



Service Manual

5-20-11

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WELCOME TO: Beer Ball

The Future of Bar Leagues!

Let the good times roll with Bay Tek's new bar-piece, Beer Ball!

Men and women all over enjoy the nostalgic and social game play that Beer Ball offers. Play head-to-head for high score bragging rights or join a Beer Ball league for weekly fun!

Locations and operators can also offer special promotions by using the printer option to give away free items for certain score, like roll a 600 and win a free pizza!

Don't stop there—run a bracketed tournament once a month on slow nights for a big bar tab!

Join the Beer Ball Phenomenon Today!

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.

Enjoy!

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

Your Friends at Bay Tek Games

SPECIFICATIONS

WEIGHT	
WEIGHT	400 lbs.
SHIP WEIGHT	500 lbs.

DIMENSIONS	
WIDTH	30"
DEPTH	114"
HEIGHT	80"









OPERATING TEMPERATURE	
70-80 Degrees	Fahrenheit
21-27 Degrees	Celsius

POWER REQUIREMENTS			
INPUT VOLTAGE RANGE	110 to 120 VAC	or	220 to 240 VAC
INPUT FREQUENCY RANGE	60 HZ	to	50 HZ

MAX START UP CURRENT
1.27 AMPS @ 115 VAC
.064 AMPS @ 230 VAC

OPERATING CURRENT
.66 AMPS @ 115 VAC
.33 AMPS @ 230 VAC

SAFETY PRECAUTIONS

	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 at the power strip located inside the game cabinet.		
	WARNING	
Use of flammable substances can cause severe burns or serious injury. Always use NON-FLAMMABLE solvents for cleaning. DO NOT use gasoline, kerosene, or thinners.		
	CAUTION	
Lifting heavy objects can cause back, neck, or other injuries. Be sure adequate lifting and moving devices are available when unloading, unpacking, and moving this game.		
	ATTENTION	
Be sure the electrical power matches the game requirements. See the serial number decal located on the back of the game cabinet. Always plug game into a grounded circuit. If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.		

GAME ANATOMY

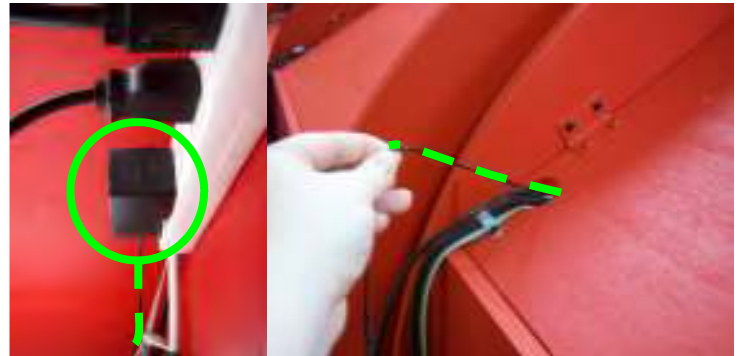


QUICK SET-UP GUIDE

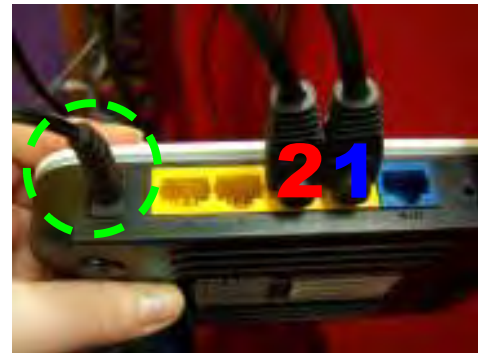
1. Determine which game is to be your **server game, #1**, and which is to be your **client, #2** (look at the USB software stick in the motherboard behind the monitor– it will specify #1 or #2)



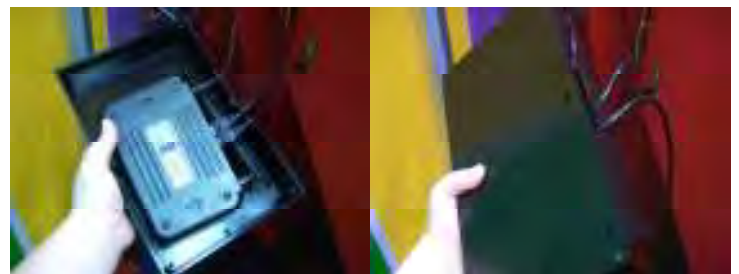
2. Push the target cabinets to the desired location, leaving enough room to access the power and network cables



3. Plug the **router power cord** into the power strip inside the top of the target cabinet of the **server game**, and attach the game's network cable to the router **port #1**



4. Connect the **client game** to the router on the server game, in **port #2**



5. Insert the router into the security box and secure with included silver screws

6. Mount the box to the top of the server game with included black wood screws



QUICK SET-UP GUIDE

4. Push the ramp cabinets to about a foot from the target cabinets, and plug in the three sets of cables as shown
5. Push the ramps flush with the target cabinets
6. Drop the 9 balls (found in a box inside the target cabinet) into the playfield
7. Insert the ball shield (see page 30 for instructions)
8. Plug the cabinets into a standard 110V electrical outlet
9. Open the front doors of the ramps and switch the power strips underneath the ramp to “on”
10. Load printer paper into the printers, and enter your desired prize information (see pages 13 and 28)
Replacement Paper # A5PA4100 (5 ROLLS)
11. Once the games have booted up, look for a green bottlecap icon in the bottom left corner of each monitor. This means the games are connected and ready. If the bottlecap icon is red or yellow, turn to page 45 for troubleshooting tips.



Congratulations! You're Ready To Roll!

To Purchase This Item, Visit BMI Gaming | www.bmgaming.com | (800) 746-2255 | +1.561.391.7200

DETAILED OPERATIONS

MAIN MENU

1. Access the main menu by pressing the “MENU/SELECT” button inside the front door of the ramp.
2. Scroll through the menu options shown on the monitor by pressing “SCROLL” repeatedly.
3. Press the “MENU/SELECT” button to enter sub-menus.



Clear Credits	Press “MENU/SELECT” to clear stored credits
Game Setup	Change basic game functions; coins per play, game volume, etc.
Diagnostics	Assists in troubleshooting target sensor and input problems
Network Menu	Displays game router I.P. address; sets server/client
Printer Menu	Allows customization of score and prize printouts
Time Set Menu	Sets time and date

GAME SETUP MENU



Coins/Credits per Game	0	1	2	3	4	5	6	7	8		
Game Volume	0	1	2	3	4	5	6	7			
Attract Mode Volume	0	1	2	3	4	5	6	7			
Attract Timing How often the attract audio cues are played	off	1 min		5 min		10 min		15 min			
League/ Tourney Free Play	disabled				enabled						
League/Tournament Fee An additional joining fee for leagues and tournaments separate from credits per game	0	4	8	12	16	20	24	28	32	36	40
League/Tourney Player Buttons When ON: players use the red and blue buttons to step through leagues/tournaments When OFF: the league coordinator starts each team using the Beer Ball Management Tool	off					on					
Ball Timeout	off	30 sec	1 min	2 min	3 min	5 min					

DIAGNOSTICS MENU



Activating any switch, button or sensor in the game while in the diagnostics menu will assist you in determining if all inputs are working correctly.

If any of the inputs listed on the screen do not turn “on” when activated, call our service department and refer to pages 49-51 for replacement part numbers.

NETWORK MENU



IMPORTANT!

Take note of the I.P. address shown in yellow— this will be your key to operating leagues and tournaments with a wireless device.

PRINTER FACTORY SETTINGS

NO PRINTER	
Printers are a factory option, and are not included on all games. Refer to the parts list on page 39 to order a printer.	
Thermal Printer	Disabled
WITH PRINTER	
Thermal Printer	Enabled
Score Prize 1	350
Score Prize 2	510
Score Prize 3	700
Location Name	
Prize 1	Drink Special
Prize 2	Wrist Bands
Prize 3	Beer Ball T-Shirt
Expires In	Same Day

See next page for a walk-through of changing the printer settings with the game buttons.

See page 28 to change the printer settings with a wireless device (recommended).

PRINTER MENU

Printer Setup

Enable the Printer

Select scores for the 3 prize levels. If you don't want to have 3 prize levels, disable the ones you don't want.

Enter a location name by toggling through the on-screen keyboard with the red and blue player buttons (up to 12 characters).

Enter a prize description for each prize level (up to 12 characters).

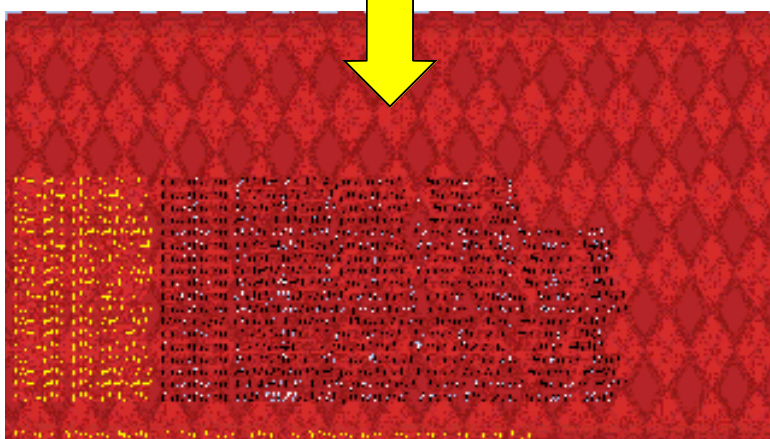
Set an expiration date for the printed coupons (1 day, 7 days, 30 days, 90 days, etc).

HINT: You can hold off on entering this information and do it later with your wireless device. It is much faster and easier, as it updates both machines at one time. Refer to page 28 for instructions.

Receipt Audit

This function allows you to double-check your incoming coupons to make sure they are legitimate. The date, time, random number code, score, and prize won will be displayed.

The Receipt Audit will also verify a failed print if a customer claims they got a winning score but did not receive a coupon.



TIME SET MENU



Each game leaves our factory set to Central Standard Time.
Enter the Time Set Menu to adjust the time to fit your time zone.

IMPORTANT!

The date and time are important, especially if prize coupons are set to expire in an allotted amount of time. The date and time will print on coupons, and a record of dispensed coupons will be kept in the game's memory according to date and time. If your date and time are incorrect, your coupons will also be incorrect!

EXIT THE MAIN MENU



BEER BALL™ TERMS

- **CASUAL PLAY:** open rolling for up to four players.
- **LEAGUE PLAY:** a scheduled weekly competition between teams (personalized league, team and player data is entered into the game with a wireless device; see pages 18-12)
- **TOURNAMENT PLAY:** a one-time competition among a group of players. Two individuals play against each other; the winner advances to the next round while the loser is eliminated from the tournament. See page 23 to set up a tournament.
 - **FRAME:** 9 balls
 - **GAME:** a set number of frames
 - **SOCIA-BALL:** a designated frame in which all 9 balls are rolled in a fun, goofy manner
 - **KNOCK BALLS:** basic Beer Ball etiquette; it is customary for opponents to tap their balls together before rolling a frame as a sign of good sportsmanship.

PLAYER BUTTONS

The player buttons located on the right side of the ramp have several important functions.

In Casual Play:

The **blue** button flashes to indicate available credits. If it is pushed, more players will be added to the monitor. Up to four players can be displayed at once.

In League Play:

The buttons allow league players to be in charge of their own schedules.

The **blue** button selects the displayed teams to roll while the **red** button bumps up the next set of teams if the current teams are unavailable. Player buttons are NOT used if operating a SINGLE LANE league.

In Tournament Play:

The **blue** button selects the match to be played, while the **red** button scrolls through the matches in the current round. The player buttons are NOT used if operating a SINGLE LANE tournament.



SOCIA-BALL™ IDEAS

Bank Ball - Bank each ball of the side of the ramp before hitting a target

No Spill Round - Hold a pitcher of beer or soda while rolling—without spilling a drop!

Dizzy Round - Spin around a pool cue or bar stool five times before rolling

Super Man - Balance on a bar stool on your chest and roll

Blind Fold - Blind fold your partner with a mask or your hands. Verbal guidance is okay!

