### SERVICE MANUAL





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### WELCOME TO: Pig Out!

### Congratulations on your Pig Out purchase!

It's dinner time! Shovel the food into the adorable piggy's mouth to score points and win tickets!

With lots of motion, color and cute piggy graphics, Pig Out makes a great addition to any game room. Simple game play is great for little kids, but the added challenge of a big score ticket value makes it fun for big kids too!

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

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

Your Friends at Bay Tek Games



### GAME INSPECTION

Inspect the game for any damaged, loose, or missing parts. If damage is found, please contact your freight carrier first. Then, contact Bay Tek Games' Service Department at 920.822.3951 or e-mail them at service@baytekgames.com for further assistance.

### **HOW TO PLAY**

### Suuueeeeeeyyyy, Piggy Piggy!

# Move the handle up and down to shovel the flying food into the piggy's mouth!

Hurry! Food eaten in the last 10 seconds of the game is worth double points!

The more food you feed the piggy, the more tickets you win!









# **GAME SPECIFICATIONS**

WEIGHT						
NET WEIGHT	350 LBS.					
SHIP WEIGHT	440 LBS.					
DIMENSIONS						
WIDTH	26.5"					
DEPTH	47"					
HEIGHT	77.5"					
OPERATING TI	EMPERATURE					
FAHRENHEIT	80-100					
CELSIUS	26.7-37.8					

POWER REQUIREMENTS							
INPUT VOLTAGE RANGE	100 to 120 VAC	/	220 to 240 VAC				
INPUT FREQUENCY RANGE	50 HZ	/	60 HZ				
MAX START UP OPERATING CURRENT CURRENT							
MAX START UP CURRENT 1AMPS @ 115 VAC	Cl	JRR					
CURRENT	3.5 AMI	JRR PS (	RENT				

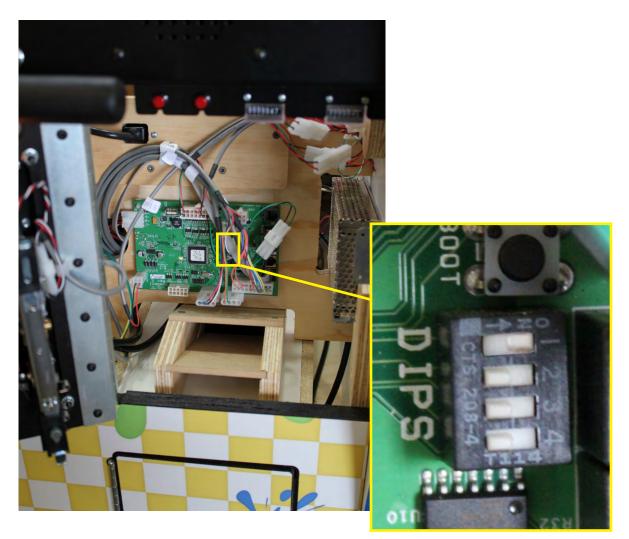
### SAFETY PRECAUTIONS



# **DIP SWITCH SETTINGS**

The dip switch bank is located on the mainboard, inside the front door of the game.

\*factory default settings are highlighted below



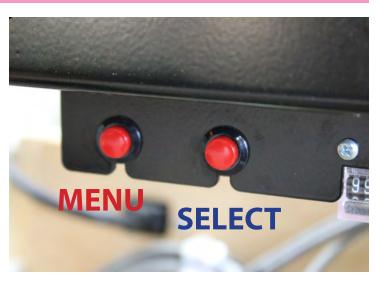
SWITCH	DESCRIPTION	OFF	ON
1	Defaults FEC/CEC		
2	Jersey: Stored Credits/DBA lockout Credits/Tickets owed		
3	not used		
4	not used		

# **MAIN MENU FUNCTIONS**

Press and hold the "**MENU**" button for 3 seconds to enter the menu.

Press the "**MENU**" button to scroll through the sub-menus.

Press "SELECT" to choose settings.



\* Pressing both buttons together and holding for one second will clear credits and display software version

MENU	DESCRIPTION			
N1	Coins Per Play			
N2	Game Volume			
N3	Attract Volume			
N4	Attract Timing			
N5	Ticket Patterns			
N6	Mercy Tickets			
N7	Divide By Two Ticket Dispense			
N8	Flxed Ticket Payout			
N9	Stored Credits/Tickets Owed			
N10	Double Scoring (last 10 sec.)			
N11	Game Start Delay			
N12	Game Length			
N13	Ticket Bucket Statistics			
N14	Reset Ticket Bucket Statistics			
N15	Diagnostics			
N16	Restore Factory Settings			

### **N1- COINS/CREDITS PER PLAY**

Scroll through the N1 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory FEC settings are highlighted in BLUE below. CEC defaults are highlighted in YELLOW.



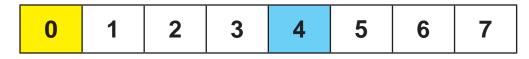
### N2- GAME VOLUME

Scroll through the N2 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory settings are highlighted in below.

0	1	2	3	4	5	6	7
---	---	---	---	---	---	---	---

# N3- ATTRACT VOLUME

Scroll through the N3 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory FEC settings are highlighted in BLUE below. CEC defaults are highlighted in YELLOW.



### N4- ATTRACT TIMING

Scroll through the N4 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory FEC settings are highlighted in BLUE below. CEC defaults are highlighted in YELLOW.

This setting determines how often the attract loop audio is played.

