

# LUCKY DUCK

DIGITAL READER DISPLAY

# OPERATOR'S MANUAL

Ver. 1.1 / JUNE2015



## ⚠️ WARNING ⚠️

READ THIS OPERATION MANUAL BEFORE USING THIS MACHINE TO ENSURE SAFE OPERATION



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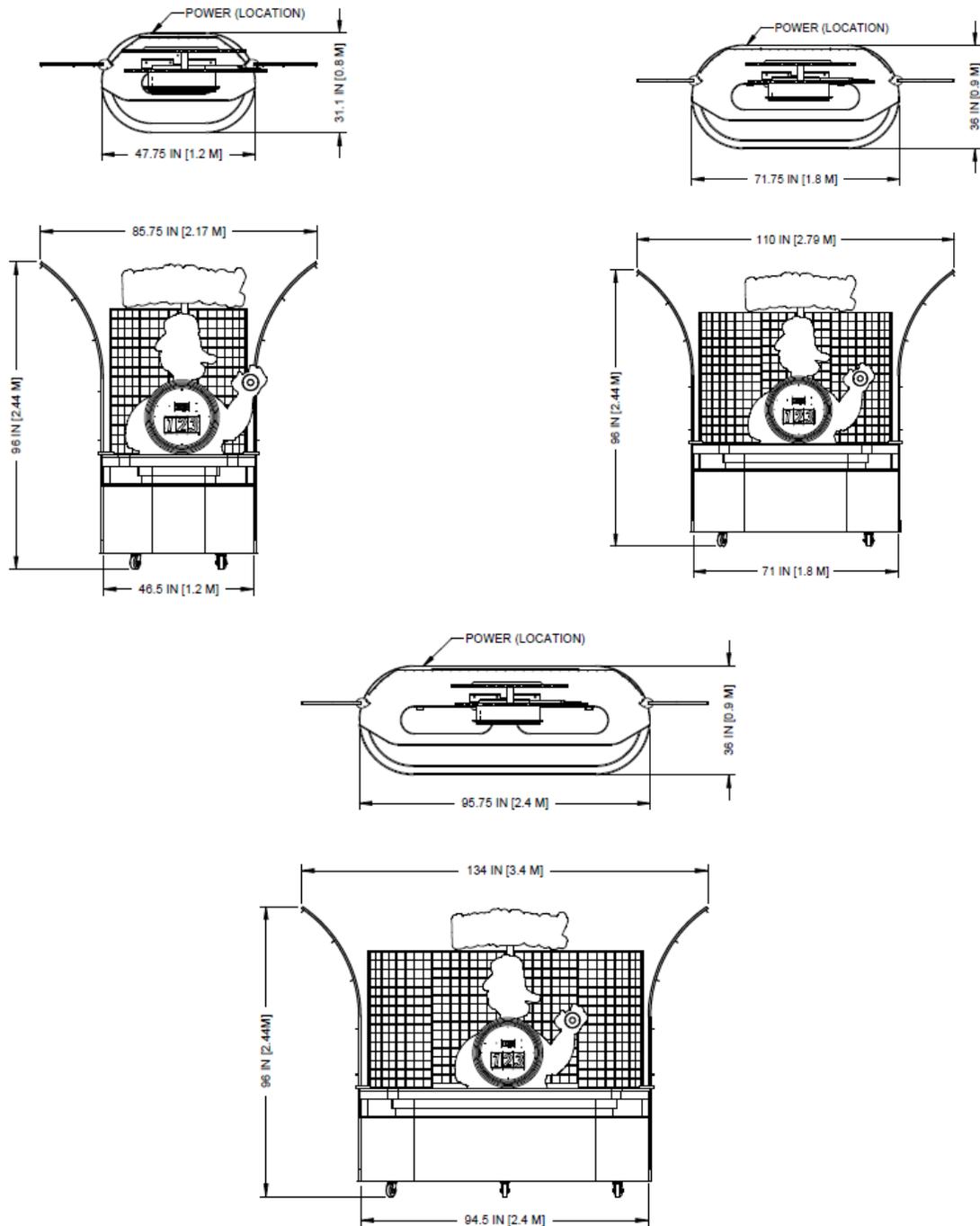
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# 1. SPECIFICATIONS:

<b>RATED POWER SUPPLY</b>	Domestic (United States): 110V ±10V / 2A / 220W Export: 220V ±10V / 1A / 220W
<b>DIMENSIONS</b>	4' Model - L: 85.75 in. (2.17 m); W: 31.1 in. (.8 m); H: 96 in. (2.44 m) 6' Model - L: 110 in. (2.79 m); W: 36 in. (.9 m); H: 96 in. (2.44 m) 8' Model - L: 134 in. (3.4 m); W: 36 in. (.9 m); H: 96 in. (2.44 m)
<b>WEIGHT</b>	4' Model: 435 lbs. (198 kg); 6' Model: 665 lbs. (302 kg); 8' Model: 890 lbs. (404 kg)

Note: Game parameters are subject to change without notice



## 2. INTRODUCTION:

### 2.1 Overview:

Thank you for purchasing the **Lucky Duck™** from Bob's Space Racers®. Built on a long tradition of value, the **Lucky Duck™** retains all of the great game play you have come to expect of a game from BSR, and is specifically designed for today's Arcade environment. **Lucky Duck™** uses technology specifically developed for this game.

