










# INSTALLATION MANUAL



## IMPORTANT

- Before using this product, read this Manual carefully to understand the contents herein stated
- After reading this Manual, be sure to keep it near the product or in a convenient place for easy reference when necessary



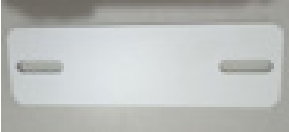



# ACCESSORIES

PART NAME	DIAGRAM	QUANTITY
Power Cord		1
Sensor		1
Peg		3
Peg Screw		6
Nano Tape		1
Fuse		1
Hex Socket Cap Screw with Cross Drive (M6x10)		8





**ACCESSORIES**

Part Name	Diagram	Quantity
M6 Washer		8
Key		2
Machine Connecting Plate		1
Power Extension Cord		1
Coin Selector Panel		1
Reader Panel Acrylic		1

### WARNING

- Perform assembly work by following the procedure herein stated. Failure to comply with the instructions can cause electric shock
- **Perform assembling as per this Manual. Since this is a complex machine, incorrect assembling can cause an electric shock, machine damage and/or improper functioning as per specified performance**
- When assembling, more than one person is required. Depending on the assembly work, there are some cases in which working by one person alone can cause personal injury or parts damage
- **Ensure that connectors are properly connected. Improper connections can cause electric shock**
- Be careful not to damage the wires. Damaged wires may cause electric shock or short circuit or present a risk of fire
- **This work should be carried out by site maintenance personnel or other qualified professionals. Work performed by non-technical personnel can cause a severe accident such as electric shock. Failing to comply with this instruction can cause a severe accident such as electric shock to the player during operation. If no one with proper technological expertise is available, request service from the office indicated in this document or the point of purchase so as to ensure safety**
- Provide sufficient space so that assembling can be performed. Performing work in places with narrow space or low ceiling may cause an accident and assembly work to be difficult
- **To perform work safely and avoid serious accident such as the Cabinet falling down, do not perform work in places where step-like grade differences, a ditch, or slope exist**
- Do not leave power cords or Ground Wires exposed in areas of heavy foot traffic. Doing so may cause them to become damaged, possibly resulting in electric shock and/or short circuits. When laying wiring across the floor, always use safety covers to protect the wires. (Wiring diameter: power cable - approx. ~ 8)
- **Have a flashlight or another supplementary lighting unit available while working. With indoor lighting alone, the Cabinet interior may be too dark. Working without proper lighting can lead to accidents. It also hinders proper work performance**
- The Cabinet has ventilation ports. Be sure not to block them. If they are blocked, heat can build up, leading to fire. This can also accelerate wearing of parts and malfunctions
- **Secure ample ventilation space around the Cabinet. If heat builds up, there could be accidents associated with heat or smoke generation**
- This product does not use any connectors other than those connected to and used by the Game Board when it leaves the factory. Do not needlessly connect wires to unused connectors. This could lead to overheating, generation of smoke and burn related injuries





## CAUTION

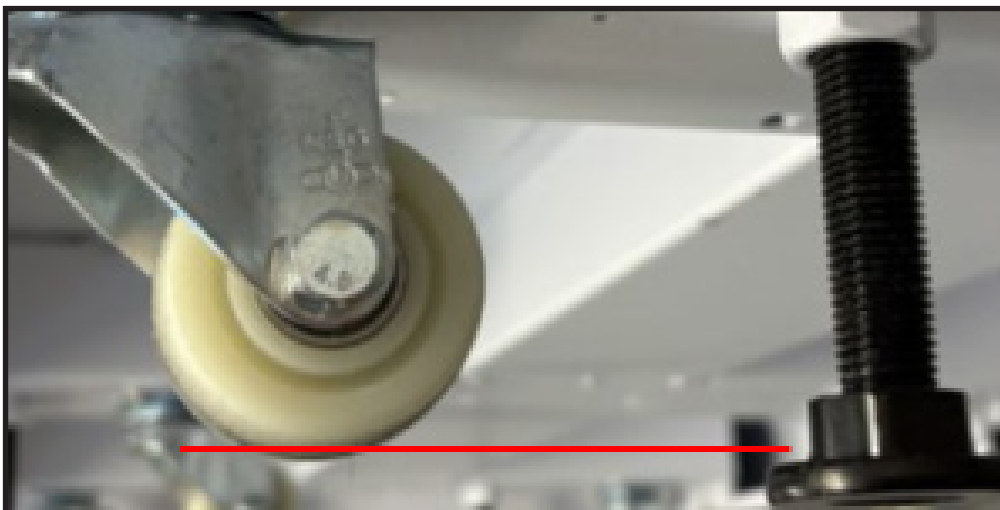
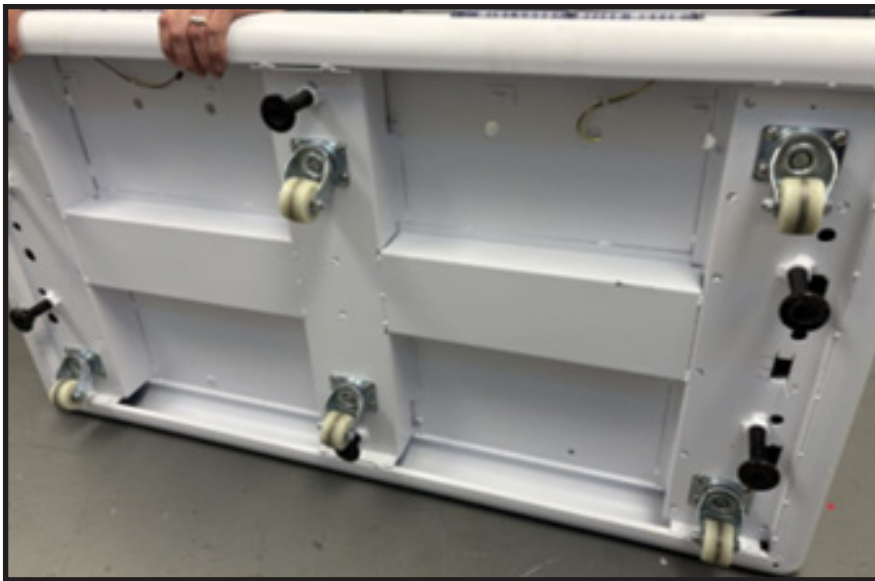
- Handle molded parts with care. Excessive weight or pressure may cause them to break and the broken pieces may cause injury
- **To perform the operations at height safely and accurately you must use a safe, steady footstool or stepladder. Working without this may lead to a fall and possible injury**
- When attaching or removing doors or lids, be careful that your hand or finger does not get caught in anything

## INSTALLATION PROCESS - BASE & CUBES

### **STOP** IMPORTANT!

- Be careful not to damage parts surfaces. In some cases, if such surfaces are damaged, the part must be replaced; it cannot be reinforced or repaired
- **Ensure to carry out the installation with a minimum of 2 people**

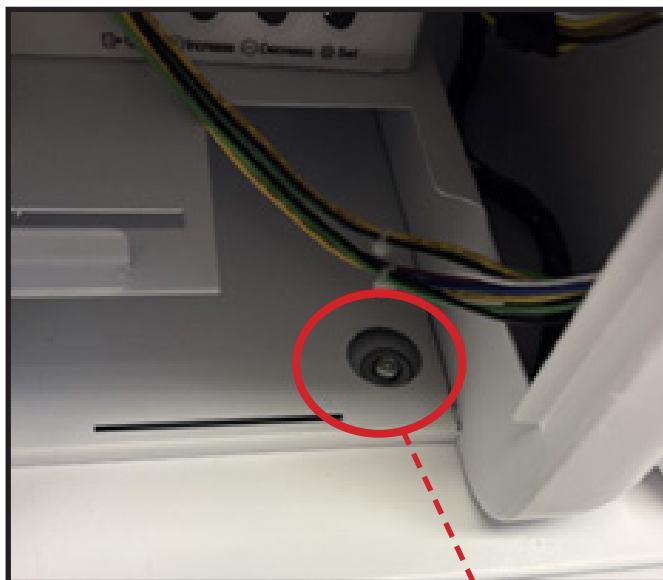
**1** Turn the base over and wind the Leg Adjusters down. Ensure they extend past the Castors (Wheels) to provide stability when fitting the Cubes



