

Nevada Gold[®] Pull Tab Dispensing Machine

Operator's Manual For Key Pad Models

Presented By:

**Arrow International
Capitol Bingo Equipment Division
Arrow Games (Canada)**



Release 2.3 (July 2003)

Information in this document pertains to this release of the Arrow International Inc. Nevada Gold™ Pull Tab Dispenser. Modifications are periodically made to the information: any such changes will be reported in subsequent revisions.

The laws that determine the legality of this product change constantly. It is the responsibility of the buyer to determine which products are legal in any given area.

This device is protected by a published international patent application P.C.T. (Patent Co-Operation Treaty) # PCT/CA97/00618

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Arrow Technical Assistance Center

*Protecting Your Investment Through
Innovative Solutions and Support*

9900 Clinton Road
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INTRODUCTION

Your new Capitol Nevada Gold™ Pull Tab Dispenser is designed using state of the art technology. Its rugged all steel construction, modular design, and exceptional user convenience set it apart from the competition. Benefits include; accurate sales recording, complete security, reduced staff requirements, high speed dispensing, and the capability to play a variety of tickets.

The Nevada Gold™ Pull Tab Dispenser features 1000 ticket capacity per column, vends one, three, four, five or six window tickets.

The Nevada Gold™ Pull Tab Dispenser offers quick front loading of tickets, and individual modular ticket columns that may be easily removed for service without affecting the operation of other columns.

Tickets counts are stored in both re-settable and non re-settable electronic memory. The electronic memory will hold even when power has been disconnected.

The Nevada Gold™ Pull Tab Dispenser with proper care offers many years of trouble free service. However, should a problem arise, our Technical Assistance Center (800-227-6214) will provide timely response on repairs, spare parts, and technical support.

DAMAGE ACTION PROCESS

Your Capitol Bingo Equipment contains delicate electronic equipment. It is imperative that you thoroughly inspect the contents of the package before accepting product delivery from the carrier.

In case of severe damage, refuse the equipment from the carrier. Contact your local Arrow Distributor for immediate replacement.

If the product is damaged but acceptable, make a note on the bill of lading before accepting. Take a photo of the damage before and after unpacking as a record of claim against the carrier. Contact the carrier's agent immediately for inspection. Be sure to obtain a copy of the inspection report for your records.

If these precautions are not taken, we cannot assist you in recovering the amount of the claim against the carrier.

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OVERVIEW

Read this manual completely before you begin. The information provided in this document describes the procedures required for successful operation of this unit. Throughout this manual, you will see text in **BOLD** print. Pay particular attention to these sections. If you do not follow the instructions correctly, you may adversely affect the operation of your dispenser.

What You Should Know

Before you begin, familiarize yourself with the information in this manual and your model of Nevada Gold™ Pull Tab Dispenser. Note the following important details:

- The hand-held remote keypad is used to maintain and program the unit.
- You must have a valid Personal Identification Number (PIN) to maintain the unit.
- You should not share your PIN number with others.
- You cannot dispense tickets if the machine door is unlocked.
- If you have any questions, call your Arrow distributor for assistance.

Important Safety Information

Some caution must be exercised when using the Nevada Gold™ Pull Tab Dispenser. Be sure to read and understand the following important information to ensure safe and prolonged operation of the unit:

- Do not install or use the machine near water or moisture. Take care not to spill any liquids on the machine.
- Do not use any abrasive materials or solvents to clean the machine.
- Do not drop retaining plates in between the ticket columns when removing. A short circuit could result, causing serious damage to the product.

Check Your Shipment

First, ensure that your shipment contains the following:

- ❖ The correct model of Nevada Gold™ Pull Tab Dispenser
- ❖ Remote keypad
- ❖ Two keys to open the display doors
- ❖ Power Supply for ticket dispenser.
- ❖ One H-shaped retaining plate per dispensing column
- ❖ Leveling feet (you receive four leveling feet with a four column dispenser and eight leveling feet with an eight column dispenser)

Contact your local Arrow Distributor if you do not have any of the above items.

Note: In order to validate your warranty, you must present proof of purchase to Arrow International. Keep a sales receipt or invoice to protect your investment.



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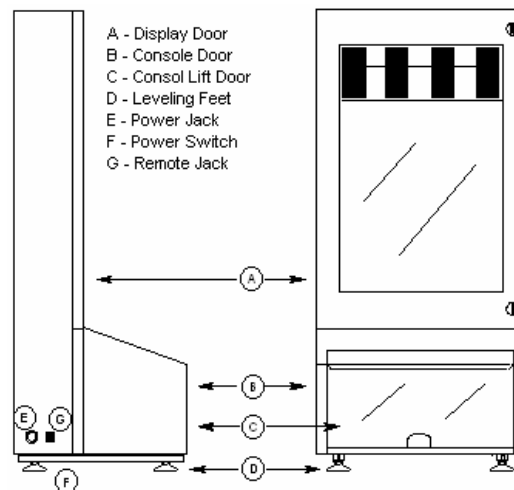
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INSTALLATION

Choosing a Location

Before using your Nevada Gold™ Pull Tab Dispenser, you must ensure that it is properly installed and ready for use. It is important that you position the unit in a safe and secure location. Make sure that your location:

- ❖ Has an electrical outlet to plug in the unit.
- ❖ Remains dry at all times.
- ❖ Choose a location that allows the user plenty of space to access the unit comfortably. Pay Particular attention when selecting the wall-mounting option.
- ❖ Insure the unit is on a level surface when choosing to operate the unit from a table, counter or shelf.
- ❖ Provides ample room for both the upper and lower cabinet doors to swing open to the left, to the right, or both.