Hand-Cuff - Hand cuff the roller's dominant wrist to their partner's. Don't lose the keys!

The Stool - Sit on a bar stool and roll.

Speed Round - Roll all nine balls as fast as possible!

Sit on the Floor - Keep your butt on the floor as you roll.

Oh My Achin' Back - Team mate crouches down on all fours while the roller sits on their back and rolls.

One Hand on the Ground Round - Keep your dominant hand on the ground as you roll.

Find The 40 - Shoot only for 40's.

Hundo Round - Shoot only for "hundos" (100's)

Fifty Under Pressure - Shoot only for 50's.

2 Timin' Baller - Roll 2 balls at a time.

Counting on You - Shoot for each target in numerical order

The Captain - One foot must remain on the ramp while rolling.

On Your Knees - Roll while on your knees.

Team Play - Players alternate rolling balls through the frame.

Bend Over - Turn backwards and roll between your legs!

Bottoms Up - Your "bottom" must be in the air to roll.

20' Stranger - Recruit a Beer Ball virgin sitting within 20 feet of you and have them roll your frame.

More or Less - With one hand, roll 1 ball, then 2 balls, then 3, then 2, then 1

Tortoise & the Hare - Roller rolls one ball (the Tortoise) slowly up to the ramp but only enough to let it roll back down. Player then rolls a second ball (the Hare) immediately after releasing the first one. The ninth ball is straight in.

Legger - Place your team mate in front of the ramp with their legs apart. Roll between their legs.

Kegs & Mitts - Roll with a mitten on one hand a beverage in the other.

Spin Me Right Round - Have your team mate spin you around 3 times before you roll.

Granny Roll - Roll using a two-handed under-pitch.

Back Handed - Hold the ball in your palm like normal, but roll with the back of your hand forward instead of the palm.

Holiday Socia-Ball Ideas

Tender Hands - Hold hands with a team-mate and roll. (Valentines Day)

Down on One Knee - Get down on one knee and roll. (Valentines Day)

"Kiss The Blarney Lane" - Kiss the ramp and roll. (St. Patty's Day)

The Hot Dog - Hold 1 ball between 2 other balls and roll. (Independence Day)

Get Mummified - Wrap your team mate's head in toilet paper and roll. (Halloween)

Frankenround - Be stiff like Frankenstein and roll without bending arms or legs. (Halloween)

The Strut - Strut, flap your wings, and gobble like a turkey and roll. (Thanksgiving)

Hop Around Round - Hop up and down while rolling. (Easter)

Get Creative!
Socia-balls are a great way to attract new players and have fun!

BEER BALL™ MANAGEMENT TOOL

The Beer Ball Management Tool allows you to easily change game printer settings, creating scrolling advertisements, and set up and manage leagues and tournaments.

You will need a wireless-capable device, such as a laptop, net-book, or iPad.

1. Find the wireless network connections menu on your wireless device. If you are using a windows-based device, click on the signal bars in the bottom corner of the screen. If you are using a Mac-OS device, such as and iPad, go to the settings icon.
2. Select the network named “BeerBall” with a number after it.
3. Select the network, and insert the password:

- Password: **H@veFun2D@y**

(see page 34 for instructions on changing the network name and access password)

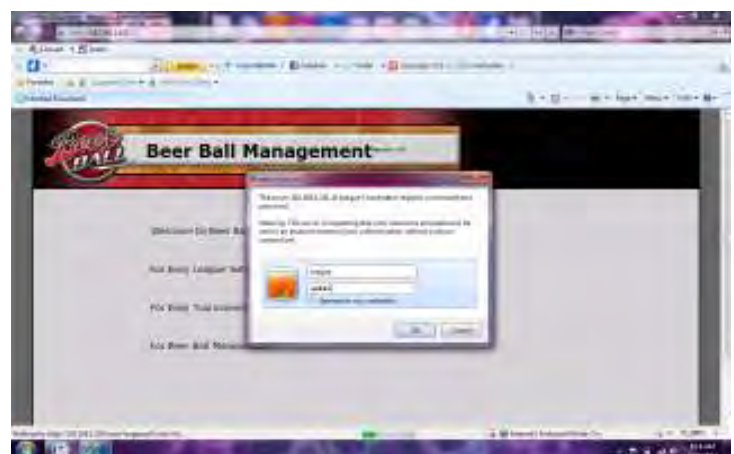
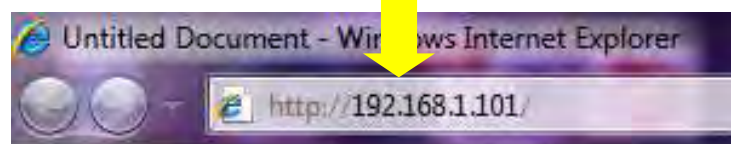
3. Once the connection has been made, open your web browser (such as Internet Explorer, Mozilla Firefox, Safari, etc.)
4. Type the games’ I.P. address (found in the network menu in yellow) into the browser bar: **Do not enter” www.”.**

192.168.1.101

5. The Beer Ball Management Page will open on your screen, as well as a user-name and password box.

- Username: **league**
- Password: **admin**

Continue to the next page to learn about the functions of the Beer Ball Management tool.



MANAGEMENT PAGE FUNCTIONS



LEAGUES

[League Setup](#)

[List Leagues](#)

TOURNAMENTS

[Tournament Setup](#)

[List Tournaments](#)

GAME OPTIONS

[Setup Printers](#)

[List Lanes](#)

The left side toolbar on the Beer Ball Management Page is your gateway to all league and tournament functions.

LEAGUES

- “League Setup” will take you through the league setup wizard, described on page 16 of this manual
- “List Leagues” will show you all previously set up leagues, and will be your go-to page for all league management

TOURNAMENTS

- “Tournament Setup” will bring you through a setup wizard similar to the League Setup Wizard. It allows creation of single-elimination tournaments of up to 32 players
- “List Tournaments” will display all previously set up tournaments, and will be your go-to page for all tournament management

GAME OPTIONS

- “Setup Printers” allows you to adjust your promotional printer settings by adding a location name, changing prizes and prize values, and setting expiration dates for prize coupons.
- “List Lanes” brings you to a list of games linked to your server game, and allows you to stop games manually and add scrolling league and picture advertisements.

LEAGUE SET UP WIZARD

Click on “Easy League Setup”

1. Enter General League Information

- League name
- Number of players per team
- Number of frames in a game
- Socia-Ball enable

3. Enter Teams and Players

- Enter the first team name
- Enter players
 - First names
 - Last names
 - Nicknames (will be displayed on the monitors during league play)
- Click “add new team”
- Repeat for all teams and click “finish”
- You can have an odd number of teams; the game will automatically rotate a “bye week” among the teams, in which the team will not roll against an opponent, but their scores will still be added to their league stats.

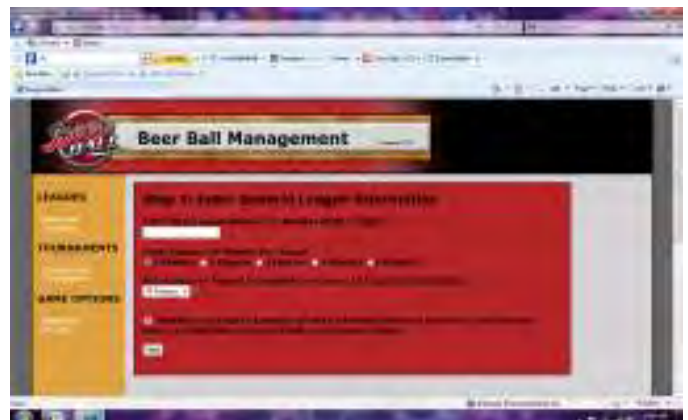
4. Create the League Schedule

- Pick a start date from the drop-down calendar
- Enter how many weeks the league will meet
- Pick any exclusion dates that may apply, for example, holidays when the bar will be closed

5. Click submit and view your league schedule

To view and print the league schedule, standings and stats, see page 23.

For help on adding, deleting or changing teams or players, see page 20.



“LEAGUES LIST” PAGE

Choose your league from the list

From this menu you can change players and teams, create new schedules, view and print standings, and delete players, teams or leagues.

List Teams

List teams will bring you to the teams list, where each team in the league will be displayed. From here, you can **add new teams**, **select** teams (to edit, add, or delete players on the team), **change names** of teams, or **delete** the entire team.

Add New Team

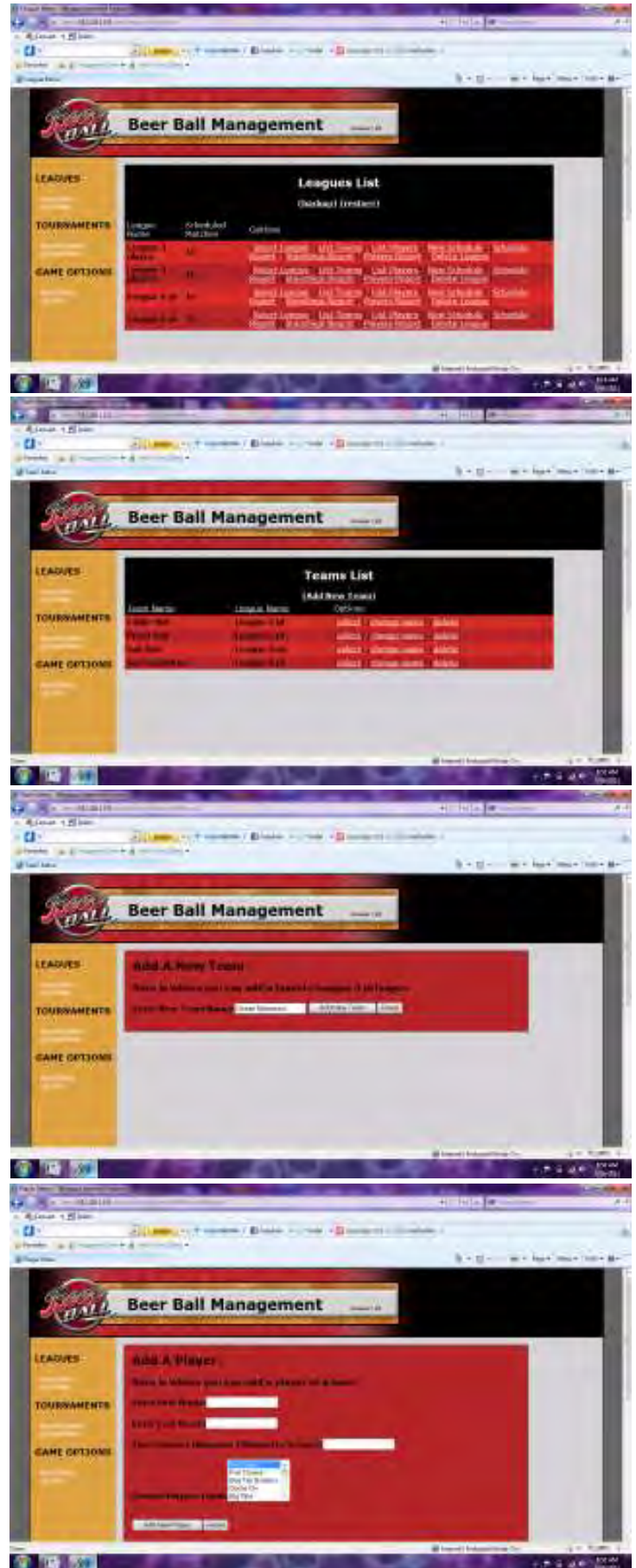
Type the name of the new team to be added, and click on **“Add New Team”**. The team will be added to the Teams List, where you can then add players.

Select

Clicking the **“select”** button will bring up a list of players on the team. Clicking **“Add a Player”** at the top will allow you to add players to different teams. You can also get to the “Add a Player” page from the Leagues List by clicking **“List Players”**.

New Schedule

Clicking the **“New Schedule”** button will create a brand-new league schedule for the selected league, updating any changes made to teams or players.