30	1	5	<b>10</b>	15	0
sec	min	min	min	min	(off)

### **N5- TICKET PATTERNS**

Scroll through the N5 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory settings are highlighted below.

	SCORE RANGE BUCKET (balls "eaten")						
TICKET PATTERN	0-19	20-49	50-74	75-99	100-129	130+	
PATIERN			TICK	KETS			
0			TICKE	TS OFF			
1	2	3	4	5	6	20	
2	2	4	5	8	10	20	
3	4	6	8	10	12	30	
4	6	8 10 12 14 30					
5	10	12	14	16	18	40	
6	14	16	18	20	25	50	
7	20	25	30	35	40	75	
8	30	35	40	45	50	100	

### **N6- MERCY TICKETS**

Scroll through the N6 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory settings are highlighted below.

This setting adjusts how many tickets are dispensed if a player scores 0 points.

0 1	2 3	4	5 6	7	8	9
-----	-----	---	-----	---	---	---

### **N7- DIVIDE BY TWO TICKET DISPENSE**

Scroll through the N7 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory settings are highlighted below.

Turning N7 to on will cause the game to dispense 1 physical ticket for every 2 tickets won. This setting truncates ticket values to the lower number (5 tickets won = 2 physical tickets).

### **N8- FIXED TICKET PAYOUT**

Scroll through the N8 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory settings are highlighted below.

Enabling this setting will cause the game to give a specified amount of tickets, no matter the score. If not set to 0, this setting overrides N5 and N6.



### **N9- STORED CREDITS/TICKETS OWED**

Scroll through the N9 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory settings are highlighted below.

This setting allows the game to remember any credits in or tickets owed in case of a power failure. Turning DIP 2 to ON overrides this setting.

### **N10- DOUBLE SCORING**

Scroll through the N10 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory settings are highlighted below.

This setting will allow each ball "eaten" in the last seconds of game play to be worth double points. Adjustable in 1-second intervals.



### **N11- GAME START DELAY**

Scroll through the N11 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory settings are highlighted below.

After the game is coined up, the game will start the blower after the specified amount of time.

0 (OFF)	1	2	3	4	5
------------	---	---	---	---	---

# N12- GAME LENGTH Scroll through the N12 menu with the "MENU" button. Make your selection with the "SELECT" button. The factory settings are highlighted below. GAME LENTH CAN BE SET IN TWO-SECOND INTERVALS. 12 SEC 20 SEC

### **N13- TICKET BUCKET STATISTICS**

Scroll through the N13 menu with the "MENU" button.

The sub-category will show first on the display, followed by the statistical data.

SUB-CATEGORY	DESCRIPTION				
s1	Total Games Played				
s2	Total Tickets (divided by 100)				
s3	Average Tickets per Game				
s4	Scoring Bucket 1: 0-19 points				
s5	Scoring Bucket 2: 20-49 points				
sб	Scoring Bucket 3: 50-74 points				
s7	Scoring Bucket 4: 75-99 points				
s8	Scoring Bucket 5: 100-129 points				
s9	Scoring Bucket 6: 130+ points				

### **N14- TICKET BUCKET STATS RESET**

Press and hold the "SELECT" button until the display reads "CL".

All statistics in N13 will be reset back to 0.

### **N15- DIAGNOSTICS**

The following chart lists the symbol shown on the display when each individual input, sensor or switch is activated in diagnostics mode.

If more than one input is activated, the symbols will alternate on the display.

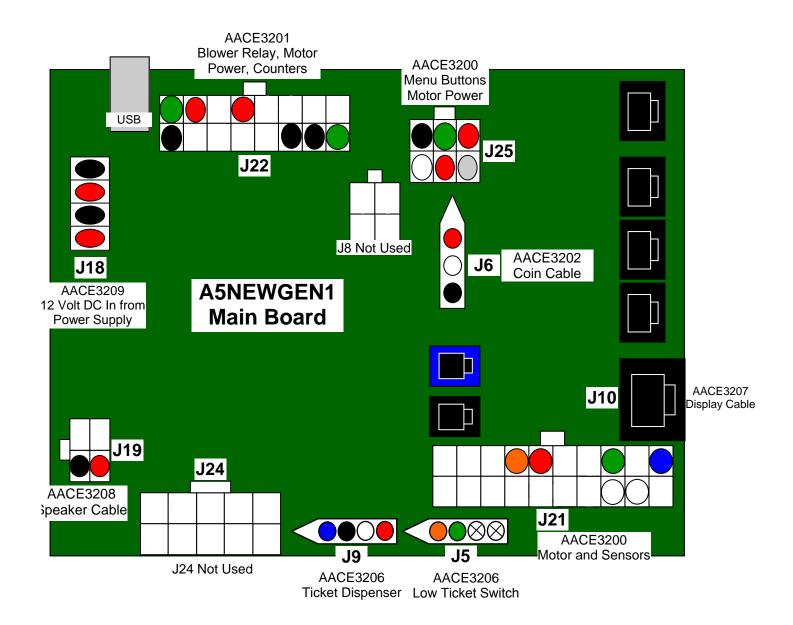
Input/ Sensor/ Switch	Display
Scoring Sensor	1
Mouth Sensor	2
Low Ticket Switch (displays when OPEN)	L
Coin Switch	0
DBA	d