Wall-Mounting the Unit

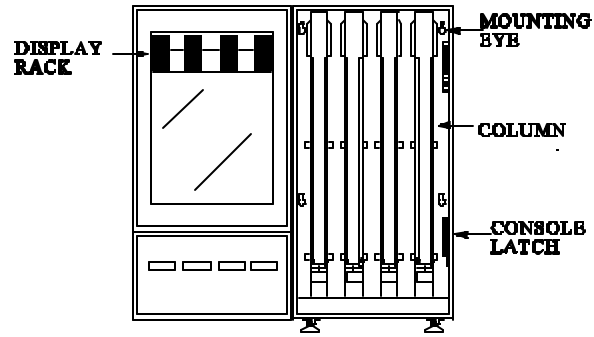
If you decide to wall-mount the unit, choose a location that allows you to open both the upper Display Window Door and the Lower Console Doors after the unit has been mounted. Note that each four-column model weighs approximately 100 pounds before any tickets are loaded. Keep this in mind when deciding where to mount the unit. Also, consider that the height of individual users varies when deciding how high to place the unit.

The unit is designed for wall-mounting based on a 16 inch stud spacing (4 column machines). You require two 5/16 inch lag bolts (or a bolt to fit your wall application) and a socket wrench with extension. Open the cabinet doors. Insert the lag bolts through the mounting eyes in the back of the unit and secure the bolts into the wall.

Surface Mounting the Unit

The dispenser is easily installed on a level surface like a table, counter or shelf. If your surface is not completely level, you can adjust the unit using the leveling feet provided. The leveling feet also protect the surface on which you mount the unit.

Secure the unit to its location using lag bolts or nuts and bolts. Each leg contains a hole designed to allow you to secure the unit in place with a 5/16 inch bolt.



Opening the Cabinet Doors

The upper cabinet door contains two locks for security. You must unlock the upper door before opening the lower cabinet door. To open the lower cabinet door, release the lever on the latch located just above the lower console door.

PREPARATION

Turning On the Unit

Once the machine is safely secured to a surface:

1. Attach the power supply connector to the left side of the machine. This connector only fits in one way: **do not use force**. Plug in the power supply (plug) to a 120V outlet. **It is recommended that you plug your dispensing machine into a surge-protected circuit or use a good quality surge-protected power bar.**
2. Press the On/Off switch located under the unit on the left-hand side. (The LCD Backlighting and interior cabinet lights will turn on green when the unit is switched on.)
3. Open the cabinet doors. When the machine is on and the doors are open, the LCD displays appears as follows:

**ENTER PIN
NUMBER**

4. Enter your four digit PIN number.

***Note: The Nevada Gold[®] Pull Tab
Dispenser is pre-programmed with PIN
number 1000***

If this is the first time you are using the dispenser, you must set the column ticket prices before you can dispense tickets. If you lock the cabinet door before establishing ticket prices, the LCD displays the following:

**PRICING NOT SET
GO TO SERVICE**

You must unlock the display window door and set the ticket pricing.

The display window door must be locked and ticket pricing set to dispense tickets.

Turning Off the Unit

Use the On/Off switch located on the bottom left corner of the machine to turn off the unit. Turning off the unit does not affect column price settings, electronic totals or PIN number entries.

Loading Tickets

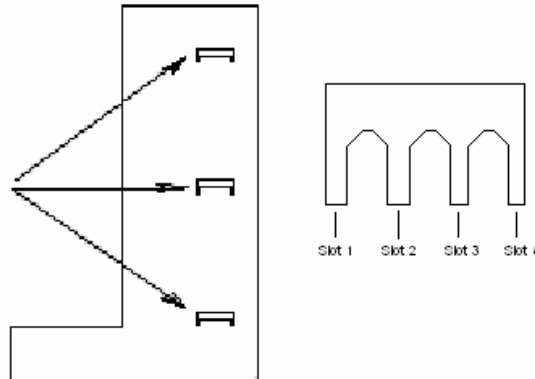
The Nevada Gold[™] Pull Tab Dispensers can be adapted to fit one window, three-window, four window, five-window, and six window ticket types, where approved by the government. The tickets vary in size. You can adjust each column to the appropriate ticket size and load up to 1000 tickets per column.

Adjust the dispensing column size

1. Use the tabs located on the back of each column to make the adjustment.

- a. Pinch the upper right-hand tab of the column you wish to adjust.
- b. Pinch the bottom left-hand tab of the same column.
- c. Lift the tabs to release from the positioning slots.

- ❖ Slot #1 is used for 2 5/8" ticket lengths.
- ❖ Slot #2 is used for 3 1/4" ticket lengths
- ❖ Slot #3 is used for 3 3/4" – 3 7/8" ticket lengths
- ❖ Slot #4 is used for 4 3/8" ticket lengths

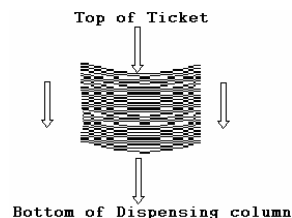


2. Load a single ticket.

- a. Make sure that both the upper and lower cabinet doors remain open.
- b. Starting at the top of the column, slide a ticket down the chute until it reaches the lowest point. Rotate the large white gear at the bottom right of the column. Advance the front edge of the ticket into the feeder until the Green LED on the Backplane Board turns off. No further adjustments for size are required. The front edge of the ticket remains lower than the back edge.

