

# Service Manual

Innovative Concepts in Entertainment 10123 Main Street Clarence, NY 14031

(716) 759-0360 Monday through Friday 8:30 am to 6pm Eastern Standard Time www.icegame.com

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### SAFETY AND WARNINGS BEFORE YOU BEGIN

WARNING: WHEN INSTALLING THIS GAME, A GROUNDED A.C. RECEPTACLE MUST BE USED. FAILURE TO DO SO COULD RESULT IN INJURY TO YOURSELF OR OTHERS. FAILURE TO USE A GROUNDED RECEPTACLE COULD ALSO CAUSE IMPROPER GAME OPERATION, OR DAMAGE TO THE ELECTRONICS.

#### NOTE: THIS GAME IS INTENDED FOR INDOOR USE ONLY.

DO NOT DEFEAT OR REMOVE THE GROUNDING PRONG ON THE POWER CORD FOR THE SAME REASON AS GIVEN ABOVE. USING AN IMPROPERLY GROUNDED GAME COULD VOID YOUR WARRANTY.

HAVE A QUALIFIED ELECTRICIAN CHECK YOUR A.C. RECEPTACLE TO BE SURE THE GROUND IS FUNCTIONING PROPERLY.

THIS GAME IS DESIGNED TO DISSIPATE STATIC ELECTRICITY THROUGH THE GROUNDING PLANE OF THE GAME. IF THE A.C. GROUND DOES NOT WORK, THE GAME COULD DISCHARGE STATIC ELECTRICITY THROUGH THE GAME CIRCUITRY, WHICH COULD CAUSE DAMAGE.

THE POWER SUPPLY IS NOT VOLTAGE ADJUSTABLE. TO OPERATE THE GAME AT VOLTAGES OTHER THAN THOSE IT WAS DESIGNED FOR. PLEASE CONTACT OUR SERVICE DEPARTMENT FOR VOLTAGE CONVERSION INFORMATION.

#### WARNING

DO NOT remove any of the components on the main board (e.g. compact flash and EPROMS) while the game is powered on. This may cause permanent damage to the parts and the main board. Removing any main board component part while powered on will void the warranty.

ALWAYS REMOVE POWER TO THE GAME, BEFORE ATTEMPTING ANY SERVICE,

UNLESS NEEDED FOR SPECIFIC TESTING. FAILURE TO OBSERVE THIS PRECAUTION

COULD RESULT IN SERIOUS INJURY TO YOURSELF OR OTHERS.

THIS GAME IS NOT SUITABLE FOR INSTALLATION IN AN AREA WHERE A WATER JET COULD BE USED.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

Overall Size: 108" H x 47" D x 77" W.

## **AC Power Information**

The games main fuse is accessed through the back of the game at the power mod. Above the power cord is a small panel that contains the main fuse. The value of the fuse for 120 volt users is 6 AMPS at 250Volt type slow blow. The value of the fuse for 230 users is 3 AMPS at 250Volt type slow blow.



### **Before you Begin - Deluxe Cabinet Only Parts**

Before you begin to assemble your game locate and review this and the next page for the parts included with your game.

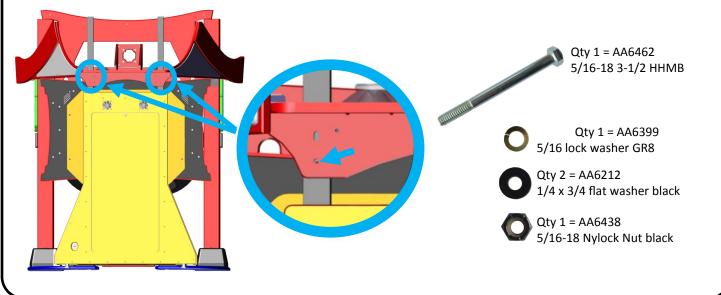
If any parts are missing please contact ICE Service at (716) 759-0360 Monday through Friday 9am to 6pm Eastern Standard.





#### Step 1: For Deluxe cabinets only - Standard cabinet is pre-assembled.

Remove the hardware located at each side of the back of the game that secures the roof assembly and put aside. Do not discard this hardware as it will be used to attach the roof.