DOUBLE LANE LEAGUES

WEEKLY OPERATION

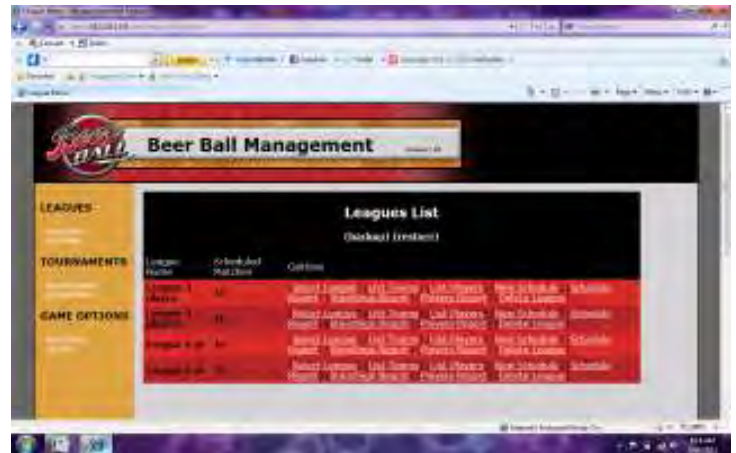
If League/Tournament Player Buttons are enabled, the buttons on the right side of the server game allow the players to take charge of their own leagues.

1. Click on **“List Leagues”** in the toolbar
2. Find your desired league, and click **“select”**
3. Using the **“next round”** link, find an open week and click **“start this week”**

- The monitors will display a message saying that **“leagues will be starting shortly”**.
- Once the **“now up”** screen appears on the monitor, the blue and red buttons will allow the players to select which teams to play.
- If a team does not show, the League Coordinator must forfeit them using the Beer Ball Management Page. However, their opponent should still play to accumulate points towards their team statistics.

4. League mode can be turned off after all matches are complete by pushing the flashing button. If the button is not pushed, league mode will turn off automatically after 5 minutes.

For assistance viewing, saving and printing league schedules, standings, and player statistics, go to page 23.



(start this week) or (return to casual play)

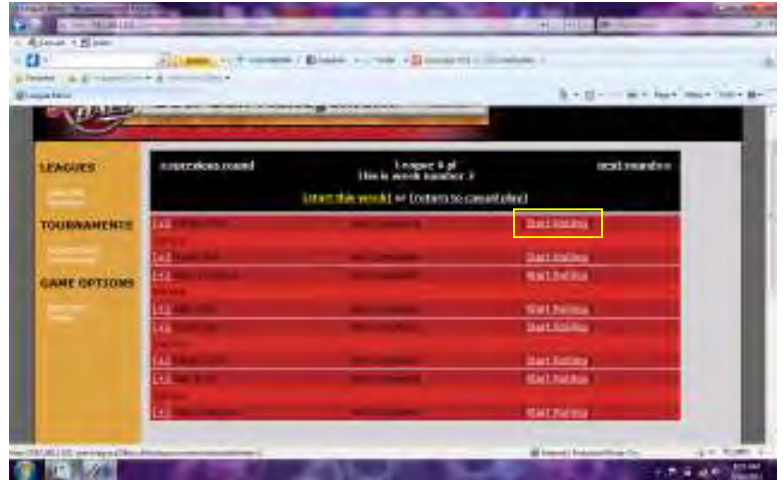


SINGLE LANE LEAGUES

WEEKLY OPERATION

To operate a League using a single alley, the autoplay feature in the Game Setup Menu must be turned to **OFF**. Each match must be manually initiated with the wireless device.

1. Click on **“List Leagues”** in the toolbar
2. Find your desired league, and click **“select”**
3. Find an open week and click **“start this week”**
 - With a single lane, you must click **“start rolling”** for each team to put their frame(s) up on the monitor
 - Teams can be forfeited with the wireless device by clicking **“forfeit”**, but their opponent will still roll and contribute scores to their statistics
4. Once the week is completed, exit league mode by clicking on **“return to casual play”**. If the button is not pushed, league mode will turn off automatically after 5 minutes.



To view and print the tournament standings and results, see page 23.

STATISTICS REPORTS

Team Schedule

The team schedule displays every match that will occur each week throughout the length of the league, including any bye weeks that may result from an odd number of teams.

Standings Reports

Standings reports will provide a breakdown of each match that has occurred, giving a final score and noting which team was the winner.

Team Reports

Team reports break down the matches even farther, providing individual team members' scores, total points, and frame averages for each match rolled.

Saving and Printing

There are several ways to save and print reports:

- Copy and Paste the report into a text document
- Convert the HTML webpage to a PDF file (some browsers have shortcuts for this in their toolbars)
- Print directly from the webpage (either to a wireless printer, or via a cord)
- Connect to the internet and email the document to a desktop computer with printer



*There is really no wrong way to do this if it works for you.

“TOURNAMENT SETUP” WIZARD

Click on “Tournament Setup” in the toolbar

Select a quick generic 8 or 16 player tournament

OR

1. Enter General Tournament Information

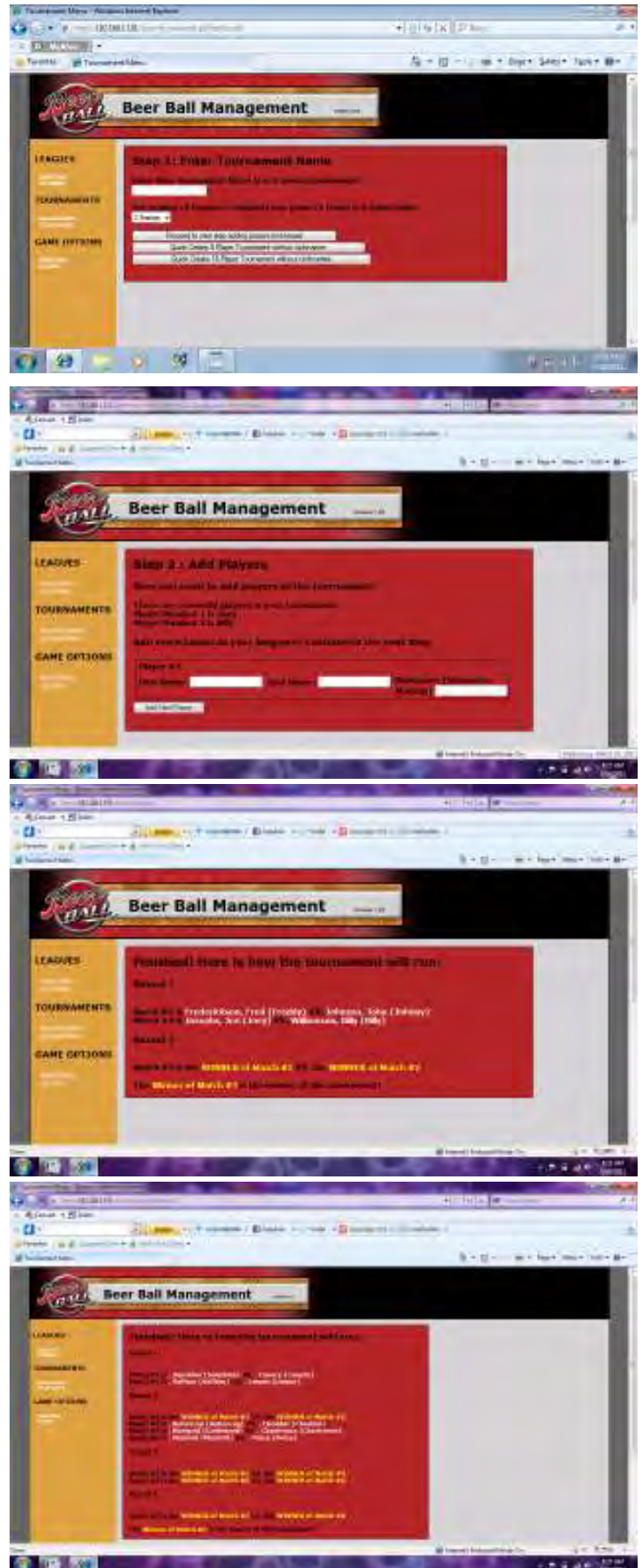
- Tournament name
- Number of frames in a match

2. Enter Players

- First names
- Last names
- Nicknames (will be displayed on the monitors during league play)
- Click “add new player”
- Repeat for all players
- You can have an odd number of players or matches, however, the software will rotate a “bye” among them, in which the players will either automatically be placed in Round 2 of the tournament or just roll for fun and move on

3. Click “finish” and view your tournament bracket

To view and print the tournament bracket and standings, see page 23.



“TOURNAMENT LIST” PAGE

Choose your tournament from the list

From this menu you can change players, create new brackets, view and print reports, and delete players or tournaments.

“List Players”

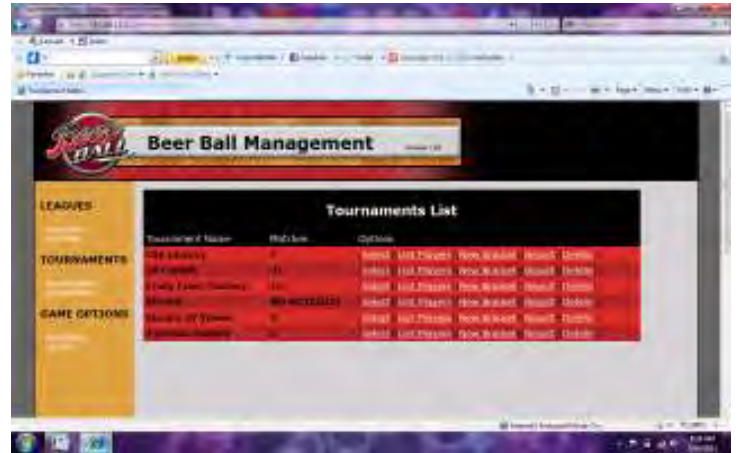
List players will bring you to the teams list, where each player in the tournament will be displayed. You can change players’ nicknames from here, and view tournament scores, as well as add and delete players.

“Select”

Clicking the “**select**” button will bring up a list of matches in the first open round.

“New Tournament”

Clicking the “**New Tournament**” button will create a brand-new tournament schedule, clearing all results from the previous bracket. Any changes in players will be updated at this time.

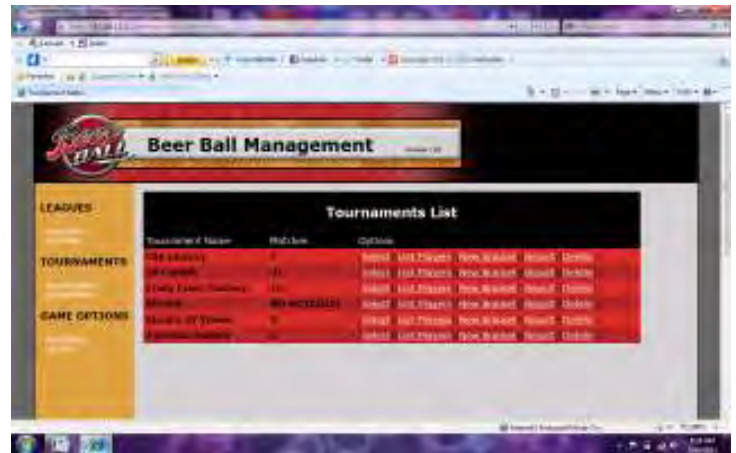


DOUBLE LANE TOURNAMENTS

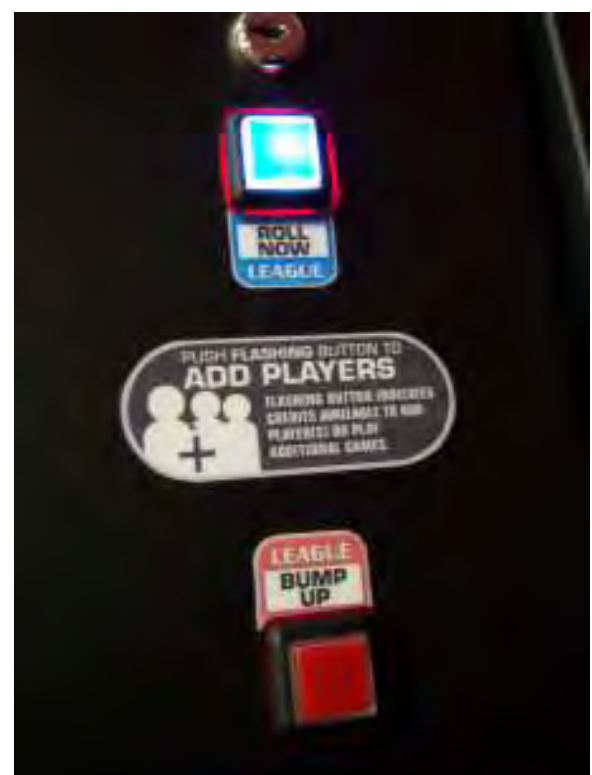
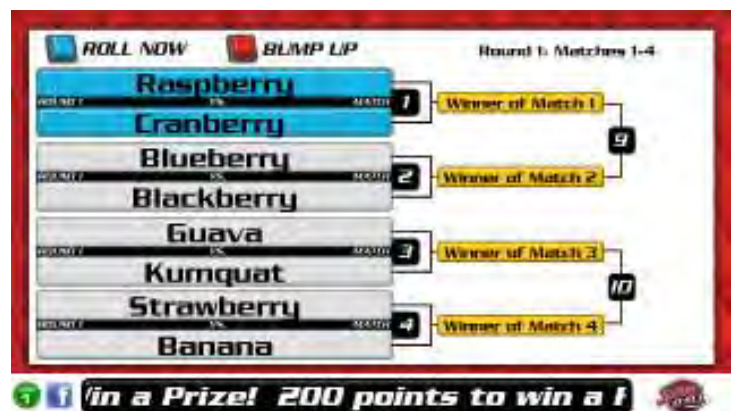
IMPORTANT!

