



SCOOBY-DOO!

WHERE ARE YOU?



PLACE SERIAL NUMBER LABEL HERE



FACTORY CONTACT INFORMATION



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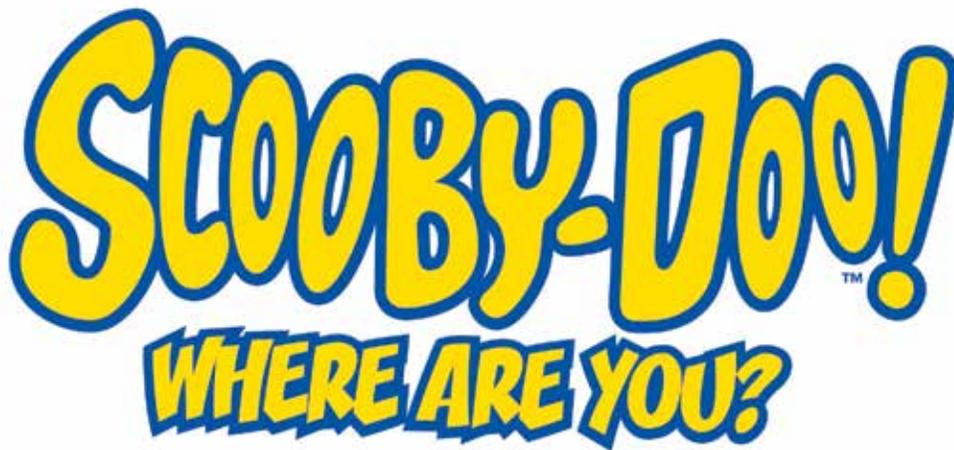
WELCOME TO: Scooby Doo Wheel

Congratulations on your Scooby Doo Wheel 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 Games



SCOOBY-DOO and all related characters
and elements © & ™ Hanna-Barbera.
WB SHEILD: TM & © WBEI. (s17)

GAME INSPECTION

Inspect the game for any damaged, loose, or missing parts.

If damage is found, please contact your freight carrier first.

Then, contact Bay Tek Games' Service Department at 920.822.3951 or e-mail them at service@baytekgames.com for further assistance.

HOW TO PLAY

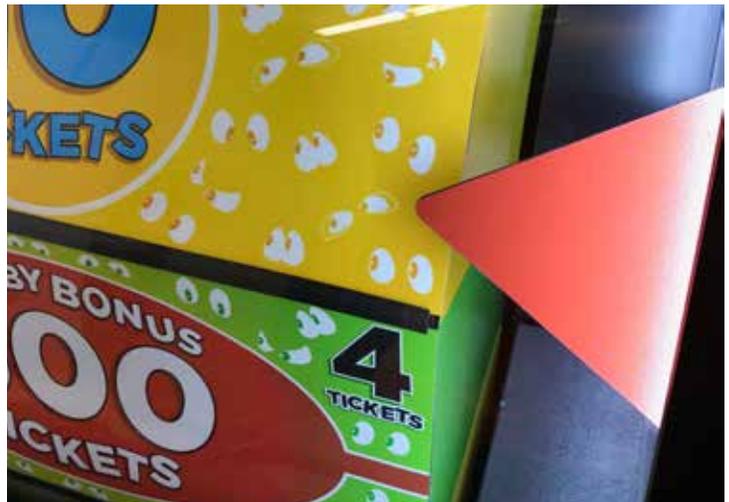
Lift handle up.



Pull the handle down, using just the right amount of force to win big!



Win the ticket value displayed on the space that stops under the arrow!



GAME SPECIFICATIONS

WEIGHT	
NET WEIGHT	485 LBS.
SHIP WEIGHT	540 LBS.
DIMENSIONS	
WIDTH	32"
DEPTH	77"
HEIGHT	78" (98" with marquee)
OPERATING TEMPERATURE	
FAHRENHEIT	80-100
CELSIUS	26.7-37.8

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

MAX OPERATING CURRENT
1.4 AMPS @ 115 VAC
.8 AMPS @ 230 VAC

SAFETY PRECAUTIONS

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

MARQUEE SET UP GUIDE

Remove zip ties from cables on top of the cabinet.



Route the black power cable over the right side of the cabinet.

Route the VGA cable along with the 1709/1714 cable bundle over the left side of the cabinet.



MARQUEE SET UP GUIDE CONT.

Carefully lift the sleigh/marquee to the top of the game, being careful not to pinch any wires or cords!



On the left side of the cabinet, lift the sleigh/marquee up and route the VGA cable and the 1709/1714 cable bundle through the cut out on the bottom of the sleigh/marquee.

Tuck the cable into the channel so the wires don't pinch.

Pull all excess cable up and through the cut out.



MARQUEE SET UP GUIDE CONT.

On the right side of the cabinet, lift the sleigh/marquee up and route the power cable through the cut out on the bottom of the sleigh/marquee.



Tuck the cable into the channel so the wires don't pinch.

Pull all excess cable up and through the cut out.



Open the cashbox and get the hardware kit out to secure the sleigh/marquee to the game. This kit will consist of 4 bolts, 4 lock washers and 4 flat washers.



MARQUEE SET UP GUIDE CONT.

Line up the sleigh/marquee holes with the t-nuts on top of the game. Hand thread in the bolts, lock washers and washers in all four holes before securing to prevent cross threading from happening.

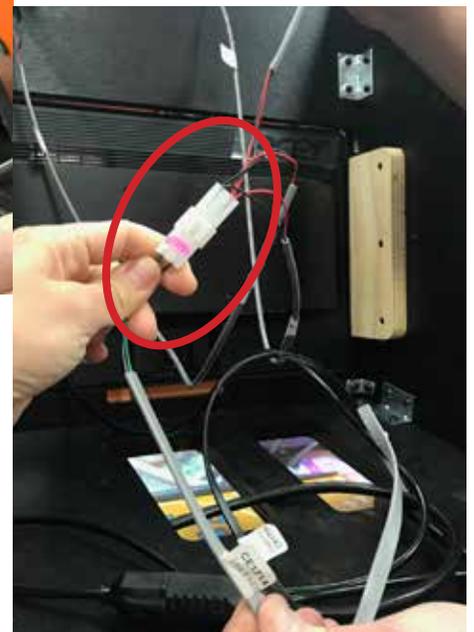
Once all four bolts are started, use a 7/16" socket and fully tighten.



Plug in the power cords.



Plug in the 1714 cable housing into the 4003 cable housing.

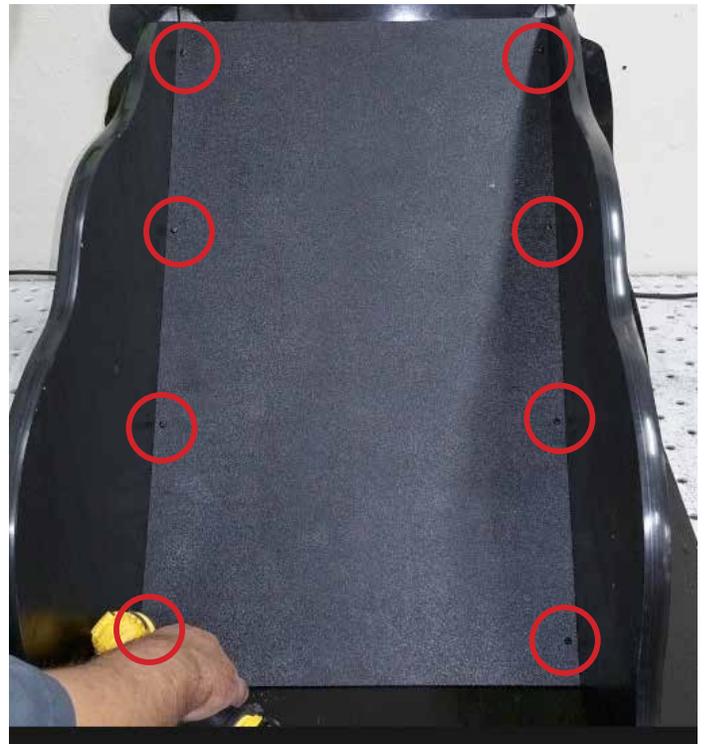


MARQUEE SET UP GUIDE CONT.

Plug in and tighten the screws on the VGA cable to the monitor - on the bottom right hand side.



Install the black guard over the back of the marquee to protect the wiring. Secure the guard using the (8) black 8 screws included in the hardware kit.



STANDARD SET UP GUIDE



Open the cashbox and get the hardware kit out for the side guards (you can discard the pin in the kit - this will not be needed).

Attach the side guards with the bolts, flat washers, split washers and lock nuts; 4 bolts in each side, from the inside of the cabinet.

The (6) bolts circled in **RED** will only be secured with a split washer and a lock nut. The (2) bolts in **YELLOW** will use a flat washer, split washer and a lock nut.



Plug power cable into standard outlet.

You are now ready to play!

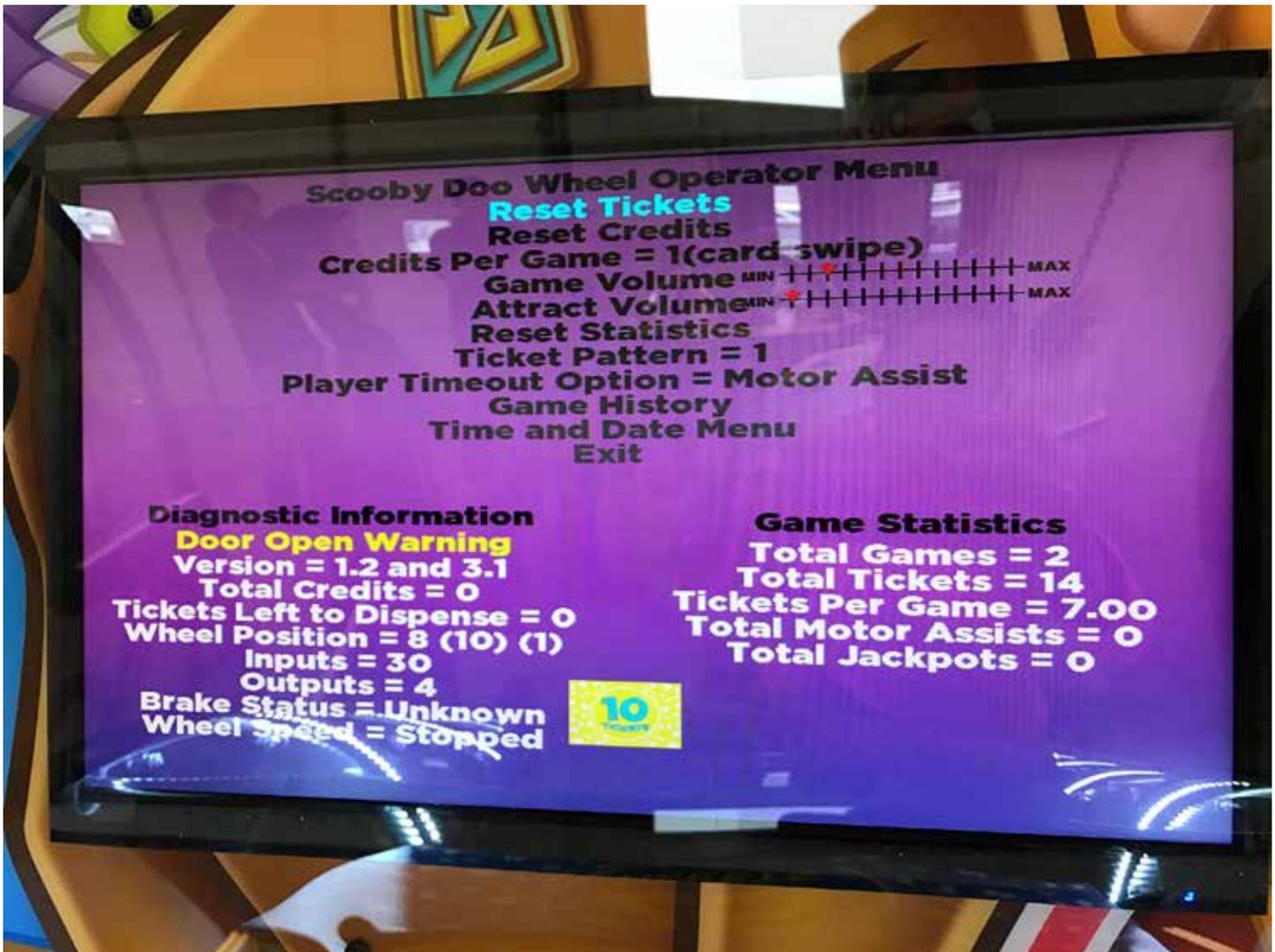
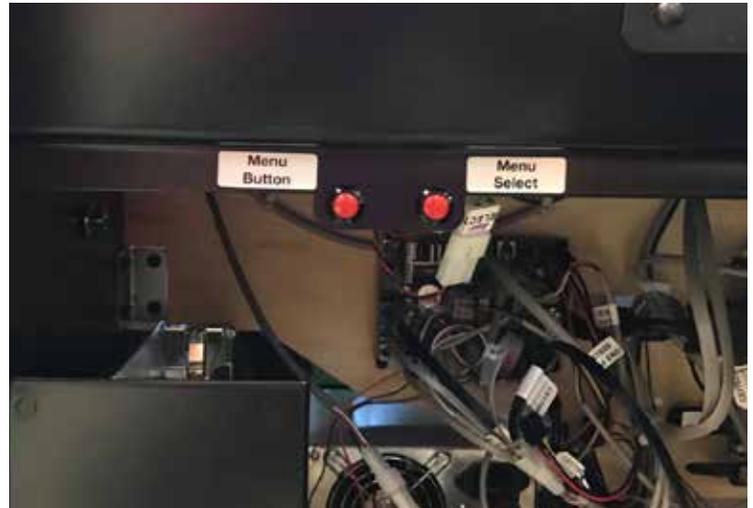


MAIN MENU FUNCTIONS

Press and hold the MENU button located inside the front door to access the main menu.

Scroll through the options with the MENU button.

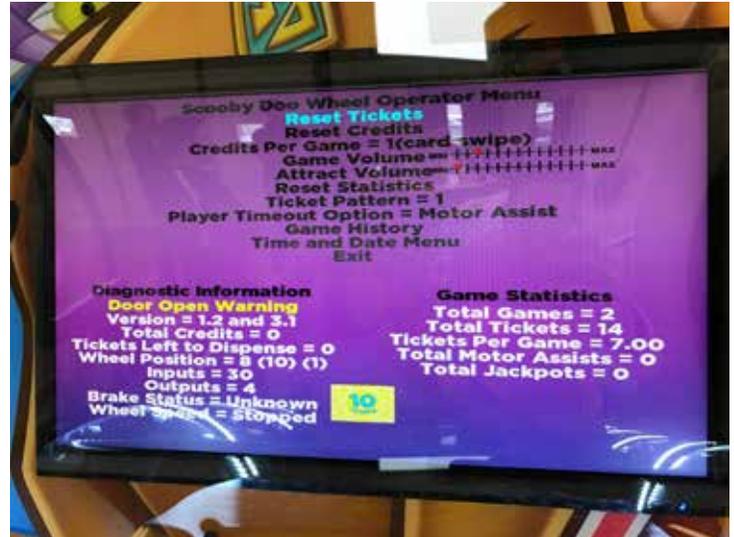
Make your selections with the MENU SELECT button.