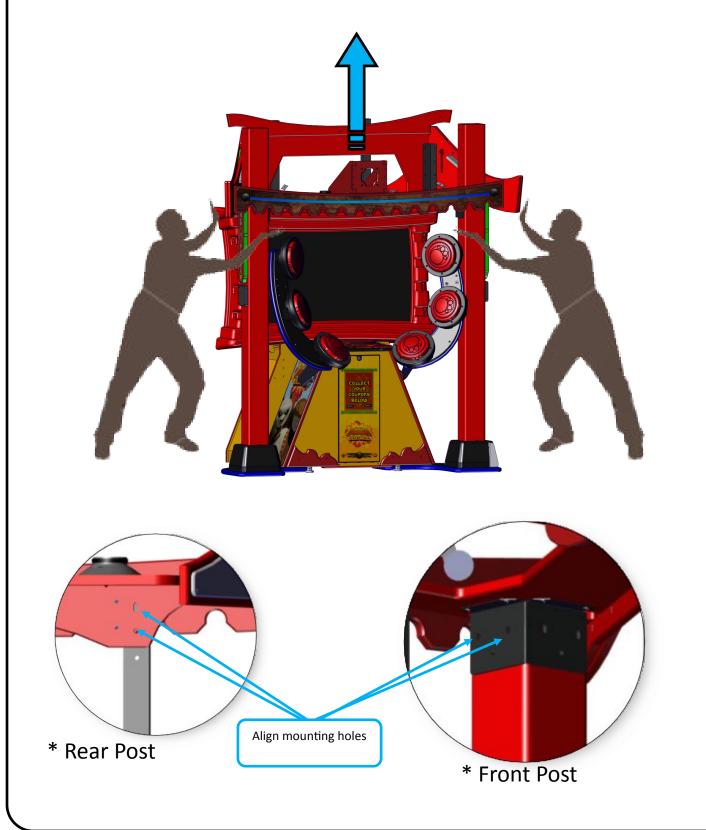
#### Step 2: For Deluxe cabinets only - Standard cabinet is pre-assembled.

Remove the hardware located at each side of the font pots that secure the roof assembly of the game and put aside. Do not discard this hardware as it will be used to fill the shipping mounting holes once the roof is raised and installed.



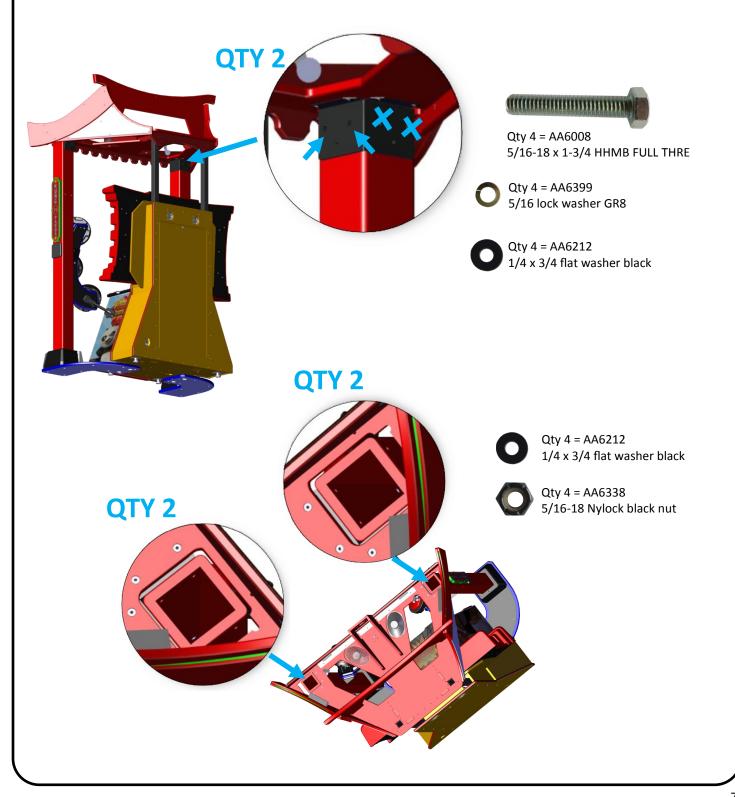
Step 3: For Deluxe cabinets only - Standard cabinet is pre-assembled.

With two helpers on either side, lift the roof assembly straight up until the inside mounting holes are aligned.



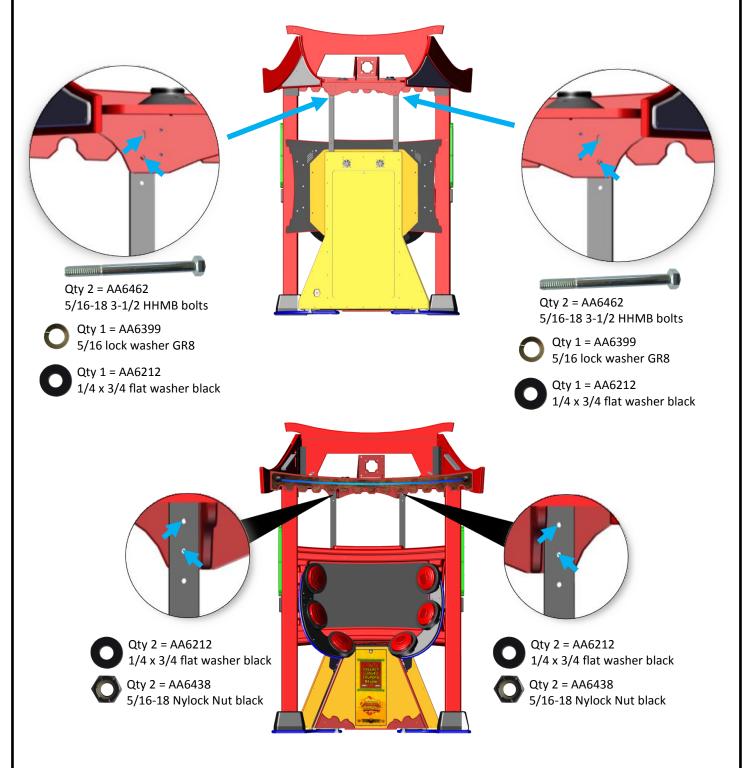
#### Step 4: For Deluxe cabinets only - Standard cabinet is pre-assembled.