This owner's Manual is intended to provide detailed descriptions together with all the necessary information covering the general operation of electronic assemblies, servicing control, spare parts, etc. pertaining to the game.

### To Maintain Safety:

This manual is intended for the owner, personnel and managers in charge of operation of the product. Before operating this product, we highly recommend carefully reading and fully reviewing this instructional guide. If the product fails to function satisfactorily, **non-technical personnel should under no circumstances perform any kind of repair internally.**

To ensure the safe usage of the product, be sure to read the following before using the product. The following instructions are intended for the users, operators and the personnel in charge of the operation of the product. After carefully reading and sufficiently understanding the warning display and cautions, handle the product appropriately. Be sure to keep this operation manual nearby the product or elsewhere convenient for referring to it when necessary.

**Warnings, Cautions, and notes used within these instructions are explained as follows:**

- A **WARNING** or **SERVICE WARNING** refers to a procedure or practice that, if not followed correctly, could result in injury, long term health hazards, or death.
- Below is a list of **WARNING** labels found throughout this manual and on the Lucky Duck™ game; adhere to all labels throughout this manual and on the game:



**WARNING**



**ATTENTION**



### NOTE (or) NOTICE:

- A **NOTE** refers to a procedure or condition that requires emphasis.

**NOTE:**  
**ONLY QUALIFIED TECHNICAL PERSONNEL SHOULD WORK ON THIS GAME. FAILING TO COMPLY CAN CAUSE SEVERE INJURY.**

## **2. INTRODUCTION (CONTINUED):**

### **2.2 Important Safety Information:**

#### **IMPORTANT SAFETY INFORMATION**

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#### **WARNING**



**Unplug the game from the AC wall receptacle when servicing this product. Failure to do so could result in serious injury or death.**

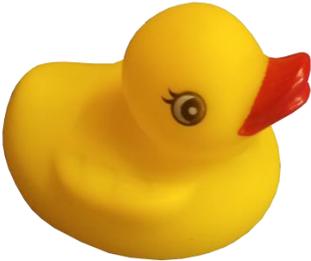
Use only a **GROUNDING AC** receptacle. Failure to do so could result in improper operation or damage to the game and could void your warranty. If you are unsure that your AC receptacle is properly grounded, have a qualified electrician perform this check for you.

Ensure power to the game is turned off when performing even the slightest of routine maintenance, otherwise, moving parts could activate unexpectedly, causing injury.

This product is heavy, necessitated by the design. We recommend at least two people when moving or relocating the game. Use a suitable dolly or hand truck where practical. Use back support when needed.

### 3. PACKAGE CONTENTS:

This game comes prepackaged with the following **GAME UNIT ACCESSORIES**:

Item	Content	Specification	Picture	Quantity
1	Manual	ENGLISH	N/A	1 pc
2	Power Cord	Domestic: 5' – 10A/125V <i>or</i> Export: 5' – 10A/220V		1 pc
3	Fuse	10A/250V – Domestic 5A/250V – Export		1 pc
4	Key	Key #: 3172		2 pcs
5	Rubber Duck	Rubber Duck with attached RFID Chip		4' Game: 35 Ducks 6' Game: 50 Ducks 8' Game: 65 Ducks
6	Submersible Pump	Submersible Pump: Domestic or Export Rated		1 Pump
7	Accounting Card	Accounting Card for Accounting System Operation		2 Cards

## **4. INSTALLATION:**

### **4.1 Parts List Verification:**

Check the parts list prior to installation. Verify that all parts that have been received and are in good condition.

### **4.2 Play Zone Requirements:**

This machine requires a level space for operating the game. It is recommended to operate this game on a level surface and to leave approximately 12 inches (300mm) or more on all sides for proper operation.

### **4.3 Maintenance Considerations:**

This machine requires periodic maintenance that will require access to the rear access panels of the game. It is recommended to leave a space of approximately 2-3 feet behind the game to allow for such maintenance.



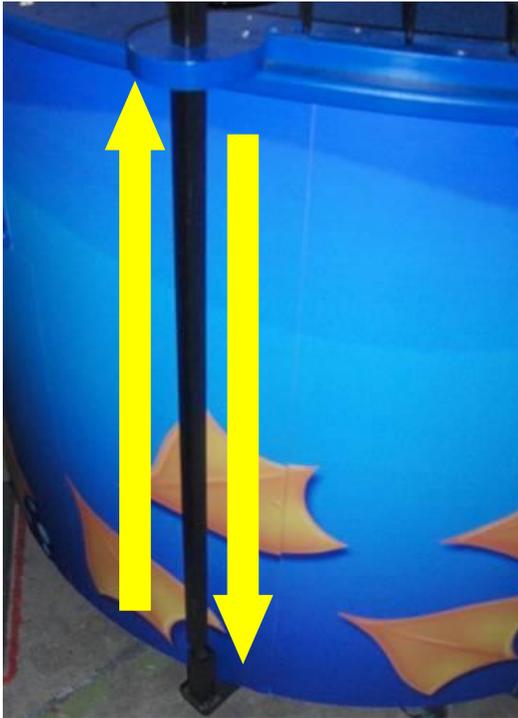
## **WARNING**



- Be sure to check the **ELECTRICAL SPECIFICATIONS**. Ensure that this product is compatible with your locations power supply, voltage and frequency requirement.
- A plate describing **ELECTRICAL SPECIFICATIONS** is attached on the backside of the product. Non-compliance with the **ELECTRICAL SPECIFICATIONS** can cause a fire and electrical shock.
- Putting many loads on one electrical outlet can cause generation of heat and a fire resulting from overload.
- Be sure to plug the game into the proper **A.C. GROUNDED** receptacle. Do not use long extension cords unless absolutely necessary and if so, be sure it is a heavy duty cord of at least 16 Ga. and no longer than 20 ft. Check the label on the back of the game to make sure the power requirements of the game match that of your location.

