

SMURFS PUSHER

TYPE: TYPE02 PUSHER
MODEL: SMURFS PUSHER 2PL

USER & SERVICE MANUAL
ENGLISH VERSION
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DOCUMENT VERSION 1.6

ELAUT NV

TOP QUALITY ENTERTAINING THE WORLD

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Please read and understand the contents of this manual carefully. Failure to read the manual can result in serious damage or injury. Keep this manual. Make sure that all operators of the “the Smurfs Pusher” have read and understand the contents of this manual.



Always work safe and comply with procedures, regulation and local standards.

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PREFACE

Thank you for purchasing a new “The Smurfs Pusher” machine equipped with NIC-E (Node Inter Connect - ELAUT technology). This manual is intended for the operator and installer. This manual contains all the information you need to setup and use your Smurfs Pusher. Furthermore, the manual contains instructions to prevent any accidents while the machine is running.

Read this information carefully in order to understand the various possibilities and uses of this machine.

STORING THE MANUAL

The operator (user) and service manual is a part of your product. Store the manual in the immediate vicinity of the machine. Always present a copy of the manual to operators as they work with the Smurfs Pusher machine.

LIMITATIONS OF THE DOCUMENT

The English language version is the original version. This language version of the manual is verified by the manufacturer. All other language versions are translations of the original English language version.
Elaut NV reserves the right to modify the construction and/or configuration of its machines at any time without any obligation to modify machines which have been previously supplied. The data provided in this manual are based on the most recent information. These data may be subject to change at a later date, without prior notification. For information regarding adjustment, maintenance or repair that is not described in this document, please contact the Elaut Service Department via support@elaut.be or +32 3 780 94 80.
The information in this document concentrates solely on the use of the machine as intended by the manufacturer. In the event that the machine, components or procedures are applied in any way other than described in this manual, then confirmation must be obtained as to the correctness and suitability of that use. No rights may be derived from this manual or from the documentation supplied together with the machine. The supplier is bound by no agreement other than the order confirmation.
This manual contains useful and important information on the correct operation of the machine. We have taken all possible steps to make this manual as correct and as complete as possible. Should you discover any errors or omissions, please bring this to the attention of Elaut NV, so that we can make amendments. This will enable us to improve our documentation.

SYMBOLS USED

The following marking conventions are used in this manual to draw attention to specific topics or actions:



Warns of a situation that could result in serious physical injury and/or may cause material damage, if one does not follow the safety instructions.



Warns of a situation that could result in minor or moderate physical injury and/or may cause material damage, if one does not follow the safety instructions.



Provides additional information that is helpful to perform a task or to avoid problems.



This is the CE logo, which indicates that the product meets the legal requirements.



The ENEC symbol is an addition to the CE logo relating to electronic products that are introduced to the European market.
The ENEC symbol is certified by a third party only, independently of the manufacturer. It indicates that the machine and machine location are safe as referred to in the corresponding European directive.



The symbol on the material, the accessories or packaging indicates that this machine may not be treated as domestic waste.

WARRANTY

All electrical and mechanical parts of the machine – if used under normal operating conditions – are covered by a one-year warranty from the original purchase date. Any defective component will be replaced. However, our responsibility is limited exclusively to the replacement of the defective component ex works; shipping costs cannot be attributed to Elaut NV. No right of indemnity or reimbursement can be claimed.

LIABILITY

Elaut NV is not liable for any damages caused by failure to comply with the installation instructions in accordance with the legislation in your country.

VERSION HISTORY

During the lifetime of the machine, engineering and/or technical improvements may result in the need to revise this manual. It is then at the discretion of Elaut NV to decide if a revision/new version of this manual is required.
The following table describes the main changes for each document version of this manual.

Version	Date	Changes
1.6	January 2025	Menu settings updates for software release 1.0.4
1.0	June 2024	Initial version

MANUFACTURER DETAILS

If you need any assistance, or still have questions after reading this manual, we would encourage you to contact the Elaut Service Department via support@elaut.be or +32 3 780 94 80.

For spare parts, please contact the Elaut Spare Part Department, via spares@elaut.be or +32 3 780 94 80.

We appreciate all advice, feedback and suggestions from our customers. Please contact:

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TERMS

Machine	Smurfs Pusher
Installer	Person qualified to install the Smurfs Pusher machine.
Operator – User	Person qualified to configure and/or adjust the parameter settings of the software and to maintain the Smurfs Pusher amusement machine.

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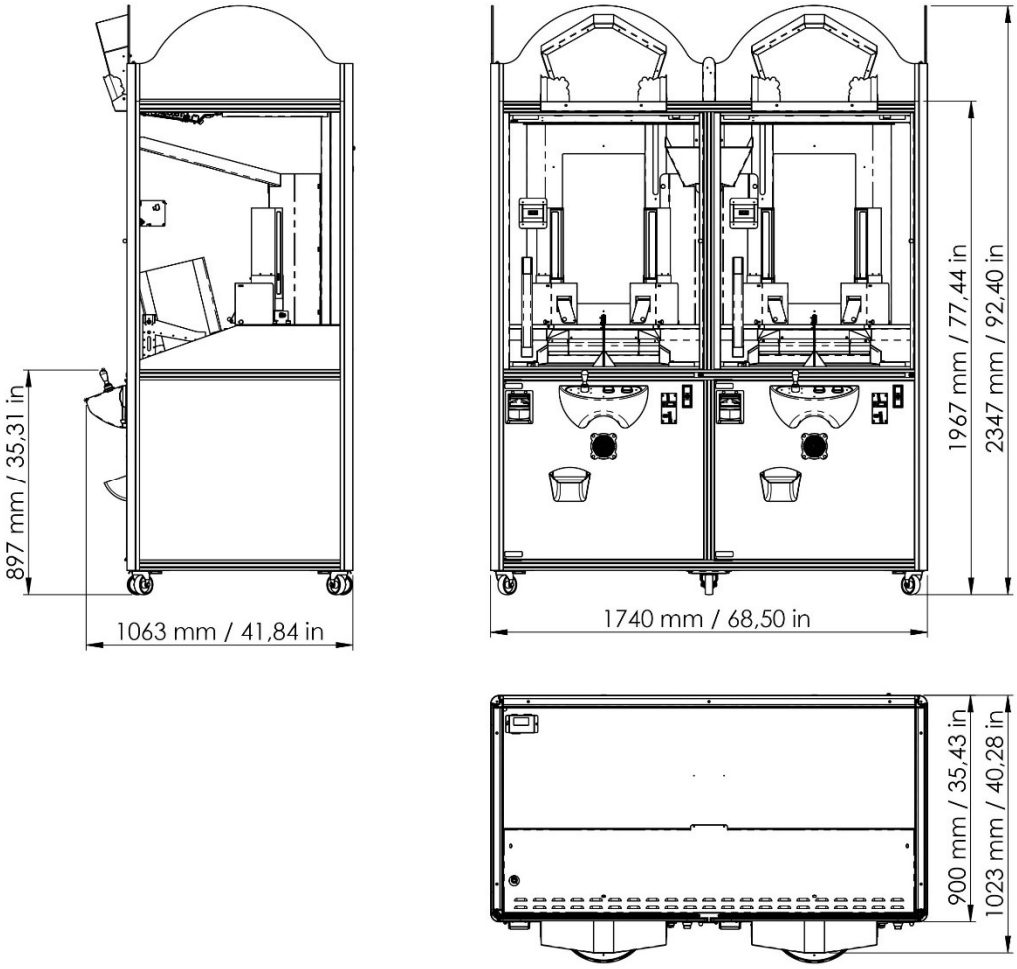
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TECHNICAL SPECIFICATIONS

TECHNICAL OVERVIEW

Characteristics	Smurfs Pusher
Mains voltage	100-240V
Frequency	47-63Hz
Overload protection	6.3AT
Rated current	1.5A@ 230VAC / 3.1A@115VAC
Power consumption	300W (idle) / 350W (played)
Height	2347 mm
Depth	1023 mm
Width	1740 mm
Weight	430 kg
Warranty	1 year



OVERALL SAFETY



- The machine may only be installed by qualified persons.
- Machine installation must satisfy the current applicable standards.
- The machine must be placed on an equal and level surface.
- This machine may not be placed nor operated without protection to the elements as rain and other precipitation. Nor in locations where water ingress is likely to occur
- Switch off the power supply before commencing installation or maintenance work.
- Do not open or disassemble the machine. Opening the machine can prove hazardous and will void the warranty.
- If connected, the machine or its components are powered by a 100-240V power supply.
- Make sure that the power cable is connected properly.
- Do not plug or unplug a cable, while the machine is switched on.
- Do not plug this system into a supply voltage other than indicated on the machine label.



- The operator is responsible for the proper installation and machine use. An incorrect installation may result in product damage. The warranty will become void if the machine and/or electronic components are damaged due to an incorrect installation.

MOVING PARTS



- The upper compartment of the machine can be opened by unlocking the key-locked glass window in the front. When opening this window, the mechanical movement will be interrupted. You can use this compartment to (re)fill the card dispensers and pusher playfield with coins.



- The lower compartment of the machine can be opened by unlocking the key-locked front door. In this compartment you find the game controller, game PCB's, mechanical counters, money handling system and an interface display to check accountancy and make game settings.



- The power supply is integrated into the top compartment of the machine.

THERMAL AND ELECTRICAL SAFETY



- In order to minimize the risk of ignition, component temperatures are limited to safe levels. The hottest components are resettable fuses that use thermal PTC features. Their off-state temperature is max. 125°C.
- The earth leakage current is less than 2mA.