In this order use one 6008 bolt, 6399 split washer, and 6212 washer and inset the hardware assembly into each of the inner podium mounting holes. Then use one 6212 washer and 6438 nut on the inside of the post to secure the roof assembly. The nut is found in the hardware roof bag. Repeat this for the other Post.



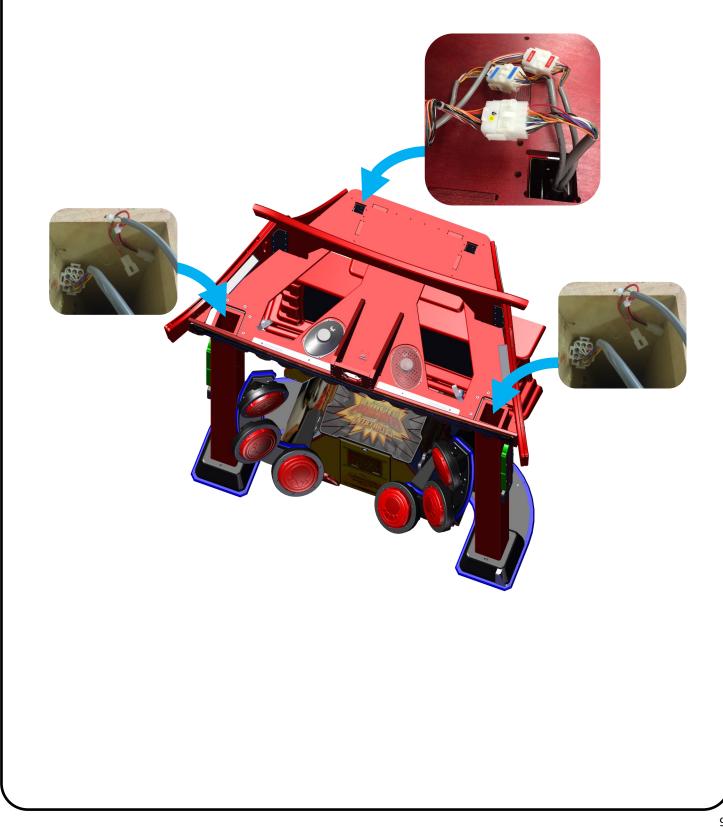
#### Step 5: For Deluxe cabinets only - Standard cabinet is pre-assembled.

In this order use one AA6462 bolt, AA6399 split washer, and AA6212 washer and inset the hardware assembly through the back mounting holes and then use one AA6212 washer with one AA6438 nylock nut through the front to secure the back of the roof assembly to the cabinet.



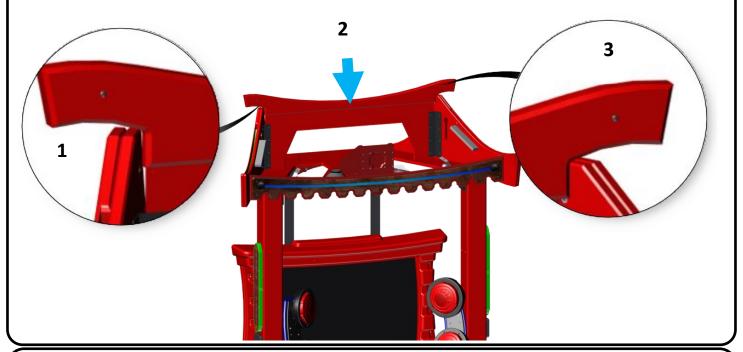
#### Step 6: For Deluxe cabinets only - Standard cabinet is pre-assembled.

Attach at the front of the cabinet the three wire harnesses on each of the two front posts together. Attach the back three wire harness together. Pay attention to the left and right labels.



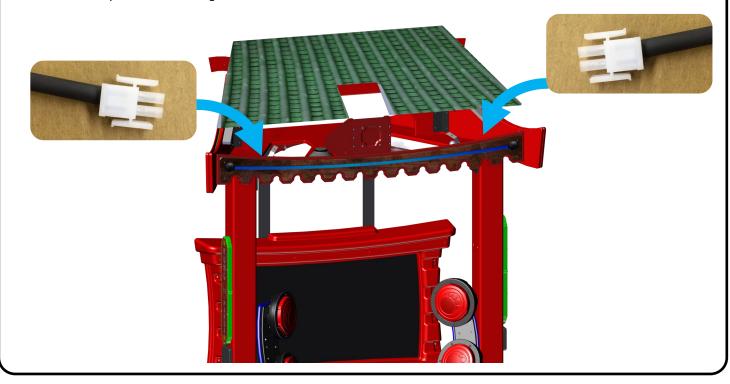
#### Step 7: For Deluxe cabinets only - Standard cabinet is pre-assembled.