## 4. INSTALLATION (CONTINUED):

### 4.4 Install Plush Poles:



1. The game comes with (2) two plush hanging poles. They need to be removed and replaced with the poles facing outward to properly hang stock from the provided chain and rope coming from the poles.

### 4.5 Install Game Skirt:



1. Install the blue skirt around the base using the provided snaps and clips.

**Note:** The seam will be on the backside of the game.

## 4. INSTALLATION (CONTINUED):

### 4.6 Connecting the Power Cord:



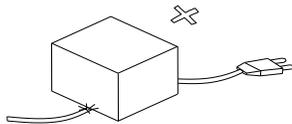
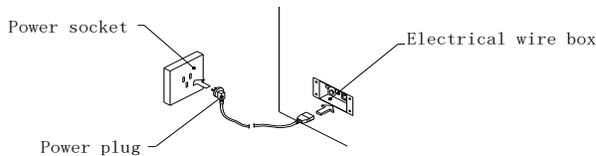
1. Connect properly rated power cord to the game, and plug into properly rated power source.



**WARNING**



**DO NOT OPERATE THIS GAME IN WET CONDITIONS.**



- **Do not** put heavy items on power cord.

- Hold the plug instead of the wire to draw the power cord out of the socket.



- **Do not** touch the power cord with wet hands.



- **Do not** place the cord where the player can easily trip over or come in contact with it.

- **Do not** draw or twist the cord or place near a heat source.

- **Operate this game with the correct power and fuse configuration.** *(The machine's supply Voltage is 110VAC or 220VAC, please refer to the label on the machine, connecting the actual supply voltage. Failure to do so can cause electric shock or equipment damage.)*

## 4. INSTALLATION (CONTINUED):

### 4.7 Filling the Game with Water and adding Rubber Ducks:



1. It is recommended to fill the game with clean water once it is moved to the desired location.
2. Fill the game to the designated water level, marked by a “WATER LEVEL” vinyl decal located on the inside of the tank wall.
3. Add Rubber Ducks.

### 4.8 Turning on Game Power:



## ATTENTION



**DO NOT TURN ON GAME POWER WITH NO WATER IN THE TANK, UNLESS ALL SUBMERSIBLE PUMPS ARE UNPLUGGED.**

**RUNNING THE PUMPS WITHOUT WATER IN THE TANK CAN CAUSE DAMAGE TO SUBMERSIBLE PUMPS.**

1. To turn on GAME POWER; flip the power switch to the “ON” position. This will initialize the scale function and energize the submersible water pumps.

## 5. INSTRUCTIONS FOR PLAY:

### 5.1 How to play the LUCKY DUCK™ game:



1. Customer selects duck.



2. Operator or Customer places the RFID CHIP on the rubber duck in the provided RFID CHIP GUIDE/READER located on the duck's hand.

RFID CHIP GUIDE/READER

RFID CHIP



3. Hold the rubber duck on the hand until the scale reads the RFID chip embedded on the bottom of the duck.

4. The SCORE DISPLAY will show the rubber duck's programmed weight.



SINGLE POINT VALUE SCORE DISPLAY

TOTAL VALUE SCORE DISPLAY

## 6. OPTIONS FOR PLAY:

### 6.1 The Options for playing the LUCKY DUCK™ game:

The LUCKY DUCK™ game can be ran (2) two different ways:

1. **GAME OPTION A** – Game A is ran as a single duck count game or (1) one duck per play.
  - a. In this game version, the guest will select one duck, hand it to the operator, and the operator will then scan the duck on the RFID CHIP GUIDE/READER.
  - b. The point value of the single duck will be audibly heard and also displayed on both the SINGLE POINT VALUE SCORE DISPLAY and the TOTAL VALUE SCORE DISPLAY.
  - c. The operator will now give the guest a prize based on the TOTAL VALUE SCORE.
2. **GAME OPTION B (GAME DEFAULT)** – Game B is run as three ducks scanned one at a time, but scored as one total point count.
  - a. In this game version, the guest will select three ducks, hand them to the operator, and the operator will then scan each duck on the RFID CHIP GUIDE/READER.
  - b. The point value of each duck is audibly heard and displayed on the SINGLE POINT VALUE SCORE DISPLAY and the TOTAL VALUE SCORE DISPLAY will add the values together until all (3) three ducks are read and then the final score will be announced as a congratulations message and then displayed on the TOTAL VALUE SCORE DISPLAY.
  - c. Once all (3) three ducks have been read, the operator will give the guest a prize based on the final TOTAL VALUE SCORE DISPLAY.