RESET TICKETS

This option clears any owed tickets and resets to zero.

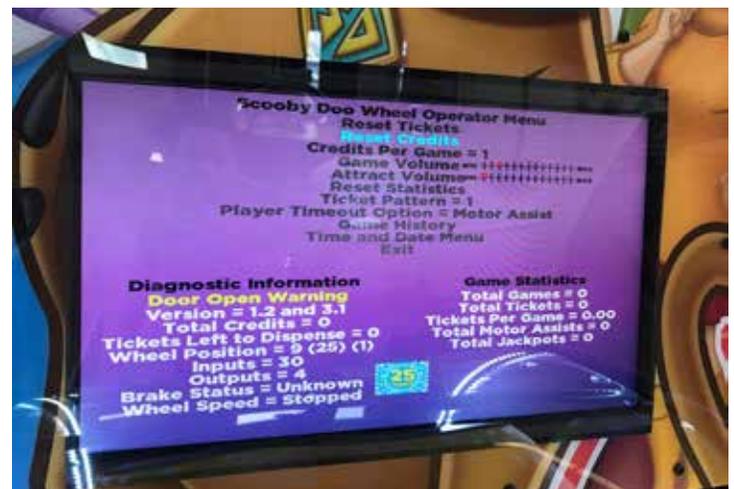
**This will not reset the mechanical counters in the game*



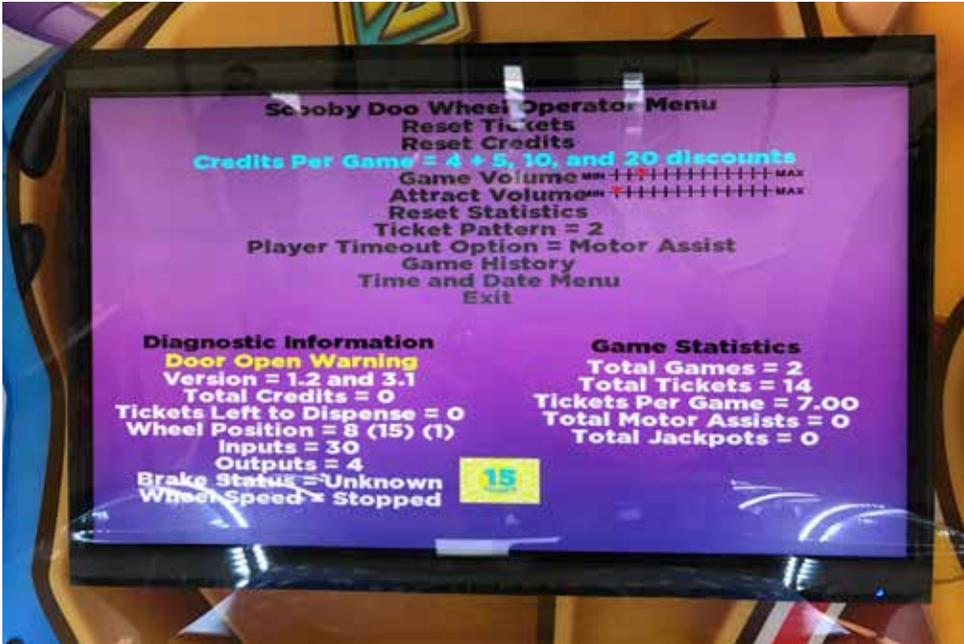
RESET CREDITS

This option clears any credits (games in queue) to zero.

**This will not reset the mechanical counters in the game*



CREDITS PER GAME



Factory default is highlighted below.

0	1	1 (swipe)	2	3	4
4 + 6 plays for \$5	4 + 5, 10 & 20 discounts	5	6	7	8
8 + 3 plays for \$5	9	10	12	20	

GAME VOLUME

Use the SELECT button to scroll through volume options on the slider. The red arrow shows the current setting.

This setting is only for the audio played during game play.

ATTRACT VOLUME

Use the SELECT button to scroll through volume options on the slider. The red arrow shows the current setting.

This setting is only for the audio played during attract mode.

RESET STATISTICS

Clears all statistics under the “Game Statistics” to zero.

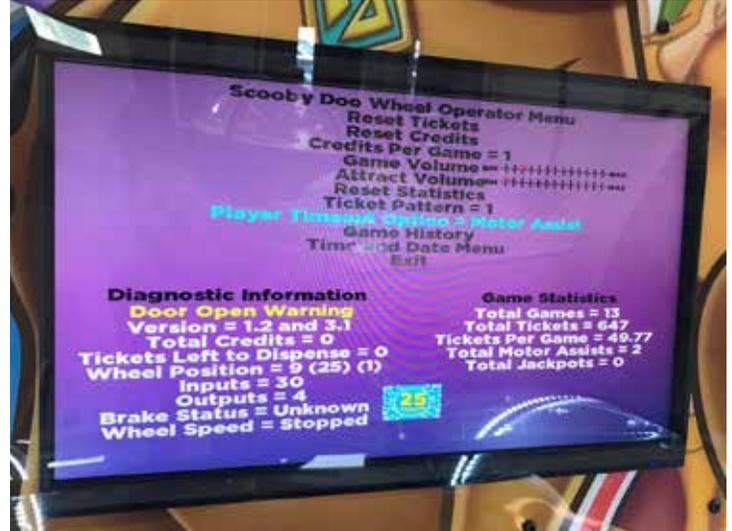
**This will not reset the mechanical counters in the game*

PLAYER TIME OUT OPTION

Factory default is highlighted below.

MOTOR ASSIST: The game will spin the wheel if the player does not in the time allotted.

ABANDON GAME: The game ends if the player doesn't spin the wheel in the time allotted.



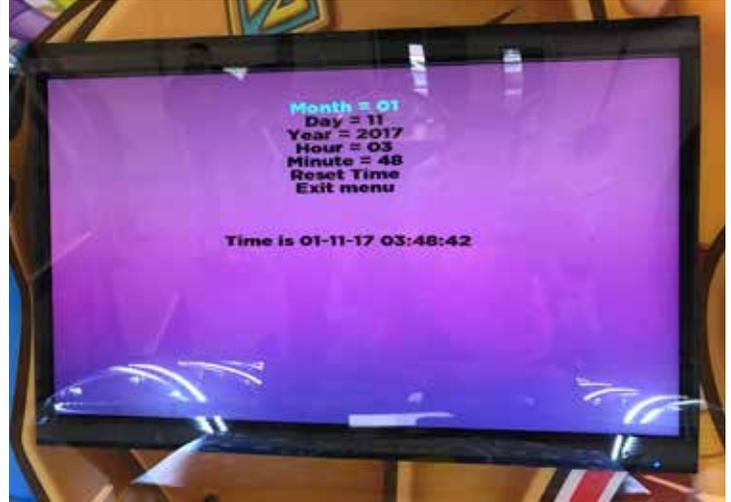
GAME HISTORY

Enter the history menu to view past played games and scores.



TIME AND DATE MENU

Use this feature to set the time and date in your game.



DIAGNOSTIC INFORMATION

VERSION: Shows the current installed software version numbers.

TOTAL CREDITS: Shows the amount of credits in queue waiting to be played.

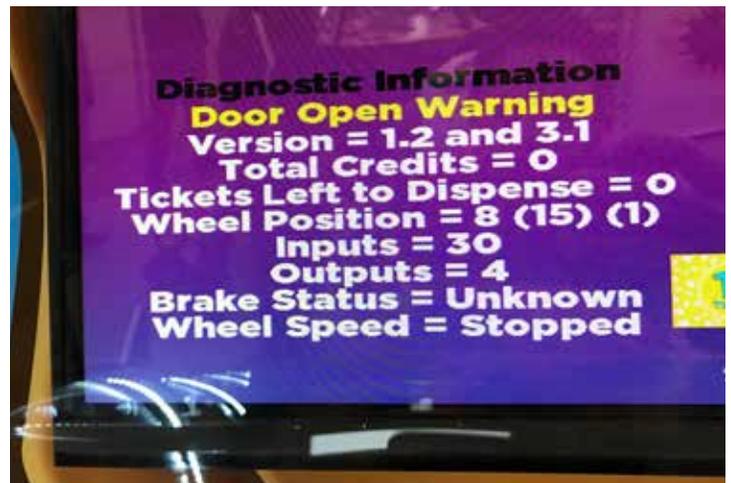
TICKETS LEFT TO DISPENSE: Shows the amount of tickets that are waiting to be dispensed.

WHEEL POSITION: The first value displays the encoder position; 0-36. The second value shows the ticket value the encoder is reading. It should match where the wheel is physically. The third value shows the notch position on the encoder wheel. 1=inside the notch, 0=outside the notch.

INPUTS/OUTPUTS: Shows the quantity of various button inputs and mechanical outputs.

BRAKE STATUS: Allows you to check your brake during the maintenance cycle.

WHEEL SPEED: Indication on how fast the wheel is spinning in milliseconds, measured between the notches in the encoder wheel.



GAME STATISTICS

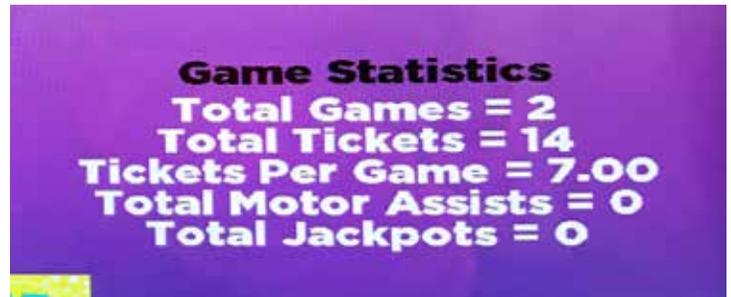
TOTAL GAMES: Displays the total number of games played since the statistics were last cleared.

TOTAL TICKETS: Shows the total number of tickets dispensed since the statistics were last cleared.

TICKETS PER GAME: This will display the average number of tickets won per game.

TOTAL MOTOR ASSISTS: Displays how many times the game had to spin the wheel for the player.

TOTAL JACKPOTS: Shows the total number of jackpot wins since the statistics were last cleared.



TICKET PATTERN

See available patterns below.

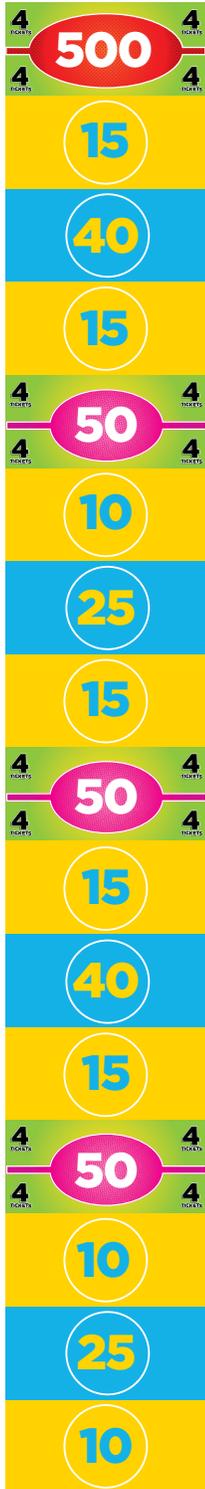
P1



16,435

TICKETS/GAME

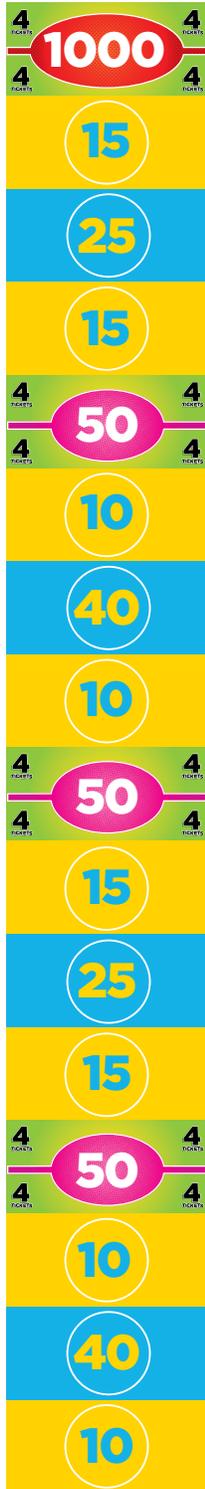
P2



20,141

TICKETS/GAME

P3



23,426

TICKETS/GAME

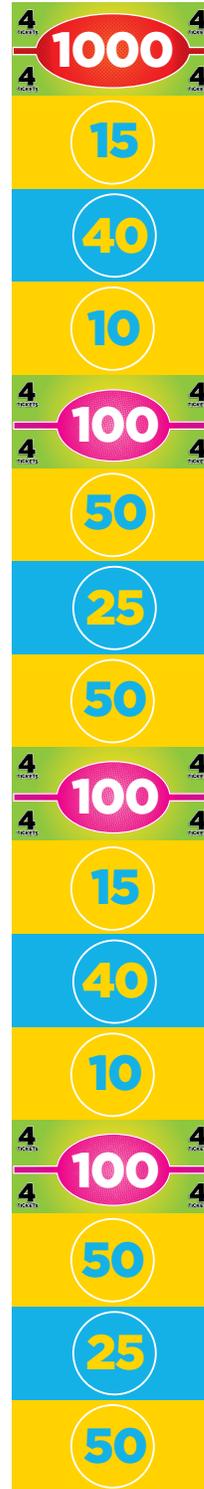
P4



28,041

TICKETS/GAME

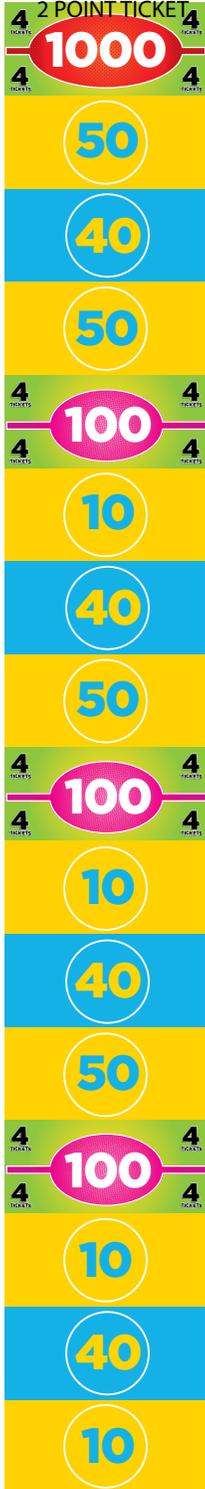
P5



33,007

TICKETS/GAME

P6



35,025

TICKETS/GAME

The numbers listed at the bottom of each pattern are only estimated payouts per game based on customer feedback and may vary depending on the skill of the individual player. Use as a guide only.

TICKET PATTERNS CONT.

See available patterns below.