3. Fill the column.

- a. **First, check to see how the ticket bends some ticket bend is acceptable.**
- b. **Excessive warping can affect ticket feed.**
- c. **Insure that tickets are stored properly.**
- d. **To prevent tickets from jamming and to ensure that tickets vend smoothly.**
- e. **Make sure the tickets are loaded as illustrated.**
- f. **Fill your column by grasping a manageable stack of tickets. Slide the stack down the chute**
- g. **Continue to load tickets until the column is full.**
- h. **All tickets in one column must be of the same value.**

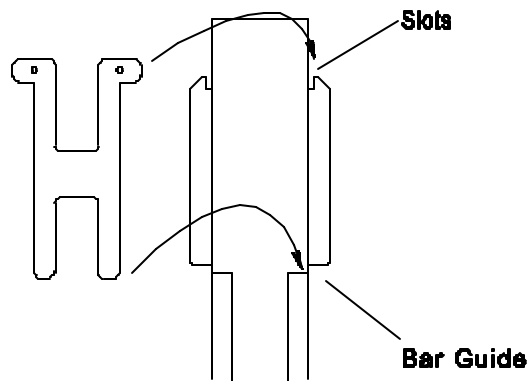


Note: The tickets should be at an angle sloping towards the front of the column to dispense

correctly. If your tickets are laying flat in the column refer to page 15 for proper adjustments.

4. Replace the retaining plate.

- a. **Once the column is filled, you must ensure that tickets placed in the wide entry slot do not fall out. Use the retaining plates (shaped like an H) to secure the tickets as follows:**
- b. **Place one hand in front of the tickets loaded in the top part of the column.**
- c. **Take the H-shaped retaining plate in the other hand.**
- d. **Insert the retaining plate in the slots at the top and behind the guide bar at the bottom.**
- e. **Lock the retaining plate into the slots at the top of the column.**



Removing Tickets

You can remove any tickets that do not load properly down the chute. Remove the H-shaped retaining plate. Slide the ticket or tickets back up to the top and out the wide entry opening. Reload the tickets. Replace the retaining plate.

Displaying Sample Tickets

A display rack contained in the upper cabinet door provides room and visibility to display sample tickets. Place a ticket in the rack so that when the door is closed the ticket type displays in front of the particular column from which the tickets will be dispensed.

BASIC OPERATION

With the Nevada Gold™ Pull Tab Dispenser you can:

- ❖ Add, change or delete Personal Identification Numbers (PIN) numbers.
- ❖ Assign a security level to each active PIN number.
- ❖ Track the total number of tickets dispensed from each column.
- ❖ Adjust the timeout setting.
- ❖ Adjust ticket pricing for each dispensing column.
- ❖ Test the ticket dispenser for accurately without affecting the actual ticket count.

The LCD display on the keypad prompts you with the menu information for maintaining the Pull Tab Ticket Dispenser. To program the unit, you must unlock the main console door and make the necessary changes using the keypad. Before opening the door, make sure that the **ENTER PIN NUMBER** screen displays. The screen displays when the timeout period expires or when you press the # key. The display appears as follows:

ENTER PIN NUMBER

If you are using the Pull Tab Ticket Dispenser for the **first time, enter 1000** and then press #. Otherwise, enter your PIN number and press #. The Main Menu appears:

PINS - 1 TOTAL-2 TIME - 3 MORE - #

- ❖ **Press 1** to add, change or delete PIN numbers.
- ❖ **Press 2** to view the total number of tickets dispensed for each column, as well as an accumulated total.
- ❖ **Press 3** to adjust the timeout setting.
- ❖ **Press 4** to display additional menu items.

Assigning PIN Numbers and Security Levels

You can assign up to 25 different PIN numbers and three different security levels.

- ❖ The first PIN number and security code are pre-assigned. Use PIN 1000 the first time you program the unit.
- ❖ **You cannot access menu functions unless at least one PIN position contains a valid PIN number with a level 2 security.**
- ❖ 0000 is not a valid PIN number.
- ❖ The security levels are:
 - 0 - No Access (this is the default)
 - 1 - Access to vending functions only
 - 2 - Access to vending, accounting and programming functions.
- ❖ Most users are assigned level 1 security.
- ❖ Assign a security level of 0 (no access) to any invalid PIN number.

To access the Main Menu, use PIN number 1000 the first time you program the unit. Otherwise, enter your PIN number. **Press 1** to select the PIN function. The PIN Menu displays. **POS** is the **Position** number from 1 to 25; **PIN** is the four digits Personal Identification Number; and **SEC** is a **Security** level of 0, 1 or 2:

POS	PIN	SEC
##	####	#

The **Position** automatically displays. The **PIN** number and **Security** levels display zeros, when the position is available. Otherwise, the PIN number and SEC level number assigned to the position appear.

To **add, change or delete** a PIN number. **Press *** The NEW PIN screen displays:

NEW PIN
0000

Enter the new four digit PIN number or enter 0000 to delete an existing PIN number. Press the # key to advance to the Security level screen:

SEC
0

Enter the level of security (0, 1 or 2) assigned to the PIN number. Press #.