League/Tournament Player Buttons must be enabled for brackets to appear on-screen (see page 10).

1. Click on **“List Tournaments”** in the toolbar
2. Find your desired tournament, and click **“select”**
3. Find Round 1 and click **“start this round”**
 - A Round 1 bracket will appear on the screen, showing a match highlighted in blue. Pressing the blue player button will begin this match. Pressing the red player button will highlight the next match in the bracket.
 - A league coordinator must forfeit a non-present player using the webpage, but their opponent will still roll and continue on to the next round
 - If any match results in a tie score, the match must be re-rolled before the next round can be played. The match will appear blue in the bracket.
4. Once the round is completed, the monitor will prompt players to push the blue button. The next round will automatically appear on the monitor with the winners of the previous round.



(start this round) or (return to casual play)

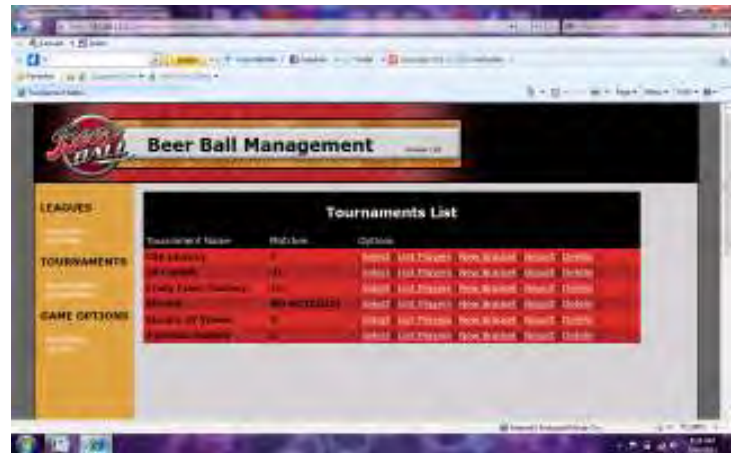


SINGLE LANE TOURNAMENTS

IMPORTANT!

To operate a tournament on a single lane, the player buttons must be turned off (see page 10). Each match must be manually initiated with the wireless device.

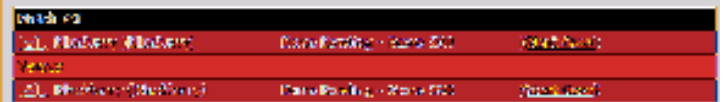
1. Click on **“List Tournaments”** in the toolbar
2. Find your desired tournament, and click **“select”**
3. Find Round 1 and click **“start this round”**
 - In tournament mode, you must click **“start rolling”** for each player to put their frame(s) up on the monitor
 - Players can be forfeited with the wireless device, but their opponent will still roll and continue on to the next round
 - If any match results in a tie score, the match must be re-rolled before the next round can be played. Click on **“previous round”** and find the tie match, then click on **“start over”** and start the players again.
4. Once the round is completed, click **“next round”** in the top right corner of the screen. The winners of the previous round will appear in the new round.



(start this round) or (return to casual play)



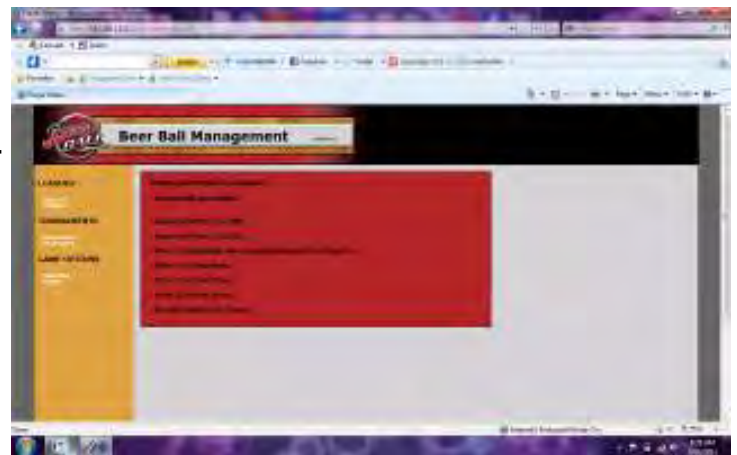
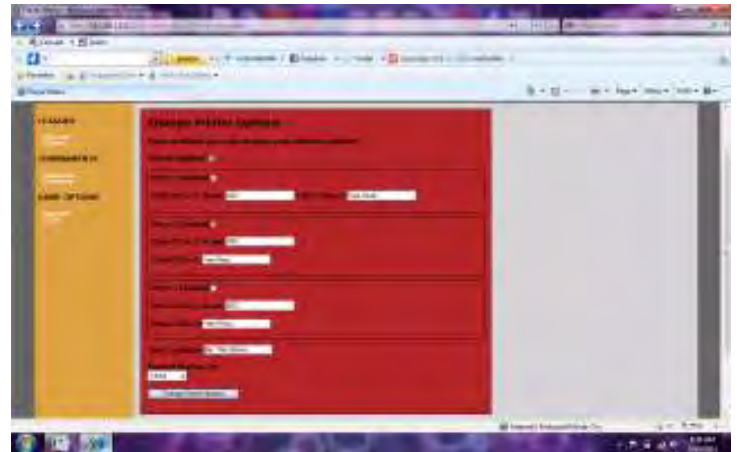
<<previous round



next round>>

“SETUP PRINTER” PAGE

1. Click on **“Setup Printer”** in the toolbar
2. Enable the printer (or disable it)
3. Enter desired prize information
 - Enable prizes (if all 3 prize levels are not desired, turn the unwanted levels off)
 - Enter a minimum score required to win each prize
 - Enter a prize description (up to 14 characters)
 - Enter a location name (up to 14 characters)
 - Select an expiration date
4. Click on **“Change Printer Options”**
5. Double check the information entered on the following screen
6. Both games will update at the same time. The prize settings will scroll across the bottom of the screen while in attract mode and casual play. You may need to play a frame to get the scrolling prize information to update.
7. When a prize is won, the monitor will display a “Grab your Receipt” screen, and the printer will create a receipt with location name, prize won, date stamp, player’s score, unique code, and expiration date. You can double check your redeemed receipts in the Receipt Audit menu (see page 14).



“LIST LANES” PAGE

Click on “List Lanes” in the toolbar.

The List Lanes page shows each game’s current activity, whether it is available, rolling a league, rolling a tournament, or “busy” with a casual player. It also allows customization of the game’s display.

STOP GAME

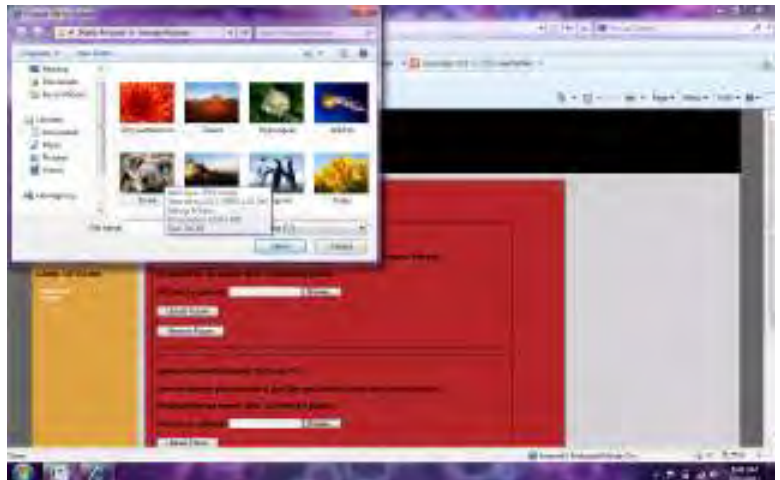
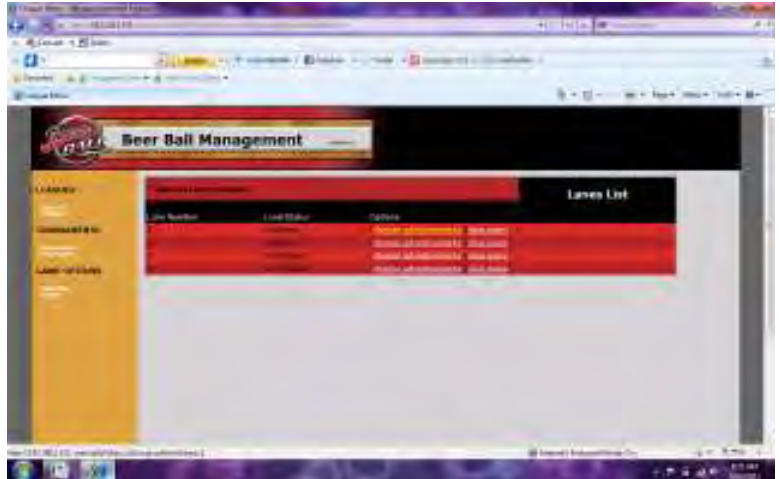
Occasionally, it may be necessary to stop a game after it has begun. Clicking “Stop Game” will stop the current game, reverting the monitor back to its casual play attract mode. It does not, however, cancel stored credits that may be in the game in casual play. These credits must be played or cleared before the league or tournament can start.

INSERTING ADVERTISEMENTS

Clicking “Change Advertisement” will allow you to add two picture ads to the attract mode on the monitor of the **server game**, as well as a scrolling text ad at the bottom of each screen during league and tournament play.

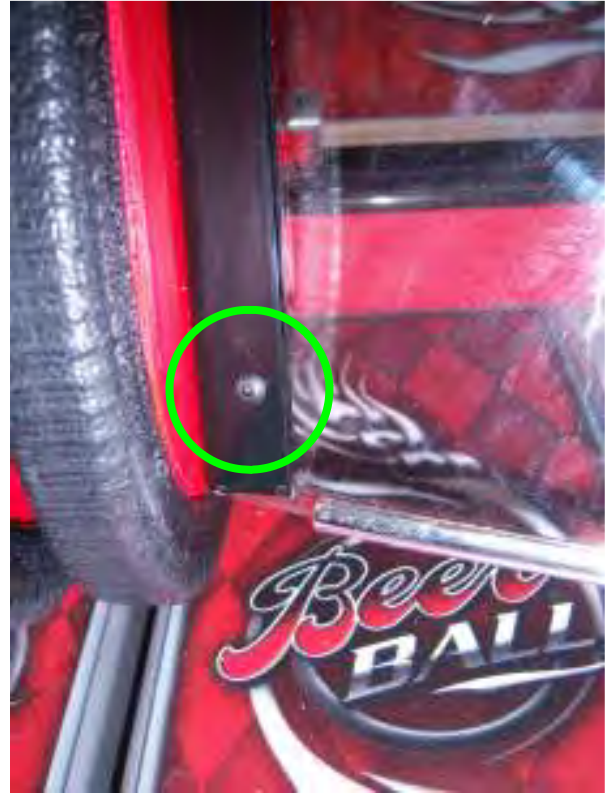
Photo adds should not exceed **1280 x 640 pixels** in size, but they can include anything imaginable; text and pictures, food specials, big winners, etc.