**2** Choose your first product and place onto the Base



**3** Open the Coin Door and remove the Cash Box to reveal the fixing hole. Line up the hole and use one of the supplied M6 bolts and a Washer (**NOTE: Do not fully tighten any bolts until all have been located in the holes**)

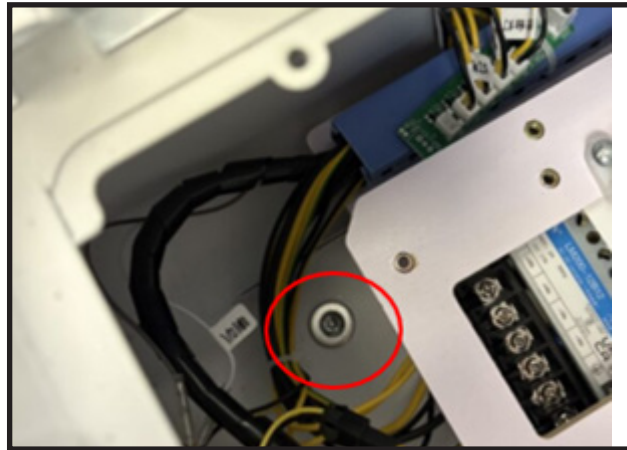


- 4** The Left Front secures in the adjacent corner. To locate the hole on a Crane or Capsule type, open the Prize Door and lift the Mat to reveal the Hole (On all other cube types, open the Glass and remove the Front or Left access Plate to reveal the fixing point)



**CRANE + CAPSULE FRONT LEFT FIXING POINT**

**ALL OTHER CUBE FRONT LEFT FIXING POINT**



- 5** Open the rear access door and fix 2 or 3 of the rear bolts to the holes (**NOTE: The back right bolt is not essential, but if using this point you may need to remove the power inlet**)

**⚠ CAUTION**

If the power inlet is removed to access a corner fixing point, ensure to reinstall it back securely

- 6** Attach the Rear Doors. Remove the Center Plate of the Door (3 Fixings) and any required cable conduits



- 7** Connect the Mains Power to the lower Cabinet (whichever is closer to your wall outlet)

- 8** Connect all Male-Female power cables between each product and run the cables in the channels before replacing the Back Cover Plates and conduits



## INSTALLATION PROCESS - COIN DOOR

The Game is region-specific and supplied with the following:



**USA**

Electromechanical coin comparator acceptor (TW-333 or similar)



**EMEA**

Supplied with a parallel coin acceptor and Excel credit board

Associated wiring for region is included, and a UCL connector for quick card swipe set up.

All Games are supplied with a Multi-card swipe plate that can fit on the door using the same hardware that the Coin Acceptor uses. The Plate supports the quick mounting of Sacoa, Embed, and Intercard systems, and the Mounting Positions are marked on the Plate.

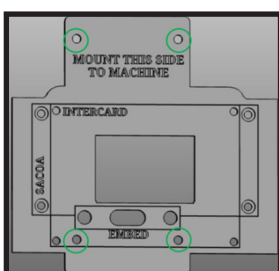


- Use the holes marked in green to mount the plate to the game after removing the coin acceptor or coin plate
- Ensure the side marked "**MOUNT THIS SIDE TO THE MACHINE**" is fixed to the game this way around
- Using the fixings that come with your card reader to mount your device to the plate

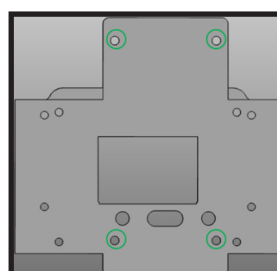
\*When using a Sacoa Reader, the device **MUST** be mounted to the Plate first, as it attaches through the recessed holes on the back of the Plate, before the Plate is secured to the Game Door.

\*\* When fitting Intercard, holes will need to be drilled once the plate is fitted to the door to mount it.

**Back of Plate**



**Front of Plate**



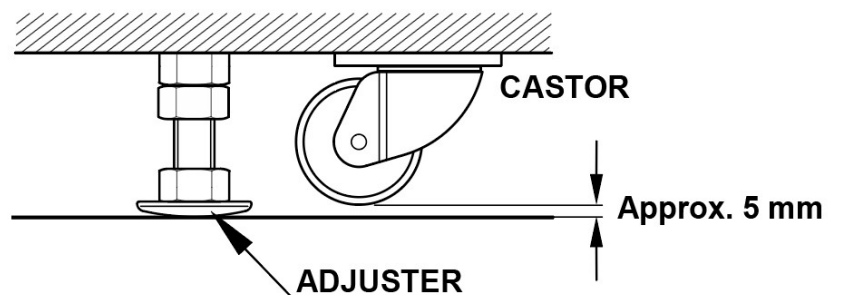
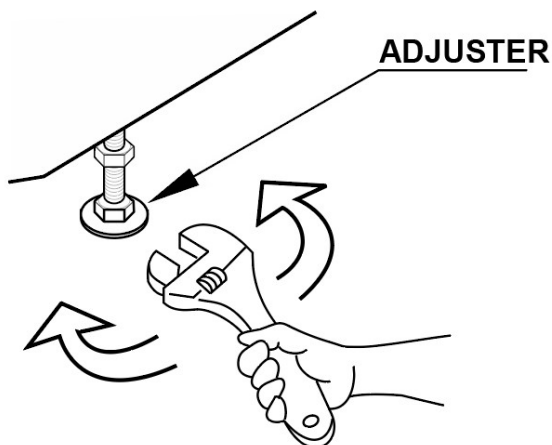
## FIXATION TO INSTALLATION SITE

### WARNING

**Make sure that all the adjusters contact the floor. Otherwise the Cabinet could move, causing an accident**

The product comes with castors and adjusters at multiple locations. When the installation site has been determined, have the adjusters come in direct contact with the floor. Establish a gap of at least 5 mm between the floor and the castors and adjust the unit so that it will remain level.

- 1** Move the product to the installation site. If the product is to be installed near a wall, secure enough passageway space for players to access the seat. You must also secure a 15cm space between the back wall and the back of the cabinet for ventilation
- 2** Bring the adjusters into direct contact with the floor. Use a wrench to align the height of the adjusters until the Cabinet is perfectly level
- 3** After setting, turn adjuster nuts upwards to tighten them and secure adjuster heights



## CONNECTION OF POWER AND GROUND CABLES

(Only applies where an integral earth is not present in the mains/power lead.)