Press the * key to make changes to the current screen. Press the # key to advance to the next position. You must scroll through all 25 positions even if you do not need to enter PIN and security information in each position. The Main Menu appears after position 25 appears.

Tracking Ticket Sales

The Nevada Gold™ Pull Tab Dispenser records the total number of tickets dispensed for each PIN number and tracks the total number of tickets dispensed from each column. It is recommended that you use a Daily Control Sheet to record the ticket count and reconcile your sales (check with your State Agencies for requirements). To review or reset the totals, press 2 from the Main Menu. The Totals Menu appears:

TOT FOR PINS – 1
TOT FOR COLS -2

Displaying Ticket Sales by PIN Position

Press 1 to display the total ticket sales for each PIN position. ## is the PIN position number from one through 25, and 00000.00 displays the actual dollar amount:

PIN # # \$00000.00

Press the # key to advance to the next PIN position. Continue to press the # key until you scroll through all 25 PIN positions. The Main Menu appears.

Resetting PIN Values to Zero

To reset the value of a PIN position. Press * when the PIN position number appears. The value returns to \$00000.00. Clear the total to zeros at the end of a shift, day or week, depending on your accounting requirements. Also, clear the total to zeros when you re-assign the PIN position with a new PIN number.

Displaying Ticket Sales by Column Number

Press 2 when the Totals Menu appears to display the total ticket sales for each column. ## is the COLUMN number and 0000000 displays the total number of tickets dispensed from the particular column:

**TOTAL COL # #
0000000**

Press the # key to review each column total. After each column total displays, the **TOTAL ALL COLUMN** appears. When you press # again, the re-settable total appears. Press * to reset the total. Press # again to return to the Main Menu. The **TOTAL ALL COLUMN** display provides a **non re-settable** sum of the totals of each column.

Adjusting the Timeout Selection

The Nevada Gold™ Pull Tab Dispenser allows you select the length of time from when you complete a ticket sale to the time when the ENTER PIN NUMBER prompt automatically appears. Consider the following:

- ❖ The Pull Tab Ticket Dispenser is initially set with a 45 second timeout period.
- ❖ No timeout or a timeout setting of 000 provides unlimited access until the operator logs off by pressing the # key following the completion of a transaction. This is **not a secure** means of vending. Use a short setting in situations where several operators have continuous access to the machine.
- ❖ Use a longer setting if only one person is responsible for vending or constant supervision of the Pull Tab Ticket Dispenser is provided.
- ❖ The minimum timeout setting is 003 seconds.
- ❖ The maximum timeout setting is 255 seconds.

To adjust the timeout, press 3 from the Main Menu. The Timeout Menu appears:

**TIMEOUT
000 SECONDS**

Enter the desired number of seconds. Press the # key to return to the Main Menu.

Selecting More Options

Selecting # from the Main Menu allows you to perform two more programming functions: Adjusting the Ticket Pricing and Testing the Dispensing Unit. The menu appears as follows:

PRICE - 4 TESTVEND - 5

Establishing Ticket Pricing

The Nevada Gold™ Pull Tab Dispenser is preset with four values: twenty-five cents, fifty cents, one dollar, or two dollars. Select the amount that matches your ticket value. Remember:

- ❖ Columns are numbered from left to right, beginning with column 1 on the far left.
- ❖ A column must display a value greater than \$0.00 to dispense tickets.
- ❖ A column must contain all tickets of the same value; for example, all tickets in column one must cost \$0.50.
- ❖ You must set the price for the tickets one column at a time.

From the More Menu, press 4. The Price Menu appears.

COL PRICE 01 \$0.00

Press the * key to select one of the following values: \$0.25, \$0.50, \$1.00 or \$2.00. When the proper amount displays, press the # key to advance to the next column, until all of the columns are priced. When you have finished entering the ticket prices, press the # key to return to the Main Menu.

Testing the Dispensing Unit

The test feature allows you to ensure that tickets dispense accurately without affecting the actual total counters. Use the test mode to empty the machine prior to loading a different ticket type or prior to transporting the machine. Note the following:

The total number of tickets dispensed displays while in this mode.

You cannot test vend more than 100 tickets each time you dispense.

The unit allows you to empty the column.

If you request more tickets than are available in the column, the column empties, the column dispensing mechanism shuts off and the total number of tickets dispensed displays.

Totals do not accumulate in this mode.

Columns are numbered from left to right, beginning with column 1 on the far left.

From the More Menu, press 5. The Test Vend Menu appears.

**SELECT COLUMN
000 PRESS #**

First, close the lower ticket console door. Enter the test column number followed by the number of tickets you want to dispense and press #. The tickets dispense into the stacking compartments.

DISPENSING TICKETS

You can begin to dispense tickets once you turn on the Pull Tab Ticket Dispenser and lock the cabinet doors. If you have not set the ticket pricing the following display appears:

**PRICING NOT SET
GO TO SERVICE**

Entering A PIN Number

You must enter your four digit PIN number to dispense tickets.

**ENTER PIN
NUMBER**

After you enter your four digit PIN number, the following display appears:

**ENTER IN NUMBER

Each time you enter a PIN number, **** displays instead of the actual number. Press # to advance to the next display.