OVERVIEW OF THE GAME

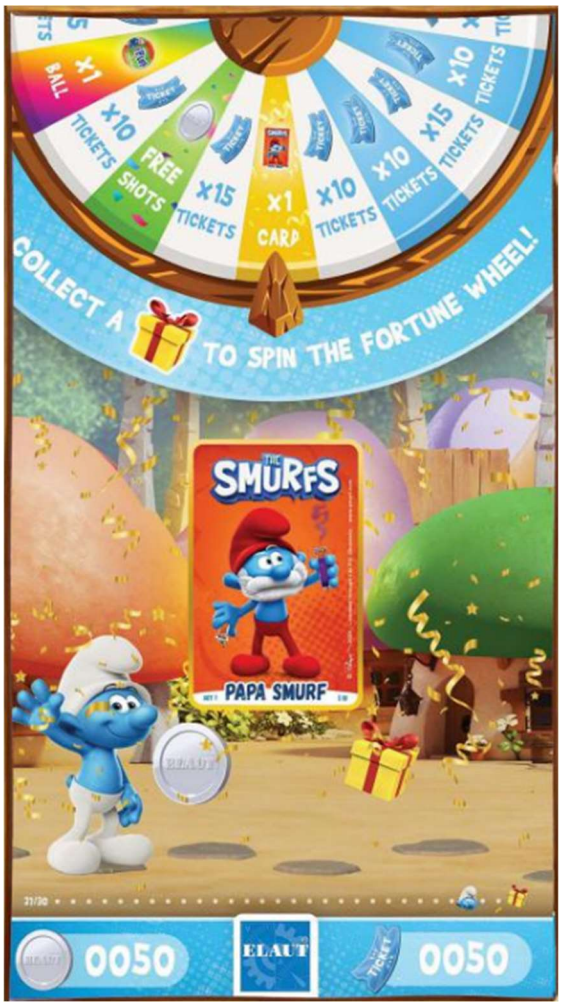
The Smurfs Pusher can be played with coins, bills or a swipe card. Upon payment, the player receives a number of tokens. The objective of the game is to shoot tokens to collect as many tickets, Smurf cards, and capsules (when enabled in the settings) as possible.

Tokens are always cycled and remain in the machine, but tickets, Smurf cards, and Smurf capsules are dispensed to the player.

With the joystick, the player can move the token arm sideways over the playfield. When the player presses the fire button, one token will be launched. When the player holds the fire button, the tokens will be continuously launched.

With each token that is launched, the Smurf on the screen in the back of the machines takes a step and may collect (1) an additional free token to be fired, (2) a regular Smurf card that gets dispensed on the playfield, or (3) a present.

When the Smurf collects a present, the wheel starts spinning. There are various prizes players can win when the wheel spins, including, a capsule (when enabled in the settings), a number of tickets, a number of free tokens / shots, or a (rare) Papa Smurf card.



NOTE – You will have the configure your ELAUT Card Kiosk or equivalent Card Kiosk to process Smurf cards and return the appropriate number of tickets.

NOTE – Some players may collect Smurfs cards. If you run out of cards, please contact ELAUT https://www.elaut.com/en/contact .



A contactless payment system is not installed by default. Elaut can provide a cable to connect any card system allowing contactless payments to be made.

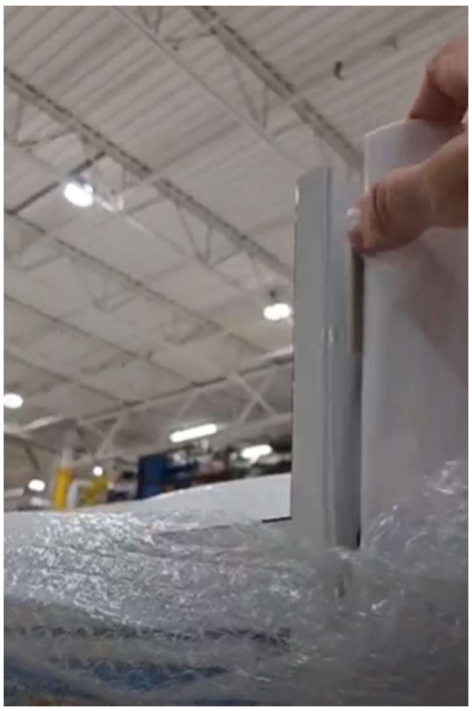


The operator cannot use any options or functions which contradict local codes or legislation.

LOGISTICS – REDUCING THE HEIGHT

If the machine is too high and does not fit (e.g., through a door), some of the height can be reduced by disconnecting the top of the corner profiles. Proceed as illustrated in the pictures below, i.e., (1) pull away / open the LED corner, (2) unscrew the top corner profile. The LED strip itself does not have to be removed and can be left loose until the top corner profile is assembled again.









INSTALLING THE GAME

UNPACKING & ASSEMBLY

Remove the packaging material from around the machine and place the machine on the desired location. Make sure there are no obstacles around the machine and that it is installed on an even surface.



- Switch off the power supply before commencing installation. This is located in the upper compartment of the machine (i.e., the prize field). When opened you can find the power switch on the ceiling.
- Do not expose the machine to moisture or high humidity.
- The operator is responsible for a correct and safe installation.

Unpack and install the top part as illustrated in the pictures below:











CONNECT CARD SWIPE SYSTEMS (OPTIONAL) – SACOA / EMBED / …

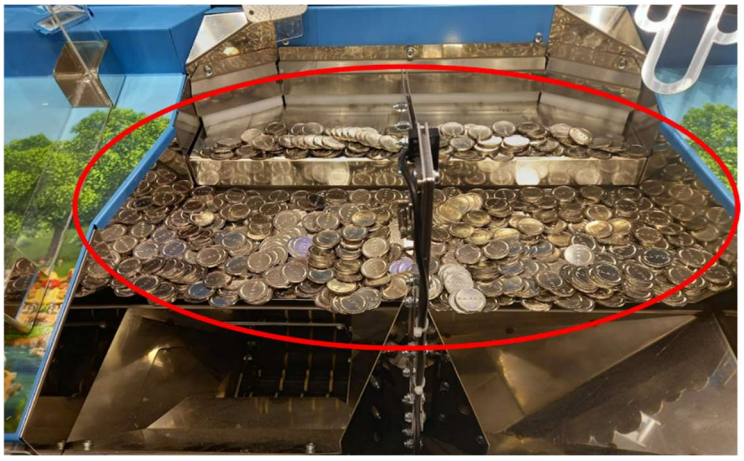
See appendices to this manual.

FILL THE PLAYFIELD AND HOPPER

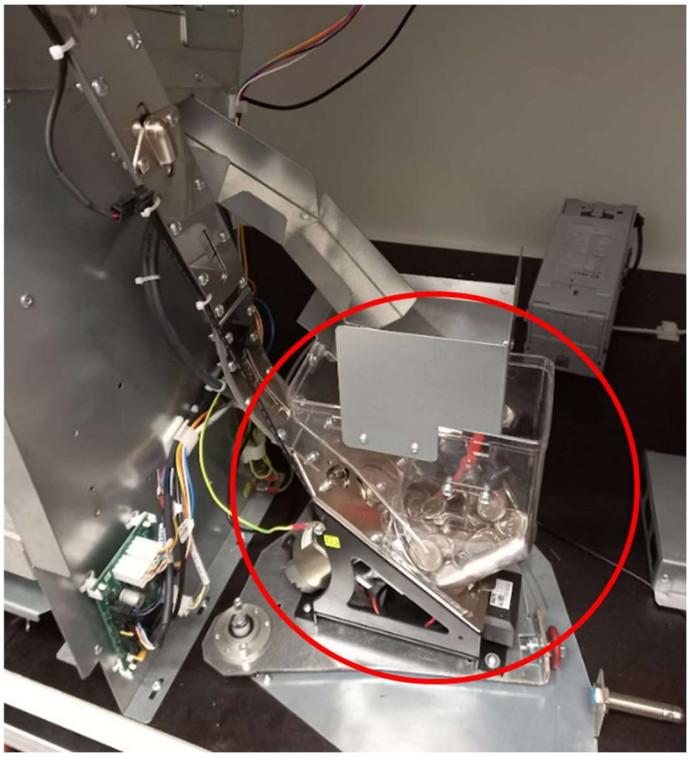
The Smurfs Pusher is delivered with multiple bags of tokens per playfield

- **Each playfield** has to be filled with **450 tokens**
- **Each hopper** has to be filled with **250 tokens**

Fill the playfield with 450 tokens (see picture below).



Fill the hopper with 250 tokens (inside the cabinet – see picture below).

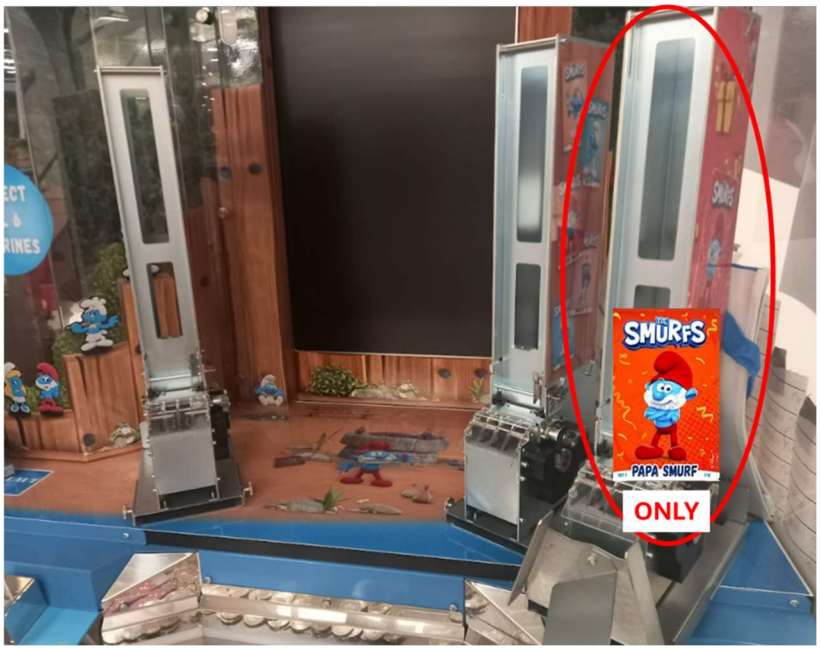


FILL THE CARD DISPENSERS

The Smurfs Pusher is delivered with multiple sets of cards per playfield. There are two types of cards: regular Smurf cards (e.g., Jokey, Smurfette, …) and the rare Papa Smurf card.



The Papa Smurf card is a rare card that is dispensed on the playfield using a separate, dedicated dispenser. **Fill the right-most card dispenser with ONLY Papa Smurf cards.**



Other cards are regular Smurf cards. **Mix the regular Smurf cards and fill the two remaining card dispensers with regular Smurf cards.**



NOTE – You will have the configure your ELAUT Card Kiosk or equivalent device to process Smurf cards and return the appropriate number of tickets.

FILL THE CAPSULE DISPENSER

The Smurfs Pusher is delivered with capsules containing little Smurfs figurines inside. Fill the capsule dispenser in the middle of the machine (see picture) with these capsules.



NOTE – The machine can operate without capsules. The capsule dispenser can be disabled through machine settings (see "**Fout! Verwijzingsbron niet gevonden.** page", page **Fout! Bladwijzer niet gedefinieerd.** in this manual).