P9



3.712
AVG. TICKETS/GAME
59.08
TICKETS/GAME

P10

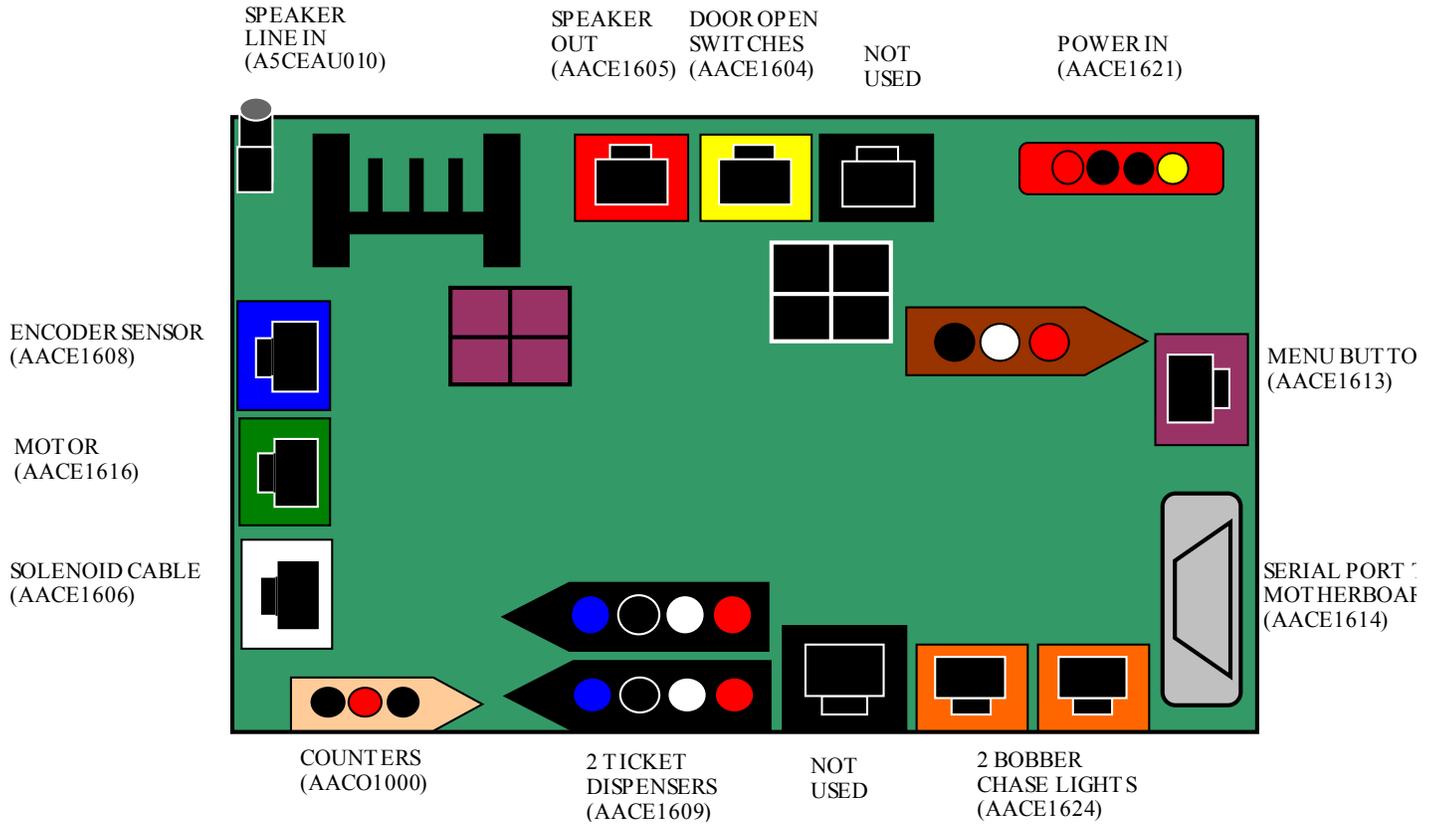


3.9997
AVG. TICKETS/GAME
73.07
TICKETS/GAME

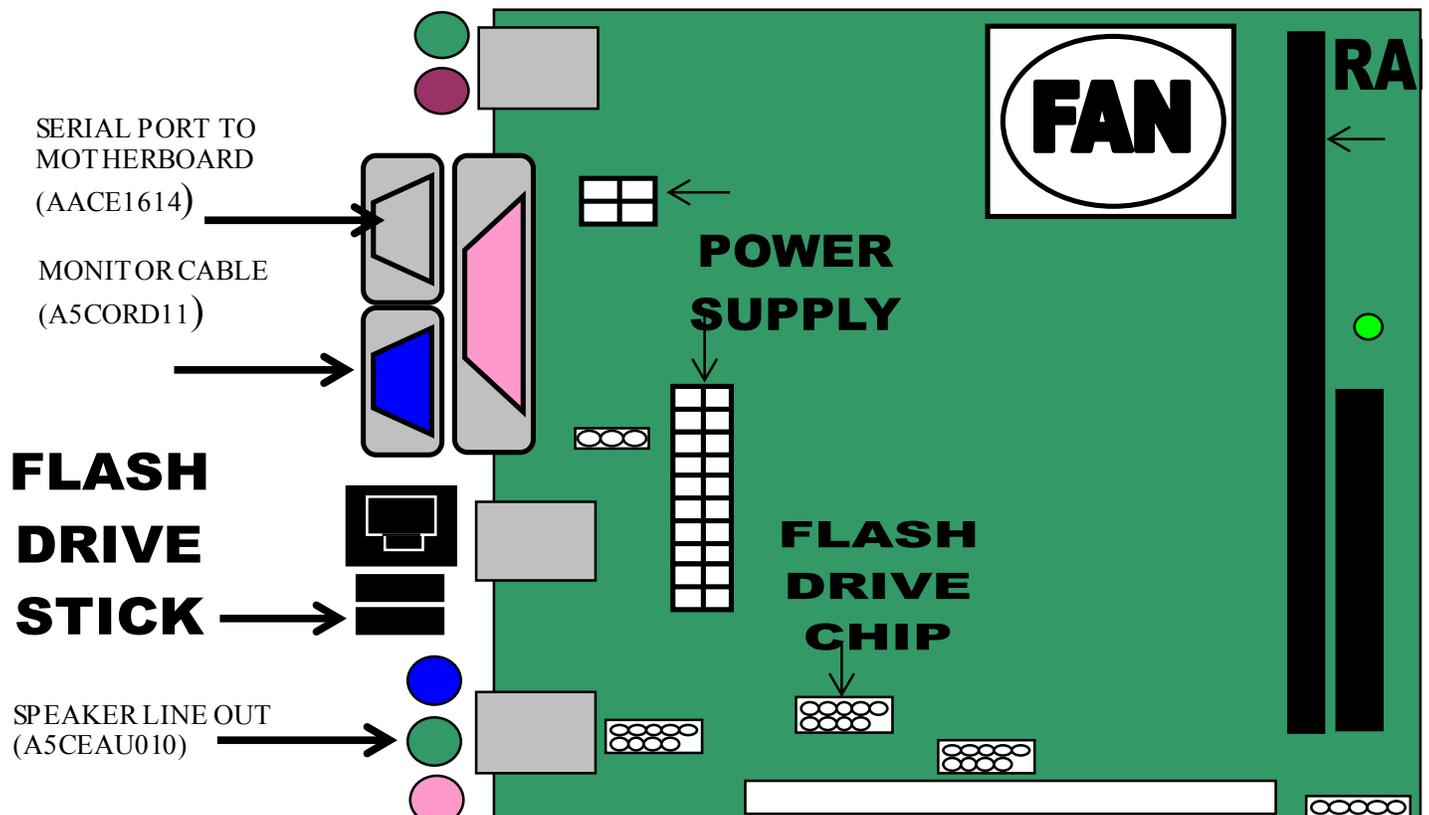
The numbers listed at the bottom of each pattern are only estimated payouts per game based on customer feedback and may vary depending on the skill of the individual player. Use as a guide only.

MAINBOARD PINOUT

AACE1900

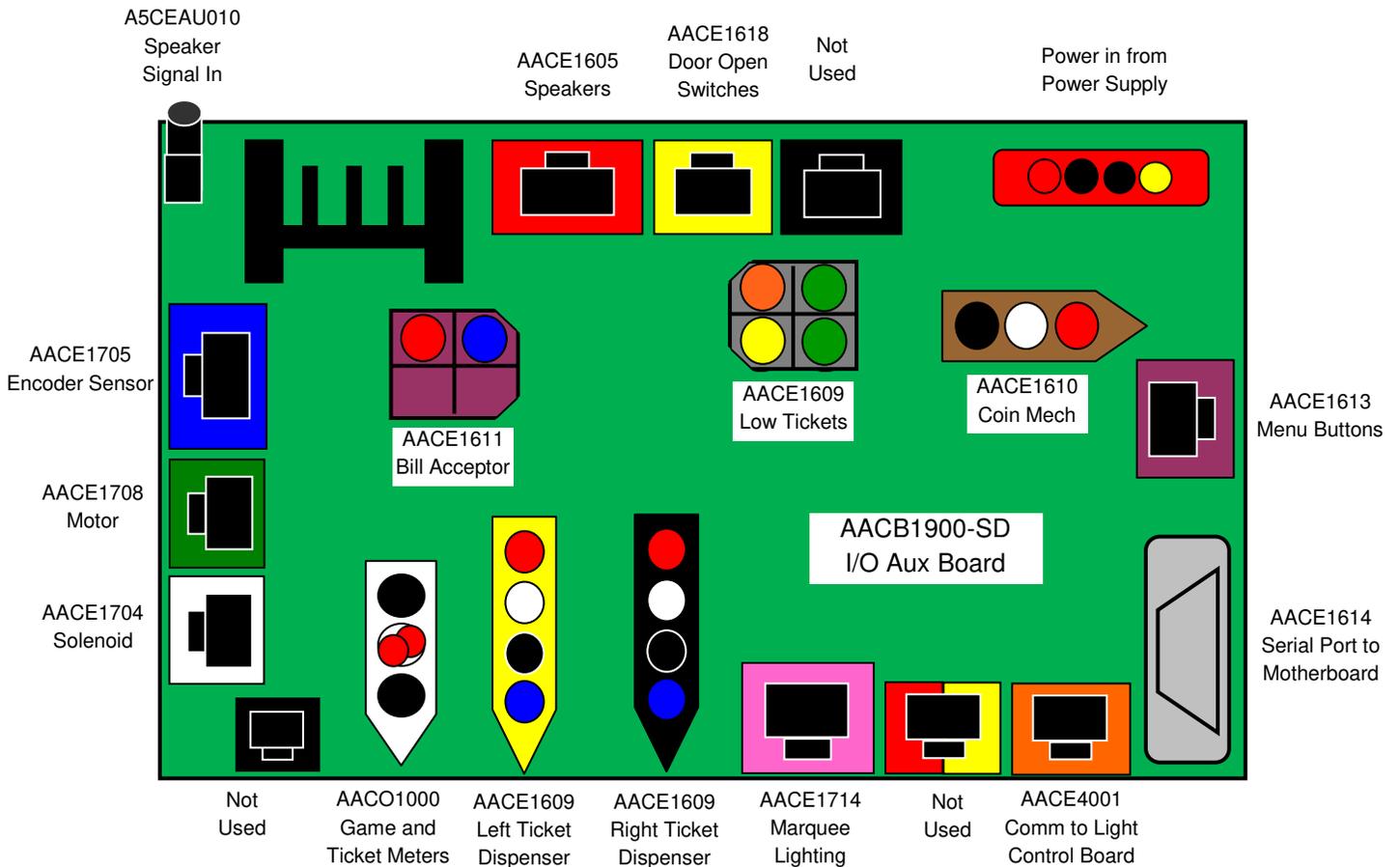
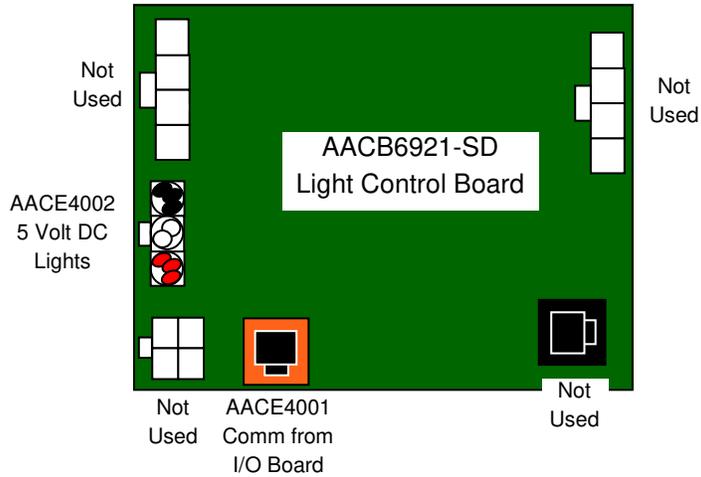