Each different size LUCKY DUCK™ model comes with a different amount of predetermined point values for each duck.

Point value of Ducks included with each LUCKY DUCK™ model size:	Point Value	4' Model	6' Model	8' Model
	5 points	15	22	28
	10 points	9	12	16
	15 points	5	8	10
	20 points	4	5	7
	25 points	2	3	4
	<b>Total</b>	<b>35</b>	<b>50</b>	<b>65</b>

The game payout can be adjusted accordingly by changing the number of certain point ducks to achieve the “prize giveaway” desired for the game. If more or different duck point values are needed, they can be purchased from BSR’s Parts Department.

### 6.2 Changing the LUCKY DUCK™ between Game Option A and Game Option B:

The LUCKY DUCK™ game can be changed between Game Option A and Game Option B by changing any one of the white dipswitches located on the electronics board:

**Game Option A:** All switches on the “OFF” position. *(See Below)*

**Game Option B:** Any one or all dip switches in the “ON” position. *(See Below)*



## 7. ACCOUNTING SYSTEM:

### 7.1 Activating and Reading the Accounting Program:

The Lucky Duck™ game comes equipped with two forms of accounting systems:



#### Sample reading of the downloaded data on the USB Flash Drive:

05pt Duck	104
10pt Duck	39
15pt Duck	25
20pt Duck	16
25pt Duck	4
GAME A	55
GAME B	40

1. Mechanical Meter Accounting System
  - a. The mechanical meter is located just inside the rear access door, on the same pull-out panel as the electronic assembly board.
  - b. The mechanical meter is a non-resettable meter that tracks the total amount of games the unit has played.
  - c. To utilize the mechanical meter; the metered count at the end of the night would be the starting count for the next day. Subtract the day's starting count from the same day's ending count to get the total number of games for any given day.
2. RFID Accounting System
  - a. To utilize the RFID Accounting System, swipe the Accounting Card across the RFID Chip Guide. Once the card is read, the Score Display will read "Acc" on both LED displays.
  - b. Insert a USB Flash Drive into "PORT 2" on the electronic assembly board, located just inside the rear access door, on the same pull-out panel as the Mechanical Meter.
  - c. Once the USB Flash Drive is inserted, a green LED light will begin to flash on PORT #2; this represents data being downloaded to the USB Flash Drive.
  - d. Once the green LED stops flashing on Port #2 and the Score Display returns to normal, the USB Flash Drive can be removed.
  - e. The data stored on the USB Flash Drive is a spreadsheet file that tells the operator how many ducks the reader has read and how many total games have been played for both game options A and B. The spreadsheet file is labeled ACCT.xls and will be added to if not extracted from the USB Flash Drive.

## **8. MAINTENANCE AND INSPECTION:**

### **8.1 General Maintenance Information:**

- Due to the design of the machine, periodic maintenance is required.
- Start the game and verify the correct operation before putting the game into daily operations.
- Clean all surfaces of the game as needed.
- After one month of game operation, ensure all internal and external parts are secure and in proper working order.

#### **1. Remove power prior to servicing game.**

To avoid a short circuit, the power must be removed before touching any electrical component inside of the game.

#### **2. Choose the appropriate replacement parts.**

Using the wrong parts could lead to malfunction or damage to the game and components.

#### **3. Do not substitute or change equipment, without authorization.**

Doing so could lead to a short circuit and machine malfunction, or fire.

#### **4. Do not put any containers of liquid, cups or soda cans on the machine. In addition, chemicals or heavy items should not be allowed around the game.**

Any spill could cause a short circuit. Falling items could injure people or damage the machine.

### **8.2 Cleaning:**

**CLEANING** - Clean the outer surfaces of the game with a general purpose spray type cleaner. DO NOT however, use glass cleaner or commercial sprays on the marquee graphic panel. Use a quality spray type furniture polish to keep the game looking new. Vacuum the inside of the game occasionally to help keep the dust and debris off of all the electronic components.

### **8.3 Cleaning the Submersible Pump Intake Screen:**



Check the intake screen of the water pump daily and clean the screen of any debris and make sure the intake louvers are completely open to allow maximum water flow.

Intake Screen

## 8. MAINTENANCE AND INSPECTION (CONTINUED):

### 8.4 Recommended Maintenance Schedule:

Daily Maintenance	
WATER LEVEL AND CLEANLINESS	Check the water level and cleanliness: add water, remove debris, and change water as needed.
RFID READER	Scan a duck on the RFID Reader to ensure it is working properly.
SUBMERSIBLE WATER PUMP(S)	Check that submersible water pumps are functioning properly and clean the intake screens of the pumps.
SOUND	Check if the game has proper sound level.
GAME CABINET	Clean the cabinet with water or general purpose cleaner and a soft cloth.

Weekly Maintenance	
CHANGE WATER	Drain and change the water inside the tank.
HARNESSES	Make sure all connectors are securely fastened.

Monthly Maintenance	
Water Tank	Thoroughly clean and scrub the tank with general purpose cleaner.
Game function	Check for proper game function and repair as needed.