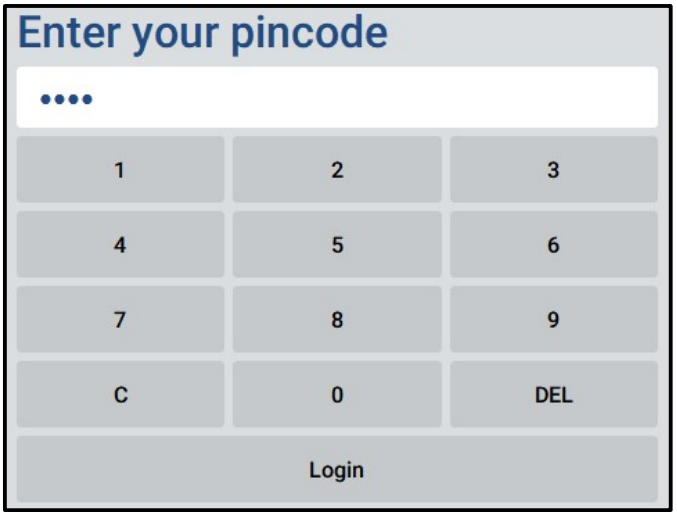
PLAY THE GAME TO INITIALIZE THE PLAYFIELD

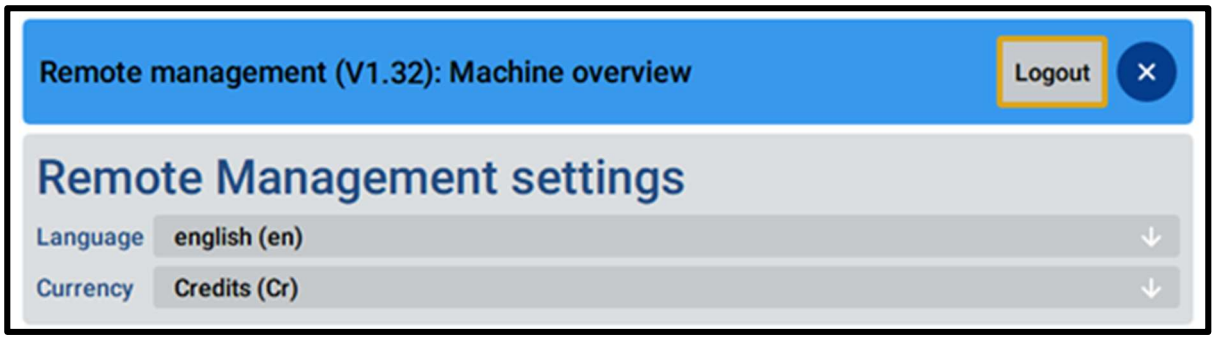
The playfield needs to contain cards and the right distributions of tokens. To achieve this, play the game for approximately 500 tokens yourself first. Then, restart the game and reset the counters (see Payout settings).

The machine is now ready to be played!

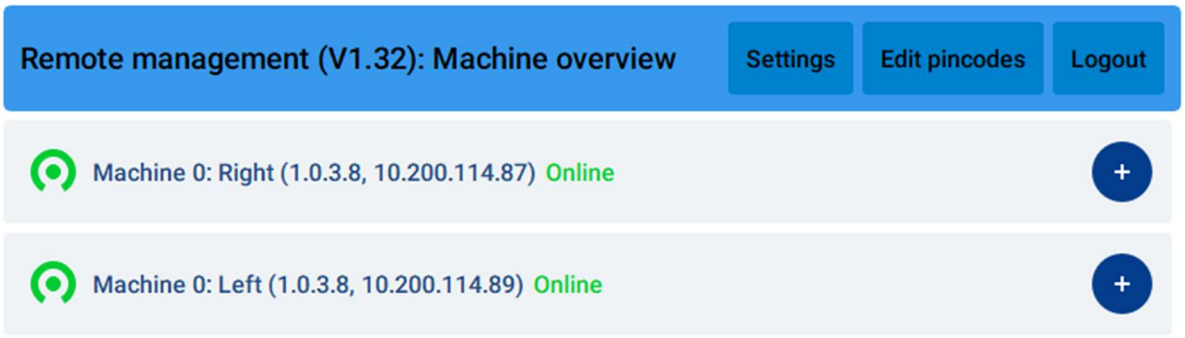
SETTINGS & OPERATION (NIC-E CONTROLLER)

You can access the NIC-E Controller by opening the door in the lower compartment of the machine. By pushing on the display's screen, the screen saver will disappear and the first screen will be displayed. Push "Login" in the right upper corner to get access to accountancy and game settings of this machine. The standard Login Pin Code is **8888.** The "Settings" button next to the "Login" button gives you easy access without logging in to change language and currency.

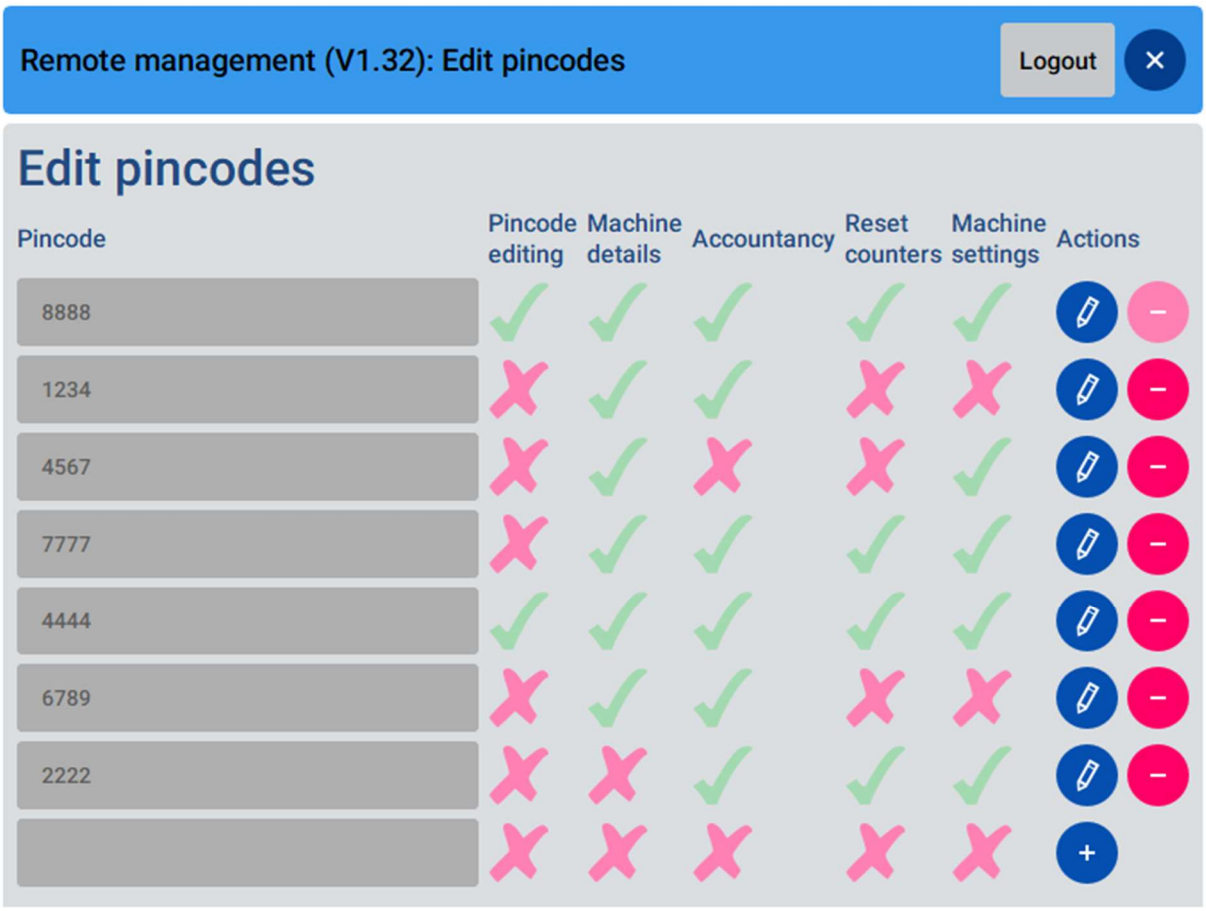




Once logged in you can edit Login Pin codes, view and reset accountancy counters and start configuring the machine settings by selecting the machine and pushing the . To be able to change the settings, press the Pencil icon () on that given menu screen.



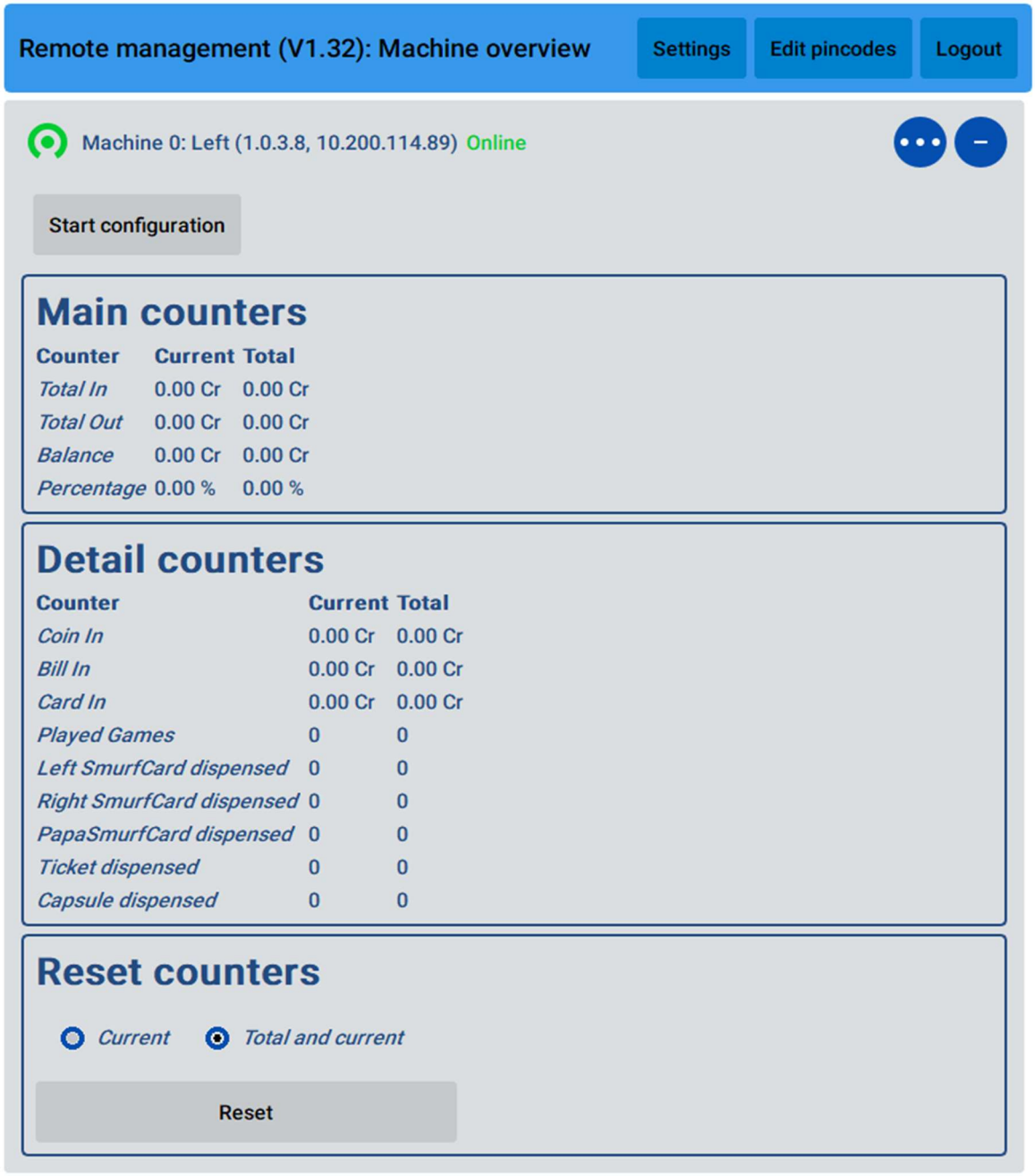
By activating the pencil ( ) at the end of a line you can edit the PIN Code and grant access to different menu levels. The green Check mark (✓) indicates that this PIN code has access to this menu and make available changes. The red cross (✘) indicates the relevant PIN code has no access to this sub menu.



