

POPCORN

TROUBLESHOOTING & DIAGNOSTICS

Troubleshooting Strategy

Use common sense and a systematic method of troubleshooting to determine the exact problem, probable cause and remedy. Use the process of elimination to find the faulty component. Always check for the simple and obvious causes first such as unplugged, loose or broken wires and bad sensors, bent, pinched, stuck or jammed components.

| Troubleshooting Chart | | |
|--|---|---|
| Problem | Probable Cause | Remedy |
| No power to the game. | <ul style="list-style-type: none"> a. Unplugged. b. Blown fuse c. Outlet strip or building circuit breaker tripped. d. Bad power supply. | <ul style="list-style-type: none"> a. Check wall outlet. b. Check transformer fuse (220v applications only). c. Check voltage at outlets. Try to determine cause then reset the circuit breaker. d. See power supply diagnostic. Replace if faulty. (A5PS1001) |
| No Audio | <ul style="list-style-type: none"> a. Volume too low. b. Loose wire. c. Defective Potentiometer. d. Main circuit board malfunction. | <ul style="list-style-type: none"> a. Increase the volume at the volume control at the inside of the front door panel. b. Check audio cable connections to speaker, volume control and main circuit board. c. Replace pot. (A5PO1K) d. Replace main board with board from another Gen 5 game if possible to isolate the problem to the main circuit board. |
| Halogen lighting not functioning properly. | <ul style="list-style-type: none"> a. Burned out lamps. b. Wiring damaged or disconnected from power supply. c. Lamp socket damaged or bad solder connections. d. Bad power supply. | <ul style="list-style-type: none"> a. Replace only with 12 Volts, 20 watt, MR16 halogen bulbs. (A5LA9050) b. Check for 12 Volts to fixtures. c. Repair or Replace faulty sockets. d. See power supply diagnostic. Replace if faulty. (A5PS1001) |
| Chaselights not functioning properly. | <ul style="list-style-type: none"> a. Cable problem at the main board or at the LED board connection. b. Main circuit board malfunction. | <ul style="list-style-type: none"> a. Check cable to main board and solder connection at chaselights. Repair or replace as necessary. b. Replace main board with a spare Gen 5 board if possible to isolate the problem to the main circuit board. |
| Turbo lights not functioning properly. | <ul style="list-style-type: none"> a. Burned out lamps. b. Wiring damaged or disconnected from power supply. c. Lamp socket damaged or bad solder connections | <ul style="list-style-type: none"> a. Replace lamps. (A5LA1100) b. Check for 12 Volts pulse to fixtures. c. Repair or Replace faulty sockets. |

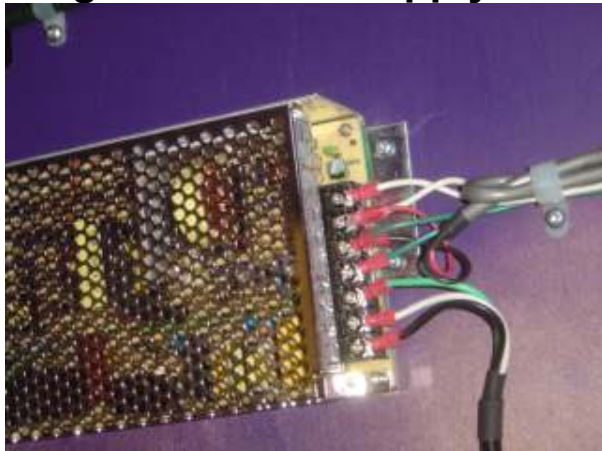
Troubleshooting Chart

| Problem | Probable Cause | Remedy |
|--|--|---|
| Lo flashing on display. | <ul style="list-style-type: none"> a. Ticket tray empty. b. Faulty low ticket switch. c. Broken/loose wires. | <ul style="list-style-type: none"> a. Load tickets. Make sure ticket stack rests on top of wire actuator of switch. b. Replace switch. (AASW200) c. Check cable connections from switch to main circuit board. |
| Bucket sensor not counting balls correctly. | <ul style="list-style-type: none"> a. Bucket sensor is dirty, blocked, or defective. b. Sensor cable problem. c. Main circuit board malfunction. | <ul style="list-style-type: none"> a. Clean sensor and realign optos on board. Replace if necessary. (AASE1100) b. Check cable connections from sensor to main circuit board. There is a Molex connection at bucket arm to check also. c. Replace main board with a spare Gen 5 board if possible to isolate the problem to the main circuit board. |
| Blower does not function properly, Check AC driver board for green LED on when game is played. | Green LED is on. | <ul style="list-style-type: none"> a. Debris in blower. b. Blown fuse on AC driver board. c. Faulty blower. d. AC driver board malfunction. e. Cable problem. |
| | Green LED does not come on. | <ul style="list-style-type: none"> a. Check to see that blower can spin freely. Remove any obstruction. b. Replace fuse in position 1. (A5FUSE4) c. Replace blower. (AABL1100) d. Replace main board with a spare Gen 5 board if possible to isolate the problem to the main circuit board. e. Check 110 Volt AC lines from power strip to AC driver board, to blower. |
| Tickets do not dispense. | <ul style="list-style-type: none"> a. Ticket tray empty due to faulty low ticket sensor switch or broken/loose wires. Sensor switch stuck or switch wire bent out of position. b. Faulty cable to dispenser. c. Dirty opto-sensor or paper dust buildup in ticket dispenser. d. Notch on tickets too shallow. e. Ticket dispenser faulty. f. Main circuit board malfunction. | <ul style="list-style-type: none"> a. Fill ticket tray. Replace low ticket sensor switch. Repair wiring. Clean ticket tray of dirt and loose tickets or debris. Bend switch wire to correct position under tickets. b. Check wiring continuity from dispenser to main board. Check for pinched, broken or disconnected wires. Replace as necessary. c. Clean with compressed air and if necessary wipe sensor with isopropyl alcohol on a cotton swab. d. Flip tickets and load upside-down to have large cut notch toward opto sensor. e. Replace dispenser with spare working dispenser. f. Replace main board with a spare Gen 5 board if possible to isolate the problem to the main circuit board. |

Troubleshooting Chart

| Problem | Probable Cause | Remedy |
|------------------------------------|---|---|
| Wrong number of tickets dispensed. | <ul style="list-style-type: none">a. Ticket Pattern or other ticket dipswitches set wrong.b. Dirty opto-sensor on ticket dispenser.c. Many tickets in memory. If ticket meter is counting the tickets coming out, then reset tickets owed.d. Faulty ticket dispenser.e. Main circuit board malfunction. | <ul style="list-style-type: none">a. Check and reset dipswitches for proper setting.b. Clean with compressed air or wipe with isopropyl alcohol on a cotton swab.c. Push reset tickets owed button "up button" on bracket to reset tickets out.d. Replace with spare working dispenser.e. Replace main board with a spare Gen 5 board if possible to isolate the problem to the main circuit board. |

Diagnose Power Supply



Use the following procedure to check the Power supply for Gen 5 games. 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.