### WARNING

- Use the power supply equipped with an earth leakage breaker. Use of power supply without such a breaker could result in fire if there is a current leakage
- **Have available a securely grounded indoor ground terminal. Without proper grounding, customers could be electrocuted and product operations might not always be stable**
- Do not expose the power cord or ground wire. If these are exposed, customers could stumble over them, for instance, and easily damage them. Additionally, if these lines are damaged, there could be a risk of electrical shock or short circuit. Set these lines at locations where they will not interfere with customer traffic, or attach covers to them
- **After laying out the power cord on the floor, be sure to always protect it. If the power cord is left exposed, it can easily be damaged, resulting in electrical shock**
- When using the product's AC unit ground terminal, use ground wire with a circular terminal as shown in the illustration, and establish ground securely. Avoid indiscriminate grounding operations such as use of wire with only its sheath peeled off

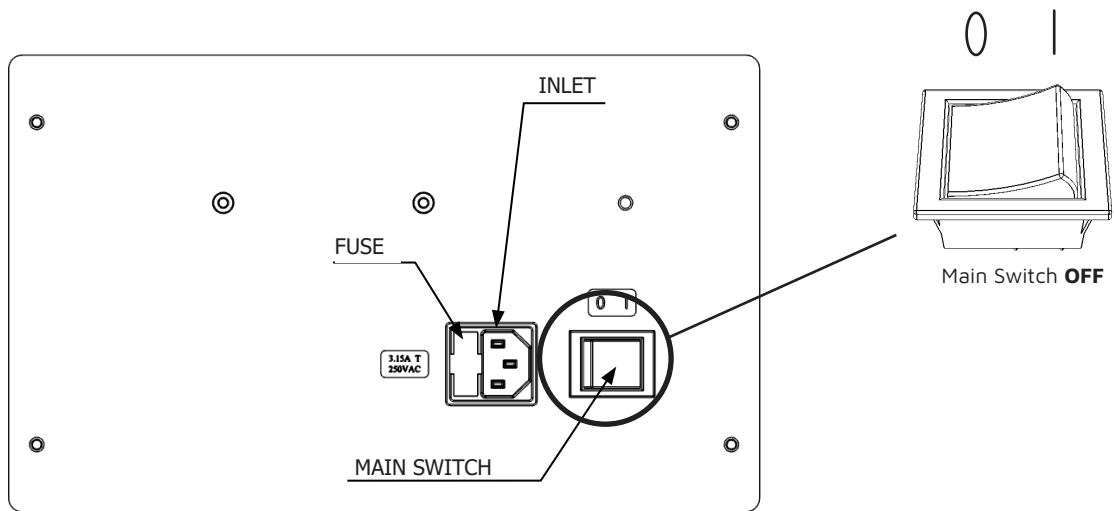
### IMPORTANT!

If grounding has been established with the ground wire inside the power cord, do not perform grounding with the AC unit ground terminal.

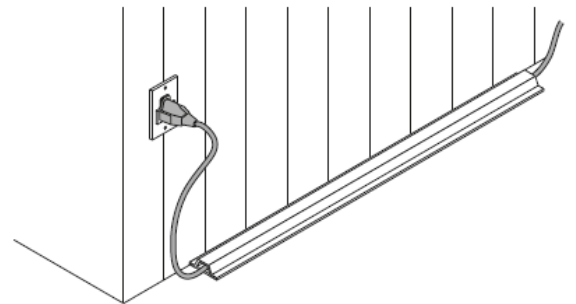
Conversely, if the AC unit ground terminal has been used for grounding, do not establish ground with the ground wire in the power cord. Otherwise there could be faulty or erroneous operations



- 1 Confirm that the Mains Switch is at **OFF**

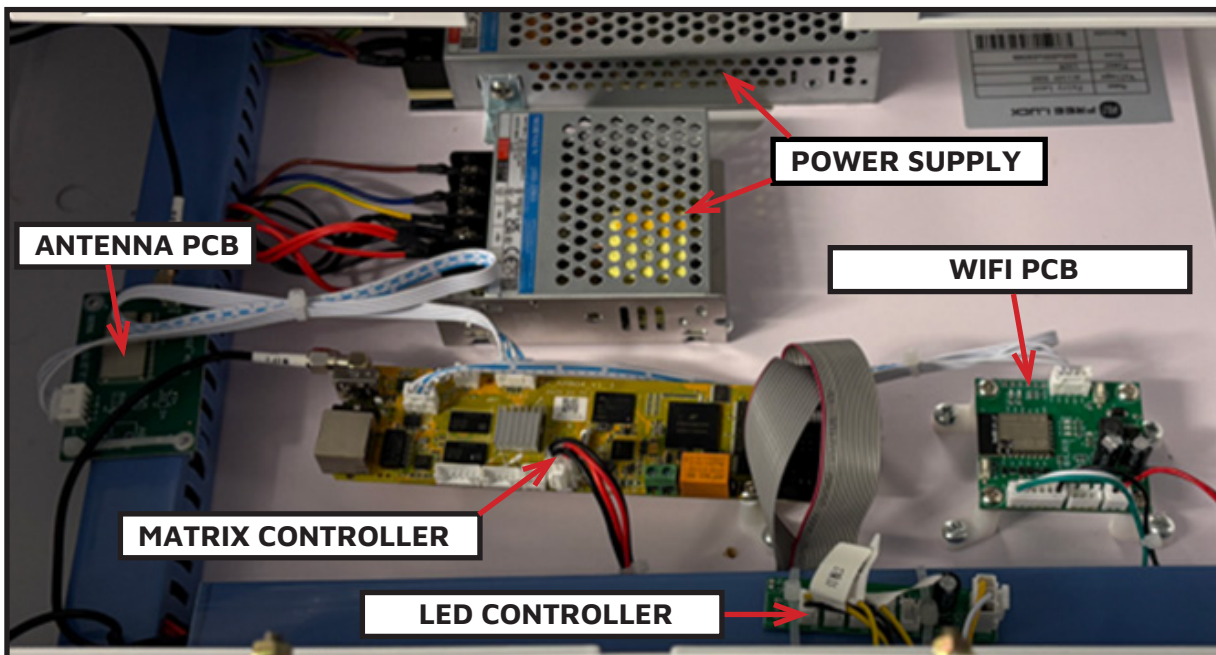


- 2 Fully insert the power cord connector on the side opposite the power plug into the AC unit inlet
- 3 Fully insert the power cord plug into the outlet
- 4 The power cord is laid out indoors. Protect the power cord by attaching wire cover to it. If ground will be established with a ground wire made available separately, lay out the ground wire indoors and have it protected



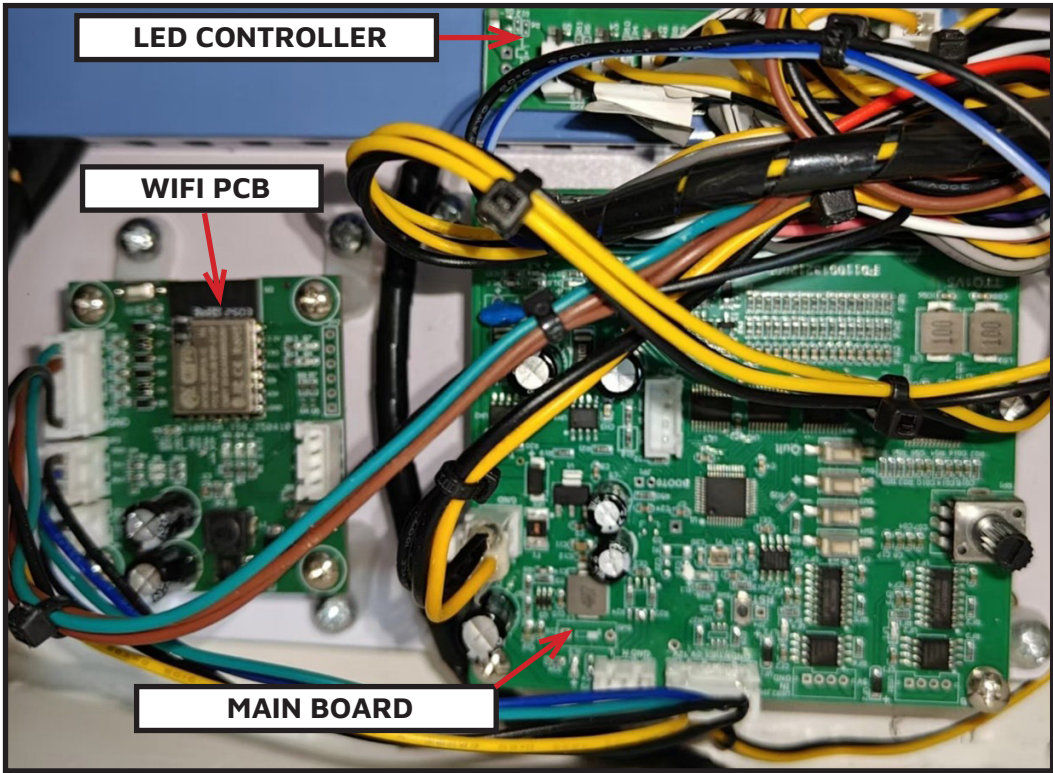
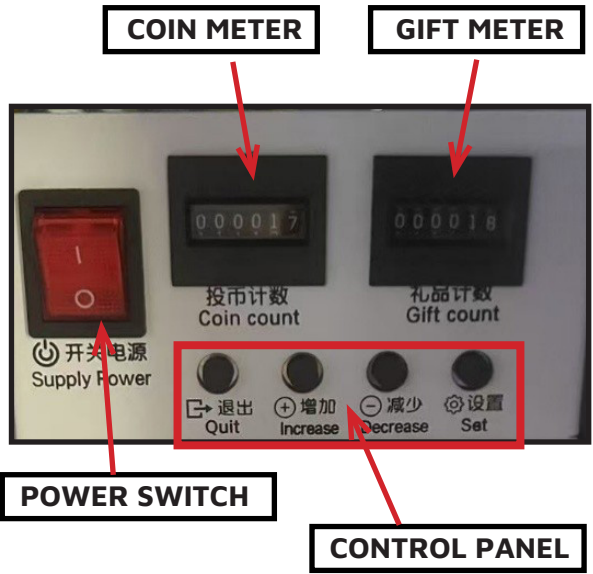
# COMPONENT LAYOUT