### 8.5 Draining and Changing the Water:

1. **Turn of Game Power and disconnect power cord from source.**
2. Open the rear access panel.
3. Connect one end of the hose to the provided PVC fitting and run the other end of the hose to a suitable area to drain the water from the game.
4. Turn the red ball valve to the open position and drain all water from the game.
5. Check the submersible pumps and clean the pump screen intakes as needed.
6. Clean all surfaces of the tank with general purpose cleaner.
7. Close the red ball valve to the closed position and close the rear access panel.
8. Fill the game with clean water.
9. Reconnect power cord and turn on Game Power.
10. Check game for normal operation.

## **9. TROUBLESHOOTING:**



### **WARNING**



**For your safety, and to reduce risk of damage to your game; read the Important Safety Information in Chapter 2 before attempting any troubleshooting procedure.**

#### **9.1 Troubleshooting Philosophy:**

When troubleshooting any product, certain general guidelines should be followed.

1. Always check to be sure that the game is turned on. Ensure that all of the fuses in the game are functional and check to see that the AC voltage is in the proper operating range for the game.
2. Ensure that all of the game harnessing is plugged in properly and that all of the pins are firmly seated in the connectors. There is always possibility that a harness can be damaged by rough shipping or moving.
3. Check game harnessing and ensure that none of the wires have been damaged. Using a handheld multi-meter, check for continuity of the wiring to make sure there are no open wires or breaks.
4. Check for visible damage to the P.C. Boards or electrical components.
5. If you have multiple games or multiple parts within the game, change or exchange the parts and see if the problem goes away or moves to the other game or component. This way you can quickly eliminate certain parts as being the problem with the game.
6. When changing electronic or electrical components, ALWAYS turn off and unplug the game.
7. Ensure that all power supplies are delivering the specified voltages to the P.C. Boards and components as specified in this manual.

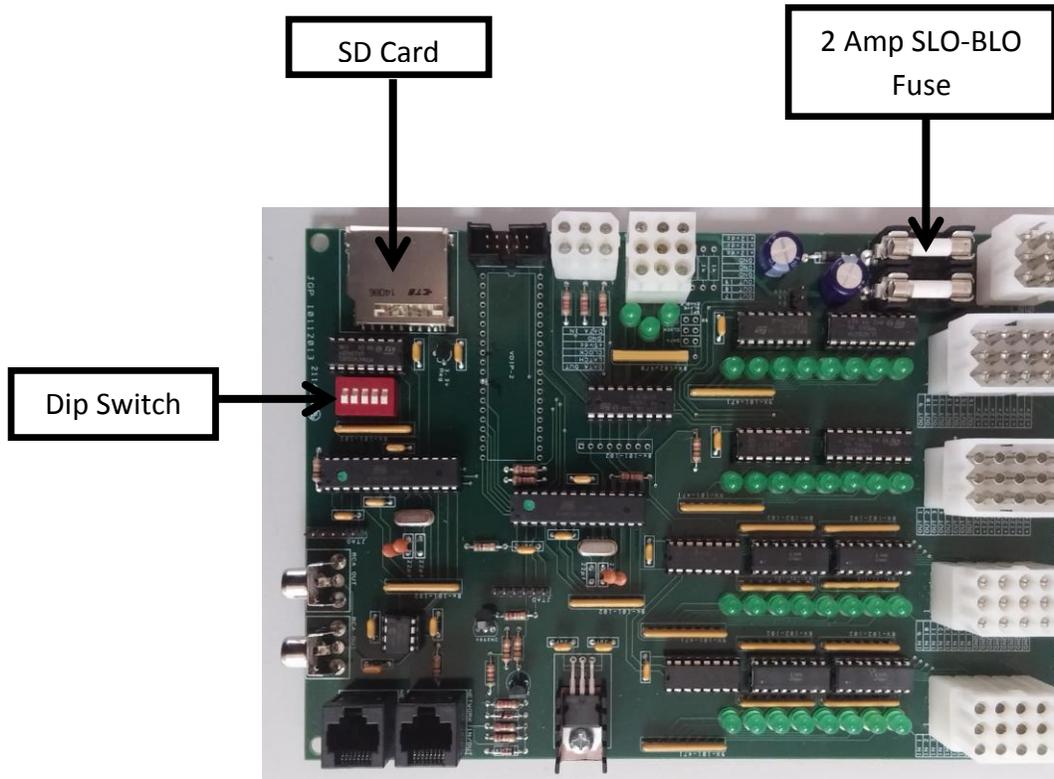
## 9. TROUBLESHOOTING (CONTINUED):