AAMB6



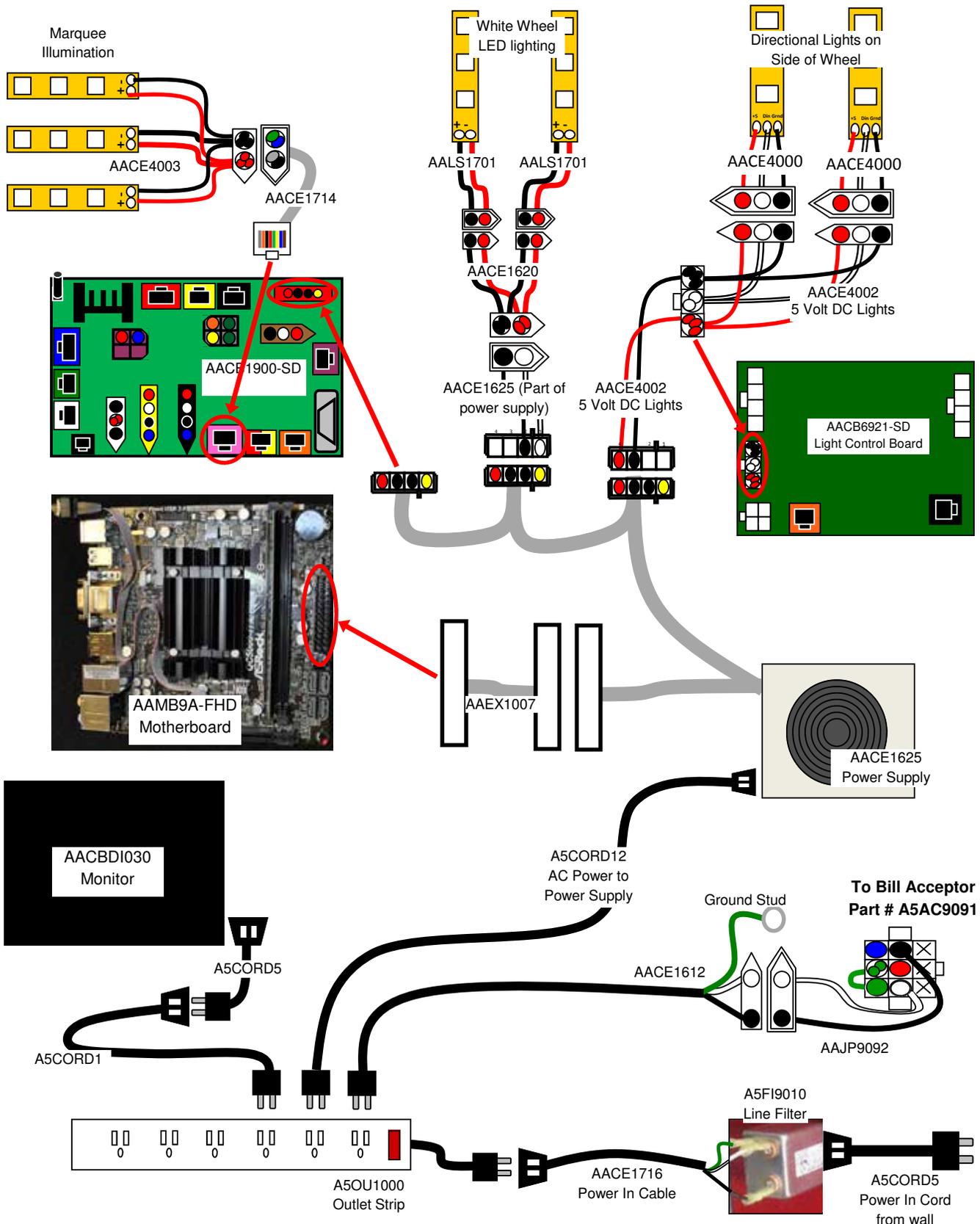
WIRING DIAGRAM

CIRCUIT BOARD



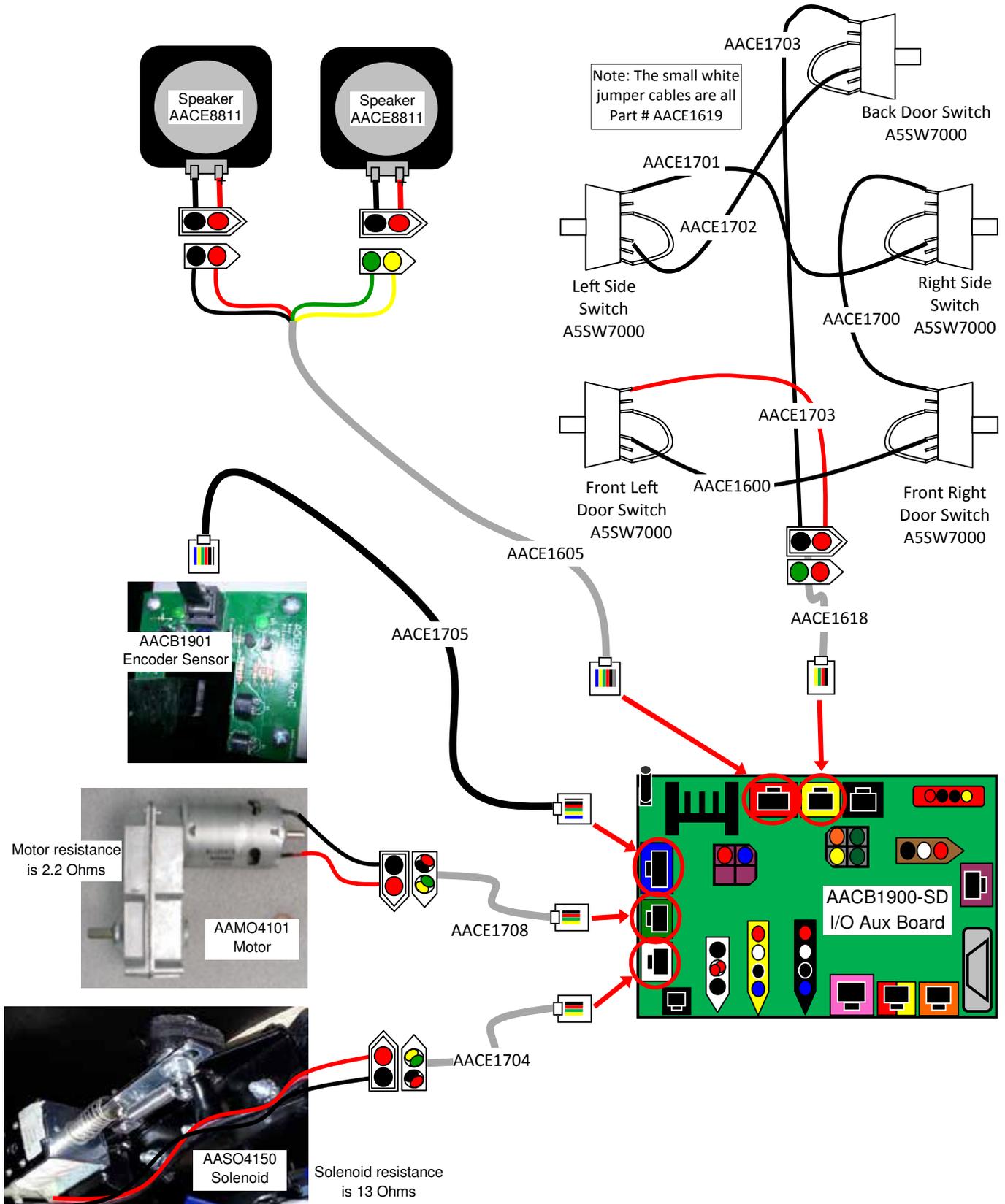
WIRING DIAGRAM

AC In & Power Supply



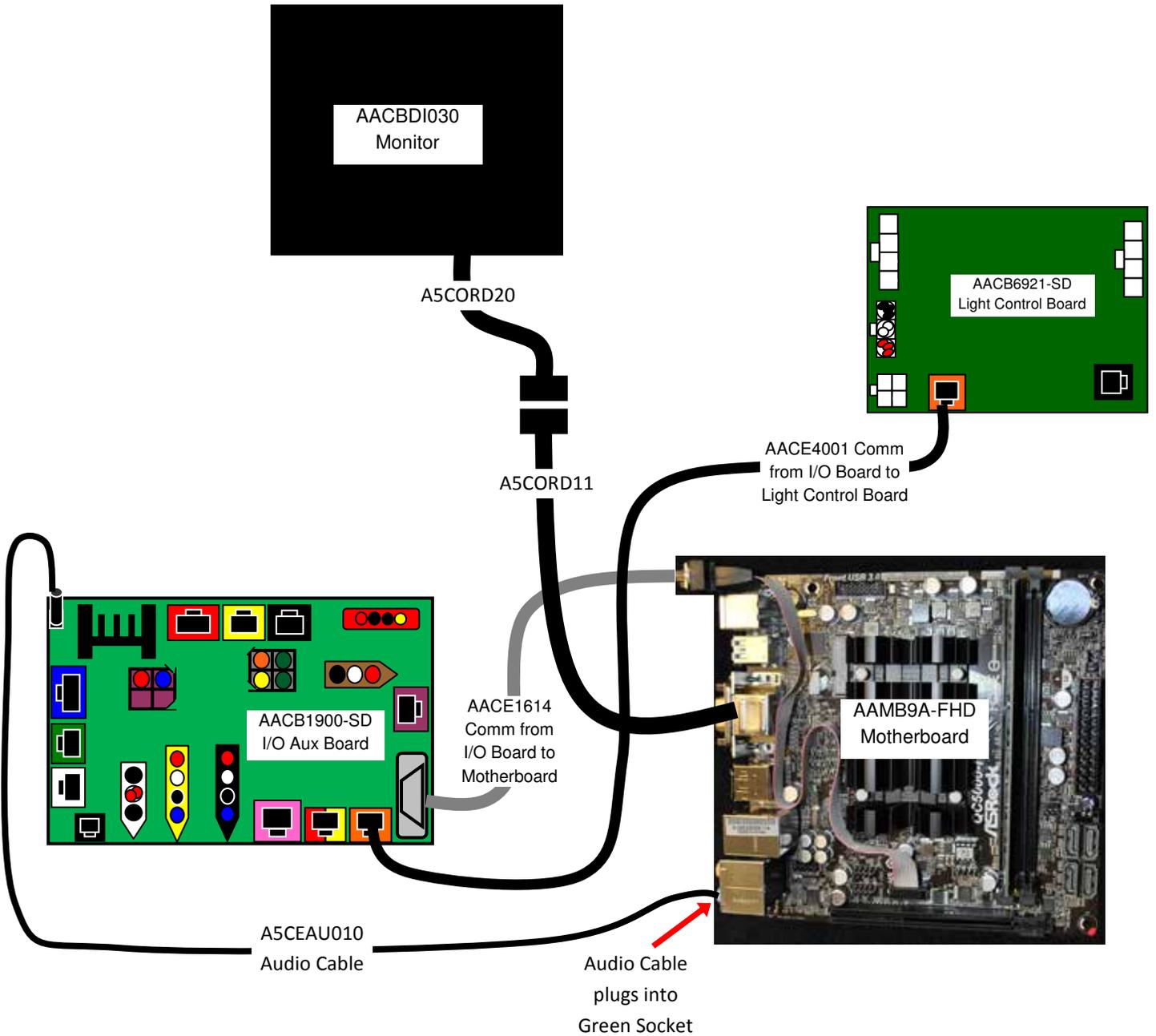
WIRING DIAGRAM

DOOR OPEN, SPEAKERS, ENCODER SENSOR, MOTOR, & SOLENOID



WIRING DIAGRAM

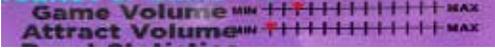
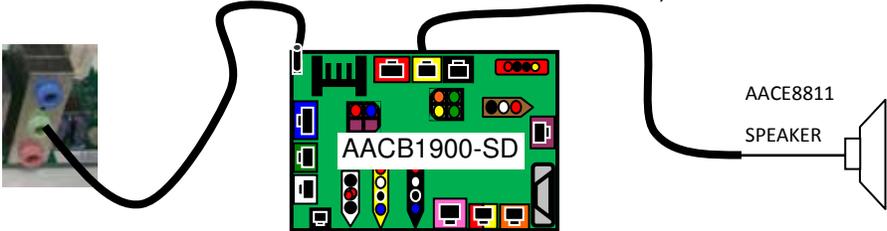
COMMUNICATION



TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
No power to the game.	Unplugged. Power strip turned off, or plugs unplugged. Circuit breaker tripped. Line filter faulty. Bad or overloaded power supply.	Check wall outlet cable (A5CORD5) to line filter in back of game. (A5FI9010) Check rocker switch on power strip. Ensure power cords are pushed up into power strip securely. Reset power strip breaker switch or building circuit breaker. Attempt to determine cause. Replace line filter. (A5FI9010) Refer to Power Supply Diagnostics
Bill Acceptor on, but everything else off. (Power Supply not ON)	Power supply unplugged. Rocker Switch on power supply is Off. Power supply shutting down because of 12 V overload. Faulty power supply.	Insure power supply is plugged into power strip. Make sure rocker switch is set ON. See power supply diagnostics to isolate bad component. A bad solenoid or 12 volt short would cause this. Refer to Power Supply Diagnostics section.
Marquee LED lights are not working.	LED strip faulty Faulty Cable	Remove marquee and examine LED strip. (AACE4003) Check cables from LED strip to I/O Aux Board (AACE4003, AACE1714, AACB1900-SD)
Left or Right Wheel White LED's not working.	LED strip faulty Faulty Cable Faulty I/O Aux Board	Slide open front windshield and examine LED strip. Plug the LED strip into the cable from the other side. Replace if needed. (AALS1701) Check cables from LED strip to Power Supply. (AALS1701, AACE1625) Replace I/O Aux Board. (Part # AACB1900-SD)
Left or Right Side Directional Colored LED's not working.	LED strip faulty Faulty Cable Faulty Power to Light Control Board Faulty Light Control Board	Slide open front windshield and examine LED strip. Plug the LED strip into the cable from the other side. Replace if needed. (AACE4000) Check cables from LED strip to Light Control Board (AACE4000, AACE4002) Check for 5 Volts DC going to Light Control Board. Replace Light Control Board. (Part # AACB6921-SD)

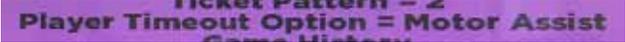
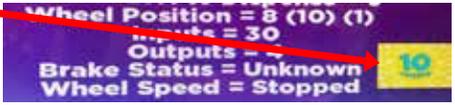
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
No Audio	Volume too low.	<p>Increase the volume by pressing Menu button, scroll to volume slider bar and adjust.</p> 
	Loose wire.	<p>Check audio cable connections from motherboard to I/O board to speakers (A5CEAU010, AACB1900-SD, AACE1605, AACE8811)</p> 
	Use MP3 or Phone to isolate problem.	<p>Unplug phono jack from motherboard and plug into the MP3 or phone. Then the sound from your device will play through the game speakers. If no sound through your device, then replace Motherboard. (AAMB9-FHD)</p>
Dollar Bill Acceptor not functioning	<p>Ensure bill acceptor has 110 Volts AC. Dirt or debris in acceptor slot. Ensure acceptor dipswitch is set to "always enable" Pinched, broken, or disconnected wiring. Bill acceptor problem.</p>	<p>Acceptor should cycle stacker at game power up. If not, check cable connections to power strip. Caution – 110 Volts AC Clean with bill reader cleaning card. (A5CC9000) There are dips on side of acceptor. Set to "always enable" (not harness enable) Check wiring from bill acceptor to main board. Repair or replace wiring harness. (AAJP9092, AACE1611) Refer to troubleshooting section of dollar bill acceptor manual included with this game or the diagnostics label of the back of the unit.</p>
Monitor not working.	Monitor shows "No Signal"	<p>Monitor VGA cable unplugged. Check the connection at the 2 cables to the monitor. (A5CORD11, A5CORD20) Check large connection on motherboard from power supply. Ensure power supply is running. Refer to Power Supply Diagnostics. Faulty motherboard - Replace motherboard. (AAMB9-FHD)</p>
	Monitor has nothing at all on power up.	<p>Power cable unplugged from monitor. Faulty monitor. Ensure power is plugged into back of monitor, check the connection at the 2 cables to the monitor, down to power strip. (A5CORD1, A5CORD5) Replace monitor. (A5CBDI030)</p>
	<p>Power down, wait 5 minutes and power up again.</p> <p>Error on screen at power up. Re-Boot game to see if problem still exists.</p>	<p>Check fan on power supply, ensure it is turning Faulty USB stick Faulty motherboard. Refer to Power Supply Diagnostics. Replace power Supply AACE1625 if needed. Reseat USB software stick into different USB socket on motherboard. Replace USB software (A5FHD005) Replace motherboard. (AAMB9A-FHD)</p>

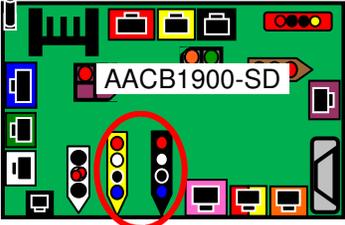
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Game turns on, but some of the functions do not work.</p>	<p>None of inputs work. No coin up, no test buttons, display may say door open.</p> <p>Display is OK, but does not show some screens. No volume, or Game freezes, locks up</p>	<p>I/O Serial cable unplugged from I/O board to motherboard. Inspect cable AACE1614. Replace if needed.</p> <p>USB software stick loose, or faulty. Replace if needed. (A5FHD005)</p> <p>Faulty RAM, or motherboard. Replace motherboard (AAMB9A-FHD)</p>
<p>Display shows “Door Open” and Menu can not be Entered.</p>	<p>I/O Serial cable unplugged from I/O board to motherboard</p>	<p>I/O Serial cable unplugged from I/O board to motherboard. Inspect cable AACE1614. Replace if needed.</p>
<p>Game does not coin up</p> <p>Game should have an audio doink sound from speakers when coin switch is triggered.</p>	<p>Card Swipe System Special Instructions-</p> <p>Pinched, broken, or disconnected wiring.</p> <p>Faulty Coin Mechanism. Swap coin mech to verify.</p> <p>Ensure all doors are closed, game will not play with door Open.</p> <p>Faulty I/O Aux Board</p>	<p>Set “Game drive voltage threshold” to 2 volts. Coin signal wires are white and black wires. Refer to wiring diagram</p> <p>Check connections from coin switches to I/O Aux Board. Check continuity on wires. (AACBL4A-DOOR, AACE1610)</p> <p>Replace coin mech if faulty.</p> <p>Check all 5 door switches. Ensure CE1614 cable is connected from I/O board to Motherboard.</p> <p>Replace I/O Aux Board . (AACB1900-SD)</p>
<p>Low tickets displays on monitor</p>	<p>Stack of tickets not resting properly on low ticket switch.</p> <p>Faulty switch.</p> <p>Faulty wire or connection.</p> <p>Faulty I/O Aux Board</p>	<p>Adjust stack of tickets so they hold both the switch actuators down.</p> <p>Replace low ticket switch. (AASW200)</p> <p>Check for proper connection from switch to main board. Check continuity. (AACE1609, AACE3219-P)</p> <p>Replace I/O Aux Board. (AACB1900-SD)</p>

