Select your desired height and allow the marquee to slide back down and rest in the notches.
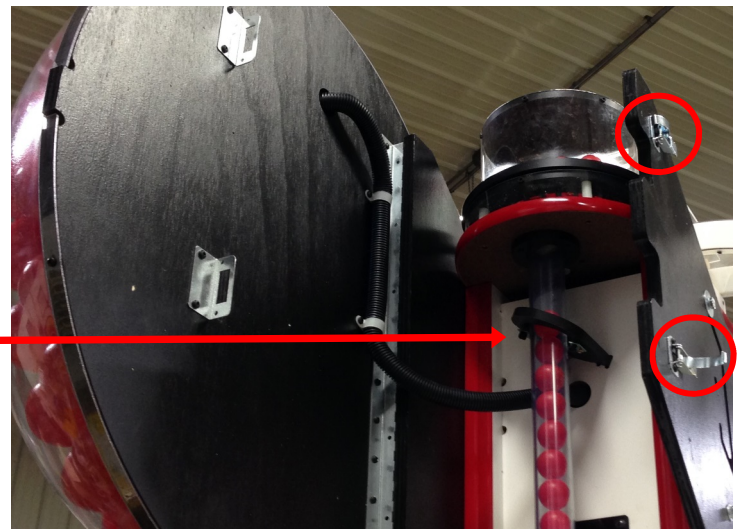
Re-install the lower bolts and re-tighten the upper bolts to hold the marquee securely.
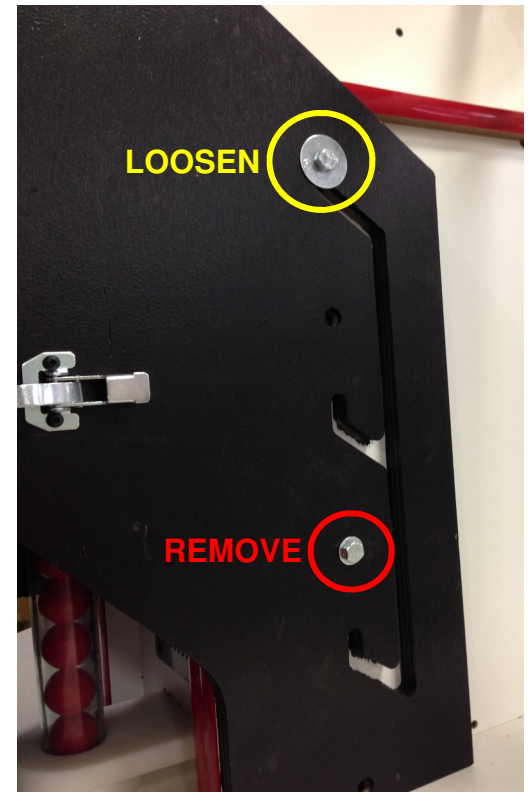
HOW TO ACCESS BALL TUBE FILL SENSOR

Release the 2 latches on the right side of the marquee and swing open the large round marquee

This provides access to the Ball Tube Fill Sensor.

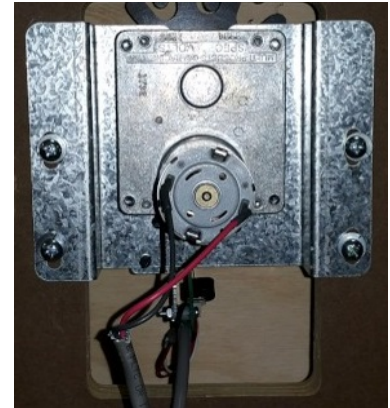# HOW TO ACCESS TOP BALL FILL MOTOR & SENSOR

Using a ladder, carefully unlock the upper back door of the marquee.

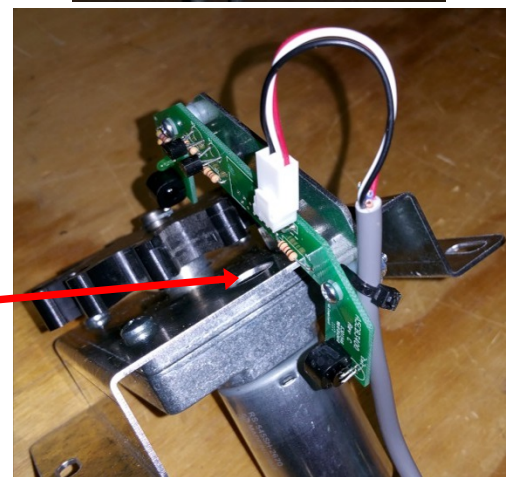This provides access to the Top Auger Motor and Encoder Sensor.

To change motor or sensor:
Remove the 4 pan head bolts (A5BOPH220) with split washers (A5WASI020) using a Phillips screwdriver.

This whole assembly will come down.
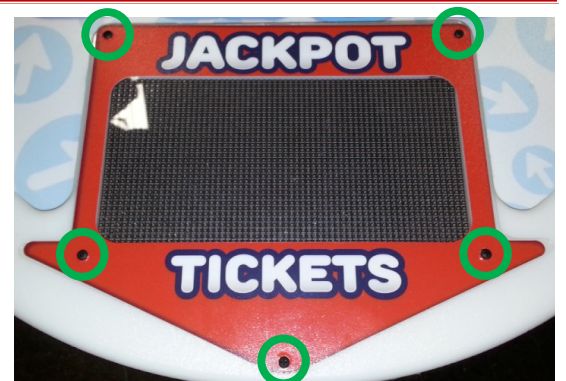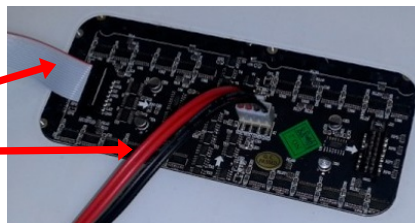The sensor or motor can now be swapped out.

The top auger sensor watches the gear turn through this hole.

HOW TO CHANGE JACKPOT DISPLAY BOARD

Unplug the game from the wall, use a ladder to remove the 5 small black screws A5SCPH030 using a small Philips screwdriver.

Carefully pull out the display board and unplug:
the CE5841 ribbon cable
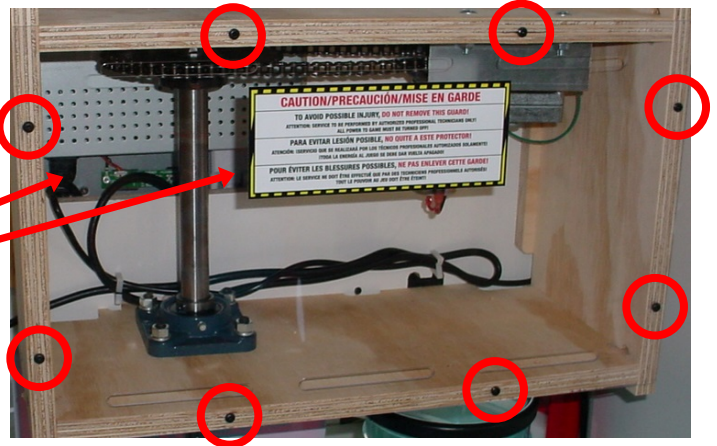the 5 volt power CE3892 cable.

HOW TO REPLACE MONITOR

Unplug the game from the wall and remove the back door.

Remove the 8 black 8 screws (A5SCPH101) using a # 2 square bit and remove the plexi shield.

Reach into hole and unplug the monitor power and unscrew the DVI cable from the monitor.
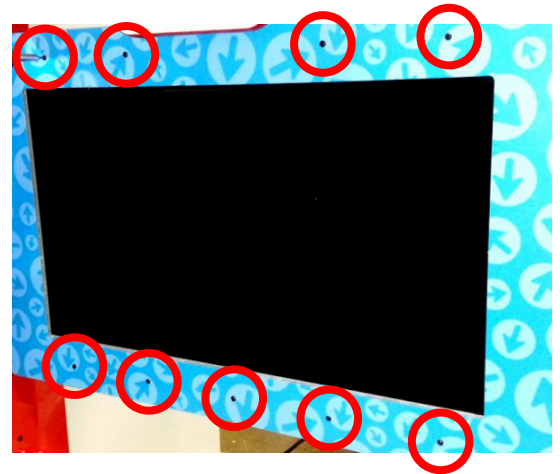
Remove the 5 flat head bolts (A5BOBH030) using a 5/32" Allen wrench from the side rail.

Bend and flex the front plexi around the drop button and out of the way.

Remove the 9 black 8 screws (A5SCPH101) from the artwork around monitor using # 2 square bit.

Peel the artwork from the monitor, there is double sided tape that will also have to be peeled off.

Remove the 4 black 1 1/4" bugle screws (A5SCPH101) from the monitor using # 2 square bit shown by blue arrows.

Remove the monitor from the cabinet.

When re-installing the new monitor, make sure the monitor frame is seated into the recessed area shown by the green circles.

Assembly is the same process, reversed.

HOW TO REPLACE BALL DROP SOLENOID

Remove the 5 flat head bolts (A5BOBH030) using a 5/32" Allen wrench from the side rail.

Bend and flex the front plexi around the drop button and out of the way.

Remove the 4 small screws (A5SCPH030) using a small Phillips screwdriver.

Bend and flex the plexi way from the solenoid.

The solenoid assembly (AASO5800) can now be removed and replaced by removing the 3 black self taping screws(A5SCPH190) using a # 2 square bit.

Pull the cable through the hole to unplug connector.