Selecting the Dispensing Column

After you enter your valid PIN number, you must select the column from which to dispense tickets. The display appears as follows:

**SELECT COLUMN
\$00.00 PRESS #**

Enter the number of the column from which the tickets are to dispense. Columns are numbered from left to right, beginning with column 1 on the far left. If you select the wrong column, press * to return to the column display. Otherwise, the column number selected displays and you can enter the dollar value of the tickets for dispensing.

Entering a Value

Once you have entered a valid PIN number and selected a column from which to dispense tickets, you must enter the value of the tickets for vending. Note the following:

- ❖ You must enter a value that is divisible by the ticket price for the column. For example, if column 1 is priced for \$0.50 tickets and you enter \$4.75, the value remains at \$00.00 until a valid amount is entered. In this case, you must enter value in fifty cent increments for the tickets to dispense.
- ❖ The maximum number of tickets dispensed per transaction is 100; for example, you can vend up to \$50.00 worth of \$0.50 tickets.

Making Additional Selections

Once you successfully dispense the tickets, you have three choices:

1. Select another column number from which to vend and then enter the value of the tickets for dispensing.
2. Allow the machine to return to the ENTER PIN NUMBER screen after a timeout occurs.
3. Press the # key to return to the ENTER PIN NUMBER screen immediately.

Displaying Total Sales

The Pull Tab Ticket Dispenser also allows you to view the total value of all of the tickets dispensed using your PIN number. At the **ENTER PIN NUMBER** display, enter your PIN number and then press *. The following screen appears with the actual total value displaying:

**YOUR TOTAL IS
\$00000.00**

Resetting Error Messages

Error messages appear for two reasons: low ticket inventory or a malfunction in a column. This section describes how to correct the problem in each of these situations.

When an error occurs, the seller is alerted by an audible alarm. The display will read:

**COLUMN FAULT
PRESS ANY KEY**

Pressing any key will cancel the alarm and take you to the next screen that shows you what value was actually dispensed.

**\$00.00 DISPENSED
PRESS ANY KEY**

Press any key. You return to the column selection screen:

**SELECT COLUMN
\$00.00 PRESS #**

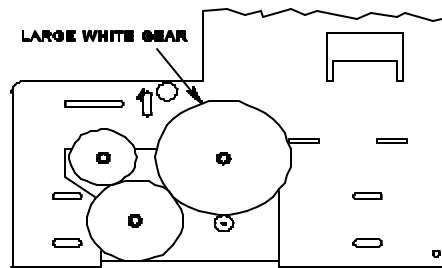
That particular column may not be used until the cabinet door has been opened and closed. You must determine the cause of the column fault.

1. The column is out of tickets - reload tickets.
2. The column is jammed - clear the jam.

If the message appears for a reason other than an empty ticket column, you must first determine the reason for the malfunction. Tickets will not dispense for one of three reasons: a **ticket jam**, a **misaligned sensor**, or a **dirty sensor**.

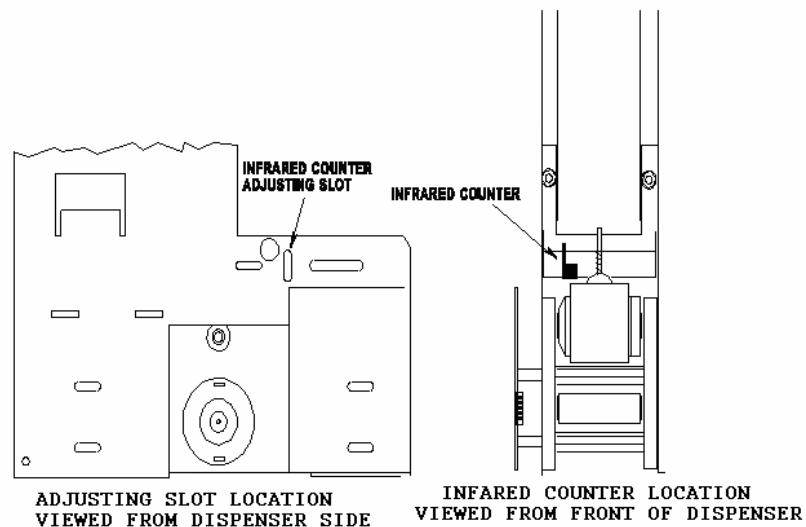
To reset an error message resulting from a ticket jam:

1. Unlock and open the upper cabinet door.
2. Enter your PIN number.
3. Locate the column with lodged ticket.
4. Turn the large white gear to the right of the column with the jam until the ticket can be removed
5. Remove the ticket.
6. Close and lock cabinet door.
7. Resume play.



To reset an error message caused by misalignment of a sensor:

1. Unlock and open the upper cabinet door.
2. Enter your PIN number.
3. Determine which sensor is out of alignment. Note that the sensor must face down towards the ticket.
4. Remove the guard above the sensor by removing the nut attaching the guard with a 5/16" open end wrench.
5. Align the sensor above but not touching the ticket. The bottom of the sensor is 1/8 inch - 1/4 inch above the ticket. Use a 1/4 inch wrench and a Phillips screwdriver to tighten. The sensor's location is as follows:



6. Reinstall the sensor guard.
7. Test the column.

8. Close and lock cabinet doors.
9. Resume play.

CARE AND MAINTENANCE

Your model of the Nevada Gold™ Pull Tab Dispenser has been manufactured to exceed mechanical and electronic standards. The following information will assist you in the care and maintenance of your unit.