Scrolling text ads can be customized on each screen; one could offer free wings for Beer Ball league players, while the other could read “Welcome to Koala Pete’s! We serve the best eucalyptus margaritas in town!”.



HOW TO: REMOVE/INSTALL BALL SHIELD

1. Remove the Allen bolts from the corners of the ball shield brackets



2. Slide the shield downward, past the red stopper at the top of the cabinet, avoiding pinching fingers underneath by grasping the center of the ball shield



3. Flex the shield towards you to pop it out of the bracket grooves

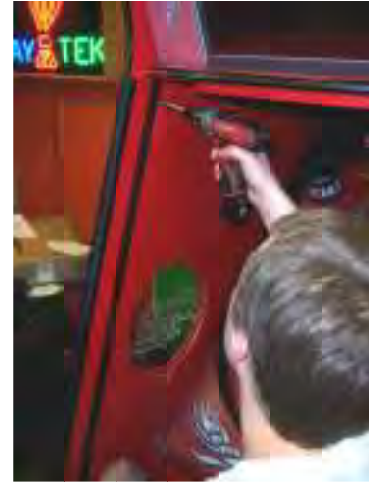


4. Reverse instructions to replace ball shield

HOW TO: REPLACE TARGET SENSORS

1. Power down the game

2. Remove the ball shield and ball shield brackets



3. Grip the inside of the 50 target, and pull the playfield forward



4. Lay the playfield face-down on the ramp for servicing

5. Remove any damaged sensors; you may need to remove wire clamps



5. Replace the damaged sensor boards with **AACB2203**

6. Secure new boards in place and plug in



7. Replace playfield, ball shield brackets and ball shield

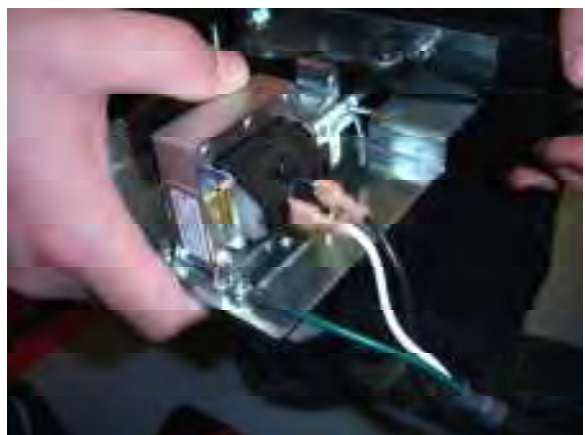
HOW TO: REPLACE RAMP SENSORS

1. Power down the game
2. Open the front left ramp door
3. Slide the ball trough cover towards you, and lift it off of the ramp
4. Pull the damaged sensor up and out of the trough
5. Unplug the sensor, being careful to pull enough cord out so it doesn't fall back down inside the ramp
6. Remove the screws holding the sensor board to the block
7. Replace with **A5BD2203**
8. Plug the new sensor into the cable, and replace the block into the grooves
9. Be sure to tuck the excess wire into the hole so it doesn't interfere with balls traveling through the trough



HOW TO: REMOVE BALL RELEASE

1. Power down the game
2. Open the front left ramp door
3. Slide the ball trough cover towards you, and lift it off of the ramp
4. Remove the balls from around the ball release mechanism
5. Remove the ball release sensor block, being careful not to let the cable fall inside the ramp
6. Remove the 4 Phillips head bolts holding the ball release in place
7. Lift the ball release mechanism up and out
8. Remove the cables and replace the necessary parts (see page 34 and call our service department for assistance)
9. Re-install the ball release mechanism by following these directions in reverse, being careful not to pinch any wires beneath the ball release



HOW TO: ACCESS MONITOR & MOTHERBOARD

1. Power down the game
2. Slide the monitor covers up and out of the grooves
3. Remove the screws in the brackets on either side of the monitor
4. Slide the monitor back into the cabinet and tilt it forward, laying it down for service
5. From here, you have access to the upper power supply, motherboard and monitor mounting hardware, as well as the upper power strip

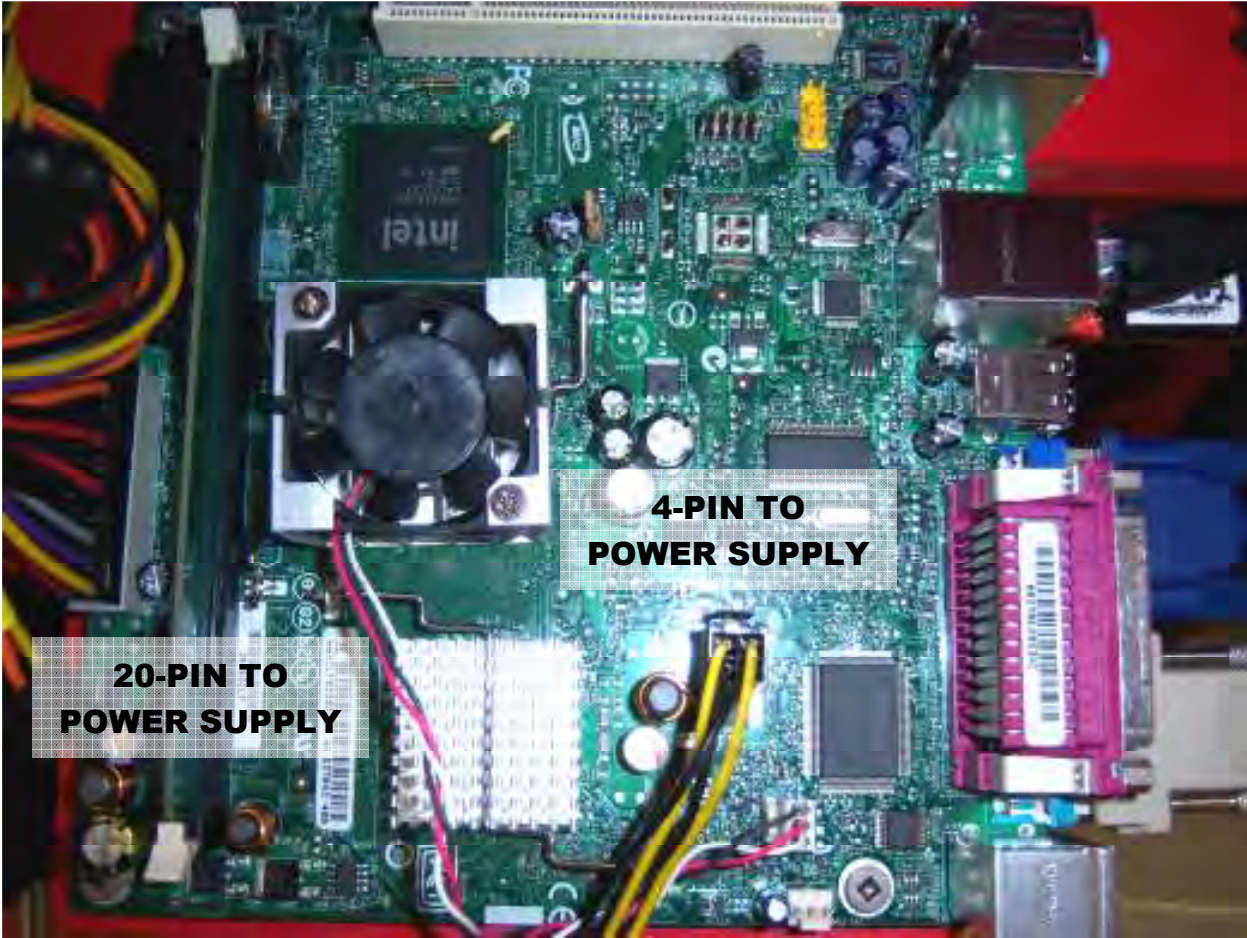


To remove the monitor:
Remove the three bolts and spacers shown

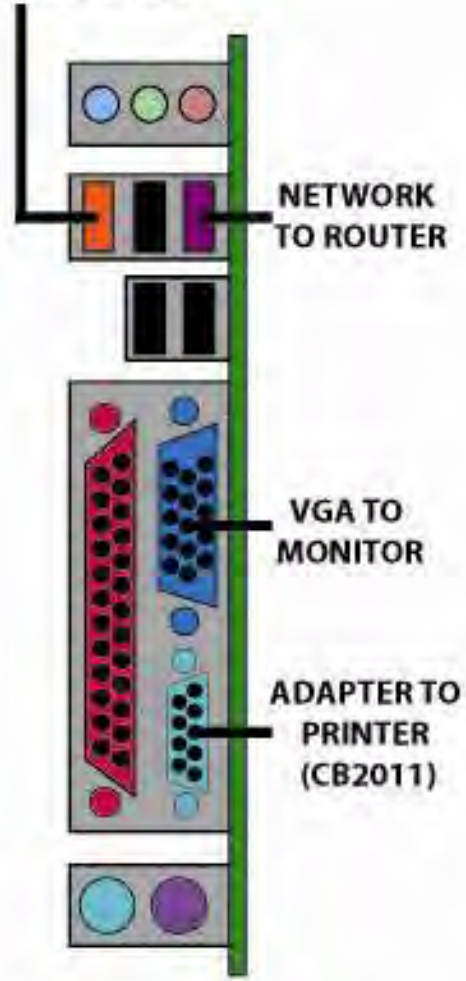


To replace software:
Remove the USB stick from the motherboard, and replace with new stick