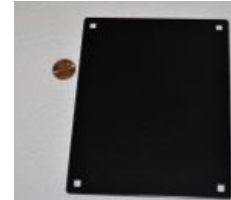# AVAILABLE BLANKING PLATES

A5PL4200   DBA Plate used for Upstacker Bill Acceptor
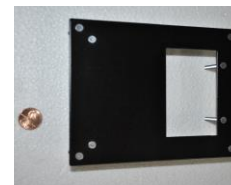
A5PL9998   Plate used instead of Coin Mechanisms

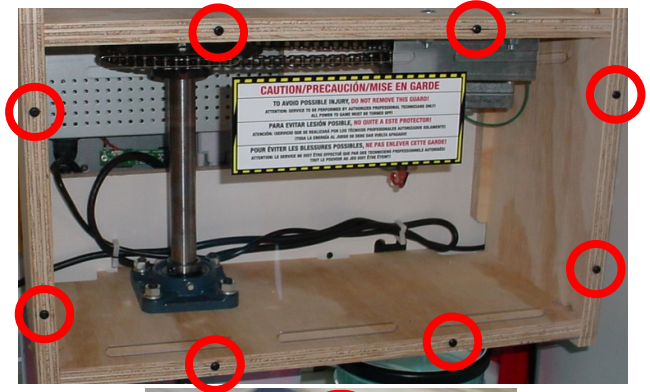A5PL8900   Plate used for Bill Validator

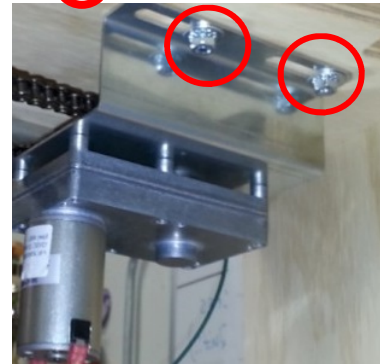A5PL9995   Plate used instead of ticket dispenser
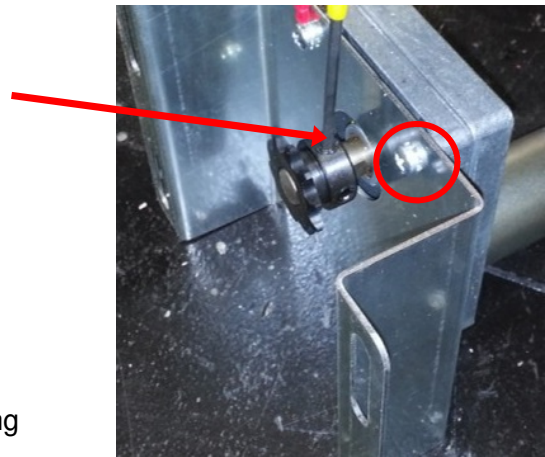
HOW TO REPLACE CAROUSEL MOTOR

Unplug the game from the wall and remove the back door. Remove the 8 black 8 screws (A5SCPH101) using a # 2 square bit and remove the plexi shield.

Remove the motor bracket from game by removing the 4 nuts using a 7/16" wrench.

Remove the sprocket from motor shaft by loosening the set screw using a 1/8" Allen wrench.

Remove the motor from the bracket by removing the 4 bolts (A5BOPH270) using a Phillips screwdriver.

Install the new motor onto bracket by installing the 4 bolts using a Phillips screwdriver.

Install the sprocket onto new motor by tightening the set screw using a 1/8" Allen wrench. The sprocket should be flush with the end of the motor shaft.

Wrap the chain onto the sprocket and install the motor bracket into game by hand threading the 4 nuts onto the bolts.
Push the motor bracket to the right as you tighten the 4 nuts using a 7/16" wrench.

There should be about 1/8" play in the chain after it is tightened.

Warning: Do Not spin the carousel or motor by hand.
This will cause the gears in the motor to wear much faster and may shorten the life span of the motor significantly.

HOW TO ACCESS BLOWER

Unplug the game from the wall and remove the back door and remove all the red balls from cabinet.

Remove the 2 of 1 5/8" black bugle screws (A5SCFH050) on the wood piece that shows "Blower Access" using a # 2 square bit.

This wood can now be removed from the cabinet.

The blower can now be seen and inspected.
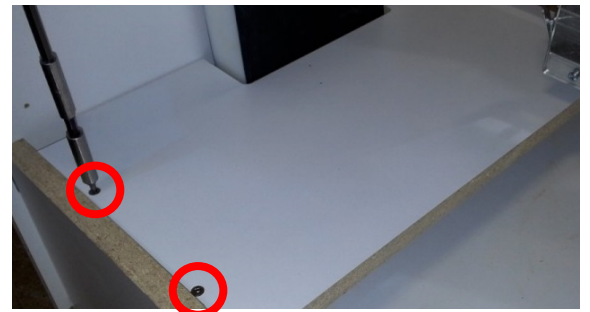To remove the blower continue below.

HOW TO REMOVE BLOWER

To remove the blower from the cabinet, first follow the above directions.
Then, remove the 2 of 1 5/8" black bugle screws (A5SCFH050) using a # 2 square bit.

Remove white wood shelf from cabinet.

The ball chute on the side of the cabinet will need to be removed next:

On the bottom of the ball chute, remove the 4 of black 10's (A5SCPH150) using a # 2 square bit.
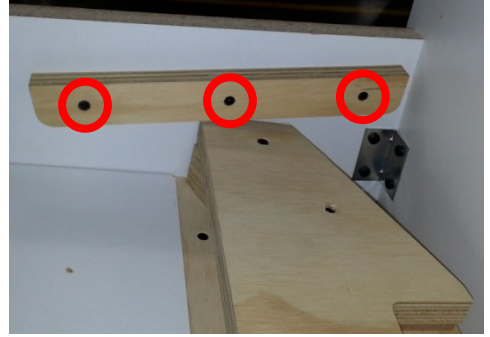

On the top of the ball chute, remove the 2 of 3/4 " bugle screws (A5SCSQ001) using a Phillips screwdriver.

The ball chute can now be removed from the cabinet.

25

There is a wood block attached to the back wall of the cabinet.
This must be removed to remove the blower/wood assembly.
Remove these 3 of 1 1/4" bugle screws (A5SCFH040) using a # 2
square bit.

Open the front door of the game and locate this wood box.
Remove the 4 black 8 screws (A5SCPH101) using a # 2 square bit.
Remove the clear plexi shield covering the AC Driver Board

Unplug the bottom connector from the AC Driver Board.
This is the blower power.
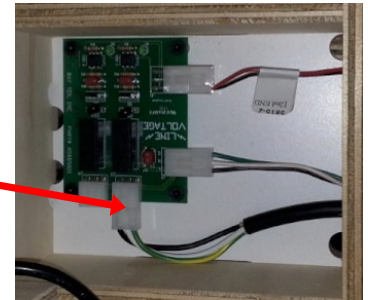
The blower/wood assembly can now be removed from the game as one
large assembly. It is not screwed down.

The blower can be unbolted from the wood and replaced if needed.
(Part # AABL 3201-QD for the 110 Volt AC blower)
(Part # AABL 1180-QD for the 220 Volt AC blower)

Important: There is a small wire (A5WRSS063) that blocks
the balls from dropping into the blower.
Ensure this is in place as the blower is removed and replaced.
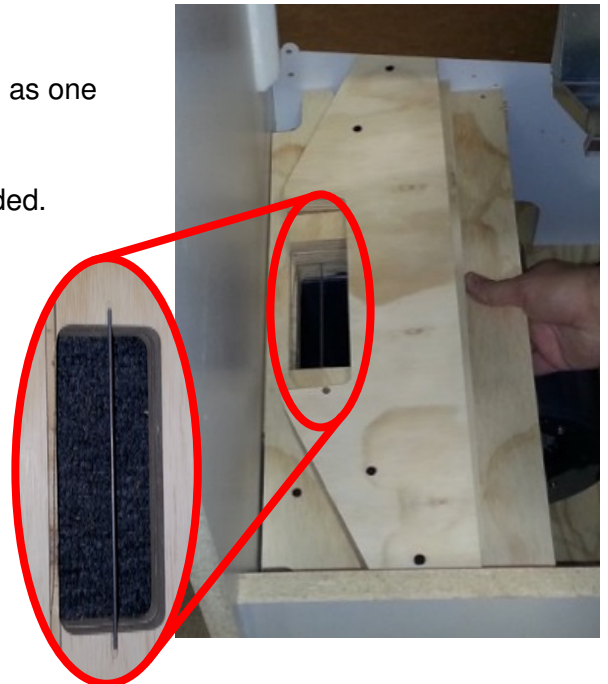
HOW TO CHANGE FUSES IN MARQUEE

Unplug the game from the wall, use a ladder to carefully unlock the upper back door of the marquee.

Locate the AACE5858 cable. The 5 amp fuses are located inside the black plastic housings. Fuses are part # A5FUSE11

HOW TO CHANGE LIGHTS IN MARQUEE

The marquee will have to removed from the game to change the LED lights inside.

Unplug the game from the wall, use a ladder to carefully unlock the upper back door of the marquee.

Locate the 4 cables that emerge from the hole in the far wall above the speaker. These 4 cables will have to unplugged from the bottom of the cabinet and fed up through this hole.
Unplug CE5841 from Splitter Board
Unplug CE5842 from CE5859
Unplug CE5851 from CE5822
Unplug CE5830 from CE5858

Release the 2 latches on the right side of the marquee and swing open the large round marquee.
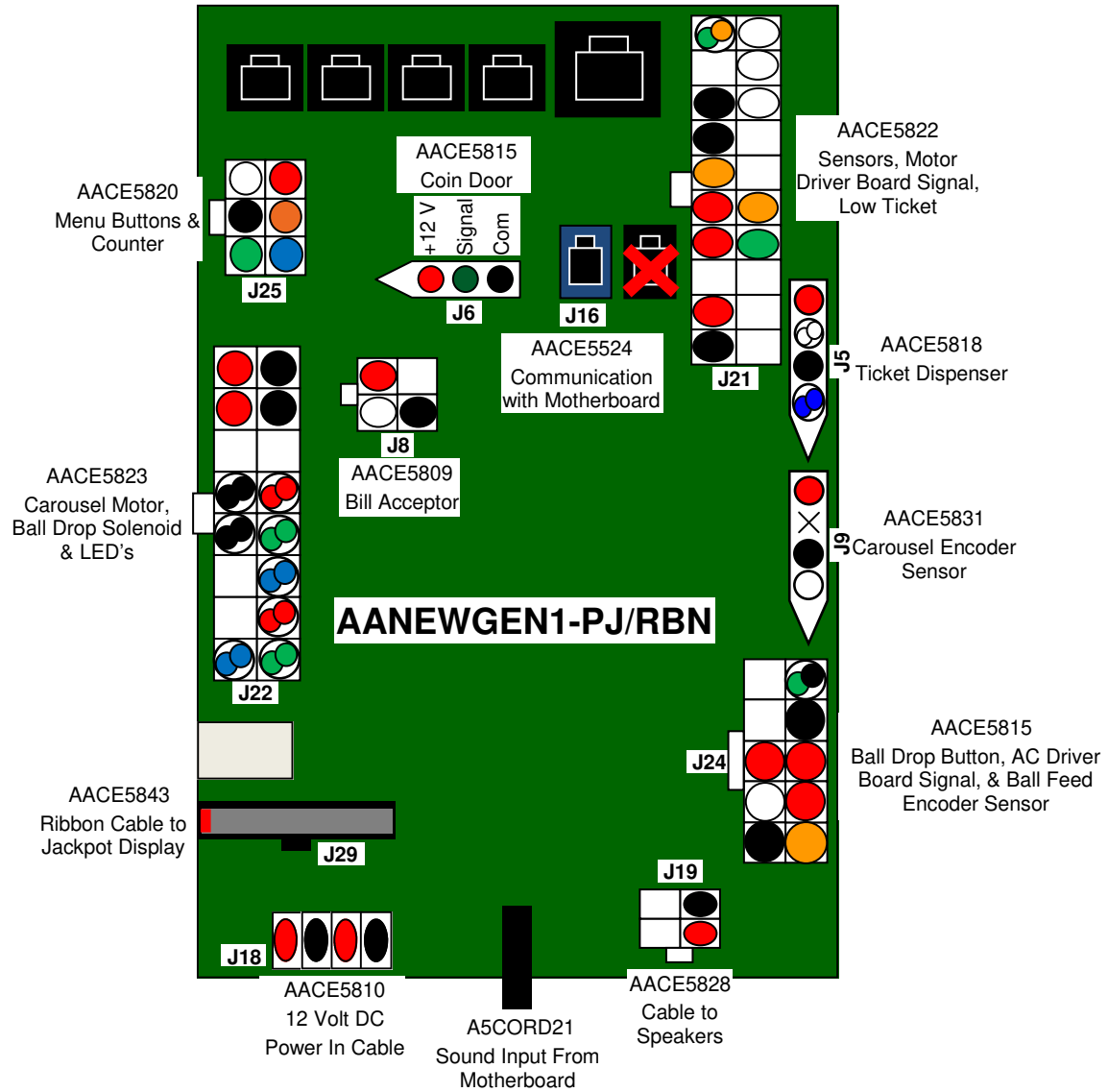**Using 2 people to help support the marque -** remove the screws in the hinge and bring the marquee to the floor.