### **N16- RESTORE FACTORY SETTINGS**

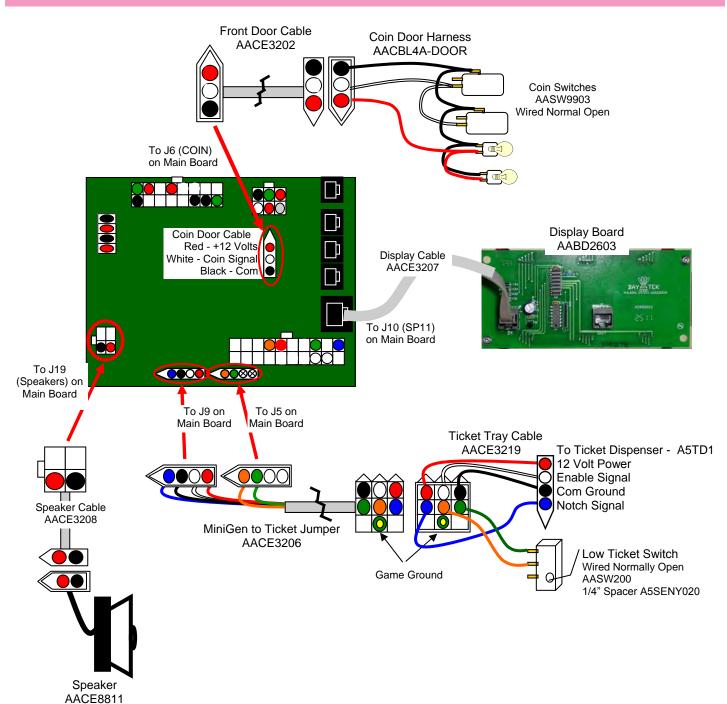
Press and hold the "SELECT" button until the display reads "dE".

All menu settings will be reset to factory defaults.