## DISPLAY CUBE

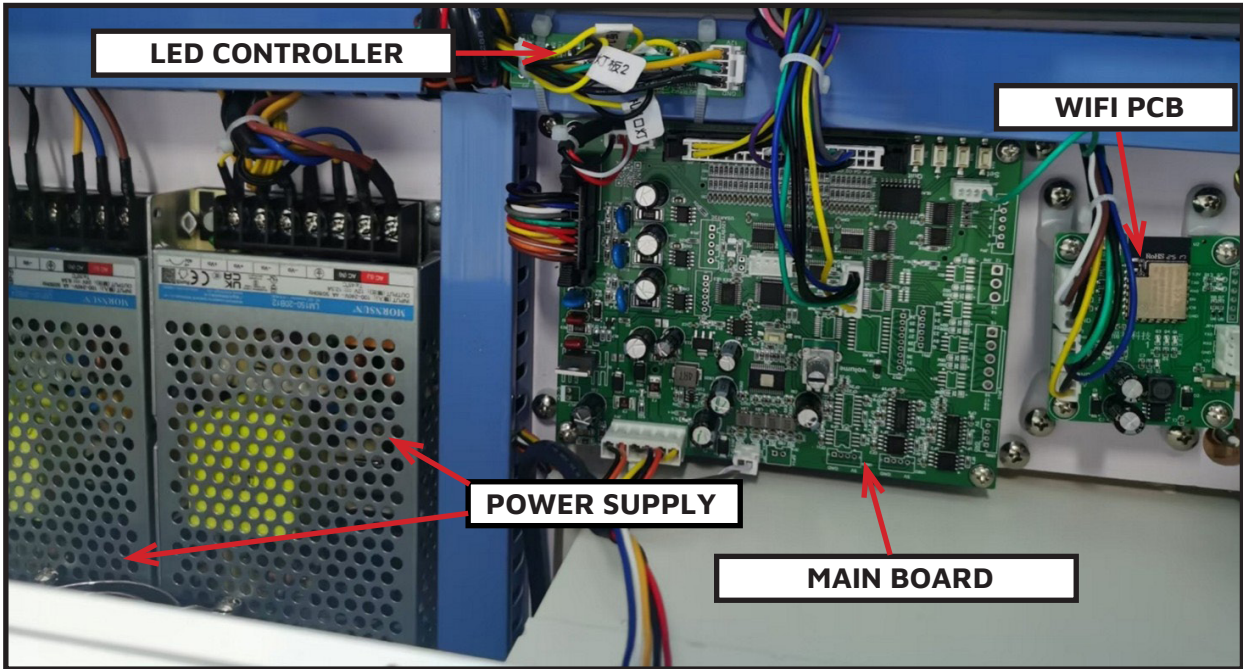
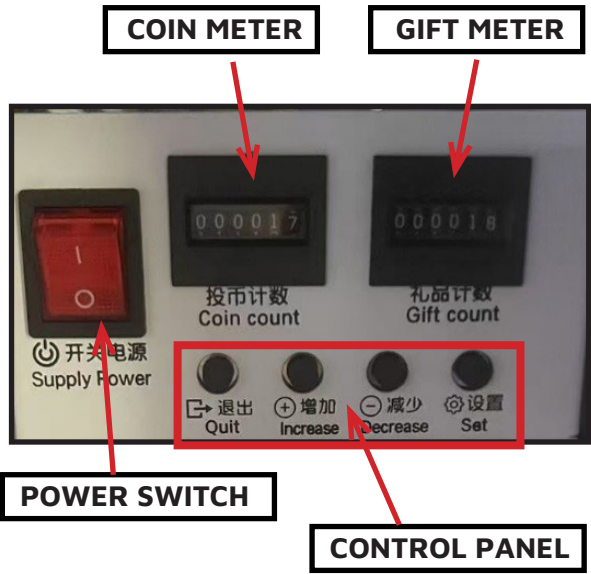