- ❖ Keep the unit dry. If it gets wet, wipe it dry immediately. Liquids can damage the electronic circuits.
- ❖ Wipe the unit with a damp cloth and a drop of liquid fabric softener to keep it looking new. Do not use any abrasive cleaning materials or solvents to clean the unit.
- ❖ Handle any removed parts gently and carefully. Dropping or mishandling parts can damage electronic components.
- ❖ Use plastic cleaning implements or a soft cloth to remove dust from inside the unit. Metal tools can damage the electronic components.
- ❖ Use light lubricants and precision oiling implements to lubricate the rollers, shafts and the chute door.

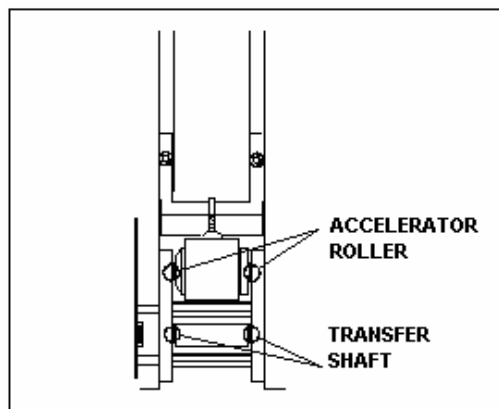
Lubricating the Chute Door

When dust from the tickets accumulates, the chute door can stick or become difficult to open or close. To prevent this from happening, lubricate the four pins on the chute door every three to six months. Using an aerosol lubricant with a straw attachment, spray each of the four pins carefully.



Lubricating the Accelerator Roller Shaft

Occasionally, the accelerator rollers can grind or squeal.

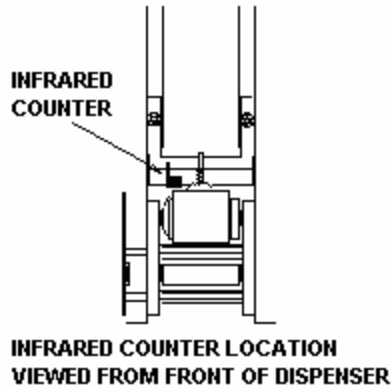


To prevent this from happening, you should lubricate the rollers and the transfer shaft every three to six months. Using any light lubricant and a precision oiler; put a drop of oil on each side of the accelerator roller and the transfer bottom shaft. ***Do not get any oil on the rubber surface.***

Cleaning the Infrared Sensor

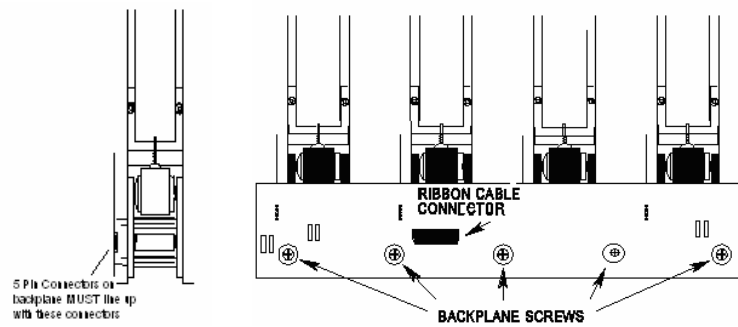
About every 100,000 tickets or three months, you should remove any dust build-up from the ticket counter infrared sensor. Failure to do this could result in miscounting of tickets. To clean the sensor,

1. Looking from the front of the dispenser, insert a Q-Tip, underneath the sensor.
2. Gently rub the bottom of the sensor to remove the paper dust, or
3. Use a can of compressed air to blow out the dust.



Replacing a Ticket Column

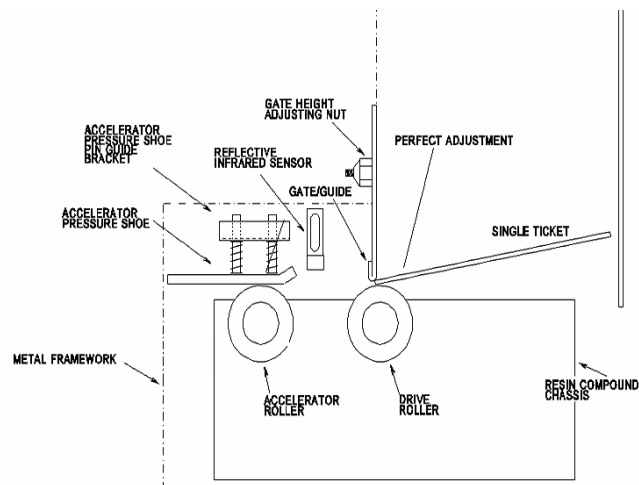
1. If a ticket column requires replacement, complete the following steps:
2. **Unplug the dispenser.**
3. Loosen the column retaining plates located on the back wall of the cabinet between the columns. Use an 11/32 inch socket wrench to loosen the nut and rotate the plate from its horizontal to a vertical position.
4. Disconnect the 14 Conductor Ribbon Cable located on the back plane and remove the five Philips screws from the back plane.
5. Pull the backplane circuit board straight out to disconnect the pins from the columns.
6. Place the circuit board, with the pin connectors facing up, on a level surface to avoid damaging the pins.
7. Place one hand on the top of the column, one hand on the bottom of the column and slide the column out of the unit.
8. Slide the new column in, making sure that the column fits in properly.
9. Align the pins on the backplane circuit board with the plugs on the column circuit boards. (You may have to adjust the position of the columns slightly to ensure this.) **NOTE: You must ensure that the pins are aligned correctly.** Push the pins gently in place.
10. Put the back plane circuit board in place and screw in the five screws. Replace the 14 Conductor Ribbon Cable.
11. Return the retaining plate to the horizontal position and tighten the retaining plate.
12. Plug in the unit.
13. Tests vend tickets from each column to ensure that the circuits are connected.