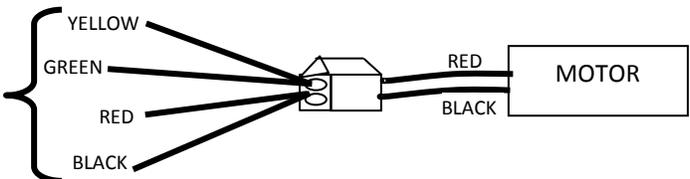
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Scoring Issues	<p>Game says you won tickets even though wheel is still spinning.</p> <p>Game gives tickets as soon as money is inserted during attract mode.</p> <p>Game ends after slow spin, and gives no tickets.</p>	<p>Weak encoder sensor. Replace sensor. (AACB1901)</p> <p>Attract mode spinning wheel should slow down enough so it will not trigger win. Tighten brake assy. (see Brake Adjustment)</p> <p>Motor assist should spin wheel for slow spins. Check menu screen – ensure it is not set to “Abandon Game”. (see Motor Assist)</p> 
	<p>Open left front door and push menu button to enter menu</p> <p>Check if value on monitor matches wheel position.</p> <p>Spin wheel downward to verify all numbers match.</p>  <p>If it does match:</p> <ol style="list-style-type: none"> 1.) Look for “motor watchdog error” on screen. Refer to Motor Watchdog Error section 2.) Ticket dispenser issue. The monitor will show how many tickets should be dispensed. <p>If does not match:</p> <p>Manually spin wheel 1 complete revolution to ensure home sensor is being read.</p> <p>Important: Always spin downward</p> <p>Check “Ticket Pattern” is set to the correct ticket pattern.</p> <p>Encoder sensor signal not reaching I/O board.</p> <p>Check cable AACE1616 from encoder sensor to blue socket on I/O board.</p>  <p>Go to Wheel Encoder Sensor section below to adjust sensor.</p> <p>Replace encoder sensor. (AACB1901)</p> <p>Replace cable. (AACE1705)</p>	<p>Encoder sensor always “sees” home position.</p> <p>If either green LED on board is always ON as you spin wheel - Replace encoder sensor. (AACB1901)</p>
<p>Game pays 10 or 75 tickets every game.</p>	<p>Encoder sensor signal not reaching I/O board.</p> <ol style="list-style-type: none"> 1.) Check cable AACE1705 from encoder sensor to I/O board. 2.) Replace encoder sensor. (AACB1901) 3.) Replace I/O board. (AACB1900-SD) 	<p>Encoder sensor always “sees” home position.</p> <p>If either green LED on board is always ON as you spin wheel - Replace encoder sensor. (AACB1901)</p>

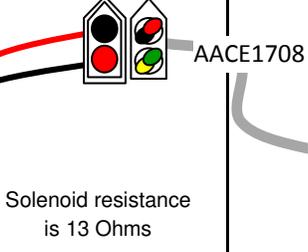
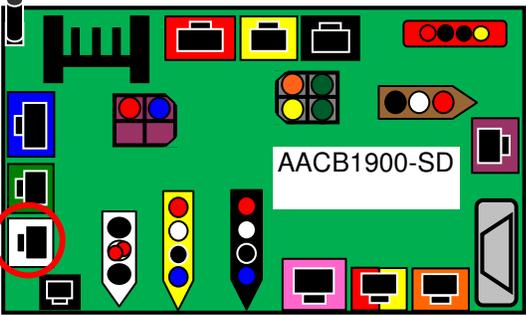
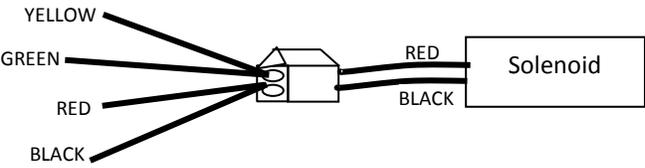
TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Tickets not dispensing from either ticket dispenser.</p>	<p>Verify game is registering a win.</p> <p>Ensure “Door Open” is not showing on monitor.</p> <p>Notch on tickets too shallow.</p> <p>Faulty wires from dispensers to I/O board.</p> <p>Faulty I/O board.</p>	<p>Display monitor will show ticket value won. If not – see “Wheel Sensor troubleshooting.”</p> <p>Game will not dispense with any door open. See “Door Open Error”</p> <p>Flip tickets and load upside-down to have large cut notch toward opto sensor.</p> <p>Inspect wires as they plug into I/O board.. (Part #'s: AACE1909, AACE3219-P)</p> <p>Replace I/O board. (AACB1900-SD)</p>
<p>One ticket dispenser working, but One ticket dispenser is not working.</p>	<p>More than 5 tickets to dispense?</p> <p>Notch on tickets too shallow.</p> <p>Faulty cable from Ticket Dispenser to I/O board.</p> <p>Faulty I/O board. (AACB1900-SD)</p>	<p>If game has less than 5 tickets to dispense, only one side will pay out.</p> <p>Flip tickets and load upside-down to have large cut notch toward opto sensor.</p> <p>Inspect wires as they plug into I/O board.</p> <div style="text-align: center;">  </div> <p>Swap ticket dispenser cables on I/O board to determined that one socket is faulty.</p>
<p>Wrong ticket amount dispensed.</p> <p>Check for the correct amount of tickets showing on monitor.</p>	<p>Monitor showing correct ticket payout.</p> <p>Disconnected, loose or broken wires.</p> <p>Opto Sensor on ticket dispenser dirty.</p> <p>Faulty ticket dispenser.</p> <p>Notch on tickets cut too shallow.</p>	<p>Check connectors. Check for continuity on cables # AACE1609, AACE3219-P</p> <p>Blow dust from sensor and clean with isopropyl alcohol.</p> <p>Replace with working dispenser to isolate the problem.</p> <p>Flip tickets and load upside-down to have large cut notch toward opto sensor.</p>
<p>Monitor showing different ticket payout.</p>	<p>Incorrect ticket pattern selected.</p> <p>Spring Tension</p> <p>Wheel position not being read correctly.</p>	<p>Enter menu, and ensure Reset Statistics Ticket Pattern = 2 correct ticket pattern selected.</p> <p>If the brake spring is too loose, the wheel may rock backward and confuse the sensor and score wrong.</p> <p>Refer to “Encoder Sensor Diagnostics” section</p>

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Motor will not assist the slow spin.</p> <p>Game should always try to assist a slow spin.</p> <p>It helps the smaller child play the game.</p> <p>Attract Mode – The big spinning wheel attracts players to game.</p> <p>If not, the reason can be any one of these problems making game go to “Abandon Game”</p>	<p>Enter menu, ensure this is not set to “Abandon Game”. Enter menu, check diagnostic information for "motor watchdog error"</p> <p>Door open</p> <p>Faulty encoder sensor.</p> <p>Auto-spin catch broken.</p>  <p>Drive chain broken.</p> <p>Cable problem.</p> <p>I/O board faulty.</p>	<p>Change to “Motor Assist”</p> <div style="background-color: #e0e0e0; padding: 2px; font-size: small; text-align: center;"> Ticket Pattern – 4 Player Timeout Option = Motor Assist </div> <p>Change “abandon game” to “Motor Assist”. Turn game off, and then back on to clear error. Enter menu to verify change.</p> <p>Motor assist will not engage if game thinks door is open. Close all doors.</p> <p>Assist motor will try for 2 seconds, not “see” the wheel turning, and then deactivate. Replace encoder sensor. (AACB1901)</p> <p>Inspect mechanism on left side door. Replace spring if needed.(A5SREX040)</p> <p>Inspect drive chain that powers wheel. Replace if needed. (A5CH1003)</p> <p>Inspect cable from Assist Motor to I/O board. Replace I/O board. (AACB1900-SD)</p>
<p>Motor Problem As motor starts, 5 Volts DC is present at connector. (It builds to 12 Volts as wheel gains speed)</p> <div style="display: flex; align-items: center; justify-content: center;"> <div style="margin-right: 20px;"> <p>TO I/O BOARD:</p> <p>Phone cables are doubled up for redundancy – Motor will still work with 1 wire off</p> </div>  </div>		
<p>Wheel always spinning.</p>	<p>Brake assembly very loose or broken.</p> <p>Solenoid Assy. on right side of wheel is broken or faulty so player can spin wheel anytime.</p> <p>Spin motor receiving 12 Volts DC all the time. Spin meter screen stays on.</p> <p>Spin Meter does not increase. Stays on auto spin.</p>	<p>See “Brake Adjustment” section.</p> <p>Solenoid should only engage when game is coined up. Refer to “Wheel Engaging Solenoid”</p> <p>Faulty I/O Board. Replace AACB1900-SD</p> <p>Faulty encoder sensor. It does not see wheel spinning. Refer to Encoder Sensor section.</p>

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Spin meter never increases.</p> <p>Encoder sensor not seeing wheel spin.</p>	<p>Encoder sensor dirty or faulty.</p> <p>Pinched, broken, or disconnected wiring.</p> <p>I/O board faulty.</p>	<p>Clean sensor and replace if needed. (AACB1901)</p> <p>Inspect wiring and replace cable if needed. (AACE1705)</p> <p>Replace I/O board. (AACB1900-SD)</p>
<p>Wheel not spinning when player moves handle.</p>	<p>Door open</p> <p>Solenoid Assy Faulty. (Solenoid resistance is approximately 13 ohms)</p> <p>Cable problem.</p>	<p>Wheel will not engage if game thinks door is open.</p> <p>Inspect mechanism in right side door. Inspect springs and engaging action. Replace if needed.(AASO4150)</p> <p>Inspect cable from Solenoid to I/O board.</p>
 <p style="text-align: center;">AASO4150 Solenoid</p>	 <p style="text-align: center;">Solenoid resistance is 13 Ohms</p>	 <p style="text-align: center;">AACB1900-SD</p>
	<p>I/O board faulty.</p>	<p>Replace I/O board. (AACB1900-SD)</p>
	<p>Solenoid Problem</p> <p>Only as game starts - 12 Volts DC is present at solenoid.</p> <p>TO I/O BOARD: Phone cables are doubled up for redundancy – Solenoid will still work with 1 wire off</p>	
<p>Solenoid always stays on.</p> <p>Players can spin wheel without inserting money.</p> <p>During attract mode- game will make loud clicking sound.</p>	<p>Jammed Solenoid.</p> <p>Missing/Broken Springs.</p> <p>Pinched Cable.</p> <p>I/O board faulty.</p>	<p>Inspect solenoid. Ensure it operates smoothly. Look for missing springs. Replace Assembly if needed. (AASO4150)</p> <p>Inspect phone cables for smashed cable. May also have to replace I/O Board.</p> <p>Replace I/O board. (AACB1900-SD)</p>

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
Menu Buttons do not work.	Swap connectors at the 2 buttons Pinched, broken, or disconnected wiring I/O Aux Board faulty.	Replace button if problem stays with button.(AAPB2700) Inspect crimp to ensure good connection. Check connections from menu buttons to main board. Check continuity on AAPB2700, AACE1613 Replace I/O Aux Board. (AACB1900-SD)
Meters do not work. Game counter clicks at start of each game. Ticket counter clicks as tickets come out of game.	The 2 crimped wires may be faulty Pinched, broken, or disconnected wiring I/O Aux Board faulty.	Inspect crimps on AACO1000 to ensure good connection. Check connections from counters to main board. Check continuity on wires.(AACO1000) Replace I/O board. (AACB1900-SD)
Monitor shows “Out of Order Door Open “	One or more doors open. Faulty door switch I/O Serial Cable unplugged. I/O board faulty.	Refer to Door Open Section below. Replace door switch. (A5SW7000) Inspect and re-seat serial cable from motherboard to I/O board. Replace I/O board. (AACB1900-SD)
Motor Watchdog Error	Encoder Sensor Faulty. Motor Faulty.	Clean Encoder sensor on left side of wheel. <div style="text-align: right; margin-top: 10px;">  </div> Refer to “Motor will not assist a slow spin” section above.
After problem is found and fixed: 1.) Enter menu and ensure Player Timeout option is set to “Motor Assist” <div style="text-align: right; margin-top: 5px;">  </div> 2.) Turn game off, then back on, enter menu and again ensure Player Timeout option is set to “Motor Assist” 3.) Verify Motor Watchdog Error is not present. 4.) Coin game, but do not spin wheel. Let game try to spin wheel own it’s own.		

DOOR OPEN ERROR

*THIS IS A SAFETY MATTER AND THE LIMIT SWITCHES MUST NOT BE DISABLED OR INJURY MAY OCCUR!

THERE ARE 5 LIMIT SWITCHES:

1 ON THE BACKDOOR, 1 IN THE LEFT SIDE DOOR, 1 IN THE RIGHT SIDE DOOR, 1 IN THE LEFT FRONT DOOR AND 1 IN THE RIGHT FRONT DOOR.

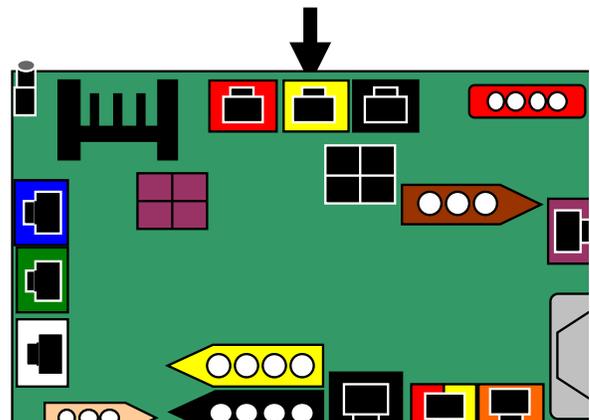
WHAT HAPPENS IF A DOOR IS OPEN?

1. TICKETS WILL NOT DISPENSE
2. GAME WILL NOT START
3. AUTO-SPIN WILL NOT ENGAGE
4. PLAYER CAN NOT SPIN THE WHEEL

HANDLE WILL STILL MOVE THE SOLENOID ASSEMBLY - MAKE SURE TO REMOVE THE HANDLE WHEN SERVICING THE GAME.