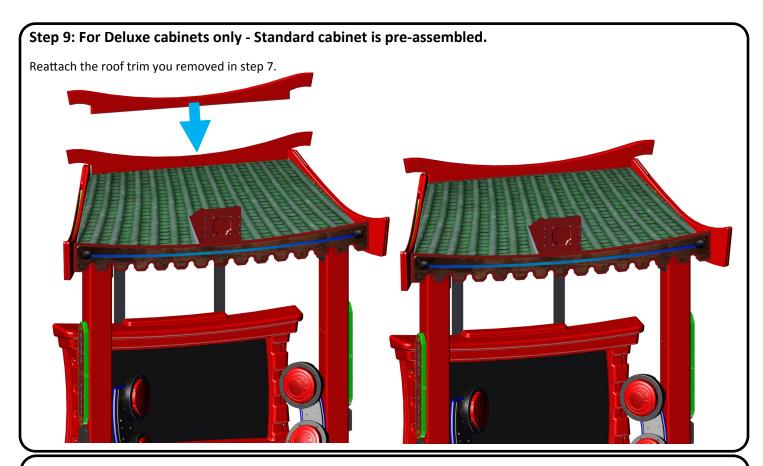
Remove the three mounting screws that hold the upper roof trim to the cabinet. Lift the trim piece off and put aside. Before fully laying the roof assembly down.



#### Step 8: For Deluxe cabinets only - Standard cabinet is pre-assembled.

Before laying the top roof piece down, connect the two halogen bulb harness in on either side. Lay the top roof onto the side brackets and on top of the metal flange.

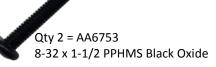


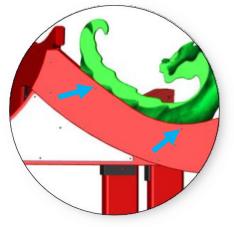


#### Step 10: For Deluxe cabinets only - Standard cabinet is pre-assembled.

Attach the two dragons on each side by sliding the dragons into the upper left and right slots and use two AA6753 Phillip screws to secure them.

They are located in the plastic bag labeled dragon.

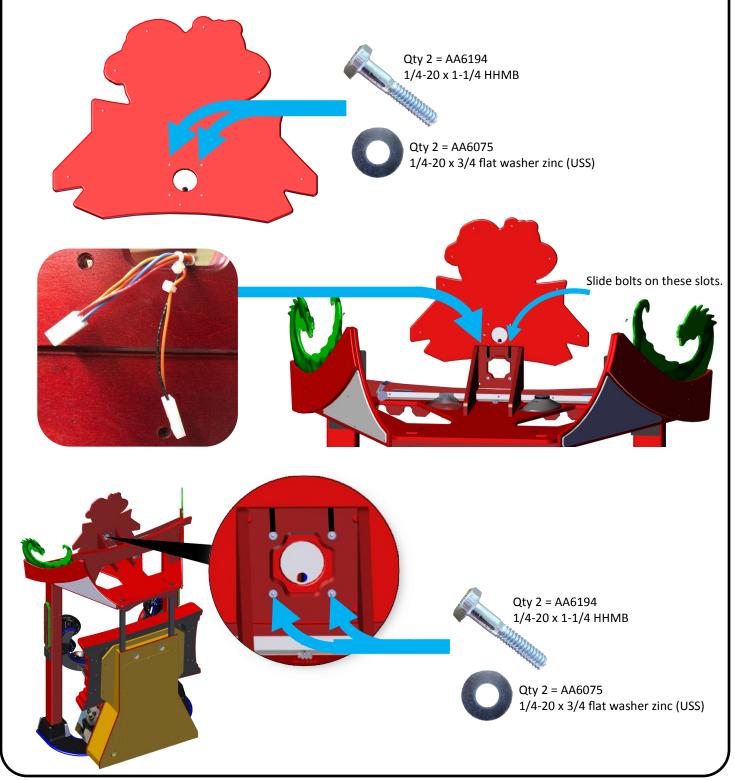






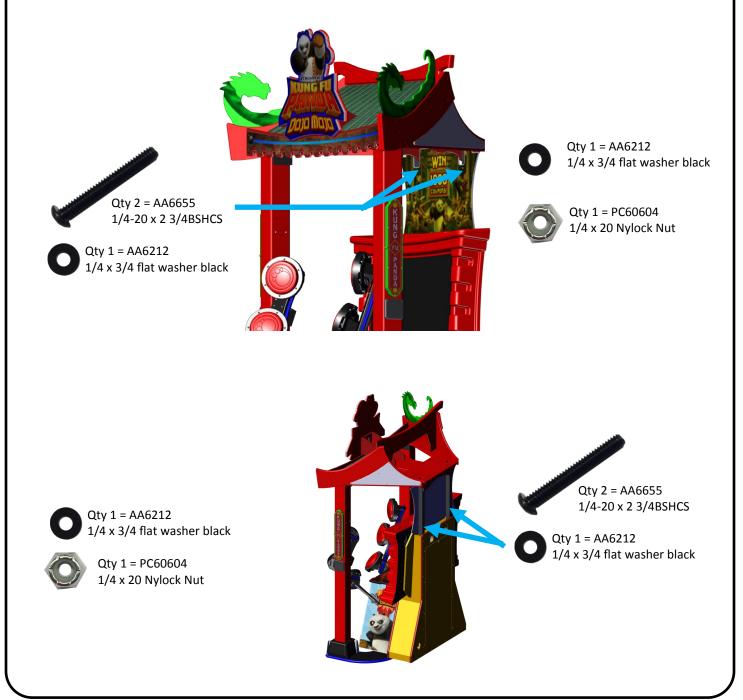
#### Step 11: For Deluxe cabinets only - Standard cabinet is pre-assembled.