Adjusting For Different Ticket Thickness

The Nevada Gold™ Pull Tab Dispenser adjusts to accommodate tickets that vary in thickness (the unit is factory set for Arrow International Pull Tab Tickets).

1. To make an adjustment, you require one 11/32 inch socket.
2. Loosen the gate height adjustment nuts on either side of the ticket feeder.



3. Adjust upwards for thicker tickets. Adjust downwards for thinner tickets.
4. Test adjustment.
5. Slide a single ticket down the ticket chute.
6. If the ticket slides through the feeder, the gap is too wide for the ticket. Adjust downwards.
7. If the ticket does not feed through the feeder when the large white gear is turned, the gap is too narrow for the ticket. Adjust upwards.
8. If the ticket stops at the front edge of the stainless steel gate and moves forward when the large white gear is turned, the adjustment is complete.
9. Tighten the nuts gradually, alternating from side to side to ensure that the tooth of the gate stays parallel with the ticket. **Do not over tighten**
10. Test vends tickets from each column to ensure that the correct number of tickets dispense.

Note: The dispensing columns are factory preset to accept Arrow International Pull Tab Tickets. You do not have to adjust the columns unless you are using a ticket that varies in thickness. Ticket thicknesses can vary due to storage conditions. Humidity, heat, or cold

can sometimes vary the ticket thickness or severely warp the ticket. To insure proper operation, store your tickets in a cool dry place away from direct sunlight.

TROUBLESHOOTING

Problem	Explanation
An incorrect number of tickets continue to dispense from a column.	<ol style="list-style-type: none">1. Check ticket pricing for the column. Make sure that the price of the ticket matches the price set for the column2. Clean the infrared sensor3. Check the infrared sensor. Make sure the sensor is aligned. If the sensor is out of place, align the sensor.4. Make sure that the column is adjusted correctly for the ticket thickness.
Tickets do not dispense.	Check the chute door. Tickets do not dispense when the chute door is not completely closed. Lubricate the chute door if necessary
Column makes grinding or squealing noise when tickets are dispensing.	Make sure that the unit has been properly maintained. Lubricate the roller shafts.
Tickets “stutter” while dispensing.	Make sure that the tickets are loaded properly. Check for proper ticket orientation.

NOTES:

SPECIFICATIONS

Physical Characteristics

Power Supply Input: 110/120V AC
Power Supply Output: 16V AC
Operating Temperature: 40 to 95 °F (5 to 35°C)
Power Consumption: 40VA Max.

Dimensions:	4-Column	8-Column
Width:	18 5/16 inches	36 ½ inches
Depth:	15 ¼ inches	15 ¼ inches
Height:	36 5/8 inches	36 5/8 inches
Weight (empty):	100 lbs.	190 lbs.

Capitol Bingo Equipment Limited Warranty

Set out below are the terms of the Limited Warranty made by Arrow International, Inc. (“Arrow”) in connection with the sale of the Capitol Bingo Equipment (the “Equipment”).

1. Limited Warranty

Arrow warrants to the original purchaser (“Purchaser”) that the Equipment will, for a period of ONE (1) YEAR from the date of original purchase of any equipment in the product line from an authorized Arrow dealer, be free from manufacturing defects in material and workmanship. Purchaser represents to Arrow that no employee, agent, or representative of Arrow (or of an Arrow dealer) has made any representation or warranty regarding the Equipment except as set out herein.

This Limited Warranty applies to normal commercial use and does not cover failures or damage that (a) occur in shipment; (b) is caused by products not supplied by Arrow; or (c) result from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, set-up adjustments or modifications. This Limited Warranty also does not cover (i) any damages to the Equipment resulting from failure to install in strict conformity with both local fire and building codes and regulations, (ii) if installation does not comply with the installation instructions provided by Arrow, or (iii) consumable items such as filters and bulbs.

2. Disclaimer of Warranties

Arrow makes no warranties express or implied (including, without limitation, merchantability, fitness for particular purpose or against infringement of any patent), except as expressly provided herein. The express warranties provided herein are in lieu of and exclude all other warranties, guarantees or representations, express or implied, whether arising by operation of law or otherwise.

3. Limitation of Remedies

If the Equipment supplied does not conform to the Limited Warranty set out above, Arrow will, at its option, (a) repair or replace the Equipment, or part thereof, which is defective or (b) refund so much of the purchase price as Purchaser has paid for the defective Equipment, less 1/3 of the purchase price for each month between the date of purchase from an authorized Arrow dealer and the date of the discovery of the defect, provided that written notice of the defect and its nature is given to Arrow as soon as practical after discovery of the defect, but in no event later than 15 days from the date of the discovery of the defect.