### 9.2 Troubleshooting Guide:

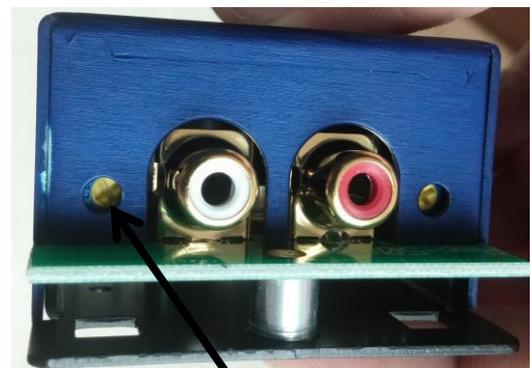
SYMPTOM	POSSIBLE PROBLEM	POSSIBLE SOLUTION
Low water pressure	<ul style="list-style-type: none"> <li>- Clogged intake screen or filter on the submersible water pump</li> </ul>	<ul style="list-style-type: none"> <li>- Check submersible water pump intake screen and/or filter and clean as needed.</li> <li>- Replace submersible water pump</li> </ul>
Reader will not read one duck, but reads the other ducks	<ul style="list-style-type: none"> <li>- Faulty RFID Transponder</li> </ul>	<ul style="list-style-type: none"> <li>- Replace the faulty RFID transponder in the bottom of the duck that will not read.</li> </ul>
Reader will not read ducks	<ul style="list-style-type: none"> <li>- Ducks too far away from RFID Sensor</li> <li>- Trying to read the ducks too fast</li> </ul>	<ul style="list-style-type: none"> <li>- Check that the duck's RFID Chip is properly seated inside the RFID GUIDE/READER</li> <li>- Wait 3-5 seconds before trying to read next fish.</li> </ul>
No power to game	<ul style="list-style-type: none"> <li>- ON/OFF switch is in the OFF position.</li> <li>- Disconnected power cord</li> <li>- No power at power source (tripped breaker)</li> <li>- Blown fuse</li> </ul>	<ul style="list-style-type: none"> <li>- Turn power switch to ON position</li> <li>- Reconnect power cord</li> <li>- Check Main Breaker on location</li> <li>- Check/Replace 2 Amp SLO-BLO fuse on main circuit board.</li> <li>- Check/Replace fuse located above the game's power switch.</li> </ul>
No Sound / Low Sound	<ul style="list-style-type: none"> <li>- Volume set too low</li> <li>- SD Card not inserted properly.</li> <li>- Blown Speaker</li> </ul>	<ul style="list-style-type: none"> <li>- Check volume control on amplifier.</li> <li>- Check that SD card is fully inserted all the way into socket.</li> <li>- Replace Speaker.</li> </ul>
Sound but no Display(s)	<ul style="list-style-type: none"> <li>- Loose connection</li> <li>- Blown fuse</li> <li>- Missing 12VDC</li> </ul>	<ul style="list-style-type: none"> <li>- Check all display connections for proper seating.</li> <li>- Check/replace 2 Amp SLO-BLO fuse on main circuit board.</li> <li>- Check for 12VDC on main power supply.</li> </ul>

## 10. ELECTRONIC COMPONENTS:

### 10.1 2500 Electronic Board:



### 10.2 Amplifier:



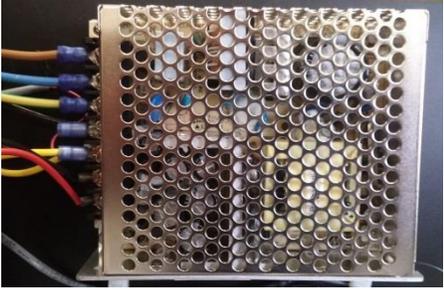
Amplifier Volume Control:  
Used to adjust game  
volume.

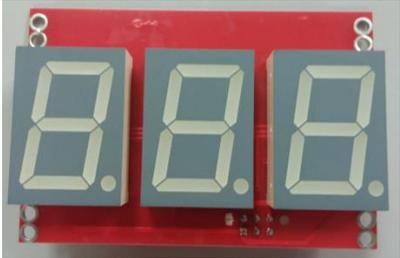
## **10. ELECTRONIC COMPONENTS (CONTINUED):**

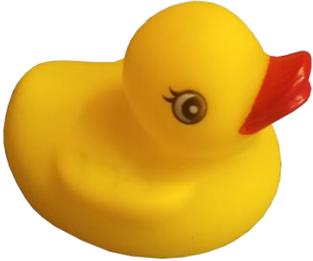
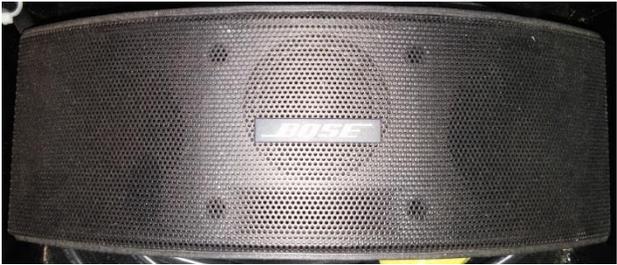
### **10.3 12-5VDC Power Supply:**



## 11. PARTS LIST:

DESCRIPTION	PART NUMBER	PHOTO
2500 Electronic Board – Micro Controller Board	EX033532	
Audio Amplifier	E0028853	
12-5VDC Power Supply	E0022859	
RFID Reader Controller without Antenna	E0012395	
RFID Reader Antenna	E0012396	

<p>Game Counter</p>	<p>E0025100</p>	
<p>Large 3 Digit Display</p>	<p>EM040743</p>	
<p>Small 3 Digit Display</p>	<p>EM040744</p>	
<p>Accounting Card</p>	<p>EM068809</p>	
<p>10A/250V – Domestic 5A/250V – Export</p>	<p>E0024100 E0023750</p>	
<p>Submersible Pump</p>	<p>P0009056</p>	

<p>Rubber Duck</p>	<p>M0008540</p>	
<p>RFID Chips Note: Specify Programmed Weight needed</p>	<p>EM068808</p>	
<p>Key #: 3172</p>	<p>M0009520</p>	
<p>Domestic: 5' – 10A/125V <u>or</u> Export: 5' – 10A/220V</p>	<p>E0027200</p>	
<p>Outdoor Black Speaker</p>	<p>E0027370</p>	
<p>90° Elbow for Submersible Pump</p>	<p>P0006200</p>	

## **Federal Communications Commission (FCC) Statement**

This equipment has been tested and found to comply within the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate frequency energy, and, if not installed and used in accordance with the instruction manual may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his/her own expense.