**CAPSULE CUBE**

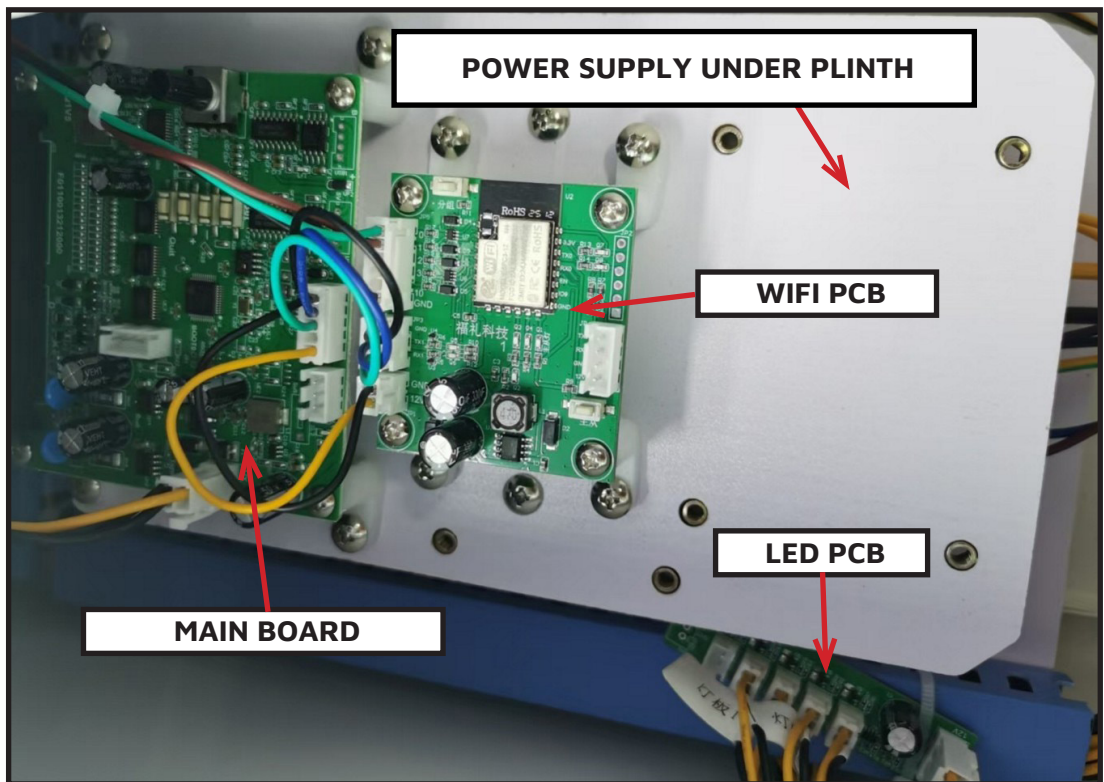
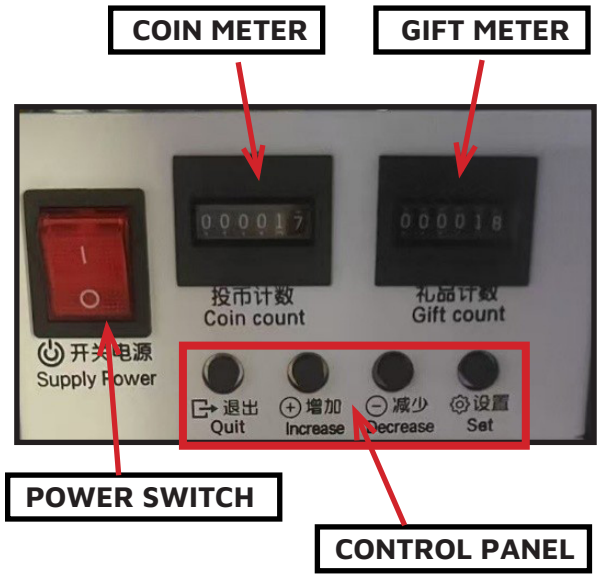
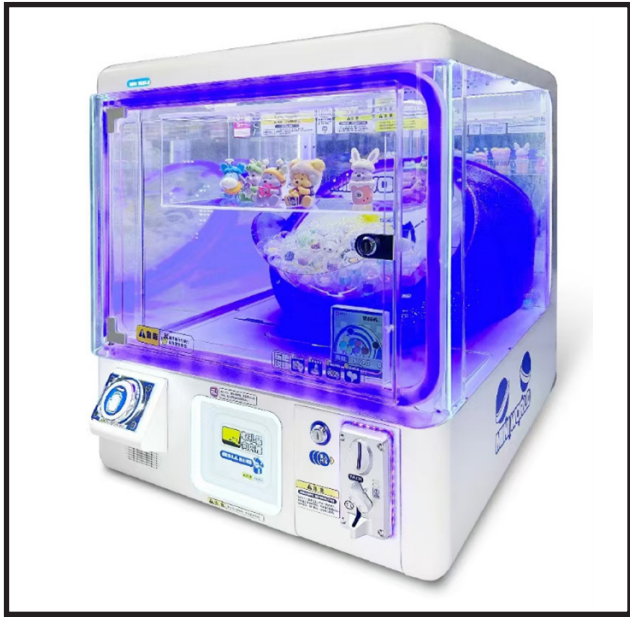


**CRANE CUBE**

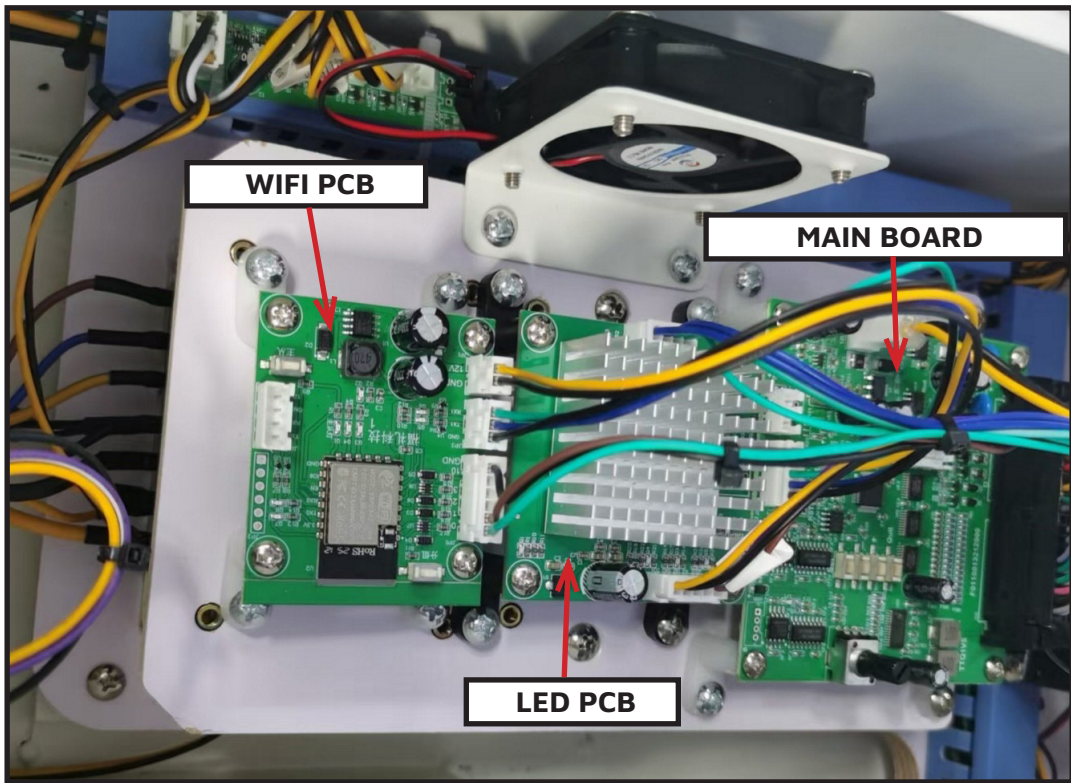
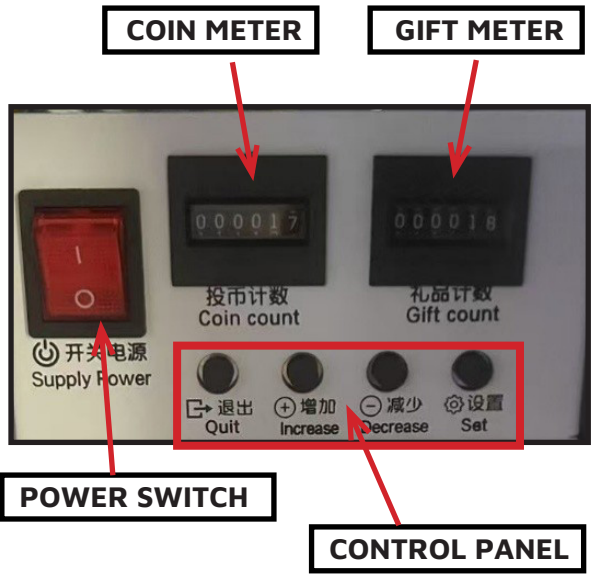




# ROTARY CUBE



**PEG CUBE**



## TEST AND SERVICE DATA

### CONTROL PANEL CONFIGURATION & ACCESS

Open Cash Door and locate the Setting Button Panel

**Set:** Enter Setting and move through options

**Decrease:** Enter Menus

**Increase/Up:** Moves back through options

**Quit:** Exits the Menu (or cycle to the end of options)

- Press "**Set**" to enter "Audit and Settings options", and to cycle through the options
- Press "**Decrease**" to enter an option
- To change a parameter, use the "**Increase**" or "**Decrease**" Button
- Press "**Quit**" to exit a submenu or return to Game if in top level Menu

**NOTE:** All settings are executed and committed as you change them, so there is no save function. Moving through the options and exiting at the end will save functions automatically



#### Reset Audits/Bookkeeping

- Press the "**Set**" Button to enter the Menu
- Press "**Set**" to navigate to "Data Stats"
- Press "**Decrease**" to enter
- Press "**Set**" to navigate to "**Clear Data**" (Current or Ttotal)
- Execute to clear data

**NOTE:** Further pages in this Menu allows the Operator to view and clear the stats per Player position.

All Cubes have common settings, but product specific settings are listed under their own product specific settings e.g. Crane Settings.