Attach two AA6194 bolt and AA6075 washer to the top inserts of the marquee. Do not go more then a couple of turns (enough to support the weight of the marquee itself. Connect the two wire harnesses and slide the marquee down into the two upper slots. Then slide the bolts into the slots and attach the bottom two AA6194 bolts with two AA6075 washers.



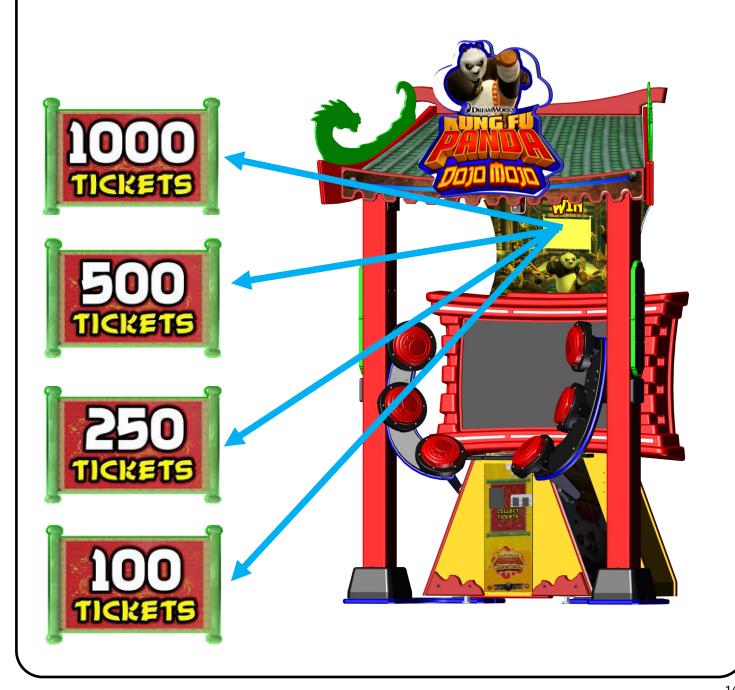
#### Step 12: For Deluxe cabinets only - Standard cabinet is pre-assembled.

Attach the back sign by inserting two AA6655 bolts and two AA6212 washer through the top, front sign. Using one AA6212 washer and PC60604 nut secure the two bolts. At the bottom, insert two AA655 bolts and AA6212 washer from the back of the cabinet and secure with one AA6212 washer and AA60604 nut in the front.



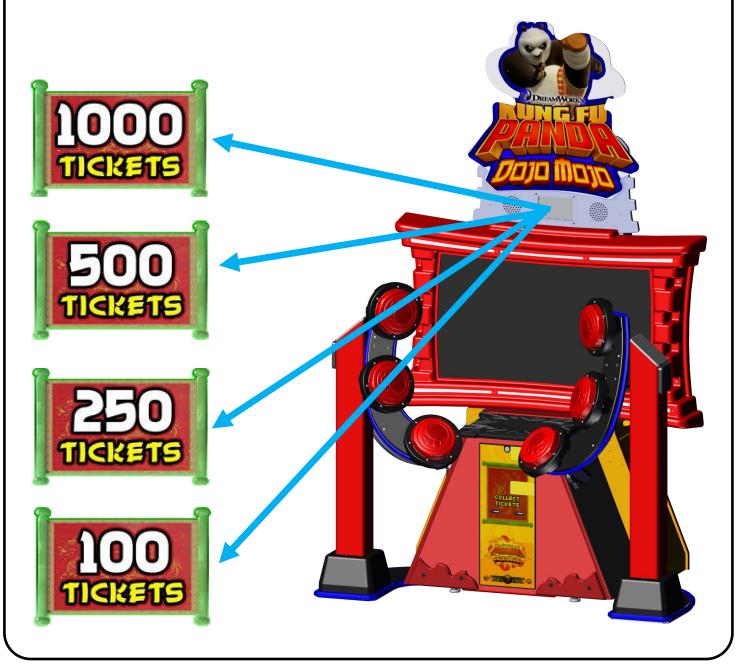
#### Step 13: For Deluxe cabinets only - Standard cabinet is pre-assembled.

