

SERVICE AND SUPPORT - Getting you up and running *fast* with Pre-Ship exchange, assembly exchange & assembly repair

Electronic Repair Center Assembly Traveler Form

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| <p><u>Center Information</u></p> <p>Name _____</p> <p>Address _____</p> <p>City _____ State _____ Zip _____</p> <p>Customer No. _____ Install Date _____</p> | <p><u>Ship To:</u> South Pacific Bowling Australia Pty Ltd C/- 118 Haze Drive Point Cook, VIC 3030 Australia email: orders@southpacificbowling.com Telephone: 1300 727 709</p> <p>_____ Sent By</p> | |
| <p>Part Name _____ Serial No. _____ Part No. _____</p> <p>Lanes Affected _ Odd _ Even _ Both Malfunction ___ Constant ___ Intermittent - How often? _____</p> <p style="text-align: center;">Lightning Strike / Power Surge? _____</p> | | |
| <p>Failure Type (Check all that apply. Please be specific.)</p> | | |
| <p>Tablets / Consoles / Keypads / Bricks</p> <p><input type="checkbox"/> Broken screen</p> <p><input type="checkbox"/> No intercom audio to scorer</p> <p><input type="checkbox"/> No intercom audio to desk</p> <p><input type="checkbox"/> No communication to scorer</p> <p><input type="checkbox"/> Console will not reboot</p> <p><input type="checkbox"/> Hard drive failure</p> <p><input type="checkbox"/> No power</p> <p><input type="checkbox"/> No or wrong keyboard entry</p> <p><input type="checkbox"/> No console video</p> <p><input type="checkbox"/> Local LAN failure</p> <p>Pinsetter Interface</p> <p><input type="checkbox"/> Pinsetter will not turn on</p> <p><input type="checkbox"/> Local LAN failure</p> <p>Foul Units</p> <p><input type="checkbox"/> Continuous foul</p> <p><input type="checkbox"/> Continuous buzzer</p> <p><input type="checkbox"/> No foul</p> <p>StringPin / BoostST Pinsetter</p> <p><input type="checkbox"/> Gamemaker / Gamesetter trouble code</p> <p><input type="checkbox"/> Solenoid malfunction</p> <p><input type="checkbox"/> Motor malfunction</p> | <p>A & A-2 Pinsetter</p> <p><input type="checkbox"/> No trigger, first ball</p> <p><input type="checkbox"/> No trigger, second ball</p> <p><input type="checkbox"/> Wrong time delay</p> <p>GS-Series Pinsetter</p> <p><input type="checkbox"/> Gamemaker / Gamesetter trouble code</p> <p><input type="checkbox"/> Solenoid malfunction</p> <p><input type="checkbox"/> Motor malfunction</p> <p>Pinball Wizard</p> <p><input type="checkbox"/> No Communication</p> <p><input type="checkbox"/> No Bumpers</p> <p>LCD Flat Screen Displays</p> <p><input type="checkbox"/> Broken bracket</p> <p><input type="checkbox"/> Broken touch screen</p> <p><input type="checkbox"/> Broken LCD display</p> <p><input type="checkbox"/> No video display</p> <p><input type="checkbox"/> No touch screen action</p> <p><input type="checkbox"/> No power</p> <p>Lane Machine</p> <p><input type="checkbox"/> GUI battery dead</p> <p><input type="checkbox"/> No communication</p> <p><input type="checkbox"/> No power to GUI</p> <p><input type="checkbox"/> Burnt traces on circuit board</p> <p><input type="checkbox"/> No forward</p> <p><input type="checkbox"/> No reverse</p> <p><input type="checkbox"/> No duster motor</p> <p><input type="checkbox"/> No buffer motor</p> <p><input type="checkbox"/> White screen issues</p> | <p>Scanners & Cameras</p> <p><input type="checkbox"/> All LEDs lit (locked up)</p> <p><input type="checkbox"/> No new pin solenoid operation</p> <p><input type="checkbox"/> No foul signal</p> <p><input type="checkbox"/> Failed to score</p> <p><input type="checkbox"/> Incorrect score</p> <p><input type="checkbox"/> No take data signals</p> <p><input type="checkbox"/> Blurry pins</p> <p><input type="checkbox"/> Trips circuit breaker</p> <p><input type="checkbox"/> Impact damage</p> <p><input type="checkbox"/> No video on tester</p> <p><input type="checkbox"/> No power</p> <p><input type="checkbox"/> Constant ball detect</p> <p><input type="checkbox"/> No ball detect signal</p> <p><input type="checkbox"/> No data from scanner</p> <p><input type="checkbox"/> Unable to calibrate/align</p> <p><input type="checkbox"/> Can't adjust gain/bias pots</p> <p><input type="checkbox"/> No scanner start</p> <p><input type="checkbox"/> Incorrect motor operation</p> <p>Hard Drives</p> <p><input type="checkbox"/> Lock up / No Operation</p> <p><input type="checkbox"/> Unable to Update</p> <p><input type="checkbox"/> No Boot / Reboot</p> |
| <p>Additional Detail of Problem Observed: _____</p> <p>_____</p> <p>_____</p> <p>_____</p> | | |