To **remove a PIN code** , click on the icon at the end of the line of the relevant PIN code. The pencil ( ) will change in a , click this and the PIN code is deleted.

To **add a new PIN code**, go to the end of the PIN code list and click . Make sure you grant access to the correct sub menu's.

Pressing  allows you to view the Main counters, Detail counters, and the controls to reset all the counters.



Main Counters

The first screen displays the accountancy data and is purely informative.

- *Total In* : total money inserted in the machine via coin, bill or swipe (as defined in the money settings)
- *Total Out* : total money awarded from the machine via dispensing tickets, cards and capsules. This is also expressed in the same money value as the Total In.
- *Balance* : $Total\ In - Total\ Out$
- *Percentage* : $\frac{Total\ Out}{Total\ In}$

Detail Counters

- *Coin In* : total money inserted in the machine via coin
- *Bill In* : total money inserted in the machine via bill
- *Played games* : the number of tokens the player has shot (aka the number of steps)
- *Left SmurfCard dispensed* : the number of Smurf Cards that have been dispensed on the left dispenser
- *Right SmurfCard dispensed* : the number of Smurf Cards that have been dispensed on the right dispenser
- *PapaSmurfCard dispensed* : the number of Papa Smurf Cards that have been dispensed
- *Ticket dispensed* : the number of tickets that have been dispensed
- *Capsule dispensed* : the number of capsules that have been dispensed

Reset counters

- *Current :* to reset the day count; the total count continues (e.g. when the cash box is emptied daily, the current counter can be reset daily).
- *Total and current :* to reset all counters.

(a black dot indicates what is selected, then push the *Reset* button to clear selected counters)

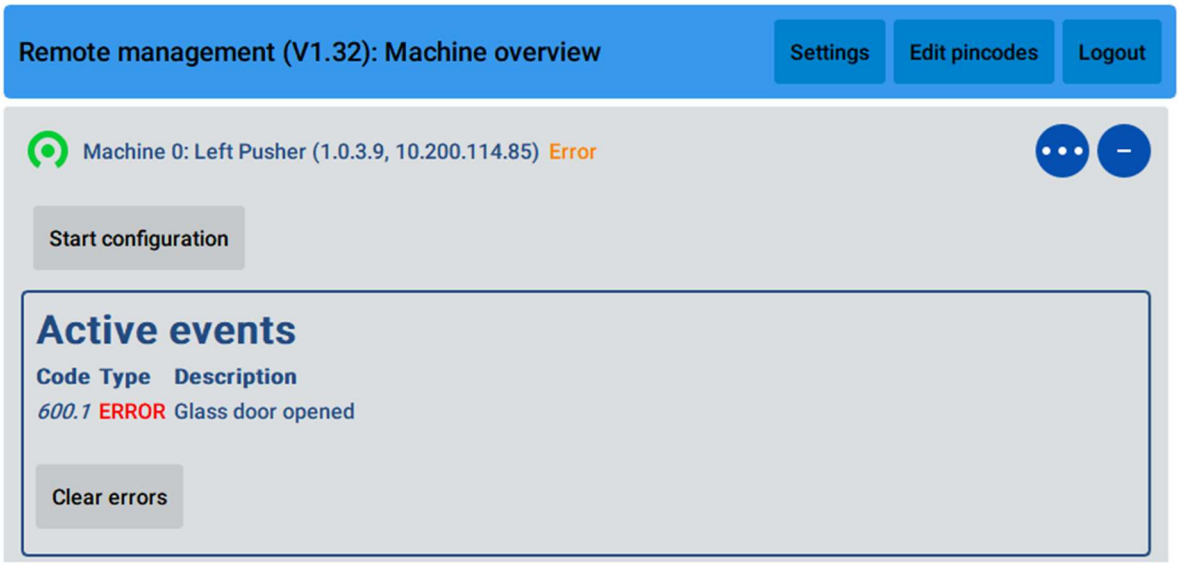
Pressing allows you to view and edit machine information in the Machine overview menu..



Start configuration

After you have selected *Start configuration*, the main *Menu* window will be displayed.

When an event (error, warning, notice or info) is triggered on the machine, the menu will be updated as in the image below. This happens for events that are triggered after a certain point in the startup procedure and during the game. But some events can already be triggered before that point and will only be shown on the big screen, not in the remote management menu here. Those are events for which doing “Clear errors” has no use. The issue should be resolved in that case and the machine should be rebooted.

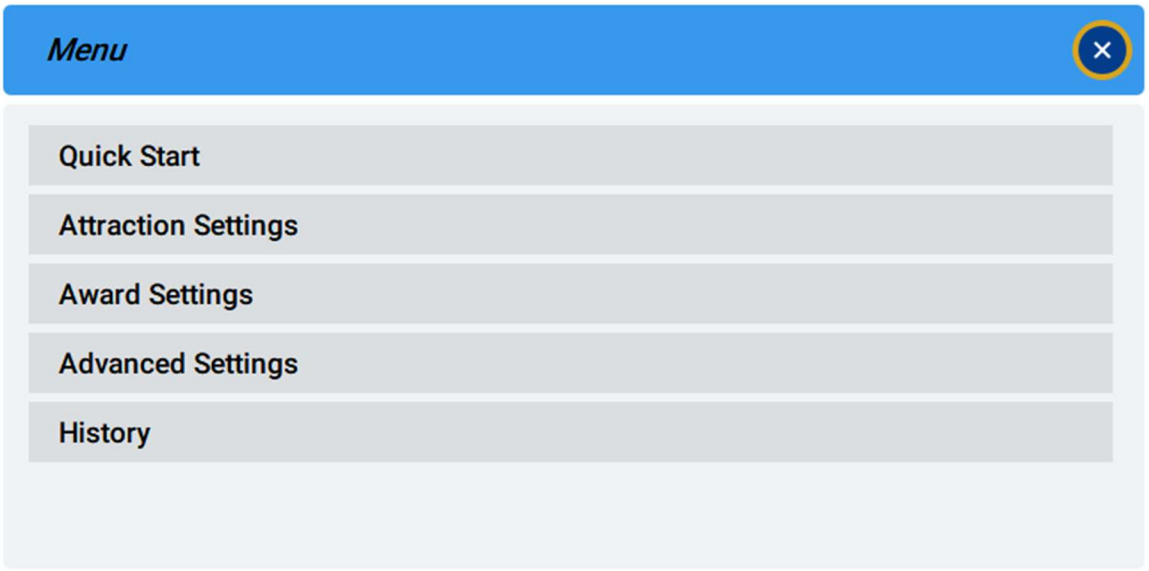


Active events

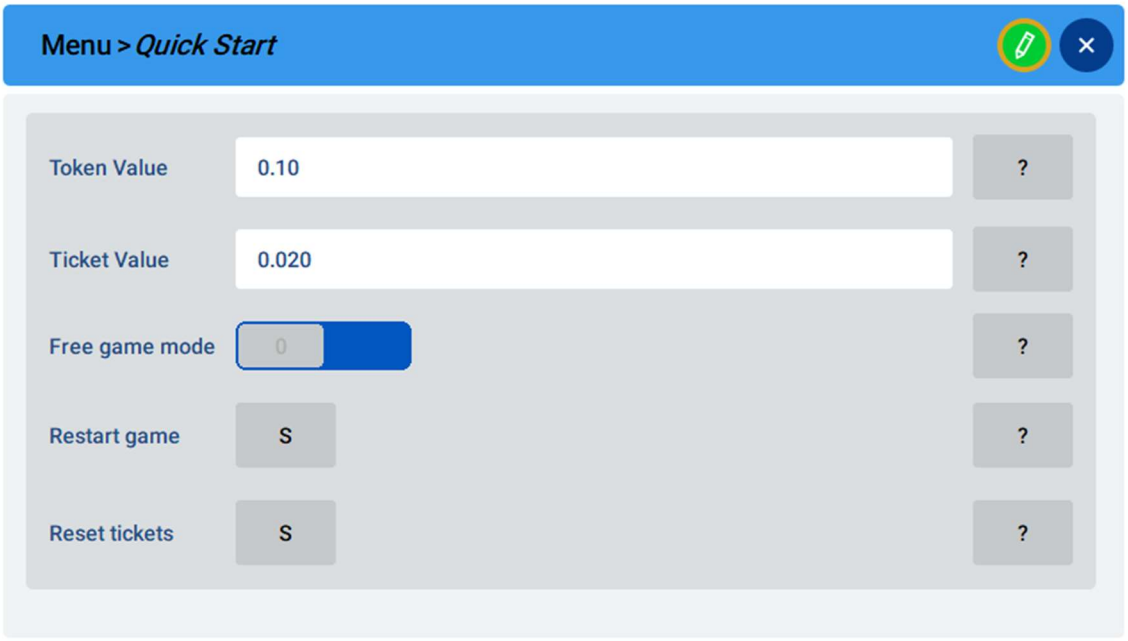
Events that occur after a certain point in the startup procedure or during the game will show up in the remote management menu under “Active events”. Also the text “Online” on the right side of the machine name and its IP address will change into “Error” in case one of the active events is an error.