**CAUTION:** ALL OF BOB'S SPACE RACERS® GAMES ARE SHIPPED WITH THE SAME KEY AND LOCK SETS.

**IT IS IN YOUR BEST INTEREST TO CHANGE THE KEYS AND LOCKS ON YOUR GAMES WHEN YOU RECEIVE THEM.**

### **\*SERVICE POLICY\***

At BOB'S SPACE RACERS®, INC., our strength lies in the high quality, long lasting equipment we manufacture.

Should the need arise, we maintain both Technical Support and Customer Service staff.

Technical Support is available whenever you should need it. The direct technical 'hot line' is (386) 677-0761. This line is manned 8:30am - 5:00pm, EST, Monday through Friday, excluding holidays. During all other times an operator will be available to relay your problem to the technician on call. Technical Support will assist you in troubleshooting a service problem or setting equipment options.

Customer Service telephone lines are manned 8:30am - 5:00pm, EST, Monday through Friday, excluding holidays. Customer Service staff can be reached at (386) 677-0761 they will also take parts orders and research the status of previous orders.

As always, you can call (386) 677-0761 to reach all other departments, or you can FAX at (386) 677-0794. You can, also, e-mail us at [tech@bobsspaceracers.com](mailto:tech@bobsspaceracers.com).

**BOB'S SPACE RACERS®, INC.'S**

# ONE-YEAR NEW EQUIPMENT WARRANTY

1. INCLUDED IN THIS WARRANTY Bob's Space Racers<sup>®</sup>, Inc. warrants to the original purchaser only that the equipment that is the subject of this sale conforms to its specifications, and is free from defects under normal service for a one-year period from the original date of delivery. This warranty does not include any damages resulting from occurrences listed in Paragraph 2 below. This Warranty is not transferable under any circumstance. Any claims under this warranty must be received in writing by Bob's Space Racers<sup>®</sup>, Inc. within 13 months from the date of delivery. Within a reasonable time of such written notification Bob's Space Racers<sup>®</sup>, Inc. will replace or repair any defective component of the equipment or part thereof which fails for reasons other than normal services, use, or wear. Light bulbs are specifically excluded from this warranty and shall be the sole responsibility of the purchaser. Bob's Space Racers<sup>®</sup>, Inc., within its sole discretion, makes the final determination as to whether to repair or replace any component and whether any such repair or replacement shall be performed where the equipment is located or at its home facility in Volusia County, Florida, or another facility of its sole choice. Any and all freight charges for the purposes of repair or replacement shall be paid by the original purchaser. All defective parts shall be returned to Bob's Space Racers<sup>®</sup>, Inc. if requested. Bob's Space Racers<sup>®</sup>, Inc. does not warrant that the equipment will meet any original purchaser's specific requirements or that the operation of the equipment will be uninterrupted. These remedies are the original purchaser's exclusive remedies for breach of warranty.

2. EXCLUDED BY THIS WARRANTY. Bob's Space Racers<sup>®</sup>, Inc. does not warrant (a) any product, components or parts not manufactured by Bob's Space Racers<sup>®</sup>, Inc.; (b) damage caused by use of the equipment for purposes other than those for which it was designed; (c) defects caused by failure to provide a suitable installation environment for the equipment; (d) damage caused by unauthorized attachments, modification, or service; (e) damage caused by normal wear and tear or improper power supply; (f) damage caused by accident or disaster such as fire, flood, lighting and wind; (g) any other abuse or misuse of the equipment.

3. EXCLUSIVE WARRANTY. THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OR REMEDIES, WHETHER WRITTEN, ORAL OR IMPLIED. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF. ANY AND ALL IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, COURSE OF DEALING OR USAGE OF TRADE ARE HEREBY EXPRESSLY DISCLAIMED AND EXCLUDED.

# **BOB'S SPACE RACERS<sup>®</sup>, INC.'S ONE-YEAR NEW EQUIPMENT WARRANTY** (CONTINUED)

4. **REMEDIES LIMITED.** UNDER NO CIRCUMSTANCES, EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, SHALL BOB'S SPACE RACERS<sup>®</sup>, INC. BE LIABLE FOR ANY LOSS OR DAMAGE, DIRECT OR INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL ARISING OUT OF THE USE OR INABILITY TO USE THIS EQUIPMENT INCLUDING BUT NOT LIMITED TO ANY CLAIM FOR LOSS OR PROFITS, LOSS OF SAVINGS OR REVENUE, LOSS OF USE OF THE EQUIPMENT, OR ANY ASSOCIATED EQUIPMENT, FACILITIES OR SERVICE, DOWNTIME, THE CLAIMS OR COST(S) OF THIRD PARTIES INCLUDING CUSTOMERS, AND INJURY TO PROPERTY. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

5. **NO OTHER WARRANTIES.** Unless modified in writing and signed by both parties, this agreement is understood to be the complete and exclusive agreement between the parties, superseding all prior agreements, oral or written, and all other communications between the parties relating to the subject matter of this agreement. No employee or representative of Bob's Space Racers<sup>®</sup>, Inc. or any other party is authorized to make any other warranty or to assume any other liability in connection with the sale of its equipment.