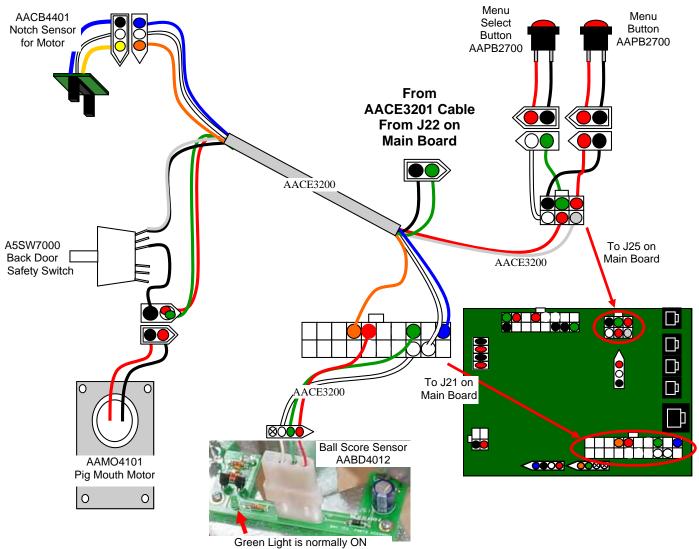
### MAIN BOARD



**FRONT DOOR** 

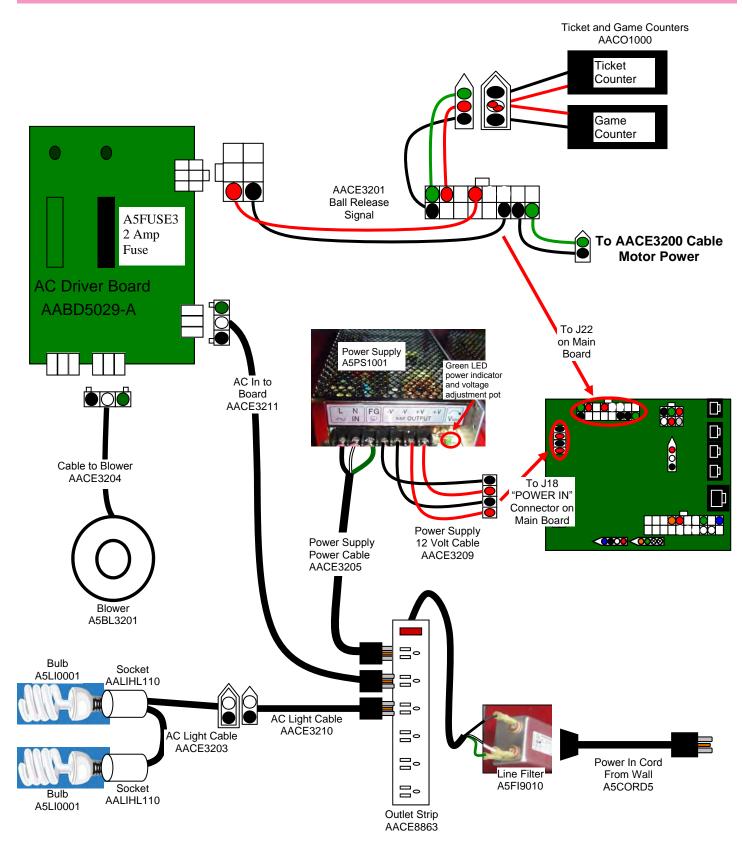


### **SENSORS, MENU BUTTONS & MOTOR**



It will go OFF when sensor is blocked

### **POWER IN & AC DRIVER BOARD**



Sympt	tom Probab	le Cause Remedy
No power to the game.	Unplugged. Game's power strip circuit breaker tripped. Faulty power supply.	Check wall outlet, power cord to game (A5CORD5) Line Filter (A5FI9010) Reset power strip breaker switch inside front door. See Power Supply Diagnostics. Replace if needed A5PS1001
No Audio	Volume too low.	Enter menu and scroll to N2 for Game Volume, and N3 for At- tract Mode Volume
	Loose wire.	Check audio cable connections from speaker(AACE8811) cable(AACE3208) to main circuit board. (A5NEWGEN1)
	Main circuit board malfunction.	Replace main board with a spare main board (A5NEWGEN1)if possible to isolate the problem to the main circuit board.
Game will not coin up.	Switch faulty in coin mech.	Unplug one coin switch at a time and verify coin switch is wired normally open. 5 Volts between white and black wires.
	Disconnected, loose or broken wires.	Replace coin mech if coin is always rejected. (A5CM) Check connectors. Check for continuity. (AACE3202, AACBL4A-DOOR)
	Faulty Blower	Check blower for jammed balls, Refer to "How to Access Blower". Check for 110 Volts AC at connector to blower.
Blower not blowing.	AC Driver Board is defective.	Check for green LED pulse on driver board. Refer to "How to Access Power Supply and AC 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. (AACE3201)
	Faulty Main Board.	Replace main board to isolate the problem. (A5NEWGEN1)
Points do not score.	Balls getting jammed before reaching sensor.	Refer to "How to Access Ball Count Sensor and Blower Motor" Check for balls jammed in ball tracks.
	Wiring damaged or dis- connected.	Check wiring from main board to sensor. (AACE3200)
	Ball Sensor is faulty.	Green Light on sensor is normally ON. It will go OFF when sen- sor is blocked. Sensor voltage will drop from normal 3.2 Volts DC down to 0 Volts when blocked. Replace sensor if needed. (AABD4012)
	Faulty Main Board.	Replace main board to isolate the problem. (A5NEWGEN1)

Sym	ptom Probable (	Cause Remedy
Mouth is not moving.	Mechanical problem with as- sembly binding. Check set screw on motor. Tighten if needed.	Inspect pivot mechanisms on left and right side of mouth. Left side of mouth Right side of mouth
a py	Back door safety switch not allowing motor to turn.	Ensure switch is wired correctly. Replace switch. (A5SW7000)
	Faulty wiring.	Check for 12 Volts DC at motor. If none –check wiring from main board to motor(AACE3200) Replace main board. (A5NEWGEN1)
	Motor problem.	<b>12 Volt DC is at motor.</b> Replace motor. (AAMO4101)
	Check for 12 Volt DC at motor.	No 12 Volt at motor. Check wiring from main board to motor. (AACE3200) Replace main board. (A5NEWGEN1)
Mouth moves at power ON, but not in game play.	Home sensor not reading silver tape. Faulty wiring. Faulty Sensor	Inspect and clean silver tape strips on wheel. Refer to "Mouth Motor and Sensor Alignment" Check wiring continuity from sensor to main board. (AACE3200) Replace sensor if needed. (AABD5010)
Mouth moves, but not all the time.	Notch sensor not reading all notches. Faulty wiring. Faulty Sensor	Inspect and clean sensor and notches that the sensor sees. Refer to "Mouth Motor and Sensor Alignment" Check wiring continuity from sensor to main board. (AACE3200) Replace sensor if needed. (AACB4401)

Sympto	Probable Cause	Remedy
Tickets do not dispense.	Ticket tray empty due to faulty low ticket switch or broken/ loose wires. Switch stuck or switch wire bent out of position	Fill ticket tray. Replace low ticket switch(AASW200). Repair wiring. (AACE3219,AACE3206) Clean ticket tray of dirt and loose tickets or debris. Bend switch wire to correct position under tickets.
	Faulty cable to dispenser.	Check wiring continuity from dispenser to main board (AACE3219,AACE3206) Check for pinched, broken or disconnected wires. Replace as necessary.
	Dirty opto-sensor or paper dust buildup in ticket dispenser	Clean with compressed air and if necessary wipe sensor with isopropyl alcohol on a cotton swab.
	Notch on tickets too shallow.	Flip tickets and load upside-down to have large cut notch toward opto sensor.
	Ticket dispenser faulty.	Replace dispenser with spare working dispenser (A5TD1)
	Main circuit board malfunction.	Replace main board if possible to isolate the problem to the main circuit board. (AANEWGEN1)
Wrong number of tickets dispensed.	Ticket Pattern set wrong.	Enter menu and cycle to N5. Verify correct ticket pat- tern selected. Cycle to N6 (Mercy Tickets) - verify correct setting. Cycle to N7 (Divide by 2) - verify correct setting. Cycle to N8 (Fixed Ticket) - verify correct setting.
	Dirty opto-sensor on ticket dispenser.	Clean with compressed air or wipe with isopropyl alcohol on a cotton swab.
	Many tickets in memory. If ticket meter is counting the tickets coming out, then reset game.	Turn game off, wait 10 seconds, and turn game back on.
	Faulty ticket dispenser.	Replace with spare working dispenser (A5TD1).
	Main circuit board malfunction.	Replace main board if possible to isolate the problem to the main circuit board.
Menu buttons	Stuck pushbutton.	Inspect pushbutton to make sure it is not stuck. Check continuity on connector.
do not work.	Cable problem.	Check cable from pushbutton to main board. (AAPB2700 & AACE3200)
	Faulty pushbutton.	Replace pushbutton. (AAPB2700)

Symptom	Probable Cause	Remedy
An extra Dot on Display Board.	The Dot means an error has occurred.	Refer to Error Code Section.
Part of a display is not showing	Segment faulty.	Replace display board. (AABD2603) Refer to Display & Speaker Wiring Diagram.
Display not functioning properly.	Display not receiving correct signals from main board. Faulty Main Board	Communication problem with main board. Check AACE2603 cable (J10) on main board. Replace main board if possible to isolate the problem to the main circuit board.
Counters do not work. Game counter clicks at start of each game. Ticket counter clicks as tickets come out of game.	The 2 wires crimped together may be faulty Faulty Cable. Faulty Main Board.	Inspect crimp to ensure good connection. Check cables from counters to main board. (AACO1000, AACE3201) Replace main board. (A5NEWGEN1)
AC cabinet lighting not working.	Cable problem from power supply to LED lights.	Check LED lights (AACE1253) for broken or disconnected wires. Check cable to power supply (AACE1258) to ensure it is connected to power supply.