Clear errors

Below the button “Start configuration” under “Active events” the active event will be shown, and a “Clear errors” button will appear at the bottom. When that happens, the issue should be resolved by the operator and afterwards the “Clear errors” button should be pressed to clear the error. One can also press the physical “Clear errors” button of the machine. In the specific case shown in the image, the “Glass door opened” error is triggered because the door is open. This is an ‘automatic error’ which will automatically disappear when the door is closed again. Pressing “Clear errors” has no effect on that error because the issue isn’t resolved, and the error remains active as long as the door isn’t closed. The “Clear errors” button can be used to clear ‘manual errors’, thus those errors which do not automatically disappear when someone fixes the issue. For example when a motor stall error is triggered, the reason for the stall should be fixed by the operator and afterwards “Clear errors” should be pressed.



Main Menu, select one of the five submenus :
Quick Start, Attraction Settings, Smurf Bonus Game, Advanced Settings or History.



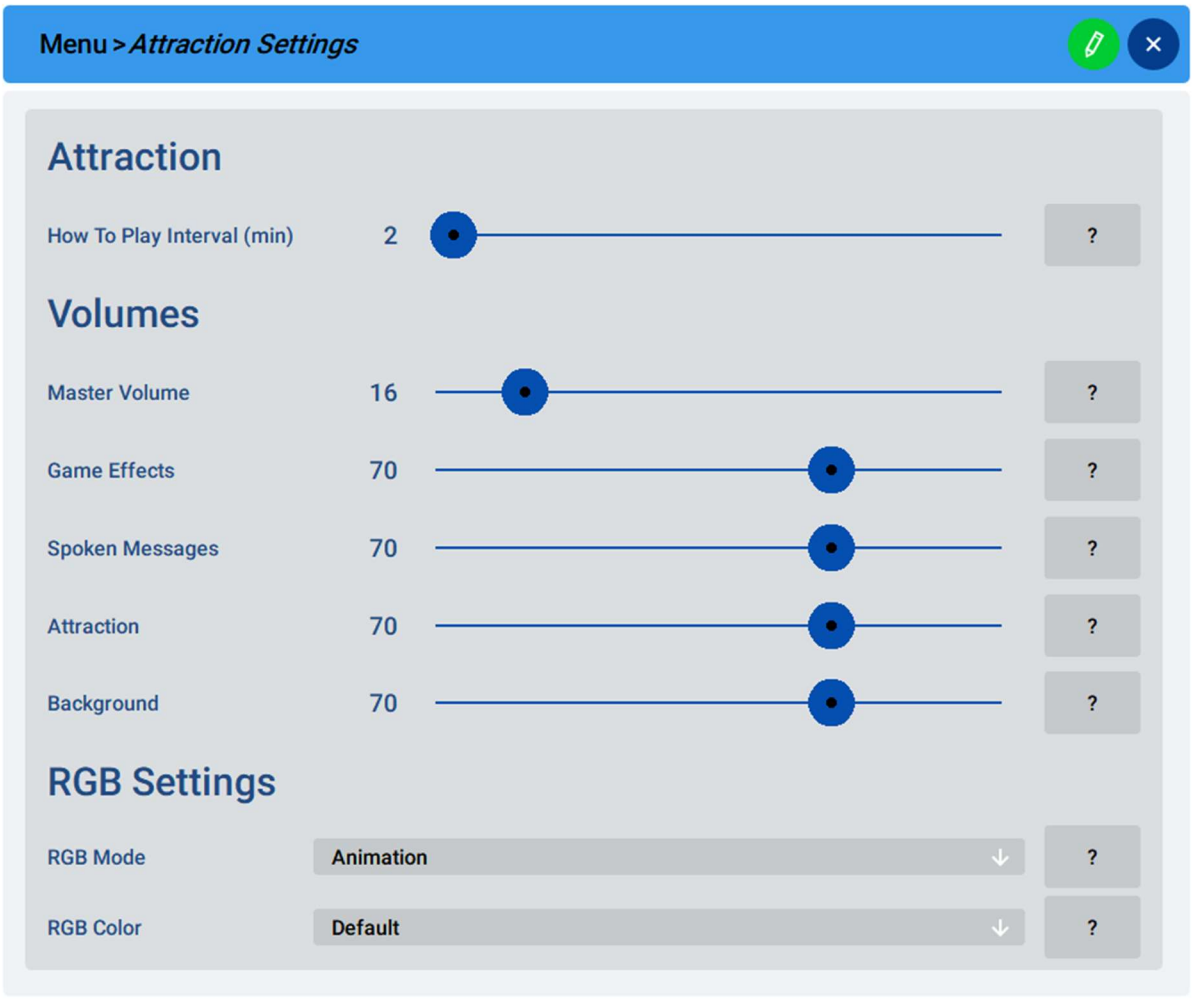
Token Value
The value in money for one shot (= token) expressed in local currency (e.g., EUR, USD…).

Ticket Value
The value in money for one ticket expressed in local currency (e.g., EUR, USD…).

Free Game Mode
This button  is disabled by default. If you press (switch) it (such that its state becomes 1) you can play on the machine for free. It is only possible to enable it when no credits are present on the machine. To stop free game mode you need to press this button again (such that it's state becomes 0).

Restart Game
Push the "S" button to clear the current credits and award regulator, also it will restart the game from the starting position.

Reset Tickets
Resetting the tickets can only be done when the ticket dispenser is out of tickets (which is shown on screen). Push the "S" button to clear the current number of tickets that still have to be dispensed and to clear all errors afterwards. This way, the number of tickets will become zero and any remaining tickets can be given manually to the player.



Attraction

How To Play Interval (min)

The attraction mode is active when the game is in the idle/wait state and if the “How To Play Interval” is larger than 0. The game is in the idle/wait state when no credits are present, when the game is not in free game mode, and no service lock is active. Use the slider to specify the number of minutes between showing “How To Play” animations. When it is set to 0 no “How To Play” animations are played.

Volumes

Master Volume

Overall volume level. All others are scaled to this volume.

Game Effects

Volume of game effects (e.g. the sound that is played when shooting a token)

Spoken Messages

Volume of spoken messages

Attraction

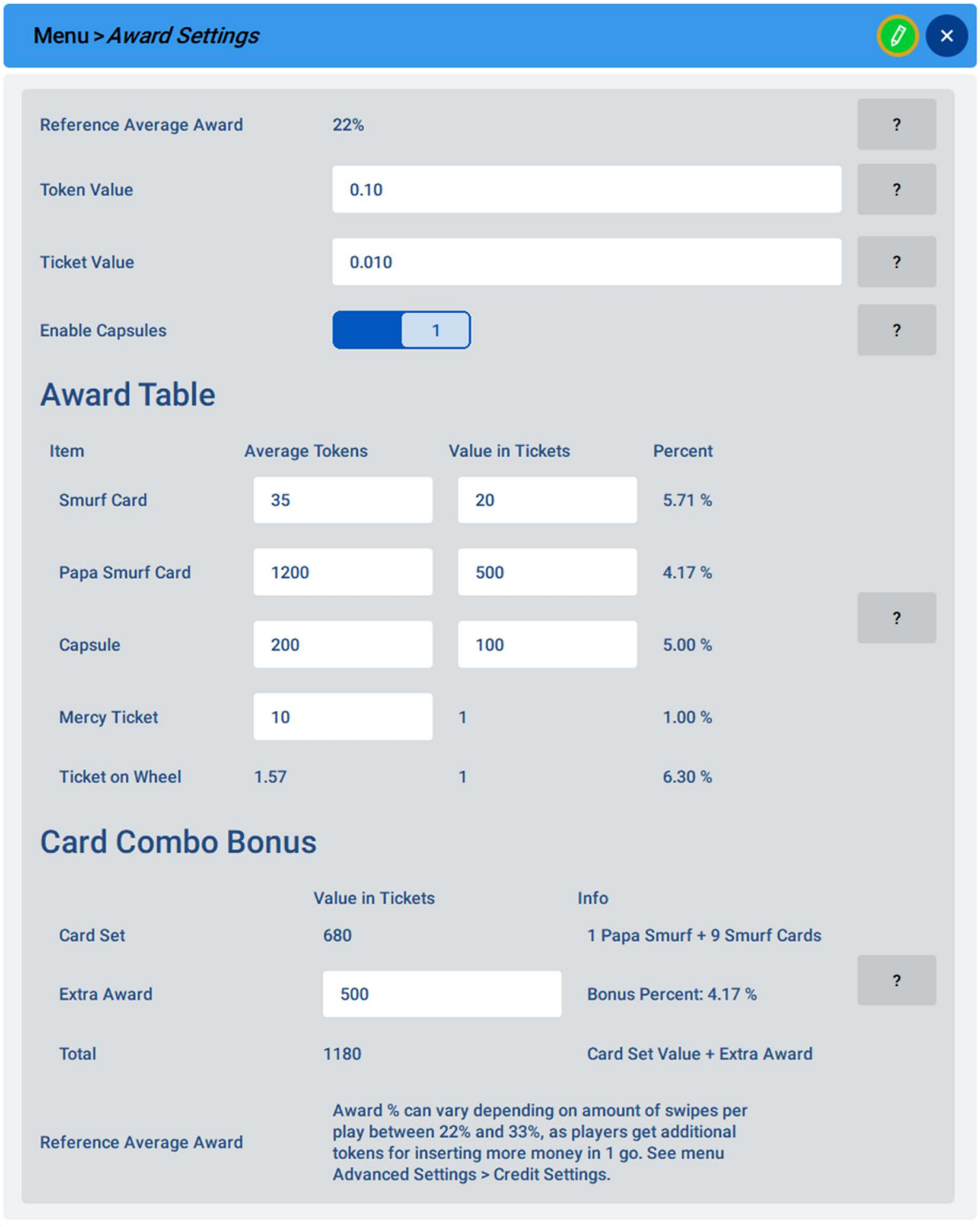
Volume spoken messages

Background
Volume of the background sounds.

RGB Settings

RGB Mode
The RGB mode determines how the corner RGB led strips behave. It can be set to Fixed or Animation. Fixed means that the corner led strips show the color that is chosen in the setting “RGB Color”, without any animation, fading or dimming, etc. Animation means that the corner led strips use the color chosen in “RGB Color” instead of the default Smurfs Pusher color, but the animation remains the same as the default Smurfs Pusher animation (which is a continuous fade between white and the chosen color).