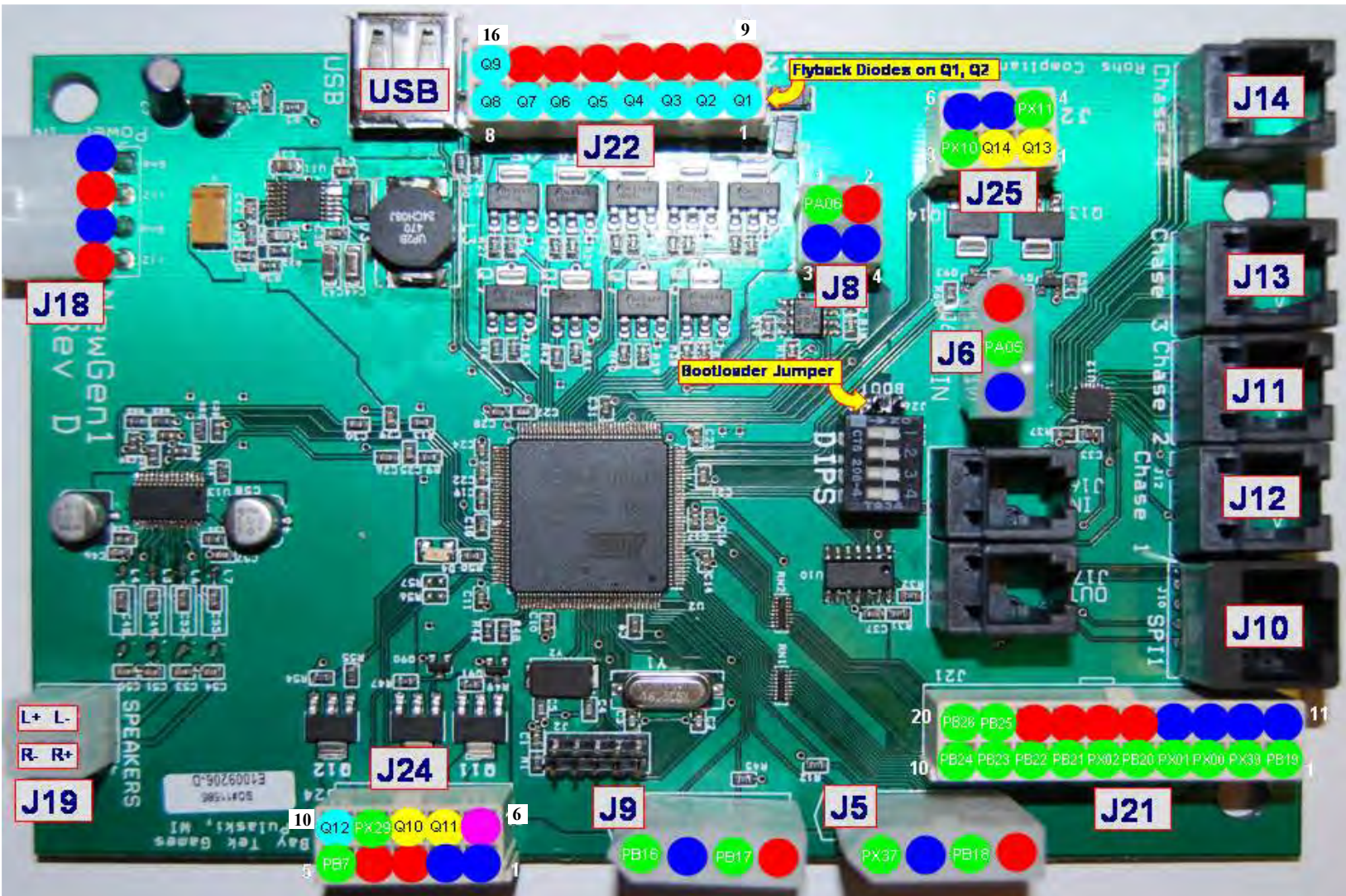


USB SOFTWARE STICK



MOTHERBOARD PINOUT

MAINBOARD PINOUT



● Ground	SPI Out - Display - (J10)	Chase Lights (J11,J12,J13,J14)
● +12V	Pin 1 & Pin 3 - +12V	Pin 1 - Chase Output
● Low Side Driver	Pin 2 - SCLK_BUS2	Pin 2 - Chase Output
● High Side Driver	Pin 4 - SMOSI_BUS2	Pin 3 - +12V
● +3.3V TTL Logic	Pin 5 & Pin 7 - Ground	Pin 4 - Chase Output
● +3.3V	Pin 6 - SCS2_BUS2	Pin 5 - Chase Output
	Pin 8 - SMISO_BUS2	Pin 6 - +12V

Pin Type	Purpose	Ref	Pin #
LOWSIDE #1, w diode	Mechanical Count #1 Game	J22	1
LOWSIDE #2, w diode	Mechanical Count #2 Coupon	J22	2
LOWSIDE #3		J22	3
LOWSIDE #4		J22	4
LOWSIDE #5		J22	5
LOWSIDE #6		J22	6
LOWSIDE #7		J22	7
LOWSIDE #8		J22	8
LOWSIDE #9		J22	9
+12 Volts	Mech. Count #1 Game +12V	J22	11
+12 Volts	Mech. Count #2 Coupon +12V	J22	12
+12 Volts		J22	13
+12 Volts		J22	14
+12 Volts		J22	15
+12 Volts		J22	16

HIGHSIDE #13		J25	1
HIGHSIDE #14		J25	2
PX10	Menu/Select Button #1	J25	3
PX11	Scroll Button #2	J25	4
Ground	Ground for Menu Buttons	J25	5
Ground		J25	6

+12 Volts	Coin Door Power	J6	1
PA05	Coin Input	J6	2
Ground	Coin Ground	J6	3

=Low Side Driver
=High Side Driver
= TTL Input/Output
= LED Constant Current Drive
= 12 Volts
= Ground

Pin Type	Purpose	Ref	Pin #
Ground	Ground	J24	1
Ground	Ground for Printer	J24	2
+12 Volts	Power for Ball Track Sensors	J24	3
+12 Volts	Power for Printer	J24	4
PB7	Ball Release Sensor Signal	J24	5
LOWSIDE #12		J24	6
PX29	Ball Release Signal to AC Driver	J24	7
HIGHSIDE #10	Roll Now Light	J24	8
HIGHSIDE #11	Ball Count Sensor Signal	J24	9
3.3V	Bump Up Light Signal	J24	10

PX37	Ticket Notch #1	J5	1
Ground	Ground for Ticket Dispensor	J5	2
PB18	Ticket Motor #1	J5	3
+12 Volts	Power for Ticket Dispensor	J5	4

PB16	Low Ticket Switch	J9	1
Ground	Ground for Low Ticket Switch	J9	2
PB17	Unused	J9	3
+12 Volts		J9	4

PA06	DBA Input	J8	1
+12 Volts	NOTE-MISLABELED as J9	J8	2
Ground	This Connector is next to J6	J8	3
Ground		J8	4

All Chase Lights TBD

PB19	10 Point Sensor	J21	1
PX39	20 Point Sensor	J21	2
PX00	30 Point Sensor	J21	3
PX01	40 Point Sensor	J21	4
PB20	50 Point Sensor	J21	5
PX02	100 Point Sensor Left	J21	6
PB21	100 Point Sensor Right	J21	7
PB22	Not Used	J21	8
PB23	Not Used	J21	9
PB24		J21	10
Ground	Ground for Target Sensors	J21	11
Ground	Ground for League Switches	J21	12
Ground		J21	13
Ground		J21	14
+12 Volts	Power for Target Sensors	J21	15
+12 Volts		J21	16
+12 Volts		J21	17
+12 Volts	Bump Up Light	J21	18
PB25	League Bump Up Switch	J21	19
PB26	League Roll Now League Switch	J21	20

Driver 1	To AACB9101 Speaker Chase Lights	J12	1
Driver 2	To AACB9101 Speaker Chase Lights	J12	2
+12 Volts	To AACB9101 Speaker Chase Lights	J12	3
Driver 3	To AACB9101 Speaker Chase Lights	J12	4
Driver 4	To AACB9101 Speaker Chase Lights	J12	5
+12 Volts	To AACB9101 Speaker Chase Lights	J12	6

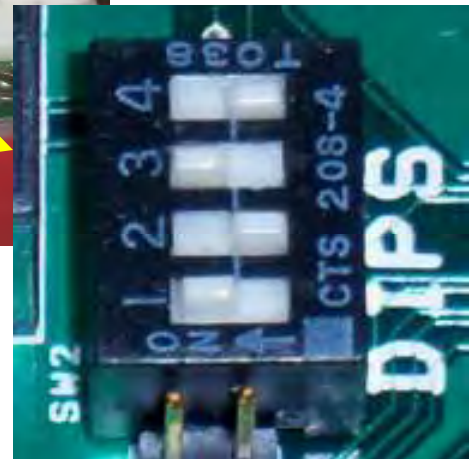
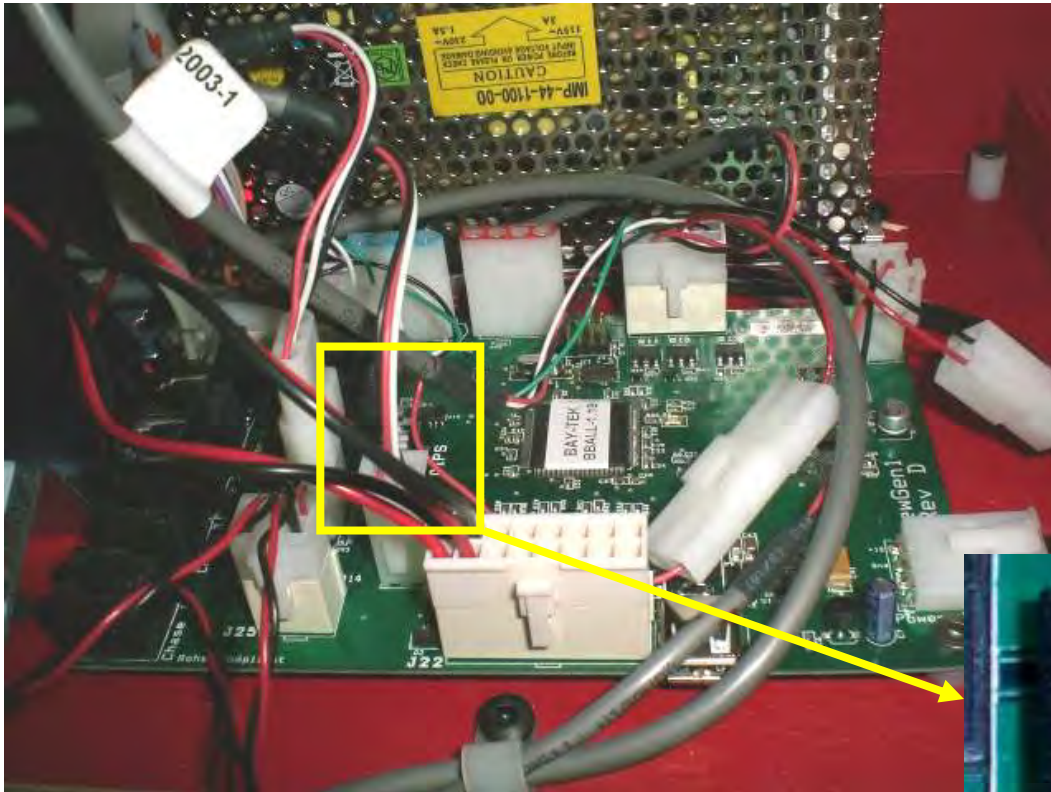
Driver 5	To AACB9101 Speaker Chase Lights	J11	1
Driver 6	To AACB9101 Speaker Chase Lights	J11	2
+12 Volts	To AACB9101 Speaker Chase Lights	J11	3
Driver 7	To AACB9101 Speaker Chase Lights	J11	4
Driver 8	To AACB9101 Speaker Chase Lights	J11	5
+12 Volts	To AACB9101 Speaker Chase Lights	J11	6

Driver 9		J13	1
Driver 10		J13	2
+12 Volts		J13	3
Driver 11		J13	4
Driver 12		J13	5
+12 Volts		J13	6

Driver 13		J14	1
Driver 14		J14	2
+12 Volts		J14	3
Driver 15		J14	4
Driver 16		J14	5
+12 Volts		J14	6





DIP SWITCH SETTINGS

Access the dip switches on the main board inside the front door of the ramp.
***Factory default settings are shaded in gray.**







DIP 4	DO NOT ADJUST	ON	OFF
DIP 3	DO NOT ADJUST	ON	OFF
DIP 2	DO NOT ADJUST	ON	OFF
DIP 1	DO NOT ADJUST	ON	OFF




TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>No power to the game.</p> 	<p>Unplugged.</p> <p>Connector loose between head and ramp.</p> <p>Power strip turned off, or plugs unplugged.</p> <p>Circuit breaker tripped.</p> <p>Bad power supply.</p>	<p>Check wall outlet to line filter in back of game. (A5FI9010)</p> <p>Check connection between head and ramp. </p> <p>Check rocker switch on power strip. Ensure power cords are pushed up into power strip securely.</p> <p>Reset power strip breaker switch or building circuit breaker. Attempt to determine cause.</p> <p>See power supply diagnostic. Replace if faulty. (A5PS1010)</p>
<p>No Audio or Low Audio Sounds</p>	<p>Volume too low.</p> <p>Loose wire at speaker, connector, or main board.</p> <p>Faulty Main Board</p>	<p>Enter menu, go to Game Setup Menu to adjust volume.</p> <p>Check audio cable connections from J19 connector at main board to speaker. Check continuity on wires.</p> <p>Replace main board. (AANEWGEN1)</p>
<p>Fluorescent lighting not functioning.</p>		<p>Power strip is located in head behind display. Ensure rocker switch is ON.</p> <p>Ensure transformer is plugged securely into power strip. Replace if needed. (AACE2014A)</p> <p>Replace fluorescent tube. (A5FL1003)</p> <p>Examine socket, replace if needed. (AACE2013)</p>
<p>Monitor is frozen in game play.</p>  <p>Main Board in bottom of game has reset.</p>	<p>Surge from ball release solenoid.</p> <p>Interference from florescent lamps.</p> <p>Power supply not giving 12 Volt consistently.</p> <p>Faulty main board.</p>	<p>Ensure surge suppressor (A5SS1000) is soldered securely across both leads of the ball release solenoid.</p> <p>Unplug florescent lights from power strip.</p> <p>Weak Power Supply. (A5PS1010)</p> <p>Replace main board. (AANEWGEN1)</p>



TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Balls are not released.</p> 	<p>Ball release solenoid sticking.</p> <p>AC Driver Board defective.</p> 	<p>Check for free movement of assembly. Check for 110 VAC pulse at solenoid.</p> <p>Check for green LED pulse on driver board If pulse ok: Replace fuse located in small box on AC driver board. (A5FUSE3) Replace AC Driver board. (AABD5029) If no pulse, check wires from AC driver to main board. Replace main board. (AANEWGEN1)</p>
<p>Too many balls are released.</p>	<p>Sensor at ball release blocked, dirty, or faulty.</p> <p>Pinched, broken, or disconnected wiring.</p>	<p>Clean sensor. Green LED should only come on when blocked. Replace if needed. (AACB2203)</p> <p>Check connections from sensor board to main board. Check continuity on wires.</p>
<p>Not enough balls are released.</p> <p>Game is waiting for player to throw balls and there are none left in track.</p>	<p>Ball count opto sensor is defective.</p>  <p>Opto sensor at ball release is defective.</p>	<p>If this sensor misses a ball, the game will continue waiting until game time-outs. Replace sensor. (AACB2203)</p> <p>If this sensor "sees" 2 balls instead of one. Replace sensor. (AACB2203)</p>
<p>Meters do not work.</p>	<p>Coupon meter should click as printer starts printing.</p> <p>Game meter should click as game starts.</p> <p>Pinched, broken, or disconnected wiring</p> <p>Main board faulty.</p>	<p>Watch printer print a receipt. Replace counters (AACE2005)</p> <p>Watch as next game starts. Replace counters (AACE2005)</p> <p>Check connections from counters to main board. Check continuity on wires.</p> <p>Replace main board. (AANEWGEN1)</p>
<p>Monitor problems</p> <p>Blurry Monitor</p> <p>Too bright, or dim</p>	<p>Remove marquee in front of monitor. Press the far left button—black bar will appear on display. Press the far left button again to select Auto Adjustment. This may take a few seconds.</p> <p>Verify that the screen looks good and image is centered.</p>	


TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Game scores wrong.</p>	<p>Game starts with a score already on display or scores double points.</p>	<p>Sensor is defective under score target. Enter menu, go to Diagnostics Menu to check sensors. Replace defective sensor. (AACB2203)</p>
<p>Game does not coin up.</p> <p>Game has audio track "clinking" sound from speakers when coin switch triggered.</p>	<p>Main Board and wiring to coin switch OK.</p> <p>Check green LED's on Serial Interface board. "Power" solid ON</p> <p>"TX" & "RX" blinking very fast,</p>	
	<p>If "Power" is not solid ON</p> <p>Ensure AACE2020 cable is plugged into blue "IN" socket on main board. (J16) Replace if needed.</p> <p>Replace Serial Interface board. (AACB2204)</p> <p>Replace main board. (AANEWGEN1)</p> 	<p>If "TX" & "RX" are not blinking very fast Communication to Motherboard faulty. (Motherboard is located behind monitor.)</p> <p>Check AACE2011 cable from Serial Interface board to coupler between head and ramp (A5CO2002) up to motherboard behind monitor. Check adaptor (A5CE2011)</p>  <p>Ensure fan on motherboard is turning. If no—Go to Power Supply Diagnostics If yes—Replace Serial Interface Board. (AACB2204)</p>
<p>Game does not coin up.</p> <p>Game does not have audio track "clinking" sound from speakers when coin switch triggered.</p>	<p>One or both coin switches faulty.</p> <p>Pinched, broken, or disconnected wiring.</p> <p>Faulty Main Board</p>	<p>If one is held "closed" - the other will not work</p> <p>Check connections from coin switches to "Coin" connector on main board. Check continuity on wires. (AACBL4A-DOOR & AACE2004)</p> <p>Replace main board. (AANEWGEN1)</p>

TROUBLESHOOTING GUIDE

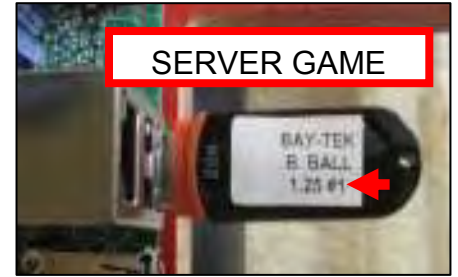
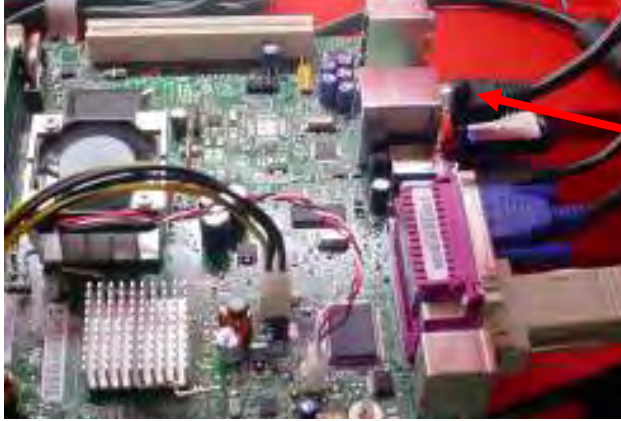
Problem	Probable Cause	Remedy
<p>Dollar Bill Acceptor not functioning.</p>	<p>Ensure bill acceptor has 110 Volts AC. Note: Game will allow 12 Volt DBA to be installed.</p> <p>Dirt or debris in acceptor slot.</p> <p>Ensure acceptor dipswitch is set to “always enable”</p> <p>Pinched, broken, or disconnected wiring.</p> <p>Check coin switch for function.</p> <p>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</p> <p>Clean with bill reader cleaning card. (A5CC9000)</p> <p>There are dips on side of acceptor. Set to “always enable” (not harness enable)</p> <p>Check wiring from bill acceptor to main board. Repair or replace wiring harness. (AACE2012)</p> <p>If coin switch does not work—refer to “Game does not coin up” troubleshooting.</p> <p>Refer to troubleshooting section of dollar bill acceptor manual included with this game or the diagnostics label of the back of the unit.</p>
<p>Printer does not print.</p> <p>First - Power game down, wait 10 seconds, then power game ON to reset.</p>	<p>Top door on printer lifting up. This spring provides tension for the door.</p> <p>Check power to printer. Press “Print” button to print test page. If printer does not print, check power cable to red/black square molex connector at main board. (AACE2023) Replace printer.(A5PRTH010)</p> <p>If printer does print test page, communication to motherboard is faulty. Turn game power off, wait 10 seconds, turn game power ON and re-test.</p> <p>Check USB cables. (A5CORD14, A5CORD23, A5CORD030) Note: There are connections under</p>	<div style="text-align: right;">  </div> <div style="text-align: right; margin-top: 20px;">  </div>

TROUBLESHOOTING GUIDE

Problem	Probable Cause	Remedy
<p>Monitor not working.</p> <p>Power down, wait 10 seconds and power up again.</p>	<p>Small 12 Volt power connector unplugged on motherboard.</p> <p>Monitor VGA cable unplugged.</p> <p>Large power connector unplugged on motherboard</p> <p>Faulty or loose RAM</p> <p>Faulty power supply - Check for 12 Volts and green LED on motherboard. Check for fan spinning on power supply.</p> <p>Faulty motherboard - Replace faulty board. (AAMB6)</p>	
<p>Monitor has nothing at all on power up.</p>	<p>Power cable unplugged from monitor.</p> <p>Faulty monitor.</p>	<p>Ensure power is plugged into back of monitor, down to power strip.</p> <p>Replace monitor. (A5MO2200)</p>
<p>Error on screen at power up.</p> <p>Re-Boot game to see if problem still exists.</p>	<p>Display stops at "No bootable device -- insert boot disk and press any key"</p> <p>Display shows "Puppy Video Wizard" or "Xorg"</p> <p>Display shows "Kernel panic – unable to mount root"</p>	<p>Flashdrive unplugged from board or faulty. Re-seat and try power on to game again.</p> <p>Game is not recognizing monitor. Ensure VGA cable is secure to I/O board. Replace monitor. (A5MO2200)</p> <p>Faulty or loose RAM</p>

TROUBLESHOOTING OFFLINE ROUTER

The Wireless Router is located on the top, back of BeerBall #1. The Motherboard behind the monitor will have #1 on the USB software thumb drive.



The Motherboard will connect to the Router into one of the 4 yellow sockets.



This example has 2 games connected.

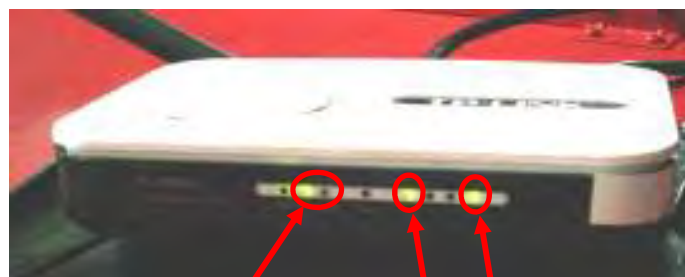
Make sure the green power LED is ON.

If not:

- Ensure power cable is secure in router.
- Ensure power transformer is plugged into power strip in top of game behind monitor.
- Replace router if still has no power.



When the router is connected to the Beer Ball games properly:



The 2 communication lights will be flashing.

A light will be solid ON for each Beer Ball connected to router.

If Router's LED's not flashing correctly:

- Check communication cables from router to motherboards in Beer Ball games.
- Check power cable to power strip in top of game behind monitor.
- Replace router. (A5RO2002)

UPPER POWER SUPPLY DIAGNOSTICS

1.) Verify AC power to front of game. Check power strip in bottom front.

2.) Verify AC power at power strip in top of game behind monitor

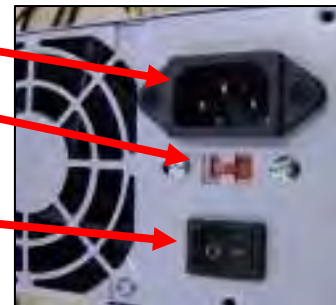


3.) Check connection to power supply.

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

5.) Ensure Power switch is on.

6.) Ensure fan is turning.



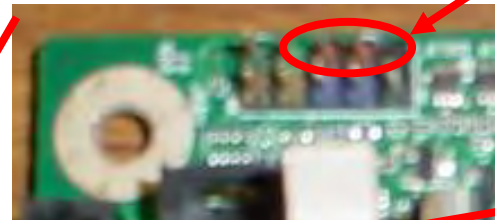
Verify Power to Motherboard

1.) Ensure fan is turning.

2.) Green LED should be ON.

3.) Check connections from power supply.
Black and yellow wires. (12 Volts DC)
Large power supply connection.

Note: The location of this connector may vary depending on which version motherboard is in game.



Motherboard "Jump Start"
If green Led is ON, but fan not turning, you may start motherboard by quickly touching these 2 red pins at the same time. If fan starts turning, motherboard will turn ON and boot normally.

LOWER POWER SUPPLY DIAGNOSTICS

Use the following procedure to check the lower main board power supply on Beer Ball games.