Attach the bonus decal that matches the bonus award the game is awarding. This amount is based on your cost of play. To determine the amount see "Programming options" before attaching.



#### Step 1: For Standard Cabinet only

Attach the bonus decal that matches the bonus award the game is awarding. This amount is based on your cost of play. To determine the amount see "Programming options" before attaching.



### **Accessing Programming Options**

Unlock and slide the ticket door open to access the game's keyboard control panel. Pressing the "PROG" button will put the game into program mode and display the various options you can change. During the attract screens pressing the "UP" and "DOWN" buttons will increase or decrease the game's overall volume. Pressing the "Select" button will issue a service credit.



#### <u>/olume</u> **Programming Options** UP SCROLL Once the "PROG" button is pressed during the attract mode the game will UP display the main menu. The upper left corner shows the version number SCROLL installed. Pressing the "UP" and "DOWN" buttons will high light the DOWN different sub menus available. Pressing the "PROG" button again will select Volume Down that option. Located to the right of each display, button functions are displayed. The "SERVICE" button exits some sub menus. PROG **SELECT** In the Set Jackpot menu you will be required to press any hit pad buttons to save the desired jackpot mode.

### MAIN MENU

<u>Set Jackpot Mode</u>	This submenu adjusts the bonus tickets and the frequency of the jackpot and should be adjusted last.
<u>Adjustments</u>	This submenu adjusts the date, time, player costs, sound level, coin type, coin values, and award type.
<u>Audits</u>	This submenu lists the various audits for review.
<u>Resets</u>	This submenu resets various audits and can default the game back to factory defaults.
System Information	This submenu provides technical information to our Service Department.
<u>Tests</u>	This submenu assists you in finding faults with your game.

### Set Jackpot Mode

This option should be the last adjustment you make to your game. Changing your cost of play and target payout percentage will cause the ticket values to change in this submenu.

This option sets the desired amount of bonus tickets to be paid out when won. The higher the amount of bonus tickets selected, the less the bonus can be achieved. The game will calculate different amount of tickets based on the amount you are charging and the desired target payout. For example if you are charging \$1.00 a game and you set the target payout to 40 % the game will give you the choices of 1000, 500, 150, and 100 for the bonus tickets. If you set the target payout to 30% the game will re-calculate 500, 150, 100, and 25 for the bonus tickets.

**Exit** 

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## Adjustments

<u>Date / Time</u>	This submenu adjusts the Date and Time on the computer.
<u>Player Costs</u>	This submenu adjusts the cost to play the game or set it for no money (free play).
<u>Sound</u>	Here you can adjust the type of attraction, game, and attract volumes.
<u>Language</u>	This submenu changes the game's language to either English or Spanish.
<u>Coin</u>	This submenu sets the currency type and coin input values.
Redemption Award	This submenu assists you in finding faults with your game.

### **Coin Adjustments**

Currency Type	The types of currencies can be coins, tokens, swipe, and other country currencies.
<u>Coin Base Unit</u>	The value of each coin when country currency is selected.
<u>Coin Slot 1 Value</u>	Sets the value for each pulse detected for coin slot 1 line.
<u>Coin Slot 2 Value</u>	Sets the value for each pulse detected for coin slot 2 line.
<u>DBV Pulse Value</u>	Sets the value for each pulse detected for the DBV line.
<u>Service Credit Value</u>	Sets the value for each pulse detected for the service button.
<u>Coin Value</u>	Sets the value of each coin inserted. Doesn't appear in all currency types.
<u>Token Value</u>	Sets the value of your token. Only available when token is used in currency type.