OPEN ALL 5 DOOR AND PULL ALL 5 SWITCHES OUT.	DOOR OPEN MESSAGE STAYS "ON."	<p>A. FAULTY DOOR SWITCH (A5SW7000).</p> <p>B. CHECK ALL SWITCH WIRES, SEE THE NEXT PAGE.</p> <p>C. CHECK WIRE CRIMPS.</p> <p>D. CHECK THE CONNECTION ON THE I/O BOARD, SEE BELOW.</p> <p>E. REPLACE I/O BOARD (AACB1900).</p>
	DOOR OPEN MESSAGE CLEARS.	<p>A. INDIVIDUALLY CHECK EACH SWITCH BY PUSHING IN EACH DOOR AND VERIFYING THE DOOR OPEN MESSAGE IS NOT ON THE DISPLAY.</p> <p>B. IF A DOOR SWITCH TRIGGERS THE MESSAGE THEN PUSH IN, THAT SWITCH IS FAULTY. REPLACE (A5SW7000).</p>

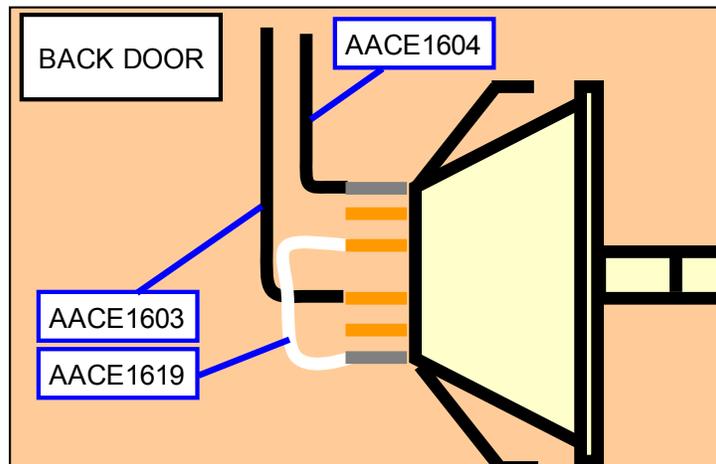
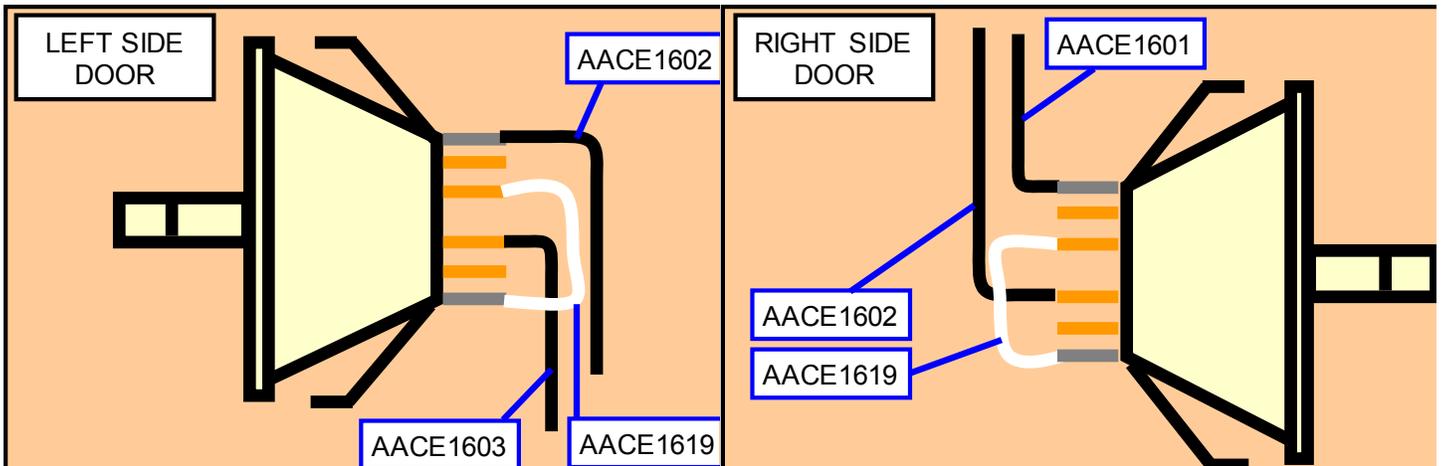
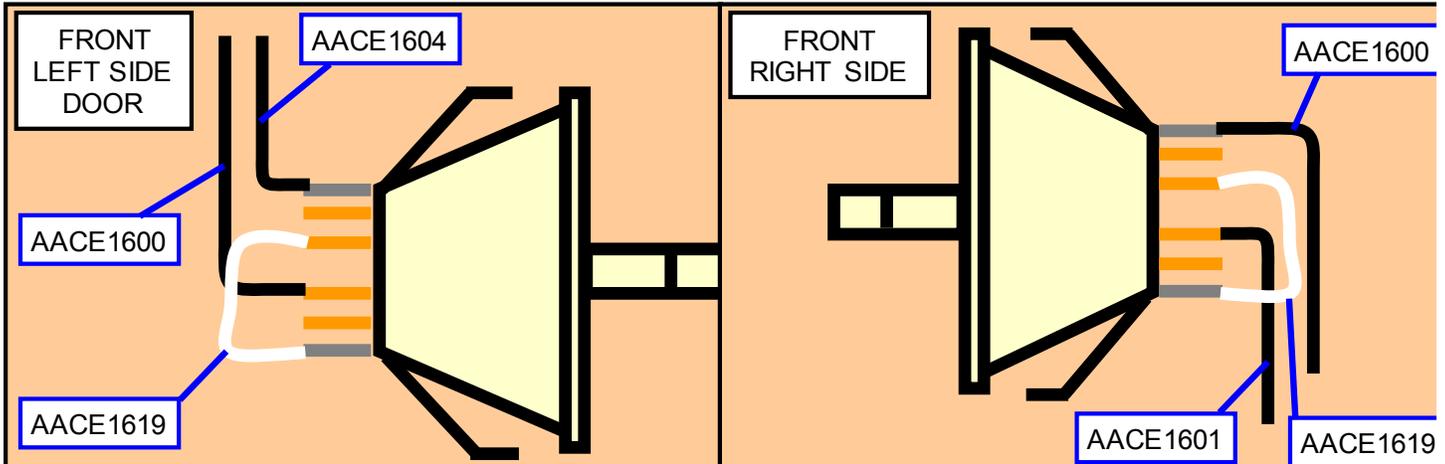
AACB1900
I/O BOARD



LIMIT SWITCH MAP

DOOR LIMIT SWITCHES ARE THE PULL/PUSH TYPE. THE SWITCH CAN BE PULLED OUT SO THE GAME THINKS THE DOOR IS CLOSED AND WILL FUNCTION NORMALLY.

WE DON'T RECOMMEND DOING THIS UNLESS IT'S NECESSARY FOR REPAIR OR MAINTENANCE.



ENCODER WHEEL SENSOR

The Encoder Sensor reads where the wheel is and determines the payout of the wheel.

The sensors sees the thin slot as boundary between large score panels.

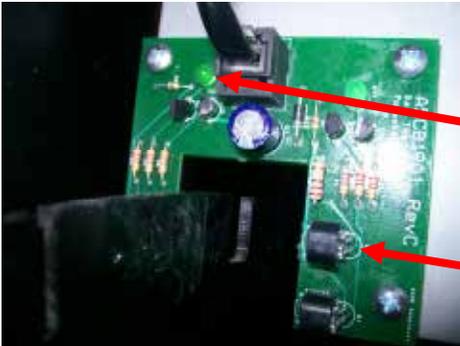
It sees the large slots as high score values in middle of score panels.

As wheel spins, Green light comes on as next score panel starts

IMPORTANT: ONLY SPIN WHEEL DOWNWARD



Notch Sensor



Green LED Indicator

Wheel encoder sensor (AACB1901) is mounted so the top sensor reads the outside cut-out notches.

Home Position Sensor

The home position sensor is on same board and reads a notch to calibrate home position.



Green LED Indicator

The lower sensor reads the 1 home position notch on wheel.

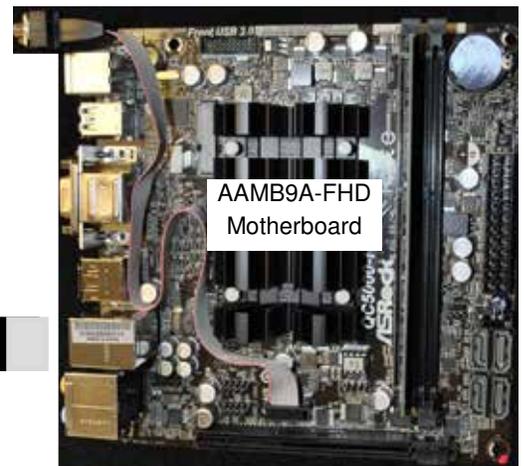
HOW TO UPDATE SOFTWARE

The software is programmed onto a USB thumb drive dongle .
It pushes into any of the USB sockets on the motherboard.

To Change Software:

- Power game Off.
- Remove USB stick
- Insert new USB
- Power game On.

Make sure to check all you menu settings for your specific game settings as credits per game, ticket pattern, volume levels, etc.



ADJUSTING ENCODER WHEEL SENSOR

The arrow pointer will show the customer which ticket value they have won.

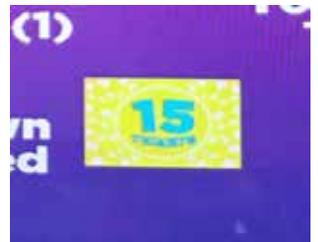
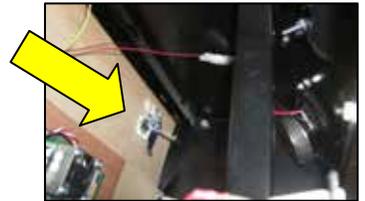
Remember: There is a ½ inch buffer zone between panels that provide a small margin of error.

This space is also present on the big bonus values.

It allows a big bonus value to score even though the pointer may be slightly above or below the actual sticker on the wheel.

Check the wheel position

- 1.) Open front doors and unlatch clasps holding front plexiglass in place.
There are 2 located behind the speakers.
- 2.) Front plexiglass will now slide up like a roll-top desk.
- 3.) Push menu button to enter menu.
- 4.) Check if value on monitor matches wheel position pointer.
- 5.) Watch monitor as you manually turn the wheel down.
The wheel may have to go a full revolution so the game can find home position.
Spin the wheel downward by hand, watch the display change as the wheel moves to the next score panel.
- 5.) Slowly rotate the wheel downward as it approaches a bonus section.
Watch the display as it turns to a 4, then slowly move wheel down.
Stop the wheel as soon as the display changes to the bonus.
- 6.) Look at pointer and verify that it is on the boundary between the 4 space and bonus value.



If the pointer is more than ¼ inch off:

- Open left side door of game.
- Locate 2 Phillips screws on bracket.
- There are slots on this bracket to allow adjustment.
- Loosen 2 screws and slightly move bracket.
- Tighten screws and re-check wheel position.



BRAKE ADJUSTMENT

Wheel coast time is a number related to how long the wheel spins as it coasts to a stop.
A long coast time will increase the time per game, and customer will wait too long to play game.
The higher the number, the faster the wheel stops.

The wheel coast time should be 30-40

This can also be adjusted periodically to prevent a very skilled player from memorizing the coast and win bonus after bonus.

Performing Wheel Coast Test

Enter the menu by pressing the menu button inside front door.

Watch display as wheel turns

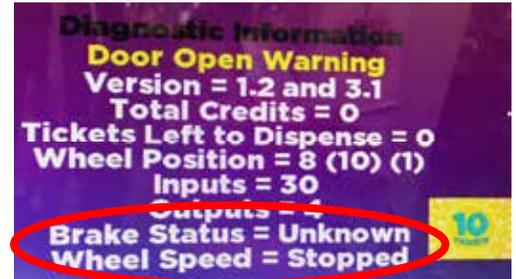
– It should show “good spin” as the wheel turns.

Once the wheel coasts to a stop, it will show:

Brake OK

Tighten Brake

Loosen Brake



Adjusting Wheel Brake

Lift the threaded rod, and spin nuts:

Clockwise to increase tension – decrease wheel coast time.

Counter-clockwise to decrease tension – increase wheel coast time.

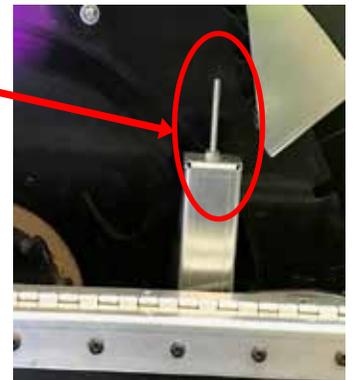
Re-test after adjustment

If customer inserts money during autospin and wheel coast is too long, it may read the autospin as a player spin and give tickets for that autospin.

Make sure the wheel does not rock backward as it comes to a stop.

If it does - tighten brake.

If the wheel rocks backward during a game, it will score wrong if it rocks over a notch.



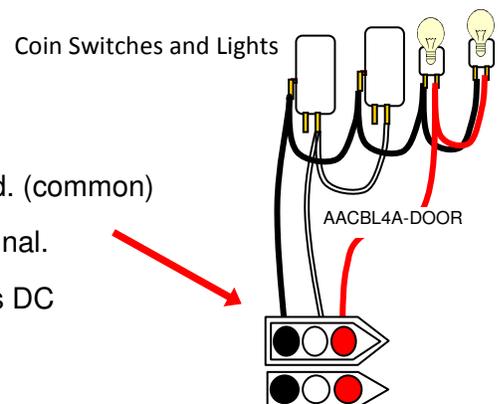
CARD SWIPE INSTRUCTIONS

In the menu: Set “Credits Per Game” to 1 (swipe)

Black wire is ground. (common)

White wire is coin signal.

