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

Electronic Repair Center Assembly Traveler Form

Venue Information

Name
_____

Address
_____

City _____ State _____ Zip
_____

Customer No. _____ Install Date _____

Ship To:
South Pacific Bowling Australia Pty Ltd
24/176 Maddox Road
Williamstown, VIC 3016
Australia

Email: orders@southpacificbowling.com
Telephone: 1300 727 709

_____
Sent By

Part Name _____ **Serial No.** _____ **Part No.** _____

Lanes Affected __ Odd __ Even __ Both **Malfunction** __ Constant __ Intermittent - How often? _____

Lightning Strike / Power Surge? _____

Failure Type (Check all that apply. Please be specific.)

Tablets / Consoles / Keypads / Bricks
- __ 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

A & A-2 Pinsetter
- __ No trigger, first ball
- __ No trigger, second ball
- __ Wrong time delay

GS-Series Pinsetter
- __ Gamemaker / Gamesetter trouble code
- __ Solenoid malfunction
- __ Motor malfunction

Pinball Wizard
- __ No Communication
- __ No Bumpers

LCD Flat Screen Displays
- __ Broken bracket
- __ Broken touch screen
- __ Broken LCD 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
- __ White screen issues

Scanners & Cameras
- __ 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
- __ No Boot / Reboot

Additional Detail of Problem Observed: _____

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