Lay the marquee on it's face and remove the black screws around the outside edge.
The cables can now be inspected or replaced.

AACE5820
Menu Buttons &
Counter

AACE5815
Coin Door

+12 V
Signal
Com

J25

J6

J16

AACE5822
Sensors, Motor
Driver Board Signal,
Low Ticket

AACE5524
Communication
with Motherboard

J21

AACE5818
Ticket Dispenser

J5

AACE5823
Carousel Motor,
Ball Drop Solenoid
& LED's

AACE5809
Bill Acceptor

J8

AANEWGEN1-PJ/RBN

AACE5831
Carousel Encoder
Sensor

J9

J22

AACE5843
Ribbon Cable to
Jackpot Display

J24

AACE5815
Ball Drop Button, AC Driver
Board Signal, & Ball Feed
Encoder Sensor

J29

J18

J19

AACE5810
12 Volt DC
Power In Cable

A5CORD21
Sound Input From
Motherboard

AACE5828
Cable to
Speakers

Quick Drop Motherboard Communication Wiring Diagram on MB11 games manufactured after 2/5/18

Two LED's will flash rapidly when communication is established

AACE5524
Communication cable from blue J16 on Newgen board to Communication Board.

A5CB0232
Communication Board

A5CORD14
USB cable from Motherboard to Communication board

MB11 Motherboard **must** have this 12 VDC cable AACE9736 plugged in.

AAMB11-HD

AANEWGEN1-PJ/RBN

Audio Cable plugs into green socket on Motherboard

AACE9736
12 volt cable

A5CORD21
Audio Cable

A5CORD24
DVI Cable to Monitor

A5MO3200
Monitor

Quick Drop Motherboard Communication Wiring Diagram on MB9 games manufactured before 2/5/18

RX is receiver communication from Newgen Board. It should be flashing rapidly and dim.

TX is transmitter communication from Motherboard. It should be flashing rapidly and dim.

AACE5524
Communication cable from blue J16 on Newgen board to J1 on Interface Board.

Power comes from Newgen Board. LED should be on if power is on.

AACB2204
Comm Board

AACE5523
Communication cable from J2 on Interface Board to Motherboard

A5CN1031
Adaptor

AAMB9A-HD

AANEWGEN1-PJ/RBN

Plug "input" cable into end of A5CEAU010

A5CE2300
Audio Filter

A5CE2300
Audio Filter to NewGen

A5CEAU010
Audio Jack from green socket on Motherboard to Audio Filter

A5CORD24
DVI Cable to Monitor

A5MO3200
Monitor

AC IN, POWER SUPPLY WIRING DIAGRAM

AAMB11-HD

AACE9736

Power Cable to SATA Hard

A5HD1800 SATA Hard Drive

AACE5940

Left Instruction LED lighting

Right Instruction LED lighting

Playfield Illumination

AACE5840

AACE5840

AACE5808

AACE5852

AACE5812

AACB3906 Motor Driver Board

AACE5829

AACE5838 12 VDC To Marquee LED's

AACE5842 5 V To Jackpot Display

Power Supply AAPS1011-QD

A5MO3200 Monitor

A5CORD5 AC Power to Power Supply

AANEWGEN1-PJ/RBN

AACE5810 Power Cable To Newgen

To J18 Connector

AABD5029-A AC Driver Board

A5CORD5 AC Power to Monitor

AACE5803 AC in from power strip

AABL3201-QD Blower Motor 14.5 Ohms

A5SP4100 AC Splitter

A5LI0003 AC LED light 5000K

AAC8868

Note: 220 VAC Blower Motor is part # AABL1180-QD

AACE5809 Bill Acceptor AC Power

A5CORD1 AC Power to back of game

AAC5832

Outlet Strip AACE5811

Outlet Strip AACE5811

Line Filter A5FI9010

AACE5802 AC power cable

A5CORD5 Power In Cord from wall

A5LD1058
Jackpot Display

AACE5841

A5MO5800 Carousel Motor
Normally 10 secs per
revolution. (6 RPM)
1.2 Ohms

5 Volts from
Power Supply

AACE3892

AACB3904
Splitter Board

AACE5855

Ground
Wire

AACE5842

AACE5859

AACE5843

AACE5823

3.5 Amp Fuse
(A5FUFB010)

5 Amp Fuse
(A5FUSE11)

AASO5800
Ball Drop
Solenoid
4.1 Ohms

AACE5823

5 Volts from
Power Supply

To J22
Connector

AANEWGEN1-PJ/RBN

AACE5819

AACE5845
Control
Panel LED's

AACE5844
Bottom
Window
LED's

AACE5844
Top Window
LED's

AACE5810
12 Volts Power In
from Power Supply

To J19
Speakers
Connector

AACE5828

These
connectors
are colored
Orange

AACE5847
Behind Ball
Drop LED's

AACE5846
Around Drop
Button LED's

Speaker
AACE8811

AACE5825

SENSORS & AUGER MOTOR WIRING DIAGRAM

AAMO5801
Ball Dispense
Motor
2.4 Ohms

AACE5826

Green
colored
connectors

AACE5827

AACB3906
Motor Driver BD

AACE5829
from Power
Supply

AACB3404A
Ball Feed Auger
Encoder Sensor

12 Volts DC power between the
Black and Red wires.

When Blocked - 0 VDC between
the Black and White wires. (LED
is ON)

AACE5853

Red
colored
connectors

**From CE5815
from J24
connector**

AACE5822

To J21
connector

AANEWGEN1-PJ/RBN

To TIX2
connector

AACB3404A
Ball Fill Sensor

AACE5851

Yellow
colored
connectors

Ball Fill Sensor
12 Volts DC power between
the Red and Black wires.

Normally a ball is blocking
sensor and has 0 VDC
between Black and white
wires (LED is ON)

When Blocked - 3.3 VDC
between the Back and White
wires. (LED is OFF)

Top marquee

Lower game

AACB3404A
Ball Count Sensor

AACE5822

Ball Count Sensor
12 Volts DC power between the Red
and Black wires.

Normally 3.3 VDC between Black
and White wires (LED is OFF)

When Blocked - 0 VDC between the
Black and White wires. (LED is ON)

12 Volts DC power between the
Yellow and Blue wires.

When sensor is on an open notch
3.3 VDC between Blue and White
wires.

When Blocked - 0 VDC between
the Blue and White wires.

AACE5816

AACB3404A
Ball Score Sensor

AACB4401
Carousel Sensor

AACE5831

Ball Score Sensor
12 Volts DC power between the
Orange and Green wires.

Normally 3.3 VDC between Green
and White wires (LED is OFF)

When Blocked - 0 VDC between the
Green and White wires. (LED is ON)

Ticket Counter

AACO3325

Game Counter

Menu Button — AAPB2700

Menu Select — AAPB2700

AACE5820

To J25 connector

AANEWGEN1-PJ/RBN

To J24 connector

A5PB4600 Ball Drop Button

LED is ON when Newgen is sending signal to blow balls.

To Top Ball Feed Auger Encoder Sensor Red colored connectors

AACE5815

AACE5815

AABD5029-A AC Driver Board

To J1 on AC Driver Board for blower signal

Switch is wired normally open.

Light bulb only is part # A5LA1003

5 Amp mini fuse is located inside this box. (A5FUSE4)

AACE5803 AC in from power strip

AABL3200 AC out to blower
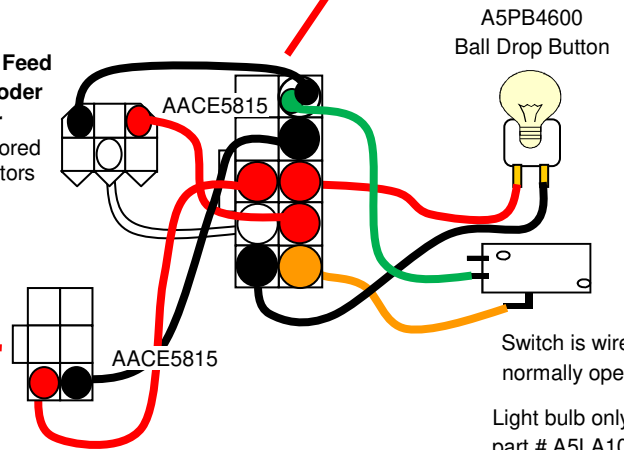
MARQUEE LIGHTING, COIN MECH, & TICKET DISPENSER WIRING DIAGRAM