6. **TIME LIMIT FOR CLAIMS.** Any claim for breach of warranty or claims under this warranty must be received in writing by Bob's Space Racers<sup>®</sup>, Inc. within 13 months following delivery of the equipment.

7. **FUTURE CHANGES.** Bob's Space Racers<sup>®</sup>, Inc. reserves the right to reserve, change or modify the construction and design of its equipment or any component part or parts thereof without incurring the obligations to make such changes or modifications in present equipment.

8. **ALLOCATION OF RISKS.** This agreement allocates the risks of equipment failure between Bob's Space Racers<sup>®</sup>, Inc. and the original purchaser. This allocation is recognized by both parties and is reflected in the price of the goods. **THE PURCHASER ACKNOWLEDGES THAT IT HAS READ THIS AGREEMENT, UNDERSTANDS IT, AND IS BOUND BY ITS TERMS.**

9. **TO OBTAIN WARRANTY SERVICE.** The original purchaser must, at his own expense, bring or ship the equipment to an authorized location for service. Additionally, the original purchaser must pay all freight, shipping or transportation charges for the return of the equipment from Bob's Space Racers<sup>®</sup>, Inc. to the original purchaser. Telephone or write:

Bob's Space Racers<sup>®</sup>, Inc.  
427 15<sup>th</sup> Street  
Daytona Beach, Florida 32117  
Telephone number 386-677-0761  
FAX 386-677-0794

## ADVANCED REPLACEMENT POLICY

After speaking with our Technical Department it may be necessary for Bob's Space Racers<sup>®</sup>, Inc. to ship an assembly item or part to repair your game. Note: we will not ship anything to P.O. Boxes via the US Postal Service. You will be billed, per your account status, for the total cost of the shipment (which includes shipping charges).

Upon shipment of the new item(s) a Return Merchandise Authorization Number (RMA #) will be issued for you to use when returning the defective item(s) to Bob's Space Racers<sup>®</sup>, Inc., or you may use the order number. After the defective item(s) is received by Bob's Space Racers<sup>®</sup>, Inc. your account will be issued either a:

1. Warranty credit: if your game is under warranty. (See the Warranty Policy page.) Note: this credit does not include return shipping charges.

**OR**

2. Credit for the item(s). Note: this credit does not include return shipping charges, nor does it include the repair charges for the item(s).

**If the item(s) cannot be repaired to the point where it could be shipped to another customer as an Advanced Replacement item (i.e. cosmetic damage), we will ship your original item(s) back to you. You will be required to return the Advanced Replacement item(s) or pay for it. You will be responsible for all shipping charges, should you decide to not keep, and pay for, the Advanced Replacement item(s).**

## ADVANCED REPLACEMENT ITEM(S) SHIPPING RULES

When you request an Advanced Replacement item from us, we have a few rules for you to follow:

1. **DO NOT** try to repair the defective item(s) on your own; **DO NOT** disassemble the defective item(s) prior to returning it to Bob's Space Racers<sup>®</sup>, Inc. – this could cause further damage and the possibility of you not receiving any credit at all on the item(s). There are not any user serviceable parts inside, and our vendors may void their warranty on disassembled parts. (Please review the last paragraph of the [Advanced Replacement Policy](#).)
2. Wait for the Advanced Replacement item(s) to arrive prior to returning the defective item(s).
3. When the new item(s) arrive, verify that it is the correct part. If it is not, please note what the differences are and contact Bob's Space Racers<sup>®</sup>, Inc.
4. Return the defective item(s) in the exact same packaging the Advanced Replacement item(s) came in. This insures no more damage will be done to the item(s) during the return shipping.

Thank you for your cooperation.

## **CALLING FOR SERVICE**

1. When calling for service, please check the service manual first. Many times the answer to your problem has been addressed in this documentation.
2. Please make sure you have the serial number of the game ready when you call.
3. If this is a repeat call, please tell the service technician that you have made a previous call regarding this problem. This way we will be able to retrieve the history on your game allowing us to serve you better and save you time.
4. Please retain proof of purchase for your product. This might be requested for warranty repairs.
5. Please call from the game if possible since we might need you to check certain things on the game while we are on the telephone with you.

**IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE CALL OUR SERVICE DEPARTMENT AT**

**(386) 677-0761**

**(MONDAY – FRIDAY, 8:30AM – 5:00PM EST, EXCLUDING HOLIDAYS)**

**(or)**

**EMAIL QUESTIONS TO: [Tech@BobsSpaceRacers.com](mailto:Tech@BobsSpaceRacers.com)**

**(or)**

**VISIT THE “CUSTOMER SUPPORT” SECTION ON OUR WEBSITE:**

**[WWW.BOBSSPACERACERS.COM](http://WWW.BOBSSPACERACERS.COM)**