



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

Electronic Repair Center Assembly Traveler Form

Name Address City State Zip Customer No. Install Date Serial No. Part No. Install Date Part Name Serial No. Part No. Install Date Serial No. Part No. Install Date Serial No. Part No. Information Constant Information Telephone: 1300 727 789 Serial No. Part No. Information Telephone: 1300 727 789 Fallure Type (Check all that apply, Please be specific.) Fallure Synday / Bricks Broken screen No intercon audio to accore No intercon audio to deak No communication to scorer No intercon audio to deak No communication to scorer No intercon audio to deak No communication to scorer No intercon audio to deak No communication to scorer No intercon audio to deak No communication to scorer No intercon audio to deak No communication to scorer No intercon audio to deak No communication to scorer No intercon audio to deak No communication to scorer No or wrong keyboard entry No or	Center Information		Ship To:	
Address City State Zip Customer No. Install Date Serial No			C/- 118 Haze Drive	
Customer No. Install Date Part Name Serial No. Part No. Install Date Serial No. Part No. Pa	Address	Australia		
Part Name Serial No. Part No. Part No. Part No. Lanes Affected Odd Even Both Malfunction Constant Intermittent - How often? Lightning Strike / Power Surge? Surges / Bricks Broken screen No intercom audio to scorer No intercom audio to desk No communication to scorer Console will not reboot Gas-Series Pinsetter Gamester frouble code No or wrong keyboard entry No rows will not feel Loal LAN failure Pinsetter Interface Pinsetter Interface Pinsetter Interface Pinsetter Interface No foul Screen Solenoid malfunction Descreen Solenoid malfunction Descreen Solenoid malfunction Solenoid malfunction Descreen Continuous buzzer No foul Solenoid malfunction No power to Gull Burtle trouble code Solenoid malfunction No power Continuous buzzer No foul Stringfin / Boost\$7 Pinsetter Trouble code Solenoid malfunction No power to Gull Burtle reaction No buffer motor No buffer motor No buffer motor White screen issues	City Sta	ate Zip	Telephone: 1300 727 709	
Lanes Affected Odd Even Both Malfunction Constant Intermittent - How often? Lightning Strike / Power Surge?	Customer No. Install Date		Sent By	
Lightning Strike / Power Surge?	Part Name Serial No Part No			
Failure Type (Check all that apply. Please be specific.)	Lanes Affected Odd Even Both Malfunction Constant Intermittent - How often?			
Tablets / Consoles / Keypads / Bricks Broken screen No intercom audio to scorer No intercom audio to desk No communication to scorer Console will not reboot Series Pinsetter Morty failure Solenoid malfunction No troy word will not the will not the will not reboot Solenoid malfunction No or wrong keyboard entry No or wrong keyboard entry No console video Local LAN failure Pinsetter Interface Pinsetter Interface Pinsetter Interface Pinsetter Interface Pinsetter Interface Pot Interface Broken bracket Broken bracket Broken touch screen Broken touch screen Broken touch screen Solenoid malfunction No power Lane Machine Gamemaker / Gamesetter trouble code No console video No communication No power No foul signal Pinsetter Interface No Communication No power No deta from scanner No data from scanner Unable to calibrate/align No data from scanner Unable to calibrate/align No data from scanner Unable to calibrate/align No connect motor operation No power to GUI Burnt traces on circuit board No forward No fo	Lightning Strike / Power Surge?			
Broken screen No intercom audio to desk No communication to scorer Console will not reboot Hard drive failure No roung keyboard entry No console video Local LAN failure Pinsetter Interface Pinsetter will not turn on Local LAN failure Continuous foul Continuous foul Continuous buzzer No foul StringPin / BoostST Pinsetter Gamemaker / Camesetter trouble code Solenoid malfunction Motor malfunction Motor malfunction StringPin / BoostST Pinsetter Gamemaker / Camesetter trouble code Solenoid malfunction Motor malfunction Moto	Failure Type (Check all that apply. Please be specific.)			
	Broken screen No intercom audio to scorer No intercom audio to desk No communication to scorer Console will not reboot Hard drive failure No power No or wrong keyboard entry No console video Local LAN failure Pinsetter Interface Pinsetter will not turn on Local LAN failure Foul Units Continuous foul Continuous buzzer No foul StringPin / BoostST Pinsetter Gamemaker / Gamesetter trouble code Solenoid malfunction Motor malfunction	No trigger, first ball No trigger, second ball Wrong time delay GS-Series Pinsetter Gamemaker / Gamesetter trouble code Solenoid malfunction Motor malfunction Motor malfunction No Communication No Bumpers LCD Flat Screen Displays Broken bracket Broken touch screen Broken LCD display No video display No video display No touch screen action No power Lane Machine GUI battery dead No communication No power to GUI Burnt traces on circuit board No forward No reverse No duster motor No buffer motor	All LEDs lit (locked up) No new pin solenoid operation No foul signal Failed to score Incorrect score No take data signals Blurry pins Trips circuit breaker Impact damage No video on tester No power Constant ball detect No ball detect signal No data from scanner Unable to calibrate/align Can't adjust gain/bias pots No scanner start Incorrect motor operation Hard Drives Lock up / No Operation Unable to Update	