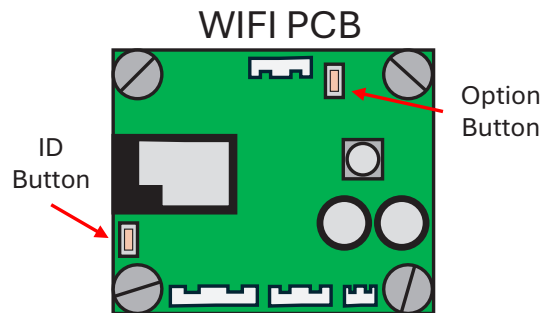
## DISPLAY CUBE ID SET UP

All cubes as standard come as ID:01, to set them up to link see below.

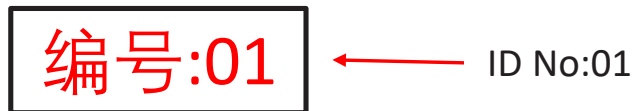
### ID Settings

Wait 2 minutes for the display to fully boot.

Hold the **ID button** on the left side of the WIFI PCB for 2 seconds to enter the menu.

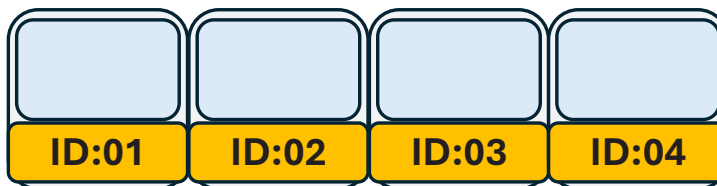


The Matrix display should now show the ID No setting as shown below:



Press the ID button to cycle through the ID numbers until reaching 25, where pressing it again will set it back to 1.

Set the display IDs sequentially from left to right, as shown below.



## CUBE SETTINGS



### Common Settings

The following settings are applicable to all Cube types:

Lighting Set	
Option name	Function
Device Group	Set the device group ID. All linked products should use the same number to be able to sync audio and lighting
Device Address	Set the device address of each product.
Device Number	Set the device number
Winning Display	Toggle ON/OFF. ON = Winning game cube will flash the winning color
Color Follow	Not used in this region
Color Mode	Choose a factory programmed color mode. Alternatively, use the RGB setting below to set a custom color of your choice.
Start Color	Set the base and start colour of a product.
Lighting Sync	Synchronise all lighting across all connected games on the same "Device Group"

Brightness Adj	
Option name	Function
Inner Lighting	Adjust brightness of internal cube lighting (White)
Gift Light	Adjust brightness of prize door lighting
Console Light	Adjust brightness of the button surround lighting
Sync Type	Controls Brightness sync per game type. E.g. Peg, Crane, Capsule When synced, all the same type product will be set to the same brightness (Must be on the same "Group")
Brightness Sync	Syncs lighting across all networked games that are on the same group

Network Settings	
Option name	Function
WiFi Name	WiFi Details (View Only)
WiFi Password	WiFi Password (View Only)
WiFi Module Progra	Update Module (Factory use only)
Device Mode	Set the product to Master or Slave. Master is the single device that will control the color sync of all cubes that are on the same group

Event Lighting	
Option name	Function
Event Mode	Toggles the flashing LED function ON/OFF
Event Type	Event lighting pattern for winner/ idle cubes
Speed	Speed of flashing LEDs
Winning Color	Flashing color of winning cube (If activated in the "Lighting Set" option)
Non-Winning Color	Flash color of non-winning or idle games in the same group
Event Sync	Sync lighting settings across all networked games on the same "Group ID"



## Crane Settings (Software Version: v12442)

The following settings are applicable to Crane Cubes only:

Main Menu	
Option name	Function
General Set	Basic Game settings
Game Set	Win rate and control settings
Bookkeeping	Bookkeeping data
Test Mode	IO test
Claw Set	Motor speed and claw power settings
Lighting Set	Lighting ID, color, and sync settings
Brightness Adj	Lighting brightness adjustments
Network Set	Network settings for WiFi and HOST/SLAVE Setting
Event Lighting	Lighting flashing settings for win color and speed of flash
Factory Reset	seconds)

General Set	
Option name	Function
Coins to Play	Number of coins required to start a game
Plays per credit	Number of plays per credit
Game time	Time before the game auto plays
Standby Volume	Volume level while in demo mode
Game Volume	Volume level while in game
Gift Sensor	Disables the gift sensor if an error occurs
Coin Control	Set coin inhibit for certain regions.
Volume Sync	Sync volume with all other linked games

Game Set	
Option name	Function
Win Rate	Number of games before a win may be achieved
Prize Mode	Sets the win rate to operate on order or random
Win Adjust	If a win is not achieved at the set parameter, it will grant oportunities until a prize is won. Example: If set to 2, it will operate on GrabPower1 for the full game for 2 more plays. If a prize is won after one play, it will then revert to normal conditions
Shake credit clear	Clears credit and current game if game is shook. Only for games with tilt sensor fitted.
Lose Position	Toggles the lose position function ON/OFF. Position needs to be set in "Claw Set"
Aerial Grab	Allows the player to press the drop button as the claw is descending to grab early before the claw reaches the prize bed

Bookkeeping	
Option name	Function
Current Coins	Total coins since last clear
Current Gifts	Total prizes won since last clear
Current Games	Total games played since last clear
Total Coins	Total coins inserted
Total Gifts	Total gifts won
Total Games	Total games played
Total grabs within round	Factory use only.
Remaining grabs within round	Factory use only.
Winning round	Displays the next win round. If game set to "Random, it will also show this.
Current round	Displays the current round that the game is on within the win rate setting
Clear Current Data	Clears current data
Clear Total Data	Clears ALL Data



**Test Mode**

The top section of the menu displays all input data of each switch or sensor:

**0** = Active

**1** = inactive

**Example:** If the joystick is pushed forwards, the value for this changes from "1" to "0".

Use the "Set" button to cycle through the lower options and press "-" Decrease" button to enter

Use the joystick and drop button to control each input whilst monitoring the input value (if required).

**INPUT TEST**

Option name	Function
Joystick Forward	Displays the joystick switch signals
Joystick Backward	
Joystick Left	
Joystick Right	
Limit Front	Displays the overhead limit switch signals
Limit Back	
Limit Left	
Limit Right	
Limit Up	Displays the claw up/down limit switch signals
Limit Down	
Start	Displays the signal for the start button
Tilt Sensor	Displays the signal for the tilt sensor (If fitted)
Coin Signal	Displays the signal coin signal
Gift sensor	Displays the signal for the gift sensor
X-POS	Displays the Geometry of the X axis position
Y_POS	Displays the Geometry of the Y axis position

**OUTPUT TEST**

Option name	Function
Select an output function in the lower section of this menu to test an output. Use the joystick and drop button to perform each action	
Front/Back/Left/Right Motors	Test motor functions
Up/Down Motors	Test motor functions
Claw	Test claw grab
Coin Counter	Test mechanical coin counter
Gift Counter	Test mechanical prize counter
Light Test	Test lighting

