

# Top 10 Frequently Asked Questions



## WHAC-A-MOLE SE™

### 1. Sound Problems

- Check Volume Control and adjust as necessary
- Check connections and/or repair harnessing
- Check and/or replace speaker
- Check connections or Replace Sound Board
- Check and/or repair or replace Main P.C. Board

### 2. Game does not take or add money correctly

- Re-bend coin switch wire
- Clean and adjust mech as necessary
- Check and/or replace switch
- Check and/or repair harnessing
- Reprogram or replace electronic mech
- Check programming options and adjust
- Repair and/or replace Front Panel Board
- Repair and/or replace Main P.C. board

### 3. Ticket Dispenser not working properly, or no tickets being dispensed

- Refill ticket dispenser and press the reset button
- Clear ticket jam
- Clean off sensor
- Check and/or replace connectors
- Check ticket programming options
- Replace dispenser
- Check and/or repair harnessing
- Repair and/or replace Front Panel Board
- Replace or repair Main P.C. Board

### 4. Game will not start

- Check on/off switch and power cord
- Repair and/or replace sensor pair (See "Description B" below)
- Check and/or replace fuse as necessary
- Replace or tighten faulty ground wire
- Check and/or replace the 12VDC power supply
- Repair and/or replace Front Panel Board
- Repair and/or replace Main P.C. Board

## 5. Game stops or is stopped with nothing displayed

- Reconnect the connector securely.
- Check all circuitry for bad connection or short circuits.

## 6. Mole heads won't pop up

- Remove shaft and clean shaft and solenoid
- Check that the bearing is evenly tightened
- Check and/or replace sensors
- Check and/or replace the 36VDC power supply
- Check and/or replace the 36VDC power supply
- Check coil resistance and replace solenoid coil
- Repair or replace main P.C. board

## 7. Mole head/s will not score.

- Check connections.
- Clean Sensor.
- Check and/or replace Sensor.

## 8. Noisy Mole heads when they move up and down.

- Tighten parts.
- Check and/or replace mole shaft.

## 9. Light bulbs are out.

- Replace the lamps.
- Check connections and connectors
- Check and/or repair harnessing
- Replace or repair main PC board

IF YOU HAVE ANY QUESTIONS OR COMMENTS, PLEASE CALL OUR SERVICE DEPARTMENT AT 1-386-677-0761  
(or)

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



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