# **ERROR CODES**

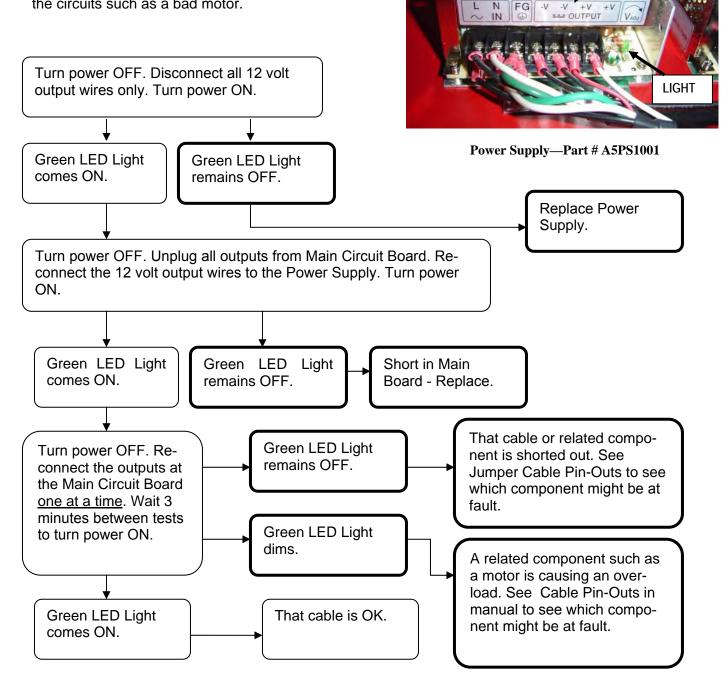
	<ul> <li>There will be a </li> <li>At power 0</li> </ul>	ew ways the game will show an error. dot on the display board during game play. DN, the game will display error codes. ect "N11 - Diagnostics" to show error codes
	L will show when switch is held down by tickets.	When tickets are in game, L should show in the diagnostic N11.
L	If L is not showing: Ticket tray empty.	Load tickets. Make sure ticket stack rests on top of wire actuator of switch.
	Faulty low ticket switch.	Replace switch. (AASW200)
	Broken/loose wires.	Check cable connections from switch to main circuit board. (AACE3219, AACE3206)
1	Ball scoring sensor is blocked.	Refer to "How to Access Ball Count Sensor". Clean sensor and check for broken balls.
•	And and a second	Check cable from sensor to main board. (AACE3200)
		Replace sensor. (AABD4012)
	Motor sensor is blocked.	Refer to "Mouth Motor and Sensor Alignment". 2 should only show in diagnostics when wheel encoder is blocking sensor.
2		Clean sensor. (AABD4012)
		Check cable from sensor to main board. (AACE3200)
		Replace sensor. (AABD4012)
_	Coin switch is held	Unplug one coin switch at a time and verify coin switch is wired normally open. 5 Volts between white and black wires.
0	down or stuck.	Check connectors and continuity on wires. (AACE3202, AACBL4A-DOOR)
		Replace coin switch if needed. (A5SW4000)
-	No switches stuck.	No switches blocked or stuck. All switches open.

### **POWER SUPPLY DIAGNOSTICS**

12 Volt DC Out

### DIAGNOSE POWER SUPPLY

Check the small green 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.



### HOW TO: ACCESS POWER SUPPLY

Open top locked marquee of game and remove front plexi from game.



Remove 2 screws in carpet on left side.



Remove 3 screws in wood on left side.



Remove 2 screws in carpet on right side.



Remove 3 screws in wood on right side.



Reach under handle assembly and remove cotter pin linking the handle outside the game with the shovel.

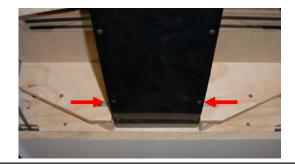
Carefully remove shovel assembly from cabinet.

### HOW TO: ACCESS BALL COUNT SENSOR & BLOWER MOTOR

Unplug game to ensure balls will not blow around as game is being disassembled. Unlock back door and remove from game. The black plastic track will be removed from game.



Remove 2 screws from top of black track. One in left side, one in right side.



Remove these 2 screws from side of black track. One in left side, one in right side.

Black plastic track can now be slid up and out of cabinet.



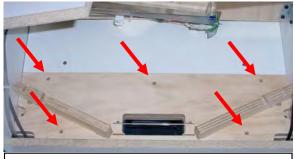
Remove these 2 screws to remove wood top cover of ball area.



Ball area is now exposed. Remove any broken balls from area and clean ball tracks.

Ball count sensor can now be seen and tested or replaced if needed.

If blower motor needs to be accessed, remove balls and continue to next steps.

