

# Pro-Striker Trouble Shooting Guide

For Models: 1611PS, 1615PS, 1619PS, 1711PS, 1715PS, and 1719PS

<u>Problem</u>	<u>Cause</u>	<u>Solution</u>
1. Game won't power up	No input voltage	Check line voltage into power supply.
	Blown Fuse	Check for and replace as needed.
	Low power supply	Adjust power supply outputs or replace power output supply. Turn pod on top power unit until Red 5.3V.
2. No Display	Poor Cable Connections	Check display board connections. <b>OR</b> Check J4 Pin 2 (output to display) for +12 V DC. Also check 5V barrier strip going to display.
	Voltage too low	Check power at supply outputs.
3. Three lights on Main board are constantly on.	Low voltage to main board	Check J7 on main board (input from board power supply for +12, +5 and ground).
	Low voltage at power supply	Check voltage of power supply. (see #1)
	Prom not inserted correctly	Check U8 on main board for bent or broken pins. Remove chip and reinstall carefully.
4. Poor Audio	Volume turned down.	Adjust audio at R78 on main board.
	Pins dirty or bent at U16 or U21 on main board.	Remove and check chips. Reinstall carefully.
	Loose wires at speaker.	Check speaker connections J8 1 & 2 on main board and at speaker terminals.
5. Compressor won't run	Blown fuse	Check and replace fuse at power supply
	Ribbon Cable loose or improperly installed	Red on #1 with no bent or dirty pins
	Poor connection on I/O board	Check J17 (input from power supply) for +5V, +12V and ground. <b>OR</b> Check J15 #10 on I/O board for relay control (ground).  Check connections on compressor leads.

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6. Ball Error <b>-OR-</b> Ball Missing or Stuck	No ball	Replace ball. <b>Press ENTER to continue game.</b>
	Ball stuck in back of game	Move ball so it rolls into the ball lift. <b>Press ENTER to continue game.</b> After game completion, level cabinet and clear debris from ramps.
	Other balls in game.	Move game at least 6" from wall to insure other balls (skee balls, etc.) roll out of the mouse hole in back of Pro-Striker. Remove other balls from game. <b>Press ENTER to continue play.</b>
	More than two balls in game.	Remove other balls from game, then <b>Press ENTER to continue play.</b> Note: If there are two <i>Striker</i> balls in game, they will both be delivered.
7. Pin Set Error <b>-OR-</b> Pins continually reset	Cabinet not level	Level using bulls eye in cabinet (pins should cover orange sensors).
	Pins setting too fast	Adjust set speed to 3 seconds. (From time pins start to lower) See Maintenance Procedures for setting pin speed adjustments.
	Pins setting too slow and game timing out before pins are set	Adjust set speed to 3 seconds (From top to bottom). See Maintenance Procedures for setting pin speed adjustment
	No input from a pin sensor	Check connection at I/O board (J1-J10) or replace sensor.
	Ribbon cable loose or improperly installed	Red on #1 with no bent or dirty pins.
	Improper string adjustments	See Maintenance Procedures
	No pin-set cylinder activation	Insure main lift string is not too short. (See Maintenance Procedures) <b>OR</b> Replace switch and make sure yellow & black wires are connected to the lower two terminals. (Top terminal is not used)
	Worn pin bottoms- causing pins to fall over before ball has been	Replace Pin Bottom. (See Maintenance Procedures under <i>Pin String Replacement</i> )

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8. Pins not pulling up or pulling slowly	Low or no air pressure	Game requires 65 PSI (external air) 75-80 PSI internal air-115V 70 PSI Internal air-220V
	Air Line Leaks	Check air lines and fittings for loose connections. Replace as needed.
	Pulley or strings binding	Insure pulleys in top of cabinet turn easily and all strings move freely around pulleys and through plywood.
9. No Tickets	Ticket payout dips off	Main Board DIP 5 Switch #1 & #2 off. Turn on for desired ticket payout scheme.
	Poor connection at Main board	Check connection on Main board J5, Pin 7.
	Poor connection at dispenser	Check Molex connector on ticket dispenser.
	Jumper wrong position	Check circuit board jumpers on ticket dispensers.
	Defective dispenser	Replace dispenser.
	Tickets empty	Replace tickets. <b>Press AUDIT button inside ticket door to continue play.</b>
10. Ball lift hesitates or lifts slowly	Low air	Check regulator-adjust to proper setting (see if ball lift does not lower)
	Ball lift bracket binding	Check for proper alignment and bent or broken parts (cylinder and brackets)
	Air line leaks	Check air lines for loose connections or leaks, replace if needed.
11. Ball lift does not lower immediately after lifting	Reflector below ball lift is dirty or missing	Clean or replace reflector tape.
	No input from optical sensor (red light will be on when ball is not present and off when ball is present.)	Adjust sensor till red light is on with no ball or replace sensor. Also check connector on sensor.
	Low or No air pressure	See #8, <i>Pins not pulling up...</i> , Item #1.

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12. Game resets during play. (Screen blinks off)	Voltage drop from power supply	Check voltages at power supply, insure of no loose connections inside power supply or at any (5V-Red or 12V-Orange) connections in wiring harness. Coin game and tap power supply (see if game resets)
	Main board	Check all connectors on main board and tap on board to see if game resets. If so, replace board.
	Display controller board	Set voltage across any capacitor from C18 through C29 between 5.0V DC and 5.1V DC.
13. Displays shows: 0001 or 0002 but continues to allow play.	Display controller board	Voltage across capacitors C19-C29 should measure between 5.0V DC and 5.1V DC. It <b>MUST</b> not be above 5.1V DC. Adjust as necessary.
14. Not holding pins on spare shot (second shot)	Pin string too long	Check and adjust pin strings and main lift string as indicated in the Maintenance procedures.
	Bad connection to pin cylinders	Check connection to pin holding cylinders on J16 and J15 #9 and 10. Check molex connectors to insure intact.
	Air line leaks	Check <i>Red</i> air lines for loose connections or leaks from holding valves to holding cylinders.
	Bad holding cylinder	Verify holding cylinder operation using the test mode. If all connections in place and cylinder still not operator properly, replace cylinder.
15. Tilts too often	Tilt set too sensitive.	Adjust tilt by moving cone shaped upward. <b>Tighten holding screw to insure cone does not slip down.</b>