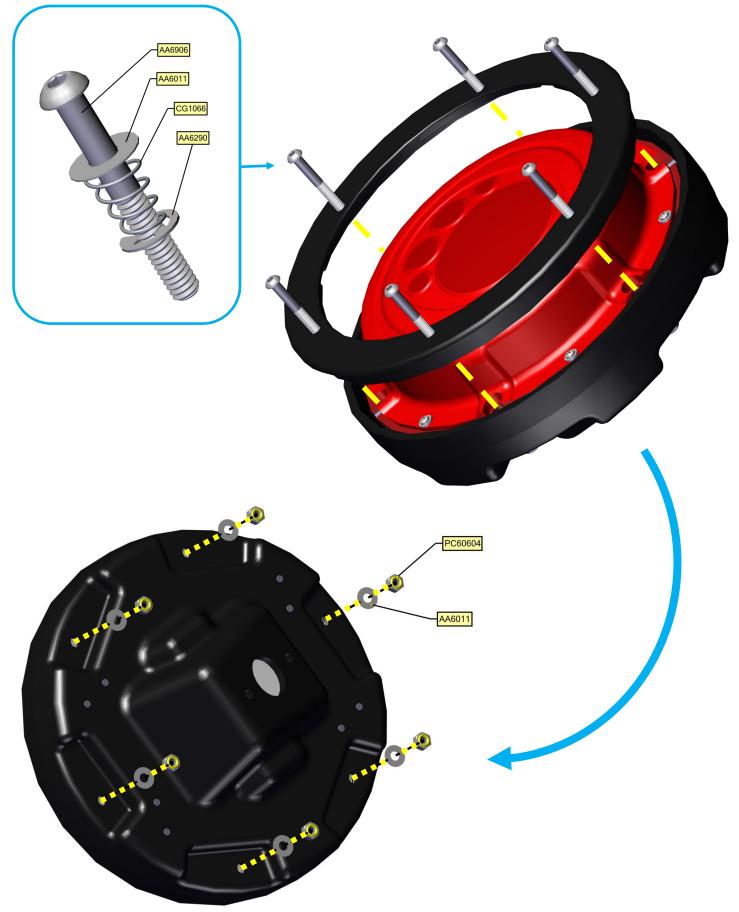
### **Redemption Award Adjustments**

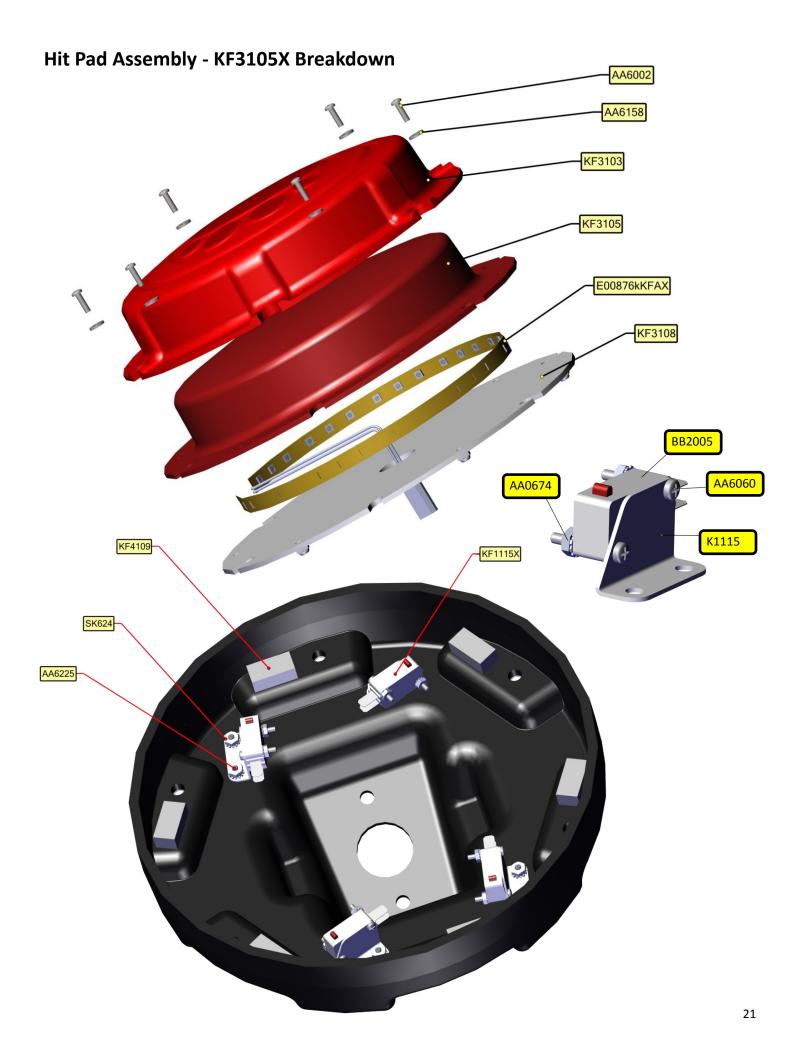
<u>Award Label</u>	This option determines what the game displays, either "Coupons" or "Tickets".
<u>Ticket Award Mode</u>	This configures the game to either pay a fixed amount of tickets, variable amount of tickets or no tickets at all.
Target Payout Percentage	How much you wish to payout to your players
<u>Ticket Value</u>	How much your ticket is worth starting at .0001 of your coin value.
<u>Ticket Multiplier</u>	Allows you to use double valued tickets.
Single Dispenser Limit	Sets the amount of tickets owed before turning on both ticket dispensers.
<u>Dispenser Retry Mode</u>	Ticket dispensers will either restart when new tickets are installed or when you exit diagnostic mode.
<u>Cap Ticket Payout</u>	This option limits the maximum amount of tickets paid out.