Red wire is +12 Volts DC



ADJUSTING THE BRAKE

1. IF THE BRAKE NEEDS ADJUSTING, OPEN THE LEFT SIDE DOOR.

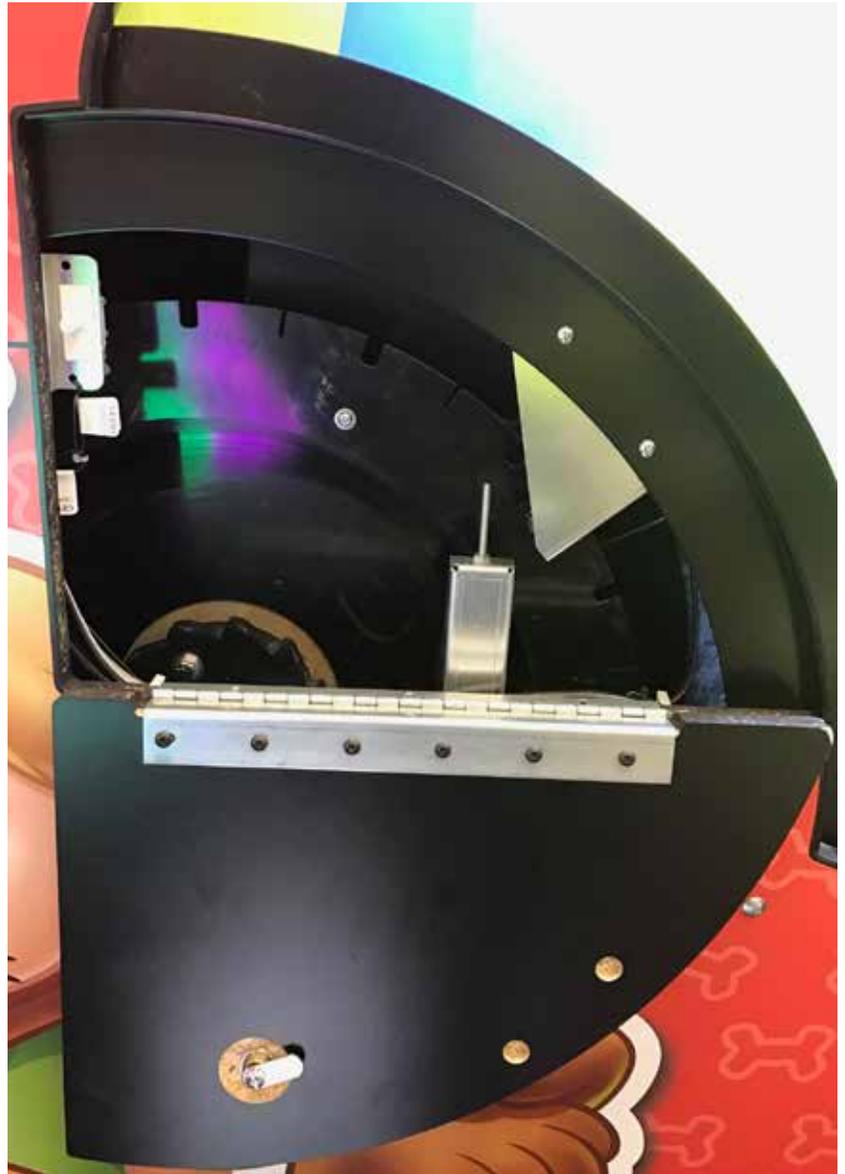
2. YOU WILL SEE A SPRING LOADED BOLT COMING UP FROM THE BRAKE.

3. PULL THE BOLT UP AND SPIN THE LOCK NUT TO ADJUST. YOU ONLY NEED TO DO 2 REVOLUTIONS TO ALTER THE PRESSURE.

“TIGHTEN BRAKE”: DOWN

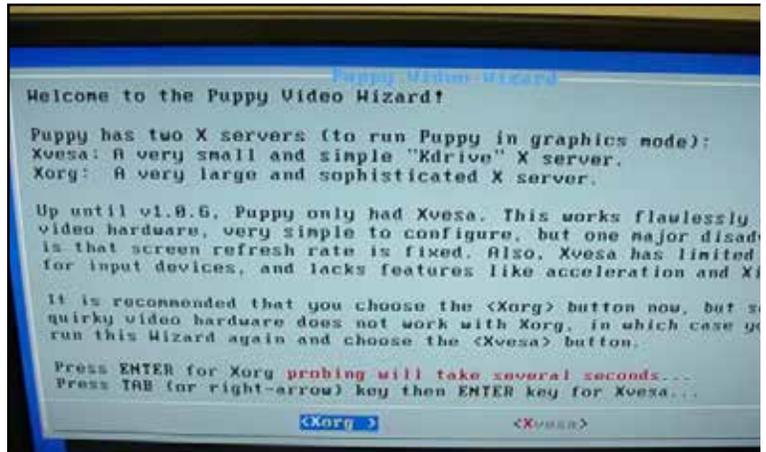
“LOOSEN BRAKE”: UP

4. RE-SPIN TO CHECK THE BRAKE AFTER ADJUSTMENT.

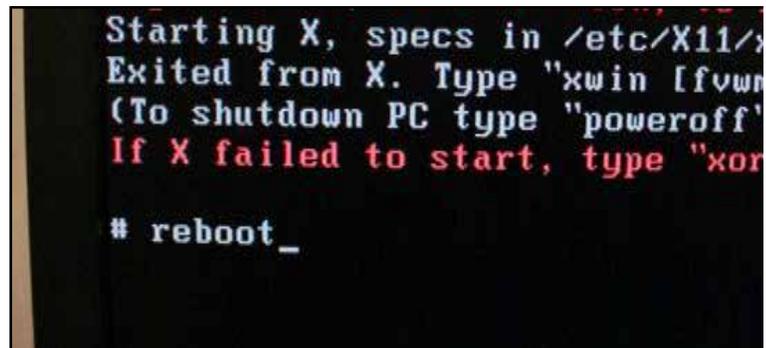


PUPPY VIDEO WIZARD ERROR

If the monitor has been changed or game loses monitor settings, this screen will come up upon power up. The settings will have to be resaved.



1. Plug a PS/2 keyboard into the keyboard port of the motherboard. (purple colored port)
2. Push "ENTER" on the initial XORG screen.
3. Make sure 1024x768x16 is selected. Push "ENTER" on the video resolution screen.
4. The game software should now startup. Wait about 10 seconds to push 'Q' on the keyboard.
5. At the black screen with red and white text, type "REBOOT" and press "ENTER."
6. The game should save the video settings. The game software should now start normally.



REMOVING THE HANDLE

THE HANDLE IS DESIGNED TO BE REMOVED FROM THE GAME. THIS WILL ALLOW A TECHNICIAN TO WORK ON THE SOLENOID ASSEMBLY WITH A REDUCED CHANCE OF ACCIDENTAL INJURY.

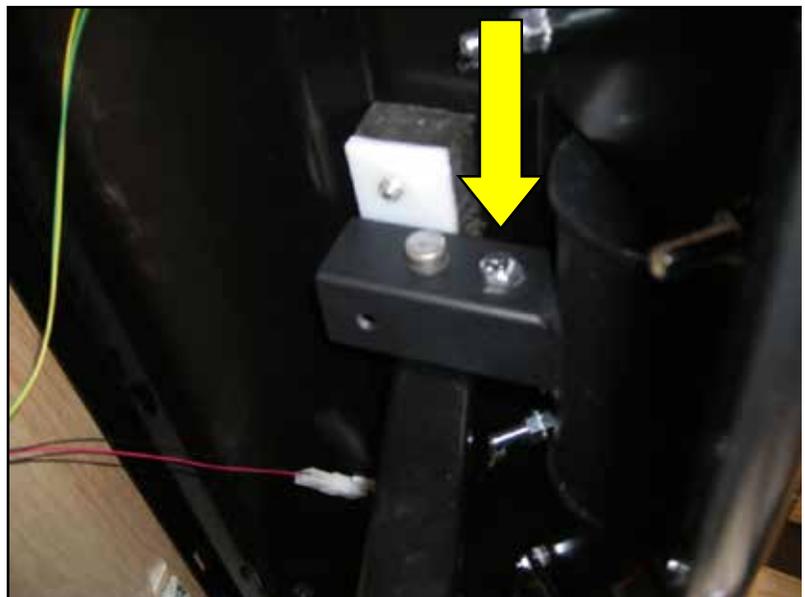


TOOLS NEEDED:

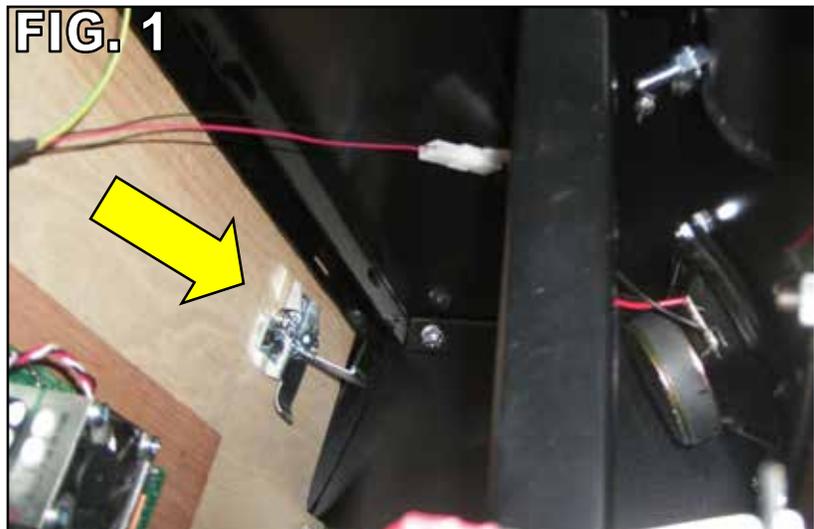
- 1/2 INCH SOCKET
- 1/2 INCH WRENCH

THERE IS A BOLT, LOCK WASHER AND LOCK NUT UNDER THE SPEAKER BRACKET.

REMOVE THE NUT AND BOLT TO RELEASE THE HANDLE.



CLEANING THE WINDOW



1. OPEN THE FRONT DOORS AND UNLOCK THE 2 CLAPS HOLDING THE FRONT WINDOW IN, FIG. 1.

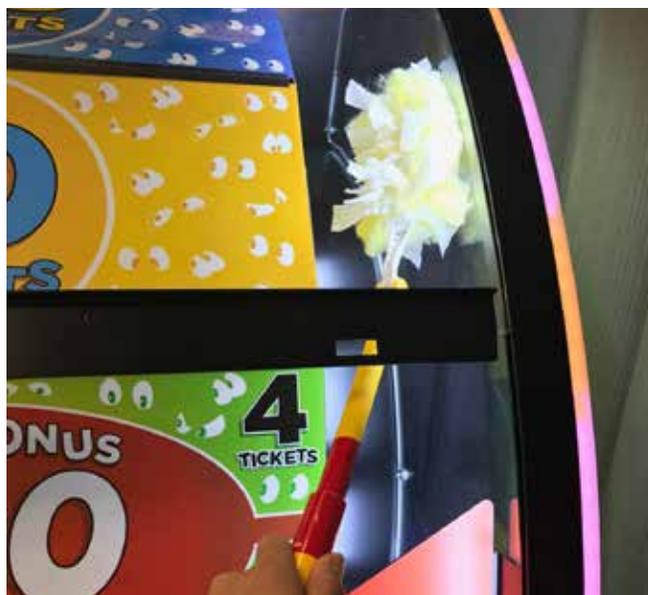
2. THE FRONT WINDOW WILL NOW SLIDE UP LIKE A ROLL TOP DESK. FIG. 2.

3. REMOVE THE BACK DOOR, THE TOP OF THE FRONT WINDOW CAN NOW BE REACHED.

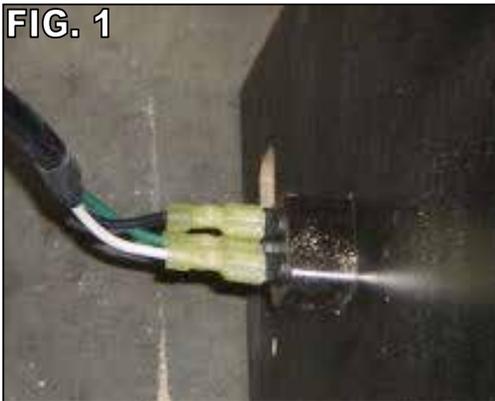
4. USE THE PROVIDED SWIFFER™ (A5SWIFFER) TO CLEAN ALL THE WINDOWS OR ANYWHERE THERE IS DUST AND DIRT BUILD UP, FIG. 3.

5. ONCE DONE, SLIDE THE FRONT WINDOW CLOSED AND SECURE THE 2 CLASPS, FIG. 1.

6. CLEAN THE OUTSIDE OF THE WINDOWS WITH A CLEAN TOWEL AND WINDOW CLEANER.



POWER SUPPLY DIAGNOSTICS



1. CHECK THE POWER CABLE TO THE GAME.

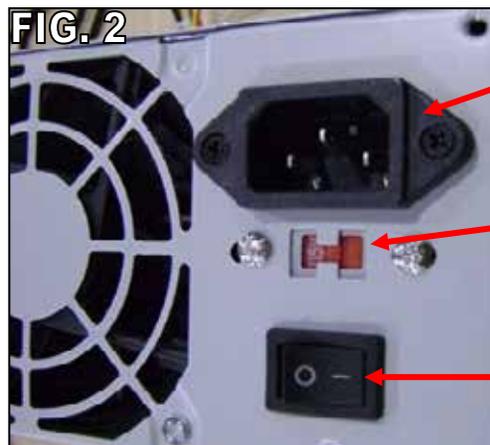
2. CHECK THE CONNECTIONS ON THE POWER SOCKET ON THE LOWER BACKDOOR OF THE GAME, FIG. 1.

3. CHECK CONNECTION TO THE POWER SUPPLY, FIG. 2.

4. CHECK THE POWER SUPPLY SWITCH THEN MAKE SURE THE VOLTAGE IS CORRECT, FIG. 2.

5. CHECK POWER SUPPLY POWER SWITCH, FIG. 2.

6. CHECK TO MAKE SURE THE FAN IS WORKING ON THE MOTHER BOARD, FIG.



STEP 3

STEP 4

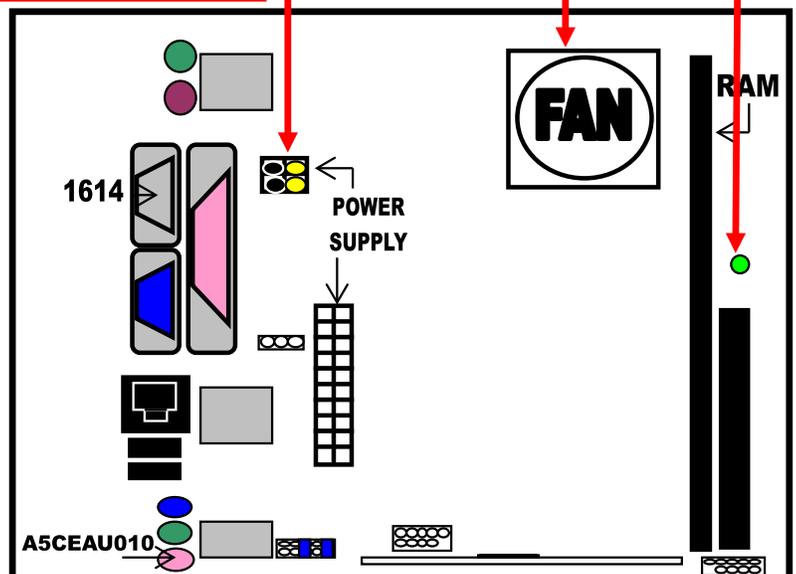
STEP 5

CHECK FOR 12 VOLTS DC BETWEEN THE BLACK AND YELLOW WIRES

MAKE SURE FAN IS WORKING

LED SHOULD BE ON

FIG. 3



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:

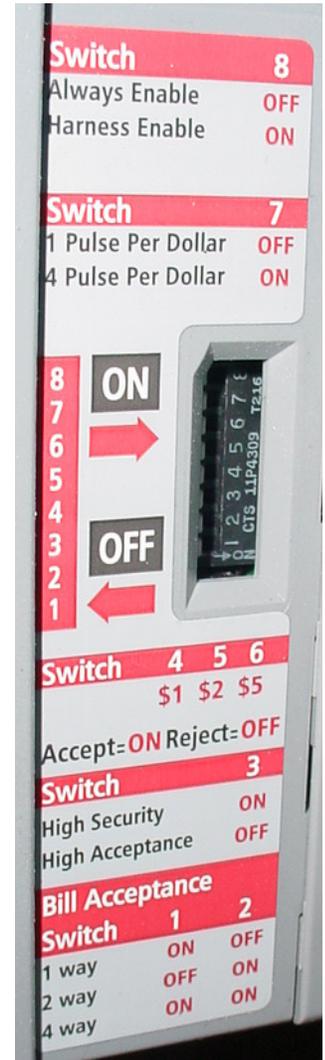
Use meter to measure 110 AC voltage at cable going into Bill Acceptor from power strip.