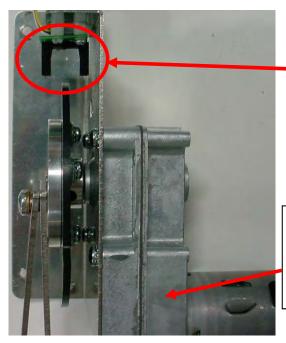


Remove these 5 screws to remove wood cover of blower.



Remove these 4 screws to remove blower assembly.

# HOW TO: ALIGN MOUTH MOTOR & SENSOR



### Notch Sensor (Part # AACB4401)

This sensor "sees" the notches of the notch wheel.

- Game keeps track of mouth position with this sensor.
  - 3.3 Volts DC normally between black and white wires.
- Drops to 0 Volts DC when notch is blocking sensor.

### Mouth Motor (Part # AAMO4101)

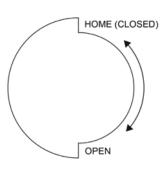
Motor will go forward and backward to open and close mouth.

- 12 Volt DC motor.
  - 5-6 Ohms

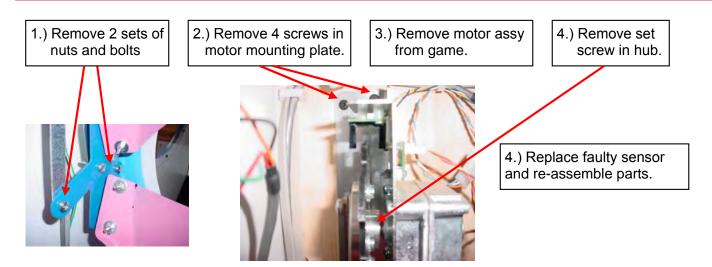


Encoder Wheel (Part # AACA3258) This black plastic blocks sensor to position mouth. (Open or Closed)

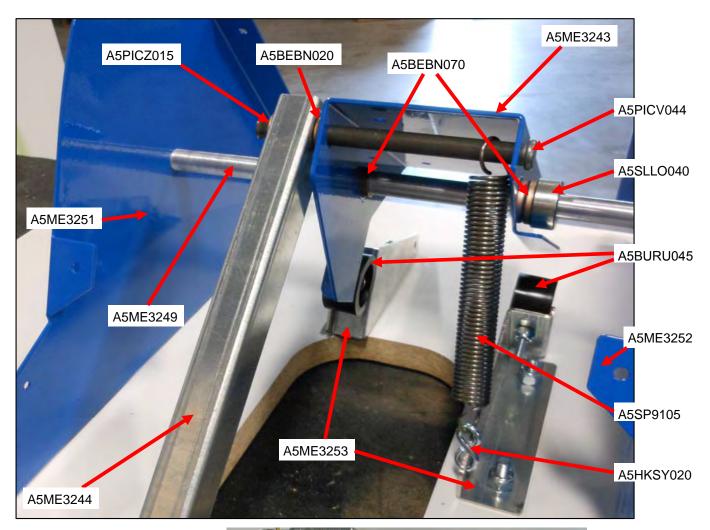
- The mouth is closing when sensor is being blocked.The mouth is opening when sensor is clear.
- Top of wheel rotates toward back of game and down.
- Important that "Motor Side" is installed toward motor.

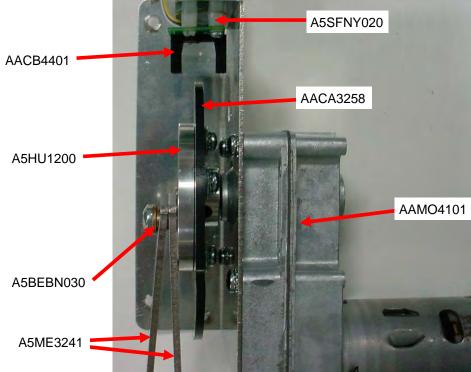


### **HOW TO: CHANGE SENSOR**



### HANDLE & MOTOR ASSEMBLY PART NUMBERS





# **PARTS IDENTIFICATION**

•	•			
A5BA3200	A5BA3201	A5SW3200	A5BL3201	A5CB9200
T			•	The second
AAME3254	A5CM-COMP	W5TM4003	A5CO4400	A5SW7000
	e			•
A5LI0001	AALIHL110	A5PS1010	A5SC3201	A5HU1200
11.	. <i>8.8.8</i> .			
AAMO4101	AABD2603	AASW200	A5TD1	AACE8811
8		-	•	1
A5NEWGEN1	AABD5029-A	AABD4012	AACB4401	A5SW7000
	-	0		
A5LK2000	A5LK5001	A5LK6000	AAAC3204	AAAC3241