RGB Color
The RGB color is by default “Default”, which means the Smurfs Pusher default color. Other colors can be chosen here. The chosen color will be used as described in the setting “RGB Mode”.



Game path short intro

For each token fired, the Smurf character on the screen advances one step on the 30-step path. Along the path this Smurf will encounter Smurf Cards and (Mercy) Tickets. When a Smurf Card is encountered it is dispensed on the playfield. When a Mercy Ticket is encountered, it is dispensed to the player. When the player has shot 30 times and has advanced to the 30th step on the path he will encounter the present. This will make the bonus wheel spin and one of the

items on the wheel will be awarded to the player. That item can be a Papa Smurf Card, a capsule, a number of tickets or nothing (a loss). The settings below will determine the frequency with which certain items will be awarded.

Award Settings

Reference Average Award : The average award is calculated from the chosen Reference Token Value present in the Bonus Level Settings. The Reference Token Value is calculated as $\frac{Currency}{Tokens\ (incl\ bonus)}$ from the row in the bonus levels which gets chosen as a reference. When 2.00 is present as currency that one is chosen to calculate the reference Token Value, when 1.00 is present but not 2.00 than 1.00 is chosen as currency to calculate the reference Token Value. When both 2.00 and 1.00 are not present in the bonus level rows than the Token Value itself remains the reference Token Value.

Token Value : The value in money for one shot (= token) expressed in currency (e.g., EUR, USD…). This setting is the same as the one in the Quick Start menu.

Ticket Value : The value in money for one ticket expressed in currency. This setting is the same as the one in the Quick Start menu.

Enable Capsules : Pressing this switch button disables/enables the capsules. All capsule related settings will disappear from the menu except this switch button when it is disabled, and the capsule dispenser will not be used anymore. Also, the capsule item will disappear from the bonus wheel. It also removes capsule dispense related errors and it will ignore those errors from then on. When enabling the capsules again, the menu items appear again, the capsule win is shown again on the bonus wheel and capsule dispense related errors can be triggered again in case of problems with the capsule dispenser.

Award Table : In this table the frequency with which the Smurf items and tickets are awarded can be set and their corresponding value in tickets can be set:

- Item: the item for which the Average Tokens and Value in Tickets can be changed.
- Average Tokens: the average number of tokens that must be shot before a card or capsule or number of tickets will be dispensed.
- Value in Tickets: the number of tickets one such item is worth.
- Percent: the percentage of the total that that item is awarded (given that the Token Value is always used).

Card Combo

The **card combo bonus** is the extra award that depends on the values set in the Card Combo Bonus row. Its extra award percentage is calculated from ValueInTickets, the Ticket Value and the Token Value.

Card Set shows the combined value in tickets of 9 Smurfs Cards and 1 Papa Smurf Card. In the screenshot above 680 is the combined value: $9 \cdot 20 + 500 = 680$. (This changes when the value in tickets of the Smurf Card and/or the Papa Smurf Card change.)

Extra Award shows the extra value in tickets that the user can set (500 in the screenshot above). The machine does not use this value, this is the extra value that the Card Kiosk / arcade employee will award to the player when trading in the full set of cards (so it is not the game machine that awards this).

Total shows the combined value in tickets of both the Card Set and the Extra Award. When one of both changes, the total changes. So, both the Extra Award and the Total are just shown for your information. The game machine does not use these values.

Reference Average Award (at the bottom of this menu)
This shows extra information about the award percentage. The reference average award is shown as the first item in the menu. The minimum and maximum average awards are mentioned here in the text. The minimum average award is just the average award based on the Token Value. The maximum average award is the average award based on the maximum bonus level's token value.

Minimum Average Award : The average award is calculated from the Token Value.

- $AvgAward = \frac{TotalValuePerToken}{TokenValue}$
- *TotalValuePerToken* = addition of the ValuePerToken of Capsules, Smurf Cards, Papa Smurf Cards & Tickets
- $ValuePerToken = \frac{CashValu}{NumberOfTokens}$
- $CashValue = ValueInTickets \cdot TicketValue$

Maximum Average Award : The average award is calculated from the Maximum Token Value present in the Bonus Level Settings. The Maximum Token Value is calculated as such $\frac{Currency}{Tokens\ (incl\ bonus)}$ from the line in the bonus levels which results in the highest token value.

Relationship between the Award Table settings and the game

Items placed on the Smurf Step path: Smurf Cards & Mercy Tickets

Smurf Cards are placed on the step path in the game with a fixed interval corresponding to the Average Tokens value that is set in the Game Award Table. In the example screen shot above it is placed each 35 steps. The Average Tokens here has a minimum of 2, not 1 (because it is not possible to put both Smurf Cards and Mercy Tickets on the same step). Smurf Cards can be disabled from the path by setting 0.

Mercy Tickets are placed on the 30-step path in the game with as fixed interval the corresponding to the Average Tokens value that is set in the Game Award Table. In the example screenshot above it is placed each 10 steps. The Average Tokens value here has a minimum of 2, not 1 (same reason as for Smurf Cards). Mercy Tickets can be removed from the path by setting 0.

Items placed on the bonus wheel: Papa Smurf Cards, Capsules, Free Shots, Loss

Each 30 steps the user wins one of the items that are placed on the bonus wheel. According to the "Average Tokens" values that are placed in the Game Award Table, the corresponding item will be awarded on average in that "Average Tokens" amount of steps.

In the example screenshot above:

- The **Papa Smurf Card** will be awarded each 600 steps, on average. So not fixed in 600 steps.
- The **Capsule** will be awarded each 200 steps, on average. So not fixed in 200 steps.

- The **Free Shots** will be awarded each 400 steps, on average. So not fixed in 400 steps. This “Average Tokens” value can’t be changed via the menu.
- The **Loss** will be awarded in 1000 steps, on average. So not fixed in 1000 steps. This is not shown in the menu and can’t be changed via the menu.

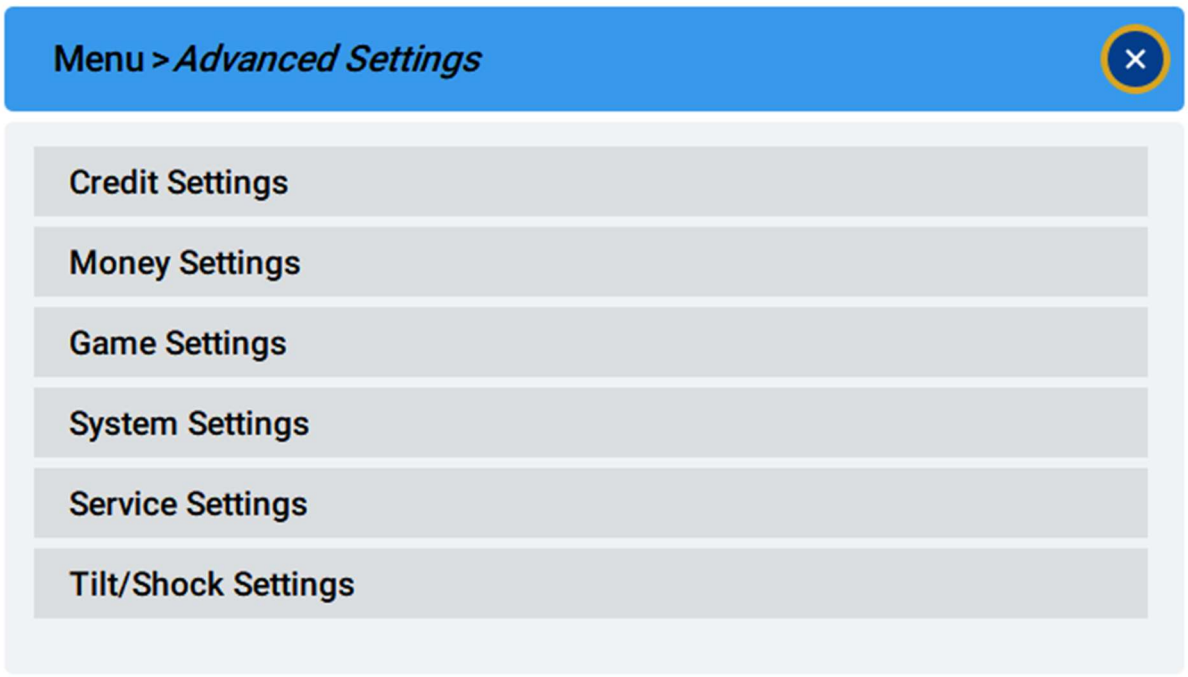
A card combo bonus can be awarded from the moment nine different Smurf Cards and one Papa Smurf Card is awarded. The quickest possible way to get this can occur after awarding nine Smurf Cards and one Papa Smurf Card, so the Average Tokens for the Card Combo Bonus can change when the Average Tokens value of either the Smurf Cards or the Papa Smurf Card is changed.

Average tokens

$$\max\left(9 \cdot AverageTokensSmurfCard, AverageTokensPapaSmurfCard\right)$$

Value In Tickets

the amount of tickets the player is awarded for such a card combo (nine different Smurf Cards + one Papa Smurf Card)



Credit Settings
In this submenu the token value, ticket value, money in limit, token limit and bonus levels can be set.

Money Settings
In this submenu the values of the coin, bill and card acceptor can be set.