AACE5818

Low Ticket Switch
Wired Normally Open
Part # AASW200

AACE5822

To J21
Connector

AACE5848
LED's in
the back of
Marquee

AACE5849
LED's around
back of Marquee

AACE5830

AACE5850
LED's around
side of Marquee

Blue
colored
connectors

AACE5858

5 Amp Fuses
A5FUSE11

Blue
colored
connectors

AACE5838

12 Volts from
Power Supply

This ICL connector
is to be used for
card swipe systems

AACE5815

To J6 Connector

AACE5815

To Tix1 Connector

AACE5818

To J8 (DBA) Connector

AANEWGEN1-PJ/RBN

**To Ticket Dispenser
Part # A5TD1**
12 Volt Power
Enable Signal
Com Ground
Notch Signal

AACBL4A-DOORA

Coin Switches and Lights

AACE5809

**Power from
Outlet Strip**

**To Bill Acceptor
Part # A5AC9091**

TROUBLESHOOTING GUIDE

Troubleshooting Strategy

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

Troubleshooting Chart		
Problem	**Probable Cause**	**Remedy**
No power to the game **No lights on at all**	Unplugged.	Check wall outlet.
	Circuit breaker tripped.	Reset power strip breaker switch or building circuit breaker.
	Line Filter Faulty.	Replace Line Filter. Part # A5FI9010
	Power strip faulty.	Change plug position, replace power strip if a section does not work. Cable # CE5811
	Disconnected, loose or broken wires.	Refer to wiring diagram. Check connections and reseat cables from line filter to outlet strip. Cables # CE5802 & CE5811
Monitor is on. **But Power Supply not ON** Bill Acceptor will cycle. AC light in bottom of game is on	Power supply unplugged.	Insure power supply is plugged into power strip
	Rocker Switch.	Make sure rocker switch is set ON.
	Disconnected, loose or broken power in wires.	Check power connections from outlet strip to power supply. A5CORD1, A5SP4100 & A5CORD5
	Power supply shutting down because of 12 V overload.	See power supply diagnostics to isolate bad component. A bad motor or 12 volt short would cause this.
	Faulty power supply.	See Power Supply Diagnostic below.
Dollar Bill Acceptor not functioning Ensure Bill Acceptor is set to "Always Enable" Model # AE 2451 U5E Part # A5AC9091	Check for power to Bill Acceptor.	Acceptor should cycle stacker at game power up. If not, check cable connections.
	Dirt or debris in acceptor slot.	Refer to "How to Clean Bill Acceptor" Or clean with bill reader cleaning card. (A5CC9000)
	Ensure acceptor dipswitch is set to "Always Enable"	There are dips on the side of the bill acceptor. Set to "Always Enable" (Not harness enable)
	Pinched, broken, or disconnected wiring.	Check wiring from bill acceptor to I/O Newgen Board. AACE5809 Repair or replace wiring harness. Make sure wires are secure in connectors.
	Bill acceptor problem. Part # A5AC9091	Refer to troubleshooting section of dollar bill acceptor manual included with this game or the diagnostics label of the back of the unit.
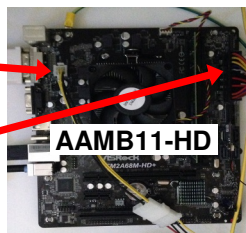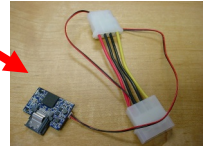
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
LED lighting inside cabinet left and right instruction panels not working	LED's receive 12 Volts DC from power supply. Faulty LED light.	Check for proper connection and reseat cables from power supply to LED strip. Refer to wiring diagram. Cables # CE5840 and CE5852 Swap the 2 light strips left to right to identify a faulty LED strip. Replace as needed. Part # AACE5840
LED lighting inside cabinet playfield not working	LED's receive 12 Volts DC from power supply. Faulty LED light.	Check for proper connection and reseat cables from power supply to LED lights. Refer to wiring diagram. Cables # CE5808 and CE5812 Replace LED Light. Part # AACE5808
Upper marquee sign LED's not working **There are 3 sets of LED lights inside the upper marquee sign**	LED's receive 12 Volts DC from power supply. Faulty LED light. **Refer to "How to Change LED Lights in Marquee"**	Check for proper connection and reseat cables from power supply to LED lights. Refer to wiring diagram. Cables # CE5838, CE5830, CE5850, CE5849 & CE5848 Swap connectors with one of the other two LED's to identify a faulty LED strip. Replace LED Light. Part # AACE5850, AACE5849 and AACE5848
Control Panel LED's not working	LED's receive signals from I/O Newgen Board. Faulty LED light.	Check for proper connection and reseat cables from I/O Newgen Board to LED lights. Refer to wiring diagram Cables # CE5823 and CE5845 Swap connectors with another LED to identify a faulty LED strip. Replace LED Light. Part # AACE5845
Top or Bottom Window LED's not working	LED's receive signals from I/O Newgen Board. Faulty LED light.	Check for proper connection and reseat cables from I/O Newgen Board to LED lights. Refer to wiring diagram Cables # CE5823 and CE5844 Swap connectors with another LED to identify a faulty LED strip. Replace LED Light. Part # AACE5844
LED's behind ball drop not working	LED's receive signals from I/O Newgen Board. Faulty LED light.	Check for proper connection and reseat cables from I/O Newgen Board to LED lights. Refer to wiring diagram Cables # CE5823 and CE5847 Swap connectors with another LED to identify a faulty LED strip. Replace LED Light. Part # AACE5847
LED's around drop button not working	LED's receive signals from I/O Newgen Board. Faulty LED light.	Check for proper connection and reseat cables from I/O Newgen Board to LED lights. Refer to wiring diagram Cables # CE5823, CE5819 and CE5846 Swap connectors with another LED to identify a faulty LED strip. Replace LED Light. Part # AACE5846

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Light inside drop button not working **Light should be solid on during attract, and flashing when game is playing**	Light receive signals from I/O Newgen Board Faulty light bulb	Check for proper connection and reseat cables from I/O Newgen Board to lights. Refer to wiring diagram Cables # CE5815 Replace light bulb. Part # AALA1003
Meters does not work Game meter will click at the end of the game. Ticket meter will click as tickets come out of game and notch is "seen" by dispenser.	Ensure correct number of tickets are being dispensed Disconnected, loose or broken wires. Faulty counter.	Check ticket values in menu. Refer to Tickets not dispensing troubleshooting section. Refer to wiring diagram. Check connections and reseat cables from meters to I/O Newgen Board Cables # CE5820 and AACO3320 Replace counter. AACO3320
Menu Buttons do not work.	Swap connectors at the 2 buttons. Pinched, broken, or disconnected wiring Faulty communication between motherboard and I/O Newgen Board. Faulty I/O Newgen board.	Replace button if problem stays with button. AAPB2700 Inspect crimp to ensure good connection. Check connections from menu buttons to I/O Newgen Board. Check cables # AAPB2700, CE5820 Refer to Communication Error Troubleshooting section **Communication Error!** Replace I/O Newgen Board. Part # AANEWGEN1-PJ/RBN
Low Tickets message on monitor	Tickets are empty in ticket tray Faulty cable. Disconnected, loose or broken wires. Faulty low ticket switch. Faulty I/O Newgen Board.	Load tickets into tray. Ensure tickets hold down micro switch wire. Check connectors from low ticket switches to Newgen board. Check for continuity. Cables # CE5818 or CE5822 Inspect switch and replace if needed. (AASW200) Replace I/O Newgen Board. Part # AANEWGEN1-PJ/RBN
Game not coining up Enter Diagnostic Mode (Turn diagnostics on, then exit menu) to see if Credits Increment when coin is inserted.	Look for communication error **Communication Error!** Ensure game makes sound when coin switch is triggered. Game set to large amount of credits per game. Faulty I/O Newgen Board.	Refer to Communication Error Troubleshooting section. Check coin switches—both should be wired normally open. If one switch is "closed" the other will not work either. Check wiring to I/O Newgen Board. (AACBL4A-DOORA, AACE5815) Check Game Setup Menu. Ensure Credits is set to proper value. Ensure 3.3 volts on coin switch green and black wires. Replace I/O Newgen Board if needed. Part # AANEWGEN1-PJ/RBN
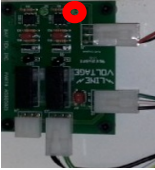
TROUBLESHOOTING GUIDE

Problem	Probable Cause		Remedy
Tickets do not dispense or Wrong amount dispensed. Check for the correct amount of tickets showing on monitor	Tickets on monitor does **not** match tickets coming out of game.	Opto Sensor on ticket dispenser dirty.	Blow dust from sensor and clean with isopropyl alcohol.
		Faulty ticket dispenser.	Replace with working dispenser to isolate the problem. (A5TD1)
		Notch on tickets cut too shallow.	Flip tickets and load upside-down to have large cut notch toward opto sensor.
		Faulty cable. Disconnected, loose or broken wires.	Check connectors from ticket dispensers to I/O Newgen board. Check for continuity. AACE5818
		Faulty I/O Newgen Board.	Replace I/O Newgen Board. Part # AANEWGEN1-PJ/RBN
	Tickets on monitor does match tickets coming out of game.	Settings in Menu are incorrect.	Enter Menu and check certain areas: Display Payout set to Tickets Divide Tickets by 2 set to False Fixed tickets set to Disabled
Monitor not working. Power down, wait **5 minutes** and power up again.	Screen shows "No Signal Input" Note: Monitor must be plugged in for motherboard to boot up.	Monitor DVI cable unplugged. Part # A5CORD24 Small power connector unplugged on motherboard Large power connector unplugged on motherboard Faulty or loose RAM Faulty power supply - Refer to Power Supply diagnostic section Faulty motherboard - Replace faulty board. (AAMB11-HD)	 **AAMB11-HD**
	Screen has nothing at all on power up.	Power cable unplugged from Monitor. Faulty monitor.	Ensure power is plugged into back of monitor, down to power strip. There are multiple power cords. A5CORD5, A5SP4100, and A5CORD1 Replace monitor. (A5MO3200)
	Error on screen at power up. Re-Boot game to see if problem still exists.	Display shows "Kernel panic – unable to mount root" Display stuck on "ASRock UEFI Setup Utility"	Faulty or loose RAM, faulty software, or faulty motherboard No SATA drive in motherboard. Check for power connector

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Carousel Motor not turning **Motor should turn all the time**	Check for DC voltage to the motor. It should be 8-12 VDC	The voltage sent to motor will vary to keep the motor at 6RPMs. If voltage is present and the motor does not turn, replace motor. A5MO5800.
	Pinched, broken, or disconnected wiring	Refer to wiring diagram. Check from Newgen board to motor. Cables AACE5823 & AACE5855. Check 3.5 amp fuse inside the CE5855 cable.
	Faulty I/O Newgen Board.	If still no voltage to the motor, Replace I/O Newgen Board. Part # AANEWGEN1-PJ/RBN

Balls Not Dropping	Verify "Drop Button" works	Enter Diagnostic Menu and press button as "Button Input" changes.	If no change:
			    Inspect/clean or replace button. A5PB4600
			
			    Check wires from button to Newgen Board Check for continuity on cable AACE5815
			
			    Replace Newgen Board. AANEWGEN1-PJ/RBN
			
			If input changes, Verify balls are in the tube. Solenoid is not working correctly.
			
			    Refer to "How to Replace Ball Drop Solenoid" for instructions on how to access solenoid.
			