# **PARTS IDENTIFICATION**

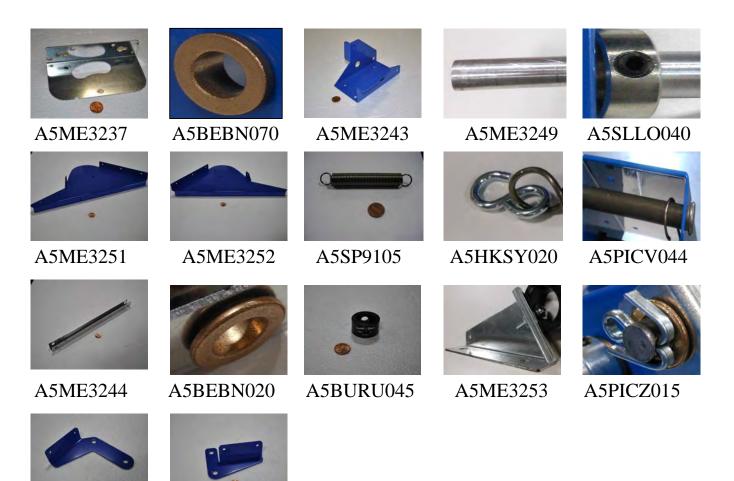
A5CORD5	• EEO10	AACBL4A-DOO	R AAPB2700	AACO1000
ASCORDS				AACO1000
		•	$\odot$	()
AACE3200	AACE3201	AACE3202	AACE3203	AACE3204
<u>, , , , , , , , , , , , , , , , , , , </u>	0	• ()		.0
AACE3205	AACE3206	AACE3207	AACE3208	AACE3209
O	:6		EST.	a a a a a a a a a a a a a a a a a a a
AACE3210	AACE3211	AACE3219	AACE8863	A5EB9000
2         1         1         4         5         8         12         14           3         2         2         8         10         12         14         16           4         3         3         12         15         15         16         18           5         4         4         16         20         20         20         20           6         5         5         24         25         30         25         25           IO         20         IO         40         50         50         50         50				
A5DE3250	A5VF3200	A5VF3201	A5ME3239	A5ME3250