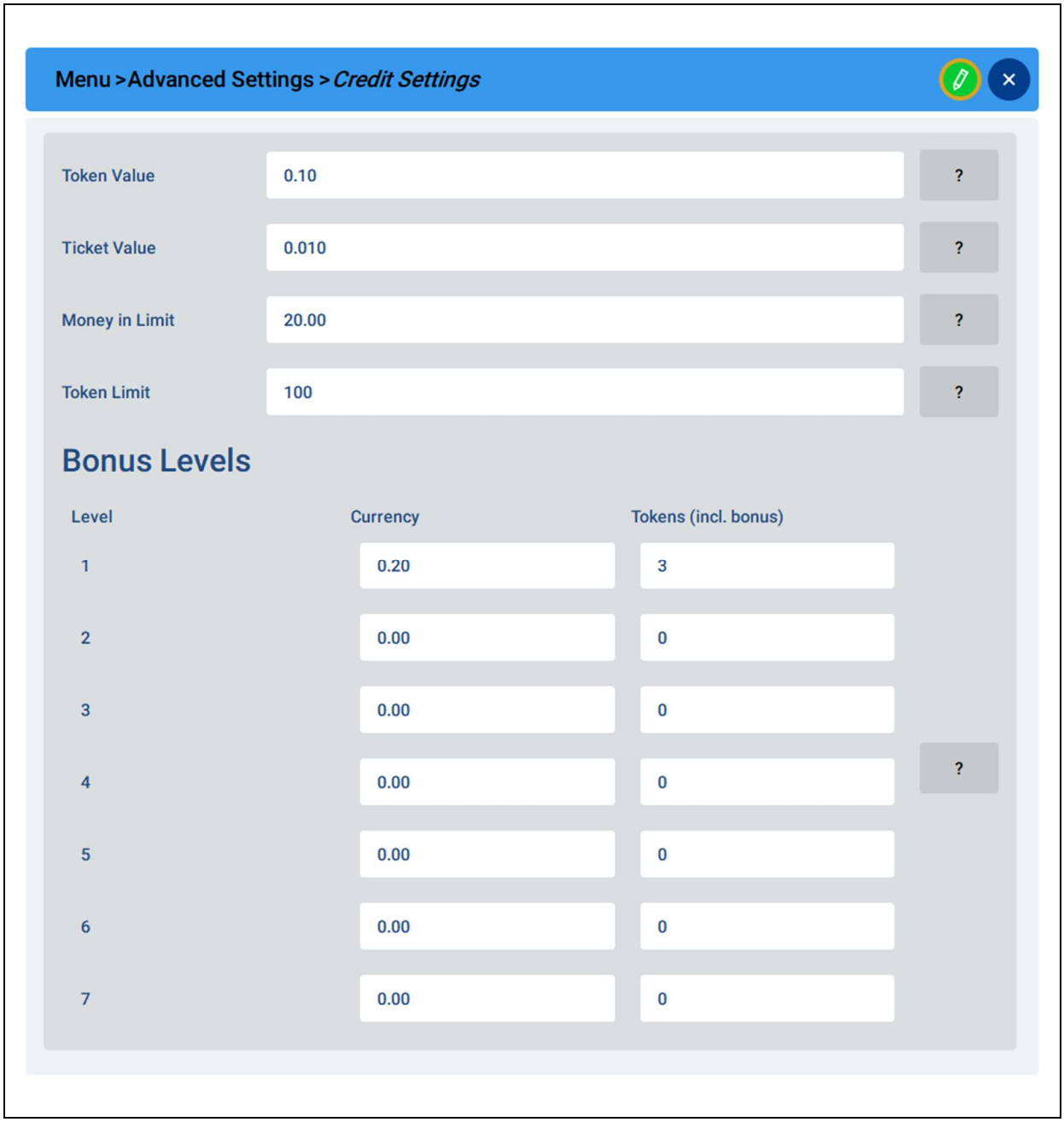
Game Settings
In this submenu the left-right speed of the shooter can be changed.

System Settings
In this submenu the date/time and the language can be set. The machine can be reset to factory settings and also the software version is shown.

Service Settings
This submenu contains submenus to test features of the machine and to check the different boards that are present in the machine.

Tilt/Shock Settings
In this submenu the tilt, shock and sway can be enabled/disabled and their sensitivity can be set.

CREDIT SETTINGS



Token Value
The value in money for one shot (= token) expressed in currency (e.g., EUR, USD…). This setting is the same as the one in the Quick Start menu and the Smurf Bonus Game menu.

Ticket Value
The value in money for one ticket expressed in currency (e.g., EUR, USD…). This setting is the same as the one in the Quick Start menu and the Smurf Bonus Game menu.

Money in Limit
The maximum amount of money a player can insert. All credits must be played before new money can be entered again.

Token Limit
The maximum number of credits a player can purchase. Once credits drop below this limit, the player can insert money again.

Bonus Levels

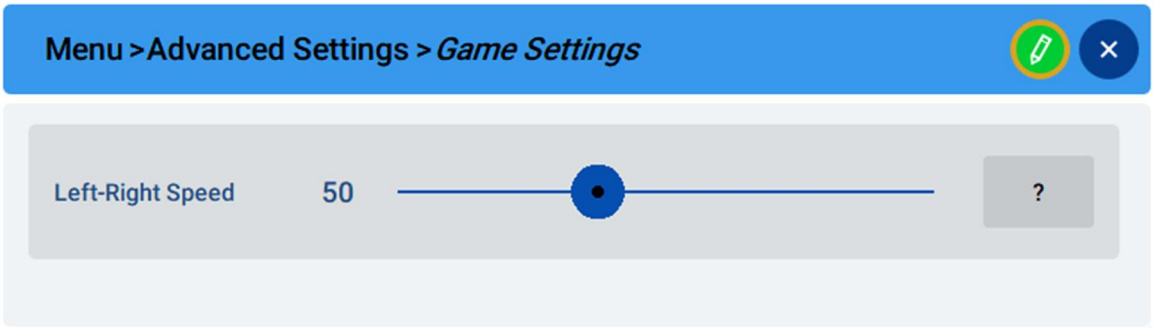
Use this when you want to reward a player with free credits, when paying for more than 1 game at a time. When all set to 0, the player does not receive extra credits regardless of the amount paid. Each row should have a higher number of credits than the previous row.

EXAMPLE active bonus level

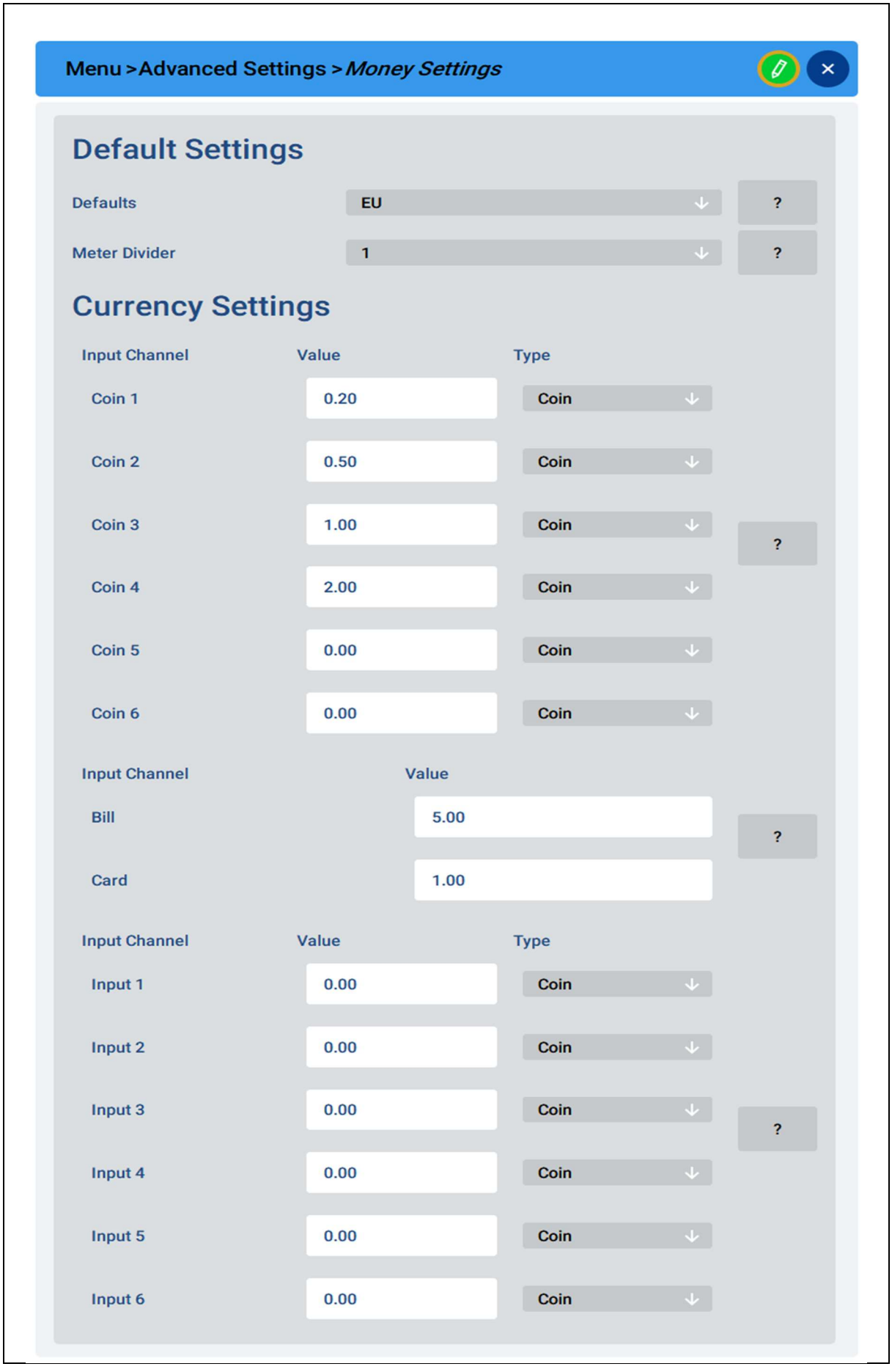
- Normal = EUR 1 inserted= 1 Credit = 1 game
- Bonus level 1 : EUR 5 inserted = 6 credits = 6 games (normal only 5 games = 1 bonus game for free extra)
- Bonus level 2 : EUR 10 inserted = 13 credits = 13 games (normal only 10 games = 3 bonus games for free extra)

So, the more money a player inserts before starting to play, the more credits they get for free.

NOTE – Bonus levels may be restricted in certain jurisdictions.



Left–Right Speed
Via this slider the left-right speed of the shooter can be changed.


Menu > Advanced Settings > Money Settings
Default Settings
Defaults
EU
?
Meter Divider
1
?
Currency Settings
Input Channel
Value
Type
Coin 1
0.20
Coin
Coin 2
0.50
Coin
Coin 3
1.00
Coin
Coin 4
2.00
Coin
Coin 5
0.00
Coin
Coin 6
0.00
Coin
?
Input Channel
Value
Bill
5.00
Card
1.00
?
Input Channel
Value
Type
Input 1
0.00
Coin
Input 2
0.00
Coin
Input 3
0.00
Coin
Input 4
0.00
Coin
Input 5
0.00
Coin
Input 6
0.00
Coin
?

Default settings

Default

Loads the default currency for the chosen region. This CLEARS all user currency settings, take caution!

Meter divider

Sets the factor to scale the counts on a mechanical counter.