			    Check wires from ball drop solenoid to Newgen Board. AACE5823
			
			    Inspect/clean or replace solenoid. AASO5800 Replace Newgen Board. AANEWGEN1-PJ/RBN

	Verify balls are in the tube	Balls are in the tube.	Drop button or solenoid is faulty. Refer to "Verify Drop Button works" above.
		No balls in the tube.	Blower is not operating correctly. Most of the balls should be in the hopper in the top of the game. Refer to "Blower not working" Ball Dispense Motor not operating correctly. This motor fills the tube until the sensor tells it to stop. Refer to "Ball Dispense Motor not working"
Balls are bouncing out of the buckets too much.	Some of the fun involved in timing the balls to land in the buckets is the possibility of the balls bouncing out as in is being played. However, some customers may prefer a damping foam kit that can be installed in the bottom of each bucket. Please call Parts & Service and purchase 5 of part # A5PA5800	

TROUBLESHOOTING GUIDE

Problem	Probable Cause		Remedy
Blower not working Balls are all in the bottom of the game Bower should run at power on, and at the start of every game.	DC voltage problem	Check green LED on AC driver board. It should be ON when blower is running. 	If green LED is ON, then refer to AC voltage problem below If green LED is OFF: Check for disconnected, loose or broken wires from Newgen Board to AC Driver Board. Check for continuity on CE5815 cable. Check tor 12 volt DC at power on between the red and black CE5815 wires into the AC driver board. 　If no 12 volts - Replace Newgen Board # AANEWGEN1-PJ/RBN 　If 12 volts ok - Replace AC Driver Board. Part # AABD5029-A
	AC voltage problem	Faulty Fuse	Replace 5 Amp mini fuse on AC Driver Board. Part # A5FUSE4
		Faulty cable. Disconnected, loose or broken wires.	There is a constant 110 Volts AC on the CE5803 into the AC Driver Board from power strip. Check for 110 Volts AC on the AABL3200 cable going to the blower at game power on while green LED is on. (If green LED is not on, refer to DC voltage problem above) If no 110 Volts AC going to the blower, replace AC Driver Board. Part # AABD5029-A
		Blower Issue	Refer to "How to Access Blower" to ensure blower is not jammed. Refer to "How to Remove Blower" to replace the blower if faulty. Part # AABL3201-QD for 110 VAC game Part # AABL1180-QD for 2200 VAC game
No Sound Motherboard creates sound, the Audio Amplifier boards amplifies it.	Volume set to mute enabled in Main Menu or game volume/ attract volume set to zero.		Enter Main Menu and verify: Game Volume & Attract Volume is not zero. Mute is set to Disabled
	Disconnected, loose or broken wires.		Refer to wiring diagram. Check connections and reseat audio cable from motherboard to speakers. Cables # A5CEAU010, A5CE2300, CE5828, CE5825, AACE8811
	Verify 12 Volts DC to Audio Amplifier Boards		Unplug audio cable (A5CE2300) from motherboard, plug into MP3 player or phone and see if music is amplified and comes out of speaker. 　If Yes - then motherboard is faulty. 　If No - then cable or amplifier board is faulty
	Faulty speaker.		Replace speaker. AACE8811
Jackpot Display not working	Refer to wiring diagram		Display is wired from Newgen Board to Splitter Board, up to Display Board
	5 Volt DC power into board is missing		Check cables from power supply to the display. CE5842, CE3454, CE3892 Check fuse inside CE3454 cable. Part # A5FUSE11, 5 amp fuse
	Communication cable issue. Pinched, broken, or disconnected wiring		Check flat ribbon cables CE5843 from Newgen Board to Splitter Board (AACB3904), to Display Board CE5841
	Faulty display board.		Replace Display Board if needed. A5LD1058 Refer to "How to Change Jackpot Display Board"

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Top ball dispense motor not working **Motor will turn until ball tube is full of balls.** **If Ball Tube Fill Sensor is dirty or defective, the game will think the tube is full and not turn the motor.**	Game thinks the ball tube is full.	The tube is full of balls. — Game is operating normally. The motor will not turn if the tube is full.
		The Ball Tube Fill Sensor is dirty or faulty. — Refer to "How to Access Ball Tube Fill Sensor" to clean sensor.
		Unplug connector from ball tube fill sensor - if the top motor starts turning, this sensor is faulty. Replace sensor. Part # AACB3404A
		Faulty cable. Disconnected, loose or broken wires. — Check connectors from sensor to Newgen Board. Check for continuity on cables CE5851 and CE5822
	Ball jammed in hopper on top of game.	Broken ball jamming motor — Inspect ball hopper and remove any broken balls. It is best to replace the balls as a complete set. Part # AABA5802-P70
		Encoder Sensor is not working correctly. — Clean sensor. Refer to "How to Access Top Ball Dispense Motor & Sensor" Replace sensor if needed. AACB3404A
	Power issue to top ball dispense motor	12 Volts DC must be present at lower right connector at all times. Check cable CE5829 to power supply if no 12 Volts DC.
		Check cable # CE5822 to Newgen Board for continuity.
		Check connections from the top connector of this board to the ball dispense motor. CE5827 and AAMO5801—Ensure the green connectors are secure.
		Top connector will be 12 Volts DC only when top motor should be turning and tube is empty. First unplug the ball tube fill sensor in the top of the tube behind the large front round marquee before replacing this board. AACB3906
	Component failure Try unplugging the ball tube fill sensor in the top of the tube behind the large front round marquee before trying these suggestions.	If 12 Volts DC at the motor: — Replace the Ball Dispense Motor. AAMO5801
		If no 12 volts at the motor: — Check green Molex connection at CE5827 cable
		Check connection to Motor Driver Board. Replace Motor Driver Board. AACB6906
		Check cable to NewGen Board CE5822 Replace Newgen Board AANEWGEN1-PJ/RBN

AACB3906 Motor Driver BD

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Bad Ball Score Sensor **Bad Ball Score Sensor!** Game always paying 10 tickets per game.	Check for 12 volts to sensor and 3.3 volt signal return. Pinched, broken, or disconnected wiring Faulty Sensor Board.	There should always be 12 volts on the orange and green wires for power in. Signal wires have 3.3 volts on the white and green wires when sensor is clear, and 0 volts when blocked. Refer to wiring diagram. Check connections from sensor to Newgen Board. Cables CE5816 & CE5822 Replace Sensor Board. # AACB3404A
Bad Ball Count Sensor **Bad Ball Count Sensor!** Player can drop more than 50 balls Ensure ball drop solenoid is working.	Check for 12 volts to sensor and 3.3 volt signal return. Pinched, broken, or disconnected wiring Faulty Sensor Board.	There should always be 12 volts on the red and black wires for power in. Signal wires have 3.3 volts on the white and black wires when sensor is clear, and 0 volts when blocked. Refer to wiring diagram. Check connections from sensor to Newgen Board. Cables CE5822 Replace Sensor Board. # AACB3404A
Bad Carousel Encoder **Bad Carousel Encoder!** Carousel motor turning very slowly	Check for 12 volts to sensor and 3.3 volt signal return. Pinched, broken, or disconnected wiring Faulty Sensor Board.	There should always be 12 volts on the yellow and blue wires for power in. Signal wires have 3.3 volts on the white and blue wires when sensor is clear, and 0 volts when blocked. Refer to wiring diagram. Check connections from sensor to Newgen Board. Cables CE5831 Ensure the CE5831 is plugged into the red socket Replace Sensor. # AACB4401
Bad Top Auger Encoder **Bad Top Auger Encoder!** Game does not see the top motor turn as it should	Ball jam in the top ball hopper Check for 12 volts to sensor and 3.3 volt signal return. Pinched, broken, or disconnected wiring Faulty Sensor Board.	Remove any balls jammed in hopper. There should always be 12 volts on the red and black wires for power in. Signal wires have 3.3 volts on the white and black wires when sensor is clear, and 0 volts when blocked. Refer to wiring diagram. Check connections from sensor to Newgen Board. Cables CE5853 & CE5815 Replace Sensor Board. # AACB3404A

COMMUNICATION ERROR TROUBLESHOOTING

Communication between the motherboard and the Newgen board is necessary for the game to coin up, enter the menu, and any other inputs to be processed by the game.

If the communication error is displayed, please follow the below instructions for the 2 versions of communication used by Quik Drop.

Communication Error!

Choose the diagram that matches your game and re-seat connections, replace parts as needed.

MB11 games manufactured after 2/5/18

AACE5524
Communication cable from blue J16 on Newgen board to Communication Board.

Two LED's will flash rapidly when communication is established

A5CORD14
USB cable from Motherboard to Communication board

A5CB0232
Communication Board

AANEWGEN1-PJ/RBN

AAMB11-HD

MB9 games manufactured before 2/5/18

RX is receiver communication from Newgen Board. It should be flashing rapidly and dim.

TX is transmitter communication from Motherboard. It should be flashing rapidly and dim.

AACE5524
Communication cable from blue J16 on Newgen board to J1 on Interface Board.

A5CN1031
Adaptor

Power comes from Newgen Board. LED should be on if power is on.

AACB2204
Comm Board

AACE5523
Communication cable from J2 on Interface Board to Motherboard

AANEWGEN1-PJ/RBN

AAMB9A-HD

POWER SUPPLY DIAGNOSTICS

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

2.) Check connection to power supply.

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

4.) Ensure Power switch is on.

5.) Ensure fan is turning.
 - If power supply fan is turning and there is no 12 Volt out:
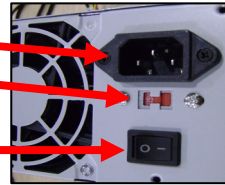
   Unplug all power out connectors from the Power Supply
           Turn on game and if it boots correctly, plug one cable in at a time until the issue is found.

       Replace power supply if this board is not receiving 12 volts. (AAPS1011-QD)
       - If power supply fan is not turning, then continue to "Verify Power to Motherboard"

Verify Power to Motherboard
The motherboard will turn on power supply.
If your game has no 12 volts, it may be the motherboard not turning on.

Also - there may be a 12 volt short somewhere in cabinet that is not allowing the power supply to turn on.
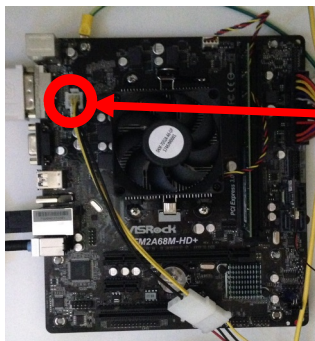
If you have an AAMB11 version motherboard
Make sure the 4 pin power connector is plugged in. (Black, Black, Yellow, Yellow)

As well as 24 pin power in connector.