AACA3258

A5BEBN030

A5ME3241

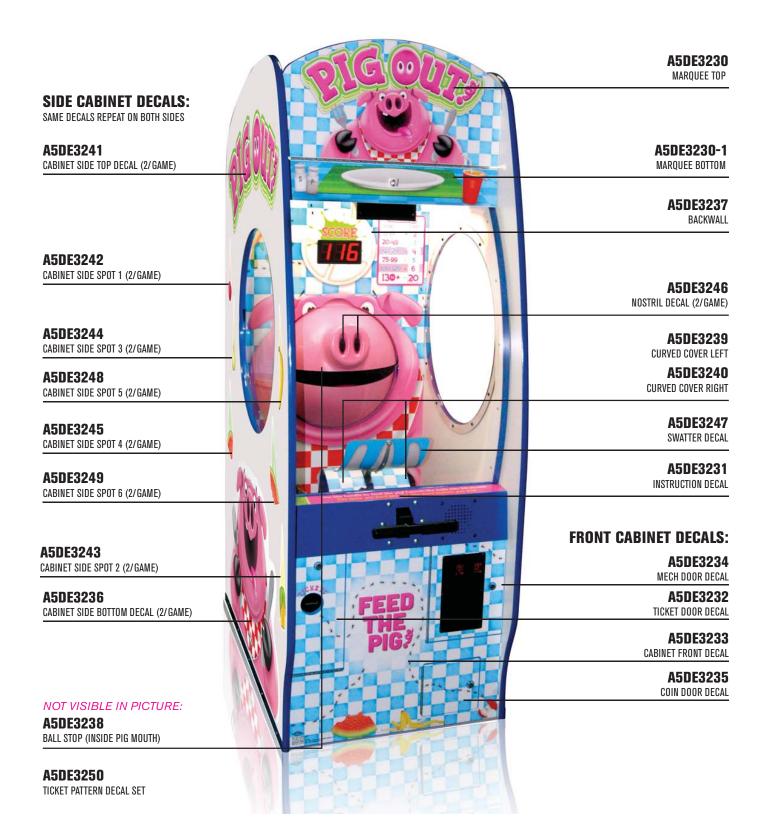
### **PARTS IDENTIFICATION**



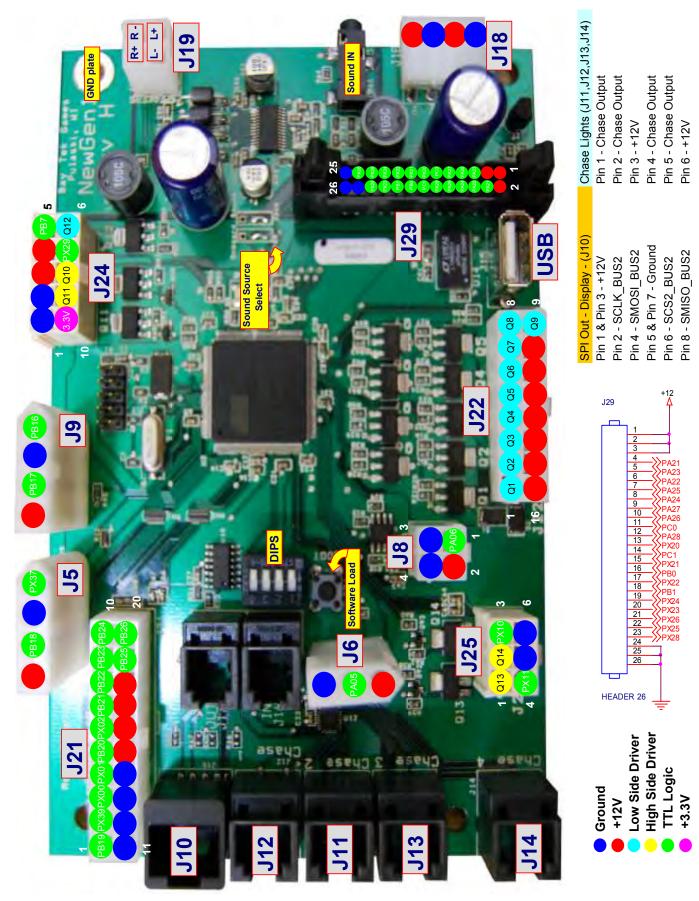
A5ME3235

A5ME3236

### **DECAL IDENTIFICATION**



### **MAINBOARD PINOUT**



Pin Type	Purpose	Ref	Pin #	=Low Side Driver			
LOWSIDE #1,w diode	Mouth Motor Forward (Lowside)	J22	-	=High Side Driver			
LOWSIDE #2, w diode	Mouth Motor Reverse (Low Side)	J22	2	= TTL Input/Output			
LOWSIDE #3	Blower Relay	J22	ო	= LED Constant Current Drive	ent Drive		
LOWSIDE #4		J22	4	= 12 Volts			
LOWSIDE #5		J22	5	= Ground			
LOWSIDE #6		J22	9				
LOWSIDE #7		J22	7	Pin Type	Purpose	Ref	Pin #
LOWSIDE #8	Mechanical Counter #1	J22	ω	Ground		J24	-
LOWSIDE #9	Mechanical Counter #2	J22	6	Ground		J24	0
+12 Volts		J22	11	+12 Volts		J24	ო
+12 Volts		J22	12	+12 Volts		J24	4
+12 Volts		J22	13	PB7		J24	5
+12 Volts		J22	14	LOWSIDE #12		J24	9
+12 Volts		J22	15	PX29		J24	7
+12 Volts		J22	16	HIGHSIDE #10		J24	8
+12 Volts		J22	17	HIGHSIDE #11		J24	ი
+12 Volts		J22	18	3.3V		J24	10
+12 Volts		J22	19				
+12 Volts		J22	20	PX37	Lo Ticket Switch Input	J5	Ł
			1	Ground	Lo Ticket Switch Ground	J5	0
HIGHSIDE #13	Mouth Motor Forward (Highside)	J25	-	PB18		J5	ო
HIGHSIDE #14	Mouth Motor Reverse (Highside)	J25	0	+12 Volts		J5	4
PX10	Service Button 1	J25	ო				
PX11	Service Button 2	J25	4	PB16	Ticket Notch #1	6ſ	-
Ground		J25	5	Ground	Ground for Ticket Dispensor	6ſ	7
Ground		J25	9	PB17	Ticket Motor #1	റെ	ო
				+12 Volts	Power for Ticket Dispensor	9G	4
+12 Volts	Coin Door Power	JG	-				
PA05	Coin Input	JG	2	PA06	DBA Input	J8	۲
Ground	Coin Ground	JG	ო	+12 Volts		9 8	0
			1	Ground		8 8	ი •
				Ground		٩ĉ	4

# BayTek Hardware REV D Pinout - Version 1

# **MAINBOARD PINOUT GUIDE**

# MAINBOARD PINOUT GUIDE

PB19		J21	~	Driver 1	J12	~
PX39	Encoder Sensor _ (Mouth)	J21	2	Driver 2	J12	2
PX00	Scoring Sensor	J21	ო	+12 Volts	J12	ო
PX01		J21	4	Driver 3	J12	4
PB20		J21	5	Driver 4	J12	5
PX02		J21	9	+12 Volts	J12	6
PB21		J21	7			
PB22		J21	ω	Driver 5	J11	-
PB23		J21	6	Driver 6	J11	2
PB24		J21	10	+12 Volts	J11	ო
Ground		J21	1	Driver 7	J11	4
Ground		J21	12	Driver 8	J11	5
Ground		J21	13	+12 Volts	J11	6
Ground		J21	14			
+12 Volts		J21	15	Driver 9	J13	-
+12 Volts		J21	16	Driver 10	J13	2
+12 Volts		J21	17	+12 Volts	J13	ო
+12 Volts		J21	18	Driver 11	J13	4
PB25		J21	19	Driver 12	J13	5
PB26		J21	20	+12 Volts	J13	9
				Driver 13	J14	-
				Driver 14	J14	7
				+12 Volts	J14	ო
				Driver 15	J14	4
				Driver 16	J14	5
				+12 Volts	J14	6

### **MAINTENANCE LOG**

If repairs are necessary, it is good practice to keep a log of repairs done and parts ordered. The chart below will assist you in tracking your game's maintenance.

DATE	MAINTENANCE PERFORMED	PARTS ORDERED	INITIALS

# **TECHNICAL SUPPORT**

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

### **Electronics / Circuit Boards - Repair Options**

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

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

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

### **Technical Support:**

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

### Returns, Credits, & Fees:

**NOTICE!** ALL ITEMS being sent to Bay Tek Games for repair or return, etc. require prior Return Authorization! Bay Tek Games will provide a Product Return Form with an authorizing Ticket Number for each item to be returned. Please be certain to include this document with all shipments! **Late Fees and Non-Return Fees -** Advance Replacement and Warranty Replacement items require the defective items to be returned by Bay Tek games promptly to avoid Late Fees. We expect items to be returned with 10 working days. Late fees are invoiced monthly. Late fees are non-refundable under any circumstance! Any item not returned within 90 days will be invoiced in full as a replacement part. **Bench Fees -** Bench fees will apply for each electronic item returned to Bay Tek Games (this includes unused Advance Replacement items). This charge covers our cost to inspect, evaluate and retest each item. Please note that returned items that do not pas 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 with in 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.



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

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

### **NON-WARRANTY**

Options and estimated charges will be provided to you for your approval. Please remember that any items being sent to Bay Tek Games must include prior return authorization from our Parts & Service Department.

This approval will include a Product Return Form which is required to be included with any incoming shipments. Repaired parts will be shipped back using the same method in which they were received. Repairs are warranted for 30 days from the date of return shipment.