Check the small red LED light on the power supply circuit board. If the light is out there is a short somewhere. If the light dims, there is an overload in one of the circuits such as a bad motor

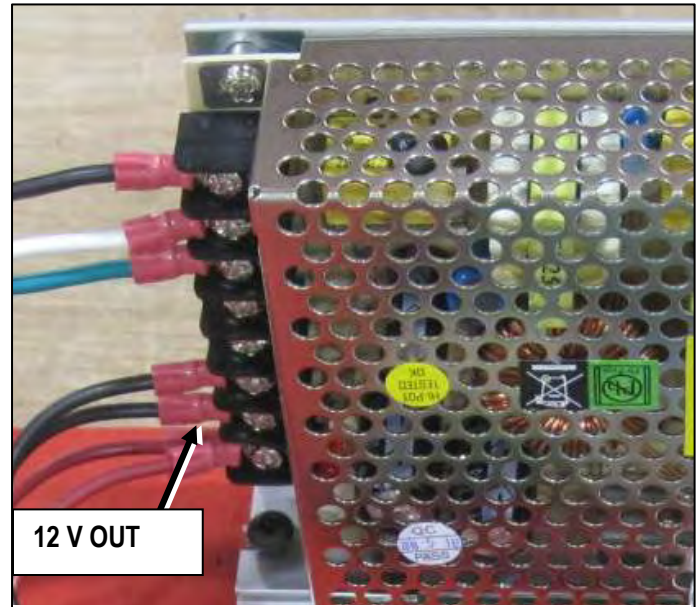
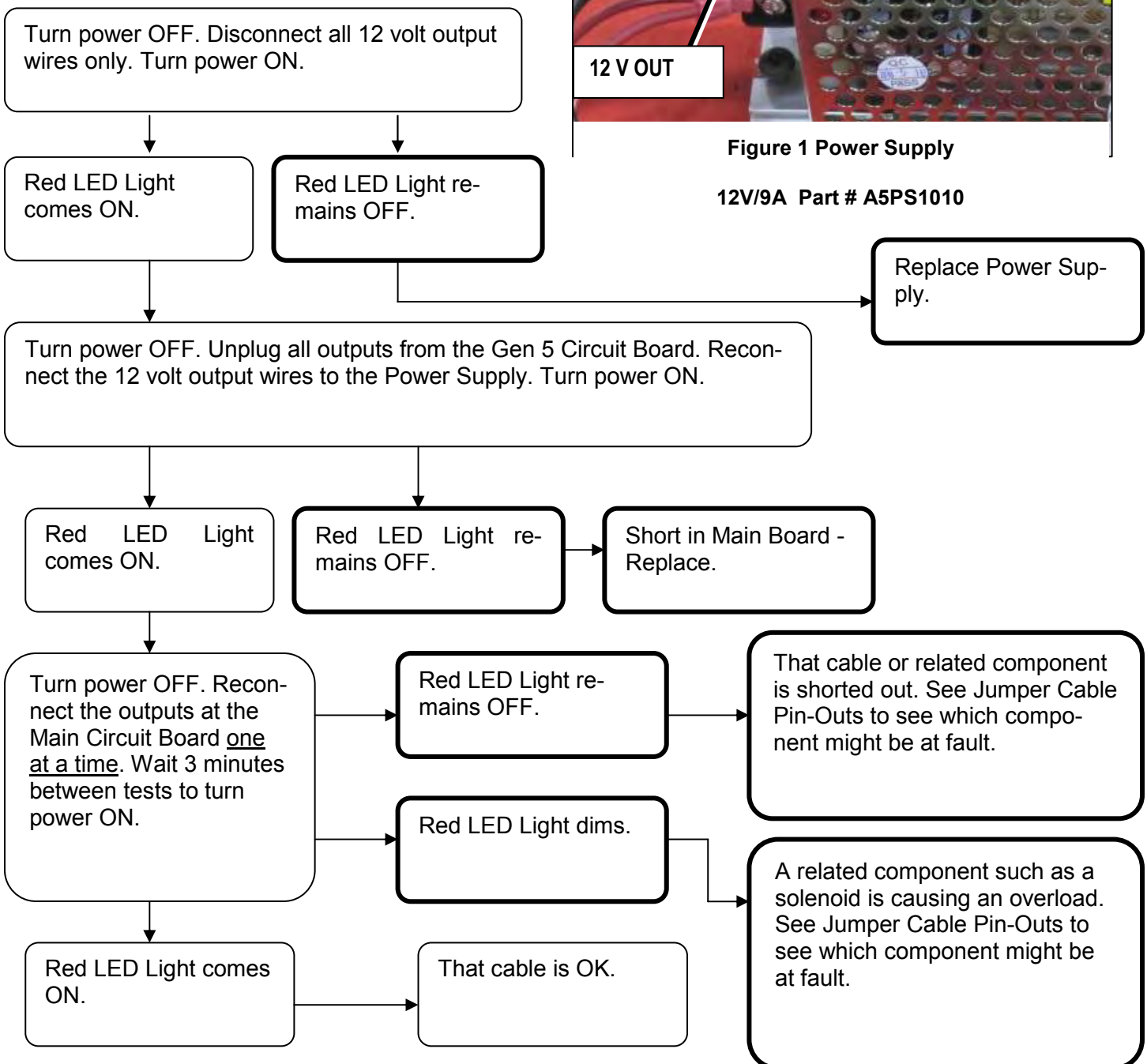


Figure 1 Power Supply

12V/9A Part # A5PS1010



PARTS LIST

PART NUMBER	DESCRIPTION	PRICE
A5AC1004	Acrylic, Cover over Driver Board	\$ 14.70
A5BA2010	Ball, Red, 9 per game	\$ 4.60
AABA2010-P20	Package of 20 Balls	\$ 87.00
AABR2010	Ball Release Assy., 110 volt	\$ 100.00
AABR2015	Ball Release Assy., 220 volt	\$ 110.00
A5CA7000	Carpet, Black,	\$ 7.50
A5EB9001	Electrical Box	\$ 12.30
A5FI9010	Filter, Inline	\$ 38.00
A5FL1003	Fluorescent light, 3 per game	\$ 15.00
A5LK2000	Lock, Cash Box, 631	\$ 7.00
A5LK5001	Lock, Doors, 644, 2 per game	\$ 7.00
AAMA2001	Matting, Gray, 5'per game	\$ 85.00
A5ME2000	Metal, DBA Door - Left Side	\$ 65.00
A5ME2001-BB	Metal, R-side, Opening for the balls & for the Printer	\$ 65.00
A5ME2002	Metal, Electronics Door	\$ 46.00
A5ME2003	Metal, Front Guard on the Ramp	\$ 15.00
A5ME2004	Metal, Coin Door Lower, 2 per game	\$ 65.00
A5ME2005	Metal, Bracket, under the Return Covers, 6per game	\$ 4.00
A5ME2006	Metal, Coin Door	\$ 27.00
A5ME2007	Metal, Return Cover, Left	\$ 72.00
A5ME2009	Metal, Return Cover, Right	\$ 75.00
A5ME2010	Metal, Electronics Door, Lower	\$ 70.00
A5ME2012	Metal, Ball Release Plate	\$ 15.00
A5ME2013	Metal, Ball Release Plunger	\$ 10.00
A5ME2016	Metal, Ramp Jump	\$ 48.00
A5ME2017	Metal, Ball Release Top Plate	\$ 11.00
A5ME2018	Metal, Anti Cheat Shield Rails	\$ 30.00
A5ME2021	Metal, Printer Plate W/O Printer	\$ 30.00
A5ME2025	Metal Lock Cam	\$ 5.00
A5ME2026	Metal Lock Bar	\$ 12.00
A5MO6000	Molding, 9/16" Black	\$ 2.50
A5OU1000	Outlet Strip	\$ 12.00
A5PB2001	Push Button, Square, White/Red	\$ 18.00
A5PB2002	Push Button, Square, Blue	\$ 18.00
A5PB6900	Push Button, Red	\$ 2.50
A5PL9097	Plate, Replaces the Bill Acceptor	\$ 10.00
A5PS1010	Power Supply	\$ 115.00
AASO1001	Solenoid, Ball Release	\$ 42.00
A5SP1050	Speaker	\$ 15.00
A5TR2002	Trim, 5/8" C Channel	\$ 3.80
A5TR2003	Trim, 5/16" Edge Guard, Chrome	\$ 2.25
A5VF2002	Cash Box	\$ 25.00
W5TM1316	T-Molding, 13/16" Black & Silver	\$ 2.00

PARTS LIST

CABLES		
AACBL4A-DOOR	Cable, Coin Door	\$ 15.00
AACE2002	Cable, Main Board to Playfield	\$ 20.00
AACE2003	Cable, Ball Switch & Aux Driver Board	\$ 20.00
AACE2004	Cable, Coin Door, 1per	\$ 15.00
AACE2005	Cable, Coin Meter	\$ 45.00
AACE2006	Cable, Speakers	\$ 15.00
AACE2007	Cable, Power Supply to Main Board	\$ 15.00
AACE2008	Cable, Ball Release to Aux Driver Board	\$ 15.00
AACE2009	Cable, Aux Driver Board	\$ 25.00
AACE2010	Cable, Power Supply	\$ 25.00
AACE2011	Cable, Display Cable	\$ 20.00
AACE2012	Cable, DBA Power Cord	\$ 25.00
AACE2013	Cable, Light Sockets, 6per	\$ 15.00
AACE2014	Cable, Light Ballast, Power Strip to Flourescent	\$ 70.00
AACE2015	Cable, Ball Counter Display Ribbon	\$ 20.00
AACE2016	Cable, Playfield Cable, 1per	\$ 15.00
AACE2017	Cable, Coin door ground	\$ 15.00
AACE2018	Cable, Push Button	\$ 30.00
AACE2019	Cable, Printer/Ticket ground, 1per	\$ 15.00
AACE2020	Cable, Power Strip to Ramp	\$ 35.00
AACE2021	Cable, Line Filter to Ramp to Light Ballast	\$ 15.00
AACE2022	Cable, Main Board To Printer Board	\$ 15.00
AACE8811	Cable, Speaker Assy.	\$ 20.00
AAJP4056	Jumper, Tier Opto Sensor, Playfield	\$ 15.00
AAJP4057	Jumper, Cable Rack Opto Sensor	\$ 15.00
AAPB2700	Cable, Push Button	\$ 10.00

PARTS LIST

DECALS AND PLEXI'S		
A5DE2000	Decal, Marquee Front	\$ 80.00
A5DE2001	Decal, Marquee Back	\$ 80.00
A5DE2002	Decal, Playfield Back	\$ 50.00
A5DE2003	Decal, Playfield , Monitor version only	\$ 90.00
A5DE2004	Decal, Playfield Number set	\$ 50.00
A5DE2005	Decal, Gutter-Ramp Cover, Left side	\$ 50.00
A5DE2006	Decal, Gutter-Ramp Cover, Right side	\$ 50.00
A5DE2007	Decal, Left Side Cabinet	\$ 50.00
A5DE2008	Decal, Right Side Cabinet	\$ 50.00
A5DE2009	Decal, Around the Monitor	\$ 80.00
A5DE2010	Decal, Menu	\$ 30.00
A5DE2011	Decal, Function Set	\$ 15.00
AAAC7500	Clear front Windshield	\$ 85.00
AAAC7501	Clear Plexi under Florescent Light	\$ 25.00
CIRCUIT BOARDS		
AAMB6	Motherboard	\$ 660.00
A5CN1031	9-pin to Phone Cable Motherboard Adapter	\$ 10.00
AABD5029	Board, AC Driver	\$ 50.00
AACB2203	Board, Scoring Sensor, 9 per, (7 plyfd & 2 ramp)	\$ 21.00
AACB2204	Interface Board	\$ 31.00
AANEWGEN1	Mini Gen Main Board	\$ 295.00
A5MO2200	Monitor, 22" Widescreen	\$ 299.00
PRINTER SUPPLIES		
AAPA4100	Paper, 5 Rolls of Thermal Printer Paper	\$ 46.25
A5PRTH003	Replacement Printer (printer only)	\$ 440.00
AAPR-BB/M	Printer Kit for Beer Ball– Monitor version	\$ 500.00

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. When you do need us, it's important that you know what to expect. We offer options that fit your needs.

Electronics / Circuit Boards - Repair 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 you 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 would expect items to be returned within 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 & other compliance certifications of the game, ONLY approved parts may be used. For approved 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.