**Claw Set**

Option name	Function
F-B Motor Spd	Set the speed for the gantry motors
L-R Motor Spd	
U-D Motor Spd	
GrabPower1	Set the claw power on the initial grab
GrabPower2	Set the claw power of the secondary grab (Use depends on other settings)
Drop Length	Length of claw drop between the top and prize bed.
GrabPower2 Coord	Set the X/Y coordinates of the when the claw changes from "GrabPower1" to "GrabPower2" Pres the "Decrease" button to enter the option then move the joystick to the desired position and confirm using the button. This option can then be tested using "Grab test" to see if it operates as you wish.
Grab test	Function to test the reallife settings as set above. (Motor speed, drop length and changes between "GrabPower1" / "GrabPower2" ,



## Peg Settings (Software Version: v11441)

The following settings are applicable to Peg Cubes only:

Main Menu	
Option name	Function
General Set	Basic Game settings
Game Set	Win rate and control settings
Bookkeeping	Bookkeeping data
Test Mode	IO test
Lighting Set	Lighting ID, color, and sync settings
Brightness Adj	Lighting brightness adjustments
Network Set	Network settings for WiFi and HOST/SLAVE Setting
Factory Reset	seconds)

General Set	
Option name	Function
Coins to Play	Number of coins required to start a game
Plays per credit	Number of plays per credit
Game time	Time before the game auto plays
Standby Volume	Volume level while in demo mode
Game Volume	Volume level while in game
Gift Sensor	Disable the prize sensor if an error occurs. <b>NOTE:</b> Not recommended to activate as will cause over payout
Coin Control	Set coin inhibit for certain regions. Requires the inhibit wire to be connected to your payment device and correct region software to work
Volume Sync	Sync volume with all other linked games

Game Set	
Option name	Function
Operating Mode	<b>ON/OFF:</b> <b>ON</b> = standard mode and will may pay a prize based on the peg rate settings <b>OFF</b> = skill mode
Peg Rate	Approximate number of attempts at the peg before a pay-out may occur
Win Mode	<b>Order/Random:</b> <b>Order</b> may pay a prize on the peg rate number <b>Random</b> may pay a prize between the 1st attempt and set peg rate number.  <b>Random example:</b> Little peg rate = 6 - Game may pay-out a prize once between 1-6 plays. If it pays on second attempt, it may not pay again until between 7-12.
Prize Every Time	<b>ON</b> = The game will guarantee a prize for every credit. If no prize is won, the game remains open for free play until the prize sensor detects a prize. <b>OFF</b> = Standard operating mode

Bookkeeping	
Option name	Function
Current Coins	Total coins since last clear
Current Gifts	Total prizes won since last clear
Current Games	Total games played since last clear
Total Coins	Total coins inserted
Total Gifts	Total gifts won
Total Games	Total games played
Clear Current Data	Clears current data
Clear Total Data	Clears ALL data





## Test Mode

The left side of the menu is the output test and pressing the "Set" button" will cycle through each option. Press the "Drop" button to activate abd test each output.

The right side of the menu is the input test and displays the status of each sensor or switch

0 = Active

1 = inactive

**Example:** If the turntable is activated, the value will change from "0" to "1"

Option name	Function
<b>Output Test</b>	
Arrow Motor	Tests the drop arrows motor <b>DOWN &amp; UP</b> functions, and if the home sensor is functional. Each single press of the "Drop" button will descend the arrow approx. 10% down until it reaches the peg and keep pushing the peg down with subsequent presses of the button until it reaches its mechanical limit where it will then go back up.
Motor Offset	This is an advanced setting that should only be used if you have replaced the motor, stepper board, or another part or the rotating carousel. This option is used to add an offset to the stepper motor position if you are experiencing payout anomalies or abnormal behaviour with the accuracy of the arrow and peg position. <ul style="list-style-type: none"> <li>• Use the arrow motor to drop the arrow just above the peg (See Arrow Motor)</li> <li>• Use the corresponding "Drop" button to move the carousel to the next peg.</li> </ul> <b>NOTE:</b> The carousel will move and stop above the next peg and each press of the "Drop" button will jog it on by one. The peg number is shown on the output display listed as "Position" <ul style="list-style-type: none"> <li>• The adjust the position, use the "Increase" / " Decrease" button to move the motor by a single step until it is lined up with the center of the peg.</li> </ul> The Offset is saved as soon as you exit this menu.
Turntable	Activates the turntable
Coin Counter	Activates the coin meter
Prize Meter	Activates the prize meter
Lighting Test	Tests the lighting output

<b>Input Test</b>	
Arrow Sensor	Displays the current status of the home sensor. Reports as active when the arrow is at the top
Turntable	Signal for the turntable
Gift Sensor	Signal for the prize sensor
Coin Signal	Signal for the coin
Start	Signal for the start button
Stop	Signal for the Stop button
Stepper position	Shows the stepper motor current position
Total Step	Displays the total steps in this period



## Capsule Settings (Software Version: v11004)

The following settings are applicable to Capsule Cubes only:

Main Menu	
Option name	Function
General Set	Basic Game settings
Bookkeeping	Bookkeeping data
Test Mode	IO test
Lighting Set	Lighting ID, color, and sync settings
Brightness Adj	Lighting brightness adjustments
Network Set	Network settings for WiFi and HOST/SLAVE Setting
Event Lighting	Lighting flashing settings for win color and speed of flash
Factory Reset	Resets game to factory (Turn the rotary handle on the game by 1 revolution)

General Set	
Option name	Function
Coins to Play	Number of coins required to start a game
Plays per credit	Number of plays per credit
Game time	Time before the game auto plays
Standby Volume	Volume level while in demo mode
Game Volume	Volume level while in game
Volume Sync	Sync volume with all other linked games
Coin Control	Set coin inhibit for certain regions

Bookkeeping	
Option name	Function
Current Coins	Total coins since last clear
Current Gifts	Total prizes won since last clear
Current Games	Total games played since last clear
Total Coins	Total coins inserted
Total Gifts	Total gifts won
Total Games	Total games played
Clear Current Data	Clears current data
Clear Total Data	Clears ALL Data





Test Mode	
The top section of the menu displays all input data of each switch or sensor: 0 = Active 1 = inactive <b>Example:</b> If the rotary control is turned, the value for this changes from "1" to "0". Use the "Set" button to cycle through the lower options and press "- Decrease" button to enter Use the "Set" button to control each input whilst monitoring the input value (if required).	
Output Test	
Option name	Function
Gift Counter	Activates the prize meter
Coin Counter	Activates the coin meter
Lighting Test	Tests the lighting output
Gift Dispense	Activates the dispenser and dispenses 1 capsule
Force Motor Rotation	Tests the motor on the dispenser. Pressing "Set" each time will cycle it through "Counterclockwise, Clockwise, OFF.
Input Test	
Option name	Function
Gift Sensor	Signal for the prize sensor
Coin Signal	Signal for the coin input
Rotary Button	Signal for the rotary dial



## Rotary Settings (Software Version: v21005)

The following settings are applicable to Rotary Cubes only:

Main Menu	
Option name	Function
General Set	Basic Game settings
Game Set	Gift and round settings
Bookkeeping	Bookkeeping data
Test Mode	IO test
Lighting Set	Lighting ID, color, and sync settings
Brightness Adj	Lighting brightness adjustments
Network Set	Network settings for WiFi and HOST/SLAVE Setting
Event Lighting	Lighting flashing settings for win color and speed of flash
Factory Reset	Resets game to factory (Press and hold the "Vend" button on the front of the game for 2 seconds)

General Set	
Option name	Function
Coins to Play	How many coins to start a game
Plays per credit	How many plays per credit
Game time	Time before the game auto plays
Standby Volume	Volume while in demo mode
Game Volume	Volume while in game
Volume Sync	Sync volume with all other linked games
Coin Control	Set coin inhibit for certain regions.