Minimize load on power supply and isolate short
Unplug the power supply cables going to the LED lights, Newgen Board, Motor Driver Board, and Marquee.
  This will leave the power supply, motherboard, and monitor left plugged in together.

If power supply, motherboard, and monitor now turn on:
Plug in one component at a time to power supply to locate short.
When plugging in Newgen Board, turn game power off, then plug in Newgen Board, then turn power on.
  It may be required to unplug all the outputs from the Newgen Board to isolate a bad cable from board.

If power supply still does not power on, replace power supply (AAPS1011-QD), or motherboard.

HOW TO UPDATE SOFTWARE

Software Update Instructions for Quik Drop

It is possible to change software in 2 different locations:

1.) Motherboard Software is a SATA drive

2.) Newgen software is a file to be uploaded via USB thumb drive

Your software update may include only one of these, or both, depending on circumstance.

Instructions:

1.) Install Motherboard Software - Unplug game from wall, or switch power strip off inside front door.

Remove old SATA drive from the motherboard. Pinch metal tab and pull straight off motherboard.

Gently install new SATA software.

Ensure the small power cable is connected the SATA drive and the other end is connected to a power supply con-   nector.

AAMB11-HD

AAMB9-HD
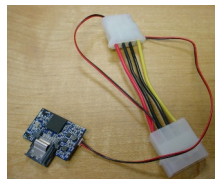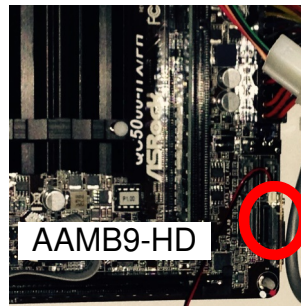
2.) Newgen Software loading - **Note: Game power must remain ON for this procedure.**
Make sure game is on and running.

Insert the USB stick into the Newgen Board's USB socket.

Push the small pushbutton (labeled Boot) to load file.

NOTE: The file will load quickly; you will notice that the USB stick will flash, and the game will return to normal operating condition.
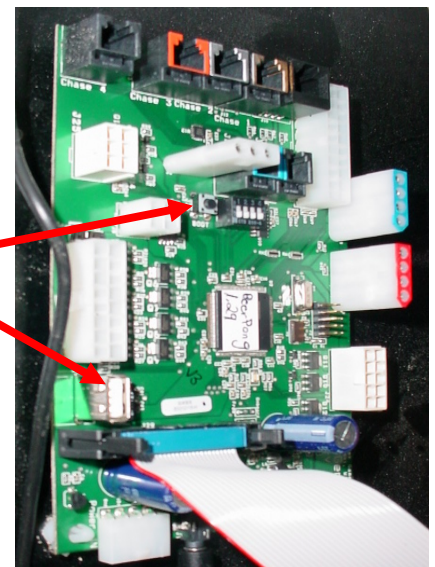
If you have any questions or need further assistance please contact Bay Tek Games at 920-822-3951 ext. 1102

BILL ACCEPTOR DIAGNOSTICS

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

Determine if Bill Acceptor has power:

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

If NO power:

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

If power is OK:

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

Check dipswitch settings on side of acceptor.

    Make sure switch # 8 is OFF for Always Enable
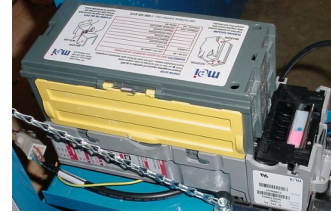
ERROR CODES

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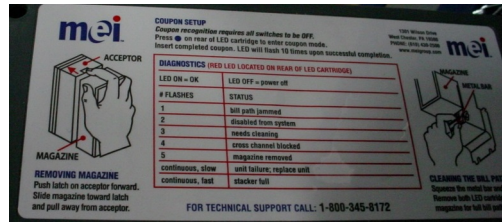
DIPSWITCH SETTINGS

The Newgen Board has a bank of 4 dipswitches.

SWITCH	DESCRIPTION	ON	OFF
1	NOT USED		X
2	SAVE TICKETS/CREDITS Will save tickets and credits after a power off if set to ON		X
3	NOT USED		X
4	NOT USED		X
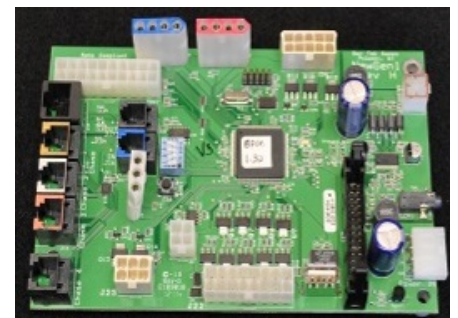
If your games have a center link console attached to 2 games:
Set both Dipswitches to OFF on the control board.
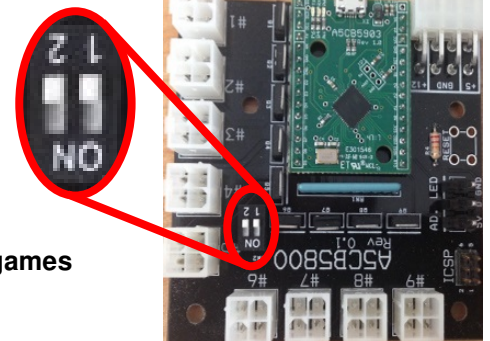
In the rare event that you have 3 Quik Drop games linked together with 2 link kits:
  Set one board with Dip #1 ON, #2 OFF
  Set the other board with Dip #1 OFF, Dip #2 ON

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
AABA5802-P70	Set Of 70 Red Balls	A5ME1878	Metal,3/8 Diax4"Lg Rod
A5BA5801	Ball, Red,Smooth, 3"	A5ME5800	Metal, Front Corner
AABK1013	Bracket, Pushbutton/Counters	A5ME5801	Metal, Side Corner
A5BR1001	Bearing	A5ME5802	Metal, Window Brkt
A5BR5800	Bearing, Solenoid Guide	A5ME5803	Metal, Ball Shear Plate
A5CA1005	Caster,250# Load, Swivel/Lock	A5ME5804	Metal, Gear Motor Bkt
A5CB1499	Coin Box, White	A5ME5805	Metal, Solenoid Brkt
A5CH1800	Chain,#35,88 Links Long	A5ME5806	Metal, Playfield Motor Bkt
A5CL1004	Clamp, Versa Latch	A5ME5812	Metal, Playfield Shaft Assy
A5CL3200	Clamp, Conn, 3/8"	A5ME5813	Metal, Solenoid Link
A5CO4203	Cover, Speaker Grill	A5ME5814	Metal, Inner Window Rail Assy
A5DE0042	Decal, Menu/Volume Decal	A5ME5815	Metal, Angled Ball Ramp
A5DE0048	Decal, Universal Card Link	A5ME5816	Metal, Wheel Shield
A5DE5800	Decal, Button Platform	A5ME5817	Metal, Ball Counting Bracket
A5DE5801	DECAL,CONTROL Panel	A5ME5818	Metal, Sensor Bracket
A5DE5802	Decal, Cab Front	A5ME5819	Metal, Solenoid Bracket
A5DE5803	Decal, Cab Front	A5ME5820	Metal, Encoder Sensor Bkt
A5DE5804	Decal, Cab Front	A5ME5821	Metal, Top Encoder Brkt
A5DE5805	Decal, Side Panel	A5PI5801	Pin,Spring,1/8" X 2 1/2" Lg
A5DE5806	Decal, Marquee	A5PI5802	Pipe, Pvc Clear, Ball Release
A5DE5808	Decal, Backlit Marquee	A5PI5803	Pipe, Pvc, Clear, Upper Loader
A5DE5809	Decal, Cab Side, Left	A5PL4200	Plate, Upstacker Bill Acceptor Plate
A5DE5810	Decal, Cab Side, Right	A5PL8900	Plate, Bill Validator Blanking Plate
A5DE5811	Decal, Instruction Panel, Left	A5RO5800	Rocker, Ball Release
A5DE5812	Decal, Instruction Panel Right	A5RVCI015	Rivet, 5/32x25/64 Red
A5DE5813	Decal, Wheel Ramp	A5SP1006	Sprocket,#35x10 Tooth
A5DE5814	Decal, Jackpot Cover	A5SP1801	Spring, Ext, W/Loop Ends
A5DE5815	Decal, Default Score Card	A5SP5801	Sprocket,1"Bore,Crsel Motr,48tooth
A5DE5817	Decal, Custom Ticket Set	A5TR5800	Trim, Rubber Edge
A5DE5819	Decal, Jackpot Instruction	A5TT4000	Ticket Tray
A5DE5821	Decal, Notice Clean Sensors	A5VF5800	Vacuum Form, Ring
A5DEWH010	Decal, White	AAPS1011-QD	Power Supply
A5FC0080	Ferrite, Suppressor		
A5FI9010	Filter, Inline		
A5FO5800	Foam, .5x4x6, Auger Disp Assy		
A5GR5800	Grommet, Rubber		
A5HO1003	Holder, For Light Bars		
A5LI0003	Light, 9 Watt, 60w		
A5LK2001	Lock, Cash Box, A05/E00 Key Code		
A5LK5002	Lock, 7/8", H95 Key Code		