If power is OK:

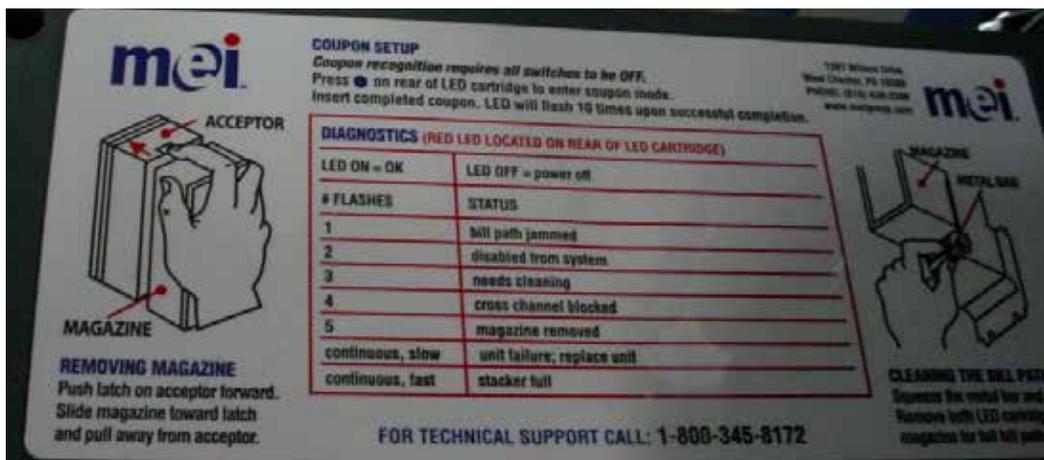
Clean Bill Acceptor path to make sure there is nothing jamming unit.

Check dipswitch settings on side of acceptor.

Make sure switch # 8 is OFF for Always Enable



ERROR CODES



ARM BRACKET MAINTENANCE

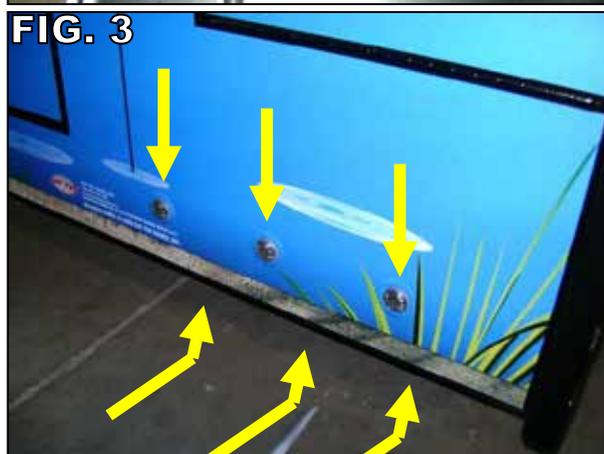
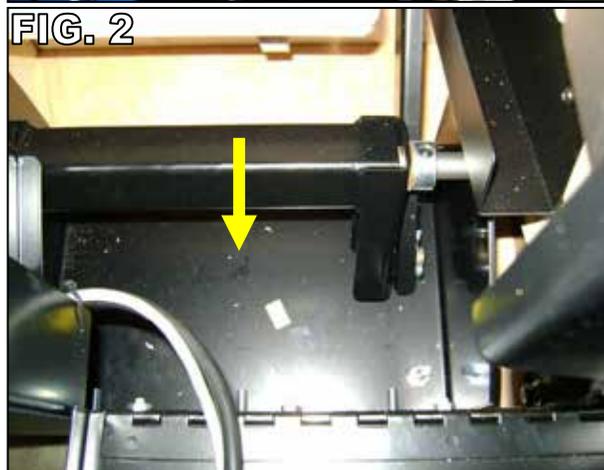
IT IS IMPORTANT TO CHECK THE BOLTS HOLDING THE ARM BRACKET TO THE GAME CABINET PERIODICALLY TO ENSURE THEY STAY TIGHT. FAILURE TO DO SO MAY CAUSE INJURY OR DAMAGE TO YOUR GAME.

FACTORY RECOMMENDATIONS SUGGEST YOU CHECK THESE BOLTS MONTHLY DEPENDING ON THE USAGE OF THE GAME. WHEN THE GAME HAS A HIGH VOLUME OF PLAYS IN A SHORT TIME, YOU MAY WANT TO CHECK THE BOLTS MORE OFTEN.

1. OPEN THE RIGHT FRONT DOOR. TURN OFF THE GAME POWER. YOU WILL SEE AN ACRYLIC SHIELD. USING A 90 DEGREE DRILL, REMOVE THE TWO BLACK SCREWS HOLDING THE SHIELD IN PLACE, FIG. 1.

2. CHECK THE 6 BOLTS, 3 ON THE SIDE AND 3 IN THE BOTTOM OF THE BLACK ARM BRACKET. USE A 7/16" SOCKET TO RE-TIGHTEN ANY NUTS THAT MAY HAVE COME LOOSE OVER TIME, FIG. 2 AND 3.

3. ONCE ALL 6 BOLTS ARE TIGHTENED REATTACH THE ACRYLIC SHIELD, FIG. 1.



PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
A5BK9999	Bracket, Power Supply Mounting	A5ME4164	Metal,Clutch Pivot Plate
A5BKSW001	Bracket,Switch,One Bend	A5ME4165	Metal,Clutch Swivel Plate
A5BKSW002	Bracket,Switch,Two Bend	A5ME4170	Metal, Wheel Motor Bracket
A5BURU040	Bumper,1-1/2" Dia X 3/4"H	A5ME4171	Metal,T-Handle
A5BURU050	Bumper,Rubber,1 1/16 X 1 1/16	A5ME4172	Metal,Handle Brkt
A5CB8020	Cash Box,3/16"Blk Abs,Ww	A5ME4174	Metal,Rocker Arm
AACBDI030	Monitor Display, Lcd,19"	A5ME4177	Metal,Frt Glass Brace,Machined
A5CH1007	Chain,#35,148 Links Riveted Endless	A5ME4178	Metal,Rocker Shaft,Machined
A5CORD12	Cord,24"	A5ME4179	Metal[L]Tkt Tray Brkt
A5CORD11	Cord,15' Svga Ext Cable	A5ME4180	Metal,Right Tkt Tray Bracket
A5CORD5	Cord,Ac Computer Cord	A5ME4181	Metal,Bottom Front Guard
A5DE4000	Decal,Cab Side Door, Left	A5ME4182	Metal,Coinbox Guide
A5DE4001	Decal,Cab Side Door Right	A5ME4202	Metal,Position Sens Brkt
A5DE4002	Decal,Cab Side Top Left	A5ME4205	Metal,Pointer Bkt
A5DE4003	Decal,Cab Side Top Right	A5ME4206-SD	Metal,Window Slide
A5DE4004	Decal,Cab Side Bottom Left	A5ME4224	Metal,Long Weeel Link
A5DE4005	Decal,Cab Side Bottom Right	AAMO4101	Motor,12vdc,40 Rpm@12 Inlb
A5DE4006	Decal,Front Cab,Coin Door	A5OU1000	Outlet,Strip,Six,15amp,125v
A5DE4007	Decal,Front Cab,2 DBA Door	A5PL4203	Plate, Brake Pad Slip Clutch
A5DE4008	Decal,Front Cab,Middle	A5PL9097	Plate,Blanking[Replaces Bill Accep.
A5DE4009	Decal, Pointer	A5PRO-SET1	Set Of ,118"Clear Poly Parts
A5DE4010	Decal,Handle Guard,Left	A5SP1003	Sprocket,16to, W/Hub,.312 Dia Bo
A5DE4011	Decal,Handle Guard,Right	A5SP4205	Spacer,Wheel Drive
A5DE4012	Decal,Wheel Side,Left	A5SP9107	Spring,Flinger
A5DE4013	Decal,Wheel Side,Right	A5SREX050	Spring,Ext,6",3/8"Od,.041"
A5DE4014	Decal,Marquee,	AASW200	Low Ticket Switch
A5DE4016-10Y	Decal,Ticket Value,Scooby{8}	A5SW7000	Switch,Interlock
A5DE4017-10B	Decal,Ticket Value,Scooby{1}	A5SWIFFER	Swiffer,Cleaner
A5DE4017-25B	Decal,Ticket Value,Scooby{3}	A5TD1	Ticket Dispenser,Entropy
A5DE4018-50P	Decal,Ticket Value,Scooby{3}	A5TO4201	Toggle, Handle
A5DE4019-500R	Decal,Ticket Value,Scooby{1}	A5TO4202	Toggle,Wheel Drive
A5EB9000	Electrical Box,For Curtis Filter	A5TT4100	Tickettray,Left
A5EX1007	Extension Cable,24/24 Pin Atx	A5TT4101	Ticket Tray,Right
A5FI9010	Filter,Inline,To Pass Fcc	A5VF4153	Vacuum Form,Handle Cover[2
A5GE4202	Gear,Wheel Drive	AACO1000	Counter,Assy,Mostly Allgames
A5GE4203	Gear,Wheel	AAKIT-BBW1-HDWR	Kit,Hardware,In Cash Box
A5LK2001	Lock, Cash Box, A05/E00 Key Code	AATP0006/SD	Ticket Pattern,Scooby Doo #6, \$1
A5LK5002	Lock, 7/8", H95 Key Code	AAWHEEL-BBWPRO/SD	Scooby Doo Wheel
A5ME4152	Metal,Sliding Window Handle	WARR9725-SD	Acrylic, Scooby Doo, 3 Pc / Set
A5ME4153	Metal,Sliding Window Bracket	WARR9726-SD	White Salanite, Scooby Doo, 2pc/S
A5ME4156	Metal,Short Wheel Link	WARR9727-SD	Black Abs, Scooby Doo, 2 Pc/Set
A5ME4157	Metal,Rocker Arm Brkt	WARR9728-SD	Black Abs, Scooby Doo, 1 Pc/Set
A5ME4159	Metal,Top Front	WARR9729-SD	Acrylic Marquee, Scooby Doo, 3 Pc/
A5ME4161	Metal,Handle Pivot Assy		
A5ME4163	Metal,Clutch Mount		

PARTS LIST

PART #	DESCRIPTION	PART #	DESCRIPTION
AASO4150	Solenoid Assy,Spinning Wheel	A5CA1005	Caster,250# Load,Swivel/Lock
A5BBW-KIT	Cable Kit, 1614/1620	A5CL1004	Clamp,Versa Latch
A5BBW-KIT1	Cable Kit, 1605/1613	A5ME4169	Metal,Front Guard
AACBL4A-DOORA	Cable, Double Coin Door	A5ME4183	Metal, Right Front Door
A5CEAU010	Cable,Audio Stereo,3.5mm , M-M 2ft	A5ME4184	Metal,Left Front Door
AACE1610	Cable Assy,Coin Door	A5ME4203	Metal,Left Wheel Guard
AACE1611	Cable Assy,DbA Signal	A5ME4204	Metal,Right Wheel Guard
AACE1612	Cable Assy,DbA Power Cord	A5ME4211	Metal,Side Guard
AACE1618	Cable Assy,Aux Bd-Door Switch Jump	W5HG1055	Hinge,11-1/2" Double Bend
AACE1619	Cable Assy,Door Switch Jumper	W5HG1065	Hinge,5-75,Single Bend
AACE1625	Power Supply W Cable	W5KE5000	Keeper,Lock
AACE1700	Cable,Switch 2&3	W5TM4000	T-Mold,7/8""Black
AACE1701	Cable,Switch 3&4		
AACE1702	Cable,Switch 4 To 5		
AACE1703	Cable, Daughter To Switch 1&5		
AACE1704	Cable, Daughter To Solenoid		
AACE1705	Cable, Daughter To Encoder Sensor		
AACE1708	Cable, Daughter Board To Motor		
AACE1714	Cable,Comm To Light Control Bd		
AACE1716	Cable,Bbw Pro,In Line Filter Cable		
AACE3219-P	Cable Assy,Ticket Tray		
AACE4000	Cable Assy, Marquee, Scooby Doo		
AACE4001	Cable Assy, Minigen To Light Board		
AACE4002	Cable Assy, Power Jumper To Lights		
AACE4003	Cable Assy, Front Monitor Lights		
AACE8811	Cable Assy,Speaker		
AAJP9092	Jumper,DbA,12v/110v Mars & Pyra		
AAPB2700	Pushbutton Assy		
AALS1701	Led Strip,Front Accent		
AACB1900-SD	Circuit Bd, Assy, Aux Board, Scooby		
AACB1901	Circuit Bd Assy,Wheel,Encoder		
AACB6921-SD	Cir Bd Assy,Control Bd Scooby Doo		
AAMB9A-FHD	Mother Board,W/ Flash Drive/Software		

PARTS PICTURES



A5BK9999



A5BKSW001



A5BURU040



A5BURU050



A5CB8020



AACBDI030



A5CH1007



A5CORD12



A5CORD11



A5CORD 5



A5EB9000



A5EX1007



A5FI9010



A5GE4202



A5GE4203



A5LK2001



A5LK5002



A5ME4152



A5ME4153



A5ME4156



A5ME4157



A5ME4159



A5ME4161



A5ME4170



A5ME4171



A5ME4172



A5ME4174



A5ME4177



A5ME4178



A5ME4179



A5ME4180



A5ME4181



A5ME4182



A5ME4202



A5ME4205



AAMO4101



A5SP9107

PARTS PICTURES



A5ME4224



A5SP1003



A5PL9097



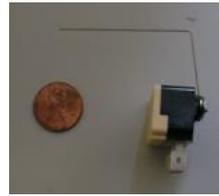
A5SW7000



A5OU1000



A5SREX050



AASW200



A5SWIFFER



A5TD1



A5TT4100



A5TT4101



A5VF4153



AACO1000



AASO4150



A5CEAU010



AACE1610



AACE1611



AACE1612



AACE1618



AACE1619



AACE1625



AACE1704



AACE1705



AACE1708



AACE1714



AACE1716



AACE8811



AAJP9092



AAPB2700



AALS1701



AACB1901



A5CA1005



W5TM4000



A5ME4183



A5ME4169



A5ME4184



AACB1900-SD



AAMB9A-FHD

TECHNICAL SUPPORT

Excellent customer service is very important to Bay Tek Games!

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

Electronics / Circuit Boards - Repair Options

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

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

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

Technical Support:

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

Returns, Credits, & Fees:

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

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

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

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

WARRANTY

Bay Tek Games warrants to the original purchaser that all game components will be free of defects in workmanship and materials for a period of 6 months from the date of purchase. If you fill out the registration card in the cashbox of the game, Bay Tek will add another 3 months to your warranty, free of charge.

Bay Tek Games will, without charge, repair or replace defective component parts upon notification to the parts/service department while the game is under warranty.

Warranty replacement parts will be shipped immediately, via ground service, along with a Product Return Form for the return of defective parts.

Defective parts must be shipped back to Bay Tek Games unless otherwise instructed. Items not returned to Bay Tek Games will be invoiced as replacement parts.

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

 **ATTENTION** 

In order to maintain the safety & compliance certifications of this game, **ONLY** approved parts may be used. For approved replacement parts, refer to the parts list in this manual.

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

NON-WARRANTY

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

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

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

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