### Audits

<u>Coin</u>	Reports the amount of pulses for each credit line and how many times the service button has been pressed.
<u>System</u>	Reports various occurrences of system failures and time game has operated.
<u>Game Play</u>	Average game play and various stages and items achieved during game.
<u>Target History</u>	Reports the various targets hit during play.
<u>Escrow</u>	How many tickets are in the kitty not paid.
Redemption Awards	Current payout, any tickets owed, tickets awarded, and dispensed.
Resets	
<u>Credits</u>	Clears credit audits
<u>Coin</u>	Clears all coin audits
<u>Adjustment</u>	
<u>Game play &amp; Tickets</u>	Clears game play audits and tickets.
<u>Tickets Owed</u>	Clears any tickets still owed.
<u>Hardware Monitors</u>	Clears system information.
<u>Factory Reset</u>	Returns the game back to factory defaults.
System Information	
<u>System Details</u>	Lists various system details use full in trouble shooting your crane.
Hardware Monitoring	List various conditions of watchdog and other installed hardware.
<u>View Game Log</u>	Shows reports the game might convey.
Tests	
Input Tests	Tests all switches.
<u>Video Tests</u>	Tests the video components of the game. Allows for adjustment of monitor.
<u>Coin &amp; Ticket Meter Test</u>	Advances the ticket or coin meter.
<u>Sound Tests</u>	Produces a sound to test audio hardware.
<u>Lamp Test</u>	Lights the various LED's though out the cabinet. Use any hit pad to advance to the next lamp. Press "Service" to exit test.
<u>File Test</u>	Tests the game's files on the hard drive.
<u>Watchdog Test</u>	Initiates a controlled system reset. Determines if watchdog routine is working.

## Hit Pad Assembly - KF3105X Breakdown





### Spare Parts:

<u>LED's:</u>

E00724KFCX	ASY (RGB 24 LED TAPE STRIP)
E00724WNX	ASY (RGB 27 LED TAPE STRIP)
E00788KFBX	ASY (WHITE LARGE 30 LED TAPE STR
E00788KFCX	ASY (WHITE LARGE 78 LED TAPE STR
E00877KFAX	ASY (GREEN LARGE 75 LED TAPE STR
E00877KFBX	ASY (GREEN LARGE 42 LED TAPE STR
E00788KFAX	ASY (WHITE LARGE 189 LED TAPE ST
E00788KFCX	ASY (WHITE LARGE 78 LED TAPE STR
E00724KFDX	ASY (RGB 192 LED TAPE STRIP)

#### Cosmetics:

AA0208	T-molding (3/4 Red)
KF7107	DECAL (FRONT CABINET TICKET)
KF7112	DECAL (CONTROL PANEL)
KF7113	REAR BACKGROUND (MAT/PRINT)
KF7120	DECAL (100 TICKETS)
KF7122	DECAL (250 TICKETS)
KF7123	DECAL (500 TICKETS)
KF7125	DECAL (1000 TICKETS)
KF7130	DRAGON (MAT/PRINT)
KF7131	DECAL (ROOF FRONT)
KF7132	DECAL (ROOF SIDE)
KF7170	DECAL (FRONT CABINET LEFT)
KF7171	DECAL (FRONT CABINET RIGHT)
KF7190	PLAQUE (MAT/PRINT)

#### Hardware and Electronics:

PE1350	DRAWER SLIDE 18
E02111	RELAY SOLID STATE (SVDA/3V10)
BX2034X	PCBA MAIN I/O RIO
KF2010	POWER SUPPLY +12VDC 50A (ROHS)
PE2010X	PCBA (5V REGULATOR)
KF3125	MONITOR BEZEL
KF3127	MONITOR COVERGLASS
MON47EST	MONITOR (47 INTELLIGENT PANEL)
AR2007	Speaker 6x9
DJ2007	Speaker 6" Woofer 4 ohm
E08995X	PCBA (RGB LED DRIVER)
KF2000X	ASY COMPUTER W/POWER ADAPTER
KF2007X	ASY (POWER MODULE 6 AMP)
KF3120X	ASY (IO/MAIN BOARD PANEL)
F03364V	- ( - / - /
E02364X	Fan assembly
KF1115X	

# WARRANTY POLICY

I.C.E. Inc warrants all components in new machines to be free of defects in materials and workmanship for the period listed below:

- 180 days on Main PCB's, Computers & Motors
- 1 year on all LCD monitor panels
- 90 days on all other electronic and mechanical components
- 30 days on all I.C.E. repairs and parts purchases

I.C.E. Inc shall not be obligated to furnish a warranty request under the following conditions:

- Equipment or parts have failed through normal wear and tear
- Equipment has been subjected to unwarranted stress, abuse or neglect
- Equipment has been damaged as a result of arbitrary repair/modification

Products will only be covered under warranty by obtaining an I.C.E. authorized RMA #. To obtain an RMA # please provide I.C.E. tech support with the game serial # or original I.C.E. invoice # and a detailed description of the failure or fault symptoms.

I.C.E. Inc will assume no liability whatsoever for costs associated with labor or travel time to replace defective parts. All defective warranty covered components will be replaced with new or factory refurbished components equal to OEM specifications.

I.C.E. Inc will cover domestic UPS ground, or comparable shipping costs during the warranty period. International or expedited shipments are available for an additional charge. To obtain credit defective parts must be returned to I.C.E. Inc, at the customer's expense, within 30 days. After 30 days a 15% re-stocking fee will apply to all returns.

ICE distributors are independent, privately owned and operated. In their judgment, they may sell parts and/or accessories other than those manufactured by I.C.E. Inc. We cannot be responsible for the quality, suitability or safety of any non-I.C.E. part or modification (including labor) that is performed by such a distributor.

Innovative Concepts in Entertainment

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