Bookkeeping	
Option name	Function
Current Coins	Total coins since last clear
Current Gifts	Total prizes won since last clear
Current Games	Total games played since last clear
Total Coins	Total coins inserted
Total Gifts	Total gifts won
Total Games	Total games played
Clear Current Data	Clears current data
Clear Total Data	Clears ALL Data





Test Mode	
The top section of the menu displays all input data of each switch or sensor: 0 = Active 1 = inactive <b>Example:</b> If the "Start Button" is pressed, the value for this changes from "1" to "0". Use the "Set" button to cycle through the lower options and press "- Decrease" button to enter Use the "Set" button to control each input whilst monitoring the input value (if required).	
Output Test	
Option name	Function
Gift Counter	Activates the prize meter
Coin Counter	Activates the coin meter
Lighting Test	Tests the lighting output
Gift Dispense	Activates the dispenser and dispenses 1 prize
Force Motor Rotation	Tests the motor on the dispenser. Pressing "Set" each time will cycle it through "Counterclockwise, Clockwise, OFF.
Input Test	
Option name	Function
Gift Sensor	Signal for the prize sensor
Coin Signal	Signal for the coin input
Start Button	Signal for the play button
Motor Jam	Signal to notify if the motor is stuck

## ERROR CODES

### ERROR CODES (1/3)

Error Code	Description	Action
LCD Communication Failure	The Main Board failed to communicate with the LCD	<ol style="list-style-type: none"> <li>1. Check the connection between the Main Board and LCD</li> <li>2. Check the software on the LCD and Main Board are compatible</li> </ol>
Initial Optical Eye Fault	The Main Board did not receive a response from the Optical Sensor	<ol style="list-style-type: none"> <li>1. Check the wiring between the Main Board and Up Arrow Sensor</li> <li>2. Check the power to the Sensor</li> <li>3. Replace the Sensor</li> </ol>
Turntable Mechanism Failure	The Turntable did not start	<ol style="list-style-type: none"> <li>1. Check in Test Mode to see if it can be forced</li> <li>2. Check the connection between the Main Board and Stepper Driver and between Stepper Driver to the Motor</li> <li>3. Check the signal between the Main Board and Stepper Driver</li> </ol>
The System Is Starting	Displays when the Game starts or exiting Settings Menu. Once initialization has completed, the Game will start	<p>If the message remains after 20 seconds:</p> <ol style="list-style-type: none"> <li>1. Check the Main Board 12v Supply is good</li> <li>2. Check the product has completed all Sensor and initialization tests</li> </ol>
Data Exception	Game software and LCD have abnormal links	<ol style="list-style-type: none"> <li>1. Enter Settings and perform a "Factory Reset"</li> </ol>
Push Rod Mechanism Failure	Push Rod failed to move or Sensor did not respond	<ol style="list-style-type: none"> <li>1. If the Arrow moves, check the Top Sensor is working</li> <li>2. If the Arrow does not move, check the Motor, wiring, and connection to Main Board</li> </ol>
Prize Sensor Failure	The Prize Sensor has short circuited	<ol style="list-style-type: none"> <li>1. Check the Sensor is not blocked by a prize or debris</li> <li>2. Check the Emitter is aligned with the Receiver</li> <li>3. Check the wiring between the two Sensor PCBs and Main Board</li> </ol>



## ERROR CODES (2/3)

Error Code	Description	Action
Paused	The Game has been stopped by the User or during setup	<ol style="list-style-type: none"> <li>1. If the Stop Button is pressed, the System will show this. Press Stop again to resume</li> <li>2. If the Game is halted by the System, check what it is waiting for</li> </ol>
Lack of Capsule	The inventory level is at zero when the Game went to dispense	<ol style="list-style-type: none"> <li>1. Check the inventory level of the Capsules</li> <li>2. Increase the number in the Settings Menu to match the number in the Game</li> </ol>
Ball Motor Locked	No prize detected at output	<ol style="list-style-type: none"> <li>1. Check the Vend Motor is turning</li> <li>2. Check the Output Sensor at the Prize Exit</li> <li>3. Replace Motor</li> <li>4. Replace Sensor</li> </ol>
Anti-Pinch abnormality	A object is in the prize-out area when the motor is turning	<ol style="list-style-type: none"> <li>1. Check the Prize Door is fully closed</li> <li>2. Check the Sensor is not blocked or faulty (Right side of the Prize Door)</li> <li>3. Check Input function in Test Mode</li> </ol>
Calibrating	The game is performing calibration	<ol style="list-style-type: none"> <li>1. Wait until finished. If it does not pass this stage, power off and reset all connections on the Game</li> </ol>
Testing	The game is in auto-burn-in mode	<ol style="list-style-type: none"> <li>1. Power cycle Game if not automatically resolved</li> <li>2. Reset all connection on the Main Board and Main Control Mechanism</li> </ol>
Insufficient Gifts	The inventory level is at zero when the Game went to dispense	<ol style="list-style-type: none"> <li>1. Check the inventory level of the Capsules</li> <li>2. Increase the number in the Settings Menu to match the number in the Game</li> </ol>
Motor Fault	The Motor did not respond	<ol style="list-style-type: none"> <li>1. Check the Motor is turning</li> <li>2. Check the Stepper Motor Drive PCB</li> <li>3. Check the Motor and wiring between the Motor and Stepper Controller</li> </ol>



## ERROR CODES (3/3)

Error Code	Description	Action
Rear Limit Fault	Crane did not reach the Rear Limit Switch or Switch is faulty	<ol style="list-style-type: none"> <li>1. Check if the Crane move backwards</li> <li>2. Check if the Switch was actuated</li> <li>3. Check the signal at the Switch</li> <li>4. Check the Motor if no movement</li> </ol>
Front Limit Fault	Crane did not reach the Rear Limit Switch or Switch is faulty	<ol style="list-style-type: none"> <li>1. Check if the Crane move forwards</li> <li>2. Check if the Switch was actuated</li> <li>3. Check the signal at the Switch</li> <li>4. Check the Motor if no movement</li> </ol>
Right Limit Fault	Crane did not reach the Right Limit Switch or Switch is faulty	<ol style="list-style-type: none"> <li>1. Check if the Crane move backwards</li> <li>2. Check if the Switch was actuated</li> <li>3. Check the signal at the Switch</li> <li>4. Check the Motor if no movement</li> </ol>
Left Limit Fault	Crane did not reach the Left Limit Switch or Switch is faulty	<ol style="list-style-type: none"> <li>1. Check if the Crane move left</li> <li>2. Check if the Switch was actuated</li> <li>3. Check the signal at the Switch</li> <li>4. Check the Motor if no movement</li> </ol>
Down Limit Fault	Claw did not descend or the Down Switch is faulty	<ol style="list-style-type: none"> <li>1. Check if the Crane drops the Claw</li> <li>2. Check if the Switch was actuated</li> <li>3. Check the signal at the Switch</li> <li>4. Check the Motor if no movement</li> </ol>
Up Limit Fault	Claw did not ascend or the Up Switch is faulty	<ol style="list-style-type: none"> <li>1. Check if the Crane brings the Claw upwards</li> <li>2. Check if the Switch was actuated</li> <li>3. Check the signal at the Switch</li> <li>4. Check the Motor if no movement</li> </ol>



## SPARES AND SERVICE CONTACT INFORMATION



amusements international

### - SEGA TOTAL SOLUTIONS -

42 Barwell Business Park  
Leatherhead Road,  
Chessington,  
Surrey,  
KT9 2NY  
United Kingdom

Parts: +44 (0) 2083918060  
stssales@segaarcade.com

### - TECHNICAL SUPPORT -

+44 (0) 2083918060  
technical@segaarcade.com

---

### - PLAY IT AMUSEMENTS -

870 Lively Blvd  
Wood Dale,  
IL,  
602191  
United States of America

Parts/Customer Service: +00 (1) 224 265 4287  
Technical Support: +00 (1) 224 265 4283  
PIA: support@playitamusements.com