4. Limitation of Liability

The remedy of repair, replacement, or refund of the purchase price is Purchaser’s sole and exclusive remedy and will satisfy all of Arrow’s liabilities, whether based on contract, negligence, tort, product liability, strict liability, or otherwise. IN NO EVENT WILL ARROW BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, NOR WILL ITS INABILITY IN CONNECTION WITH ANY EQUIPMENT OR SERVICE SOLD (INCLUDING NON-DELIVERY OR LATE DELIVERY THEREOF) EXCEED THE SALES PRICE OF SUCH EQUIPMENT OR SERVICE.

5. Warranty Voided

Any obligations of Arrow under this Limited Warranty will be deemed to have been

satisfied if anyone other than an authorized Capitol Bingo Equipment Dealer services the Equipment.

6. *Transfer of Limited Warranty*

Purchaser may transfer its rights under this Limited Warranty, subject to the terms and conditions hereof, to a buyer (“Buyer”) from Purchaser of the Equipment. Thereafter, the rights under this Limited Warranty is not transferable. For the transfer by Purchaser of the Limited Warranty to be effective, the following conditions must have occurred no later than the 30th day following the date of resale to Buyer:

- a. Purchaser must have complied with all requirements to make the Limited Warranty effective as to Purchaser; and
- b. The Equipment (as an entire unit as purchased by Purchaser) must be transferred to buyer. Upon an effective transfer of this Limited Warranty, Buyer will be considered to be “Purchaser” for paragraphs 1 and 4 hereof.

7. *Inspection*

With respect to any claim that the Equipment is defective, Arrow will be allowed a reasonable time to inspect the Equipment, in place. If the Equipment is altered or removed before Arrow has made such inspection or waived its right to do so, the obligations of Arrow will be deemed to have been satisfied.

8. *Proof of Purchase*

Notwithstanding anything to the contrary in this Limited Warranty, Purchaser must: upon Arrow’s request, submit proof of original purchase (satisfactory to Arrow) of the Equipment. The Limited Warranty set out above shall not apply to, nor cover, any Equipment for which Purchaser is unable, upon Arrow’s request, to supply such proof of purchase.

9. *Limitations of Actions*

Any legal action against Arrow for a default of its obligations under this Limited Warranty must be commenced within two years from the date the Equipment was sold by an authorized dealer of the Equipment.

10. *How to Obtain Service*

If a problem with this Equipment develops during or after the warranty period, proceed as follows:

- a. Refer to your Operator’s Manual and follow the Troubleshooting table within the “Care and Maintenance” section.
- b. Contact the authorized Capitol Bingo Equipment Distributor from whom you purchased the Equipment.
- c. Contact the Capitol Bingo Equipment Service Manager at the most convenient phone number listed below:

1 (800) 277-6214 U.S.A.

1 (216) 961-3500 within the 216 area code or outside the continental U.S.A.

1 (216) 961-3641 fax number in Cleveland, Ohio

1 (800) 387-7621 within Ontario

1 (519) 770-4621 outside Ontario, but within Canada

1 (519) 770-4872 fax number in Canada

SERVICE CALLS, WHICH DO NOT INVOLVE DEFECTIVE MATERIALS OR WORKMANSHIP AS DETERMINED BY ARROW IN ITS SOLE DISCRETION, ARE NOT COVERED. COSTS OF SUCH SERVICE CALLS ARE THE RESPONSIBILITY OF THE PURCHASER.

Arrow wants you to remain a satisfied customer. If a problem occurs that cannot be resolved to your satisfaction, please contact us immediately. Phone one of the numbers listed above or write to:

**Capitol Bingo Equipment
Division
c/o National Service Manager
9900 Clinton Rd.
Cleveland, OH 44144**

**Arrow Games (Canada) Inc.
37 Woodyatt Drive
Brantford, ON
N3R 7K3**

Please be sure to include the name, model number, serial number, date of original purchase, and the distributor from whom you purchased the Equipment, as well as any actions taken to correct the problem.

Capitol ® Bingo Equipment
From: **ARROW INTERNATIONAL INC.**

**HIGH QUALITY EQUIPMENT MANUFACTURED TO BE YOUR FOUNDATION FOR
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Integrity thru Verification - Honesty

Timely Delivery - Dependability

Operator's Warranty - Reliability

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NEW AND IMPROVED WARRANTIES ON OUR SYSTEMS
VERIFICATION ADDS TRUST AND INTEGRITY TO
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Arrow Technical Assistance Center
Protecting Your Investment Through
Innovative Solutions and Support

9900 Clinton Road Phone 800-277-6214
Cleveland, OH 44114 www.arrowinternational.com

WARNING:

You **must** keep your receipt or invoice for Proof of purchase in to insure proper warranty coverage.

**ARROW INTERNATIONAL, INC.
ARROW GAMES (CANADA) INC.**

And our subsidiaries

CAPITAL GAME MANUFACTURING

METRO GAME MANUFACTURING

9900 Clinton Rd., Cleveland, Ohio 44144

1 (800) 277-6214 the U.S.A.

1 (800) 537-3479 within the state of Ohio

1 (216) 961-3500 within the 216 area code or outside the continental U.S.A.

1 (216) 961-3641 U.S. FAX

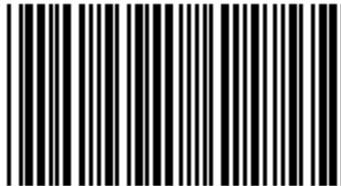
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www.arrowinternational.com

Nevada Gold Keypad



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