220 Version Game Differences
- Different Blower. Part # AABL1180-QD
- Flip switch on power supply to 220

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5CORD1	Cord,Power,10'	AACE5851	Cable, Ball Fill Sensor
A5CORD14	Cord,3'usb R Angle, B to A Male	AACE5852	Cable, Ticket Bucket Light Power Jumper
A5CORD21	Cord, 3', 35mm Male To Male, Audio	AACE5853	Cable, Ball Auger Sensor Jumper
A5CORD5	Cord, AC Computer Cord, 6.5'	AACE5854	Cable, Ground Strap
A5SP4100	Splitter, Power Supply Cord	AACE5855	Cable Assy, Motor Fuse Holder
AACBL4A-DOORA	Cable, Door, W/ Bulbs	AACE5856	Cable, Ground Wire, Quick Drop
AACE1715	Cable, Door Ground Cable	AACE5857	Cable, Ground Wire, Quick Drop
AACE3892	Cable Assy,12 V Jumper, Display	AACE5858	Cable Assy, Marquee Fuse
AACE5523	Cable Assy, Communication Cable	AACE5859	Cable Assy, 5v Fuse Jumper
AACE5524	Cable, Communication Cable	AACE5940	Cable Assy, Power Splitter
AACE5802	Cable, Assy, Line Filter Jumper	AACE8811A	Cable Assy, Speaker
AACE5803	Cable, Assy, AC Driver Bd Power	AACE8868	Cable, Fluorescent Socket
AACE5808	Cable, Playfield Illumination Light	AACE9736	Cable Assy,Mb11 Motherboard Power
AACE5809	Cable, Front RGB Jump	AATU5800-M	Machined Blue Tub Assemblies
AACE5810	Cable, Assy, Mini Gen Pwr	W5CL1002	Clamp, Panel, Kick Plate
AACE5811	Cable, Assy, Power Strip	W5HG1025	Hinge,16",Double Bend
AACE5812	Cable, Playfield Illumination Jumper	W5HG1030	Hinge,23",Single Bend
AACE5815	Cable, Mini G To Drop Button	W5HG1045	Hinge, 5.75" Double Bend
AACE5816	Cable, Ball Score Sensor	W5KE5000	Keeper, Lock
AACE5818	Cable, Low Ticket	W5TM4003	T-Molding, 7/8" Red
AACE5819	Cable, Button Light Surround Jumper	A5MA5800	Game Mat For Floor In Front Of Game
AACE5820	Cable, Menu/Counter To Mini Gen	A5PB4600	Pushbutton, Jumbo Red Drop
AACE5822	Cable, Sensors Jumper	AABL3201-QD	Blower,115 Volts
AACE5823	Cable Assy, Motor, Solenoid, Leds	AABL1180-QD	Blower,220 Volts
AACE5825	Cable, Speaker Cable	A5MO3200	Monitor, 32"
AACE5827	Cable, Auger Motor To Motor Board	A5MO5800	Motor,25 RPM, Carousel
AACE5828	Cable Assy, Speaker Jumper	AASW200	Low Ticket Switch
AACE5829	Cable, Power To Auger Motor Board	A5TD1	Ticket Dispenser, Entropy
AACE5830	Cable, Marquee Light Power Jumper	A5LD1058	Led,Mod,7.5" X 3.75",64*32
AACE5831	Cable, Encoder Sensor Jumper	AACO3325	Counter Assy
AACE5832	Cable, Ac Power To Bulb	AAMO5801	Motor, Top Ball Feed
AACE5835	Cable, Ground Wire	AAPB2700	Push Button Assembly
AACE5838	Cable, Power Supply To Marquee	AASO5800	Solenoid, with Bracket
AACE5840	Cable, L & R Instruction Led Cable	AACB2204	Communication Board For MB9
AACE5841	Cable, Display Ribbon Cable	A5CE2300	Audio Filter For MB9
AACE5842	Cable Assy, 5v To Jackpot Display	A5CEAU010	Audio Cable For MB9
AACE5843	Cable, Display Ribbon Cable	A5CB0232	Communication Board For MB11
AACE5844	Cable Assy, Window Led Lights	AABD5029-A	Bd Assy, AC Driver Board
AACE5845	Cable Assy, Control Panel Led's	AACB3404A	Assy, Sensor
AACE5846	Cable, Led Around Button	AACB3904	Circuit Board, Rbn Split/Dot Matrix
AACE5847	Cable Assy, Led Behind Ball Drop	AACB3906	Circuit Board, DC Motor Driver
AACE5848	Cable Assy, White Marq Lights	AACB4401	Circuit Board, Encoder Sensor With Cable
AACE5849	Cable Assy, Red Led Marq	AAMB11-HD	Motherboard, Mb 11
AACE5850	Cable Assy, Blue Marq Lite	AANEWGEN1-PJ/RBN	Bd Assy, Minigen, w/Phono & Ribbon

A5CEAU010   A5CN1031

AABA5802-P70	A5BA5801	AABK1013	A5BR1001	A5CA1005	A5CB1499	A5CH1800
A5CL1004	A5CL3200	A5CO4203	A5DE0042	A5DE5800	A5DE5801	A5DE5802
A5DE5803	A5DE5804	A5DE5805	A5DE5806	A5DE5808	A5DE5809	A5DE5810	A5DE5811
A5DE5812	A5DE5813	A5DE5814	A5DE5815	A5DE5815-CEC	A5DE5816	A5DE5817
A5DE5819	A5FI9010	A5FO5800	A5GR5800	A5HO1003	A5LI0003	A5LK2001
A5LK5002	A5ME1878	A5ME5800	A5ME5801	A5ME5802	A5ME5803	A5ME5804	A5ME5805
A5ME5806	A5ME5812	A5ME5813	A5ME5814	A5ME5815	A5ME5816	A5ME5817	A5ME5818
A5ME5819	A5ME5820	A5ME5821	A5PI5802	A5PI5803	A5SP1006	A5SP1801
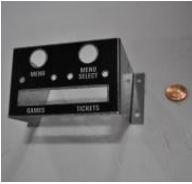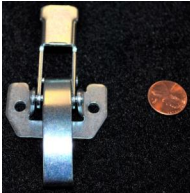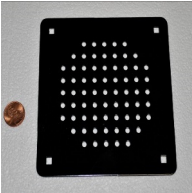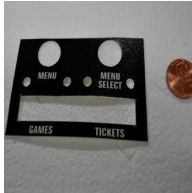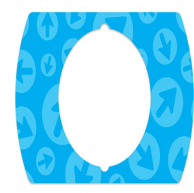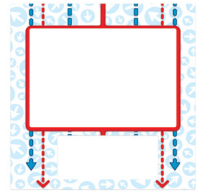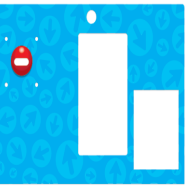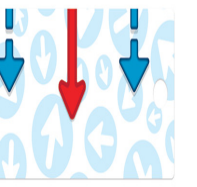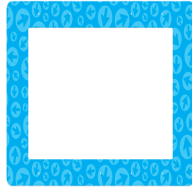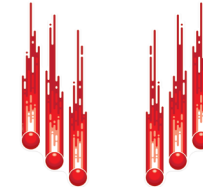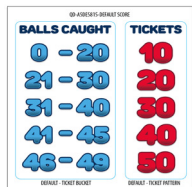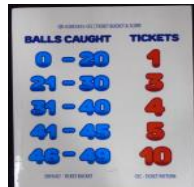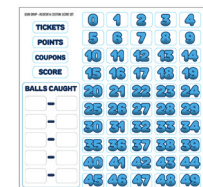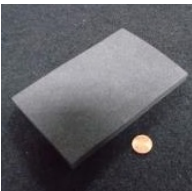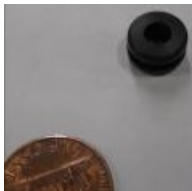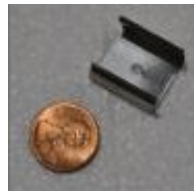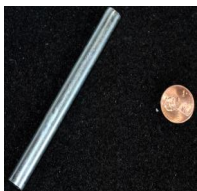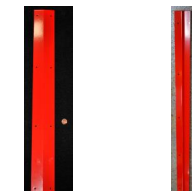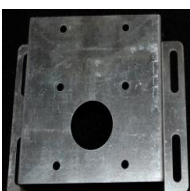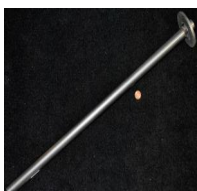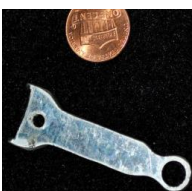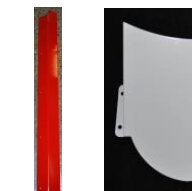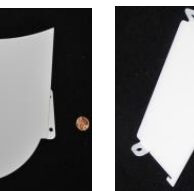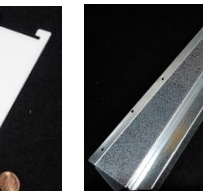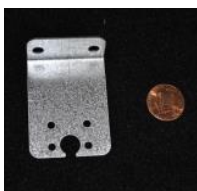
PARTS PICTURES

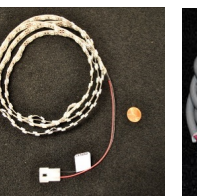|						
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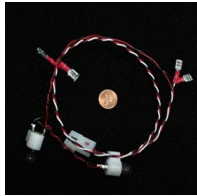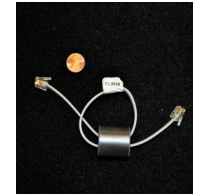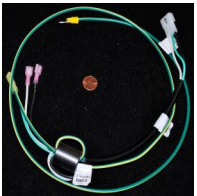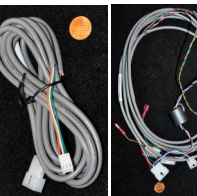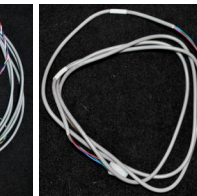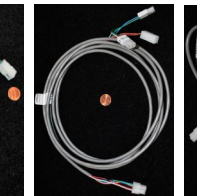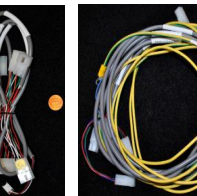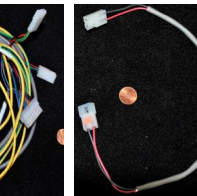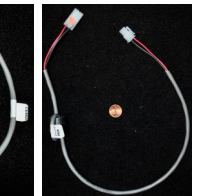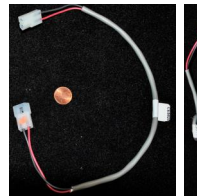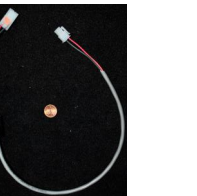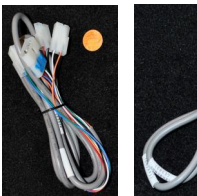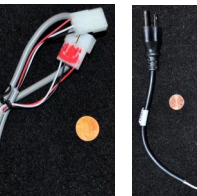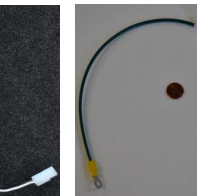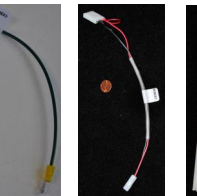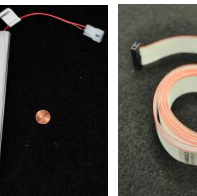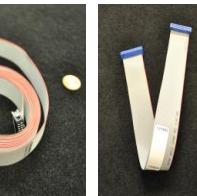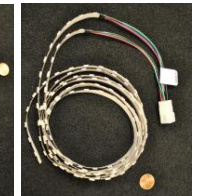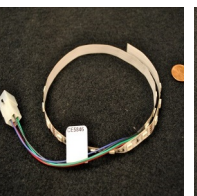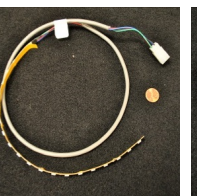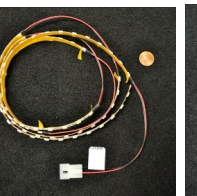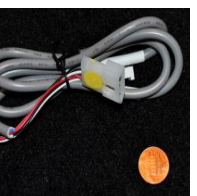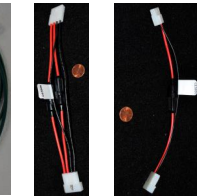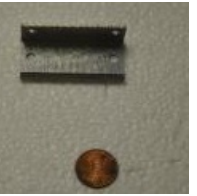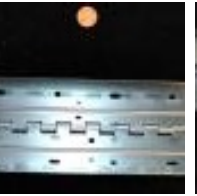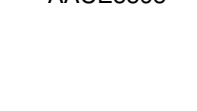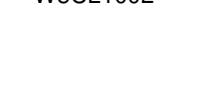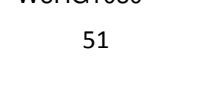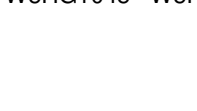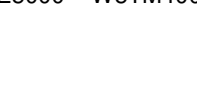
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PARTS PICTURES

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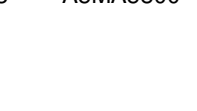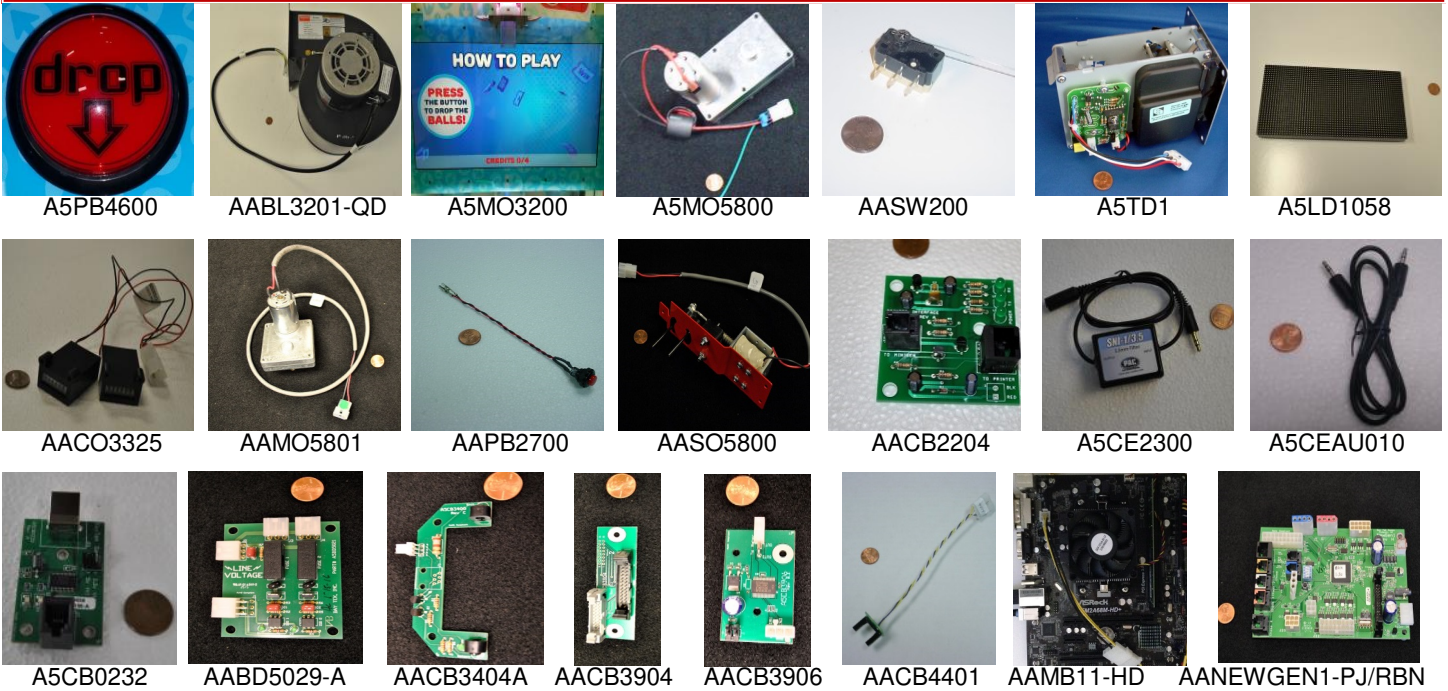
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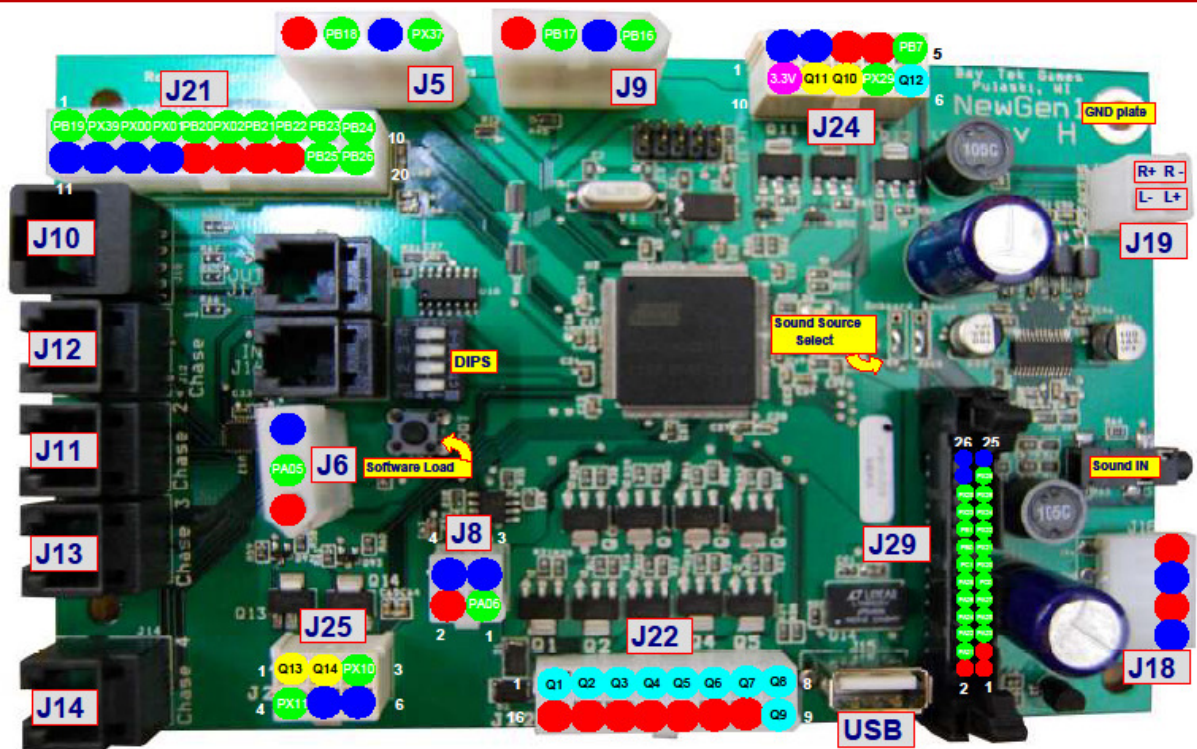
- 🔵 Ground
- 🔴 +12V
- 🔵 Low Side Driver
- 🟡 High Side Driver
- 🟢 TTL Logic
- 🟣 +3.3V

SPI Out - Display - (J10)	Chase Lights (J11,J12,J13,J14)
Pin 1 & Pin 3 - +12V	Pin 1 - Chase Output
Pin 2 - SCLK_BUS2	Pin 2 - Chase Output
Pin 4 - SMOSI_BUS2	Pin 3 - +12V
Pin 5 & Pin 7 - Ground	Pin 4 - Chase Output
Pin 6 - SCS2_BUS2	Pin 5 - Chase Output
Pin 8 - SMISO_BUS2	Pin 6 - +12V

DECAL DIAGRAM

DECAL DIAGRAM

MARQUEE:

A5DE5808_MARQUEE

A5DE5814_ JACKPOT COVER

A5DE5811_INSTRUCTION PANEL LEFT

A5DE5812_INSTRUCTION PANEL RIGHT

A5DE5815_DEFAULT SCORE CARD *(2 DECALS/SET)*

NOT VISIBLE IN PICTURE:

A5DE5809_CABINET SIDE LEFT

A5DE5810_CABINET SIDE RIGHT

AVAILABLE BUT NOT PICTURED:
A5DE5816_CUSTOM SCORE SET
A5DE5817_CUSTOM TICKET SET

A5DE5806_MONITOR COVER

A5DE5813_WHEEL RAMP

A5DE5801_CONTROL PANEL

A5DE5800_BUTTON PLATFORM

A5DE5802_CABINET FRONT

A5DE5803_MECH DOOR

A5DE5805_SIDE PANEL (2/GAME)

A5DE5804_ COIN DOOR

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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.

DATE	MAINTENANCE PERFORMED	PARTS ORDERED	MISC.

NOTES

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:

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

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

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

Technical Support:

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

Returns & Credits:

Sometimes the issue isn't what it seemed to be. If you chose the Advance
Replacement option and now need to return that 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.   If you choose the Repair and Return option, we'll test your board before we begin. If no problems are found, you will only be charged the bench fee.
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!

BAY★TEK
entertainment

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 6 months from the date of installation.

Register your new game for an extra 3 months on your warranty.

Log on to : **http://www.baytekent.com**   Then click on the Register tab.

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.

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**

REPAIR OF NON-WARRANTY PARTS

Should your game need servicing, determine the serial number from the decal on the back of the game cabinet, inside front door, or the cover of this manual and call **920.822.3951 Ext. 1102**

or e-mail to: **service@baytekent.com**

An estimate of the repair charges will be quoted to you for approval.

You may now proceed in one of two ways.

Option 1:

Request immediate shipment of advance replacement part(s).

You will receive the part(s) with

an **RMA** for the return of the faulty part(s).

You must return the faulty part(s) in 14 days to avoid additional charges.

Option 2:

Call the Service Dept at (920) 822-3951 Ext. 1102 to receive a RMA to send the

faulty part(s) in for repair

Please include the following information

NAME

ADDRESS

PHONE #

SERIAL #

PURCHASE ORDER NUMBER or

AUTHORIZATION to perform service.

Repaired part(s) will be shipped back using the same method in which they were received.

Repairs are warranted for 30 days from the date of installation.