Currency settings

Here, the currency settings of the first currency acceptor, the bill and card acceptor and the second currency acceptor can be set. For the first currency acceptor, with input channels Coin 1 to Coin 6, the type can be set to Coin or token. For the second currency acceptor, with input channels Input 1 to Input 6, all types can be chosen: Coin, Token, Bill, Cashless or Card. The bill and card acceptor have a fixed type of bill and card respectively. For all the input channels of all acceptors the value can be set by the user.

- **Value** Define the value of this channel
- **Type**
    - **Bill :** channel corresponds to an inserted bill (Bill-IN Counter)
    - **Coin :** channel corresponds to an inserted coin (COIN-IN Counter)
    - **Card :** channel corresponds to a card swipe system (a contactless payment system is not installed by default).



Date Format
The following formats can be chosen: DD/MM/YYYY, MM/DD/YYYY and YYYY/MM/DD. When changing the Date Format, the Date/Time items will be reordered accordingly.

Time Format
The following formats can be chosen: 24h and 12h AM/PM. When changing this the Date/Time items will be changed accordingly.

Date/Time
Set the date and time here.

Language
Select the language of the machine (spoken sounds, tablet menu). Changing the language requires a machine restart for the change to become effective. A limited number of languages may be available.

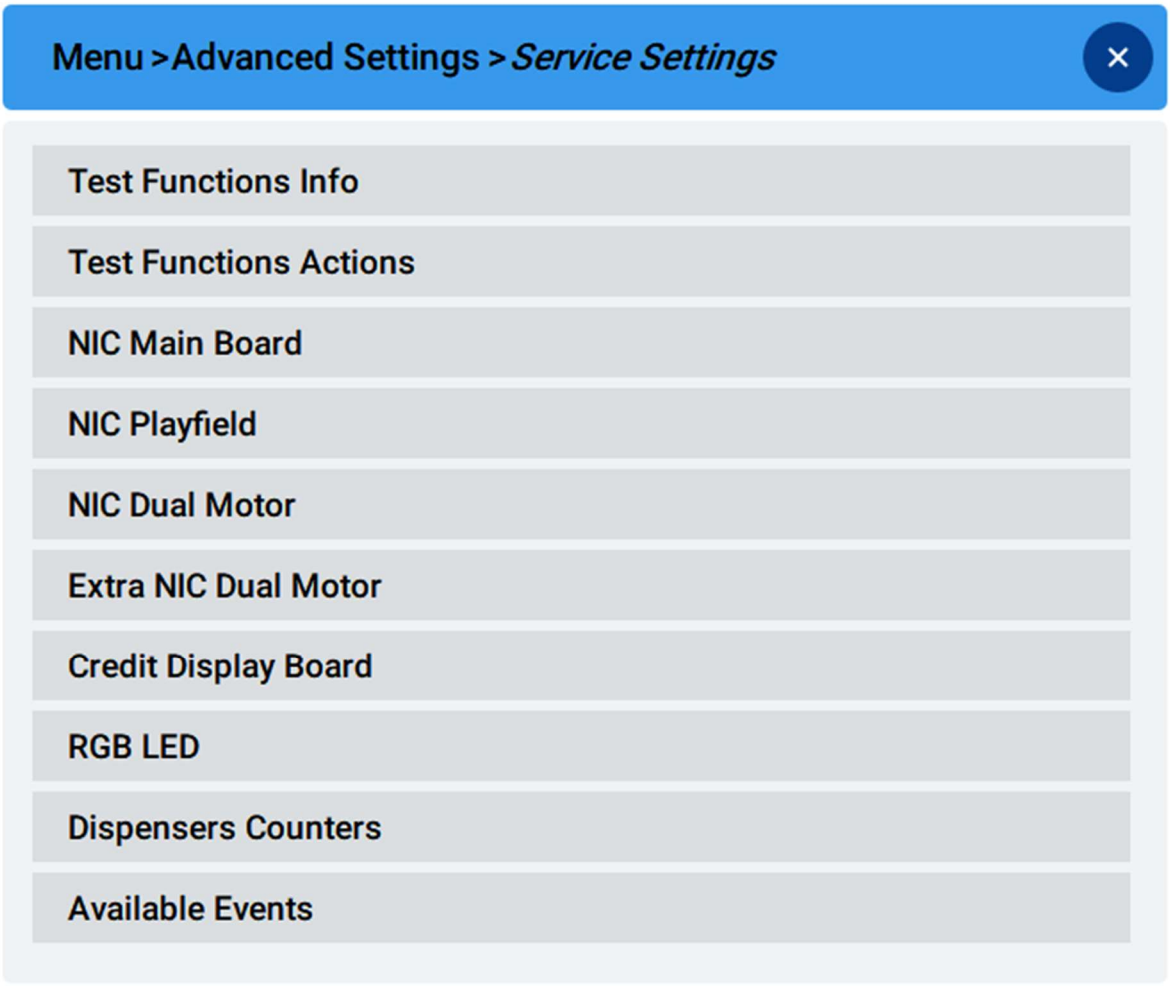
Game Language
Select the language of the user interface animations on the screen. Changing the language happens instantaneously. Currently available languages are English, Dutch, German, French, Spanish and Italian.

Reset to Factory
Pressing the “S” button loads all factory settings. All settings are set to theirdefault values, counters are not changed.

Software Version
The currently installed software version of the machine. This version is also shown when an error happens, and the error screen is shown.

Image Version
The currently installed version of the operating system. This version is also shown when an error happens, and the error screen is shown.

Uid
The unique identifier of this game machine. The screenshot shows an example. This value is also shown when an error happens, and the error screen is shown.



Test Functions Info
Contains functionality to test the different PCB's and their controls. The money in, the controls (joystick and buttons) and some motors can be checked here when manipulating them.

Test Functions Actions
Contains functionality to test the different PCB's. Here one can press buttons in the menu to increase mechanical counters, to test dispensing tickets, cards, to test moving and stopping the roller bed etc.

NIC-E Main Board
Shows information about the NIC Main board: Name, Address, Version, Status and Error Text. Also, the Little Brother (a part of the Mainboard) version is shown here.

NIC-E Playfield
Shows information about the NIC Playfield board: Name, Address, Version, Status and Error Text.

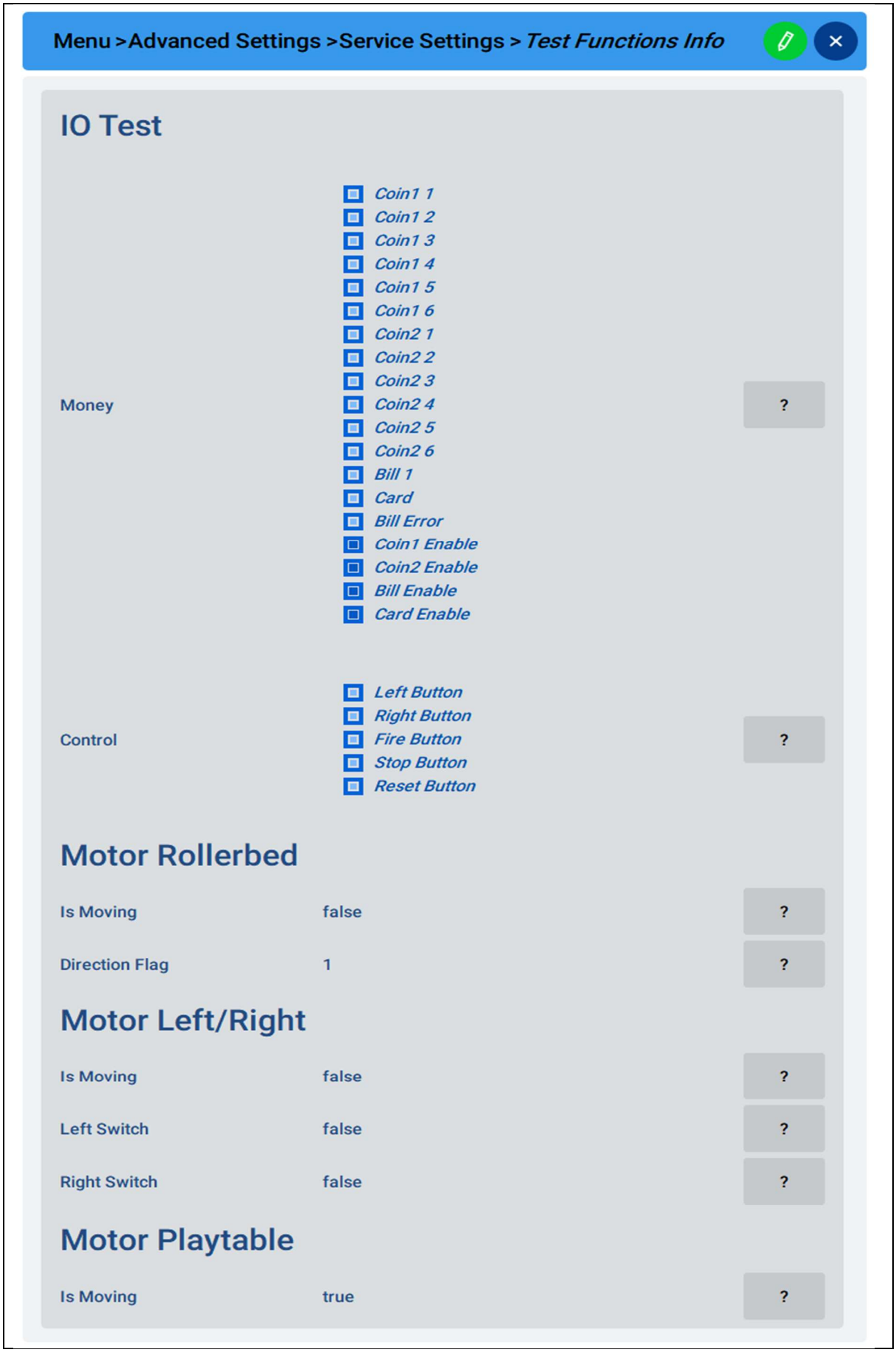
NIC-E Dual Motor
Shows information about the NIC Dual Motor board: Name, Address, Version, Status and Error Text.

Extra NIC-E Dual Motor
Shows information about the second NIC-E Dual Motor board (which is used for the capsule dispenser): Name, Address, Version, Status and Error Text. This board will only be online for one of both playfields. For the other playfield it will show offline with no name and software version “0.0.0.0”.

Credit Display Board
Shows information about the NIC Controls board: Name, Address, Version, Status and Error Text.

RGB LED
Shows information about the NIC Power Distribution board: Name, Address, Version, Status and Error Text.

Dispensers Counters
Shows how many dispenses are remaining for the ticket, card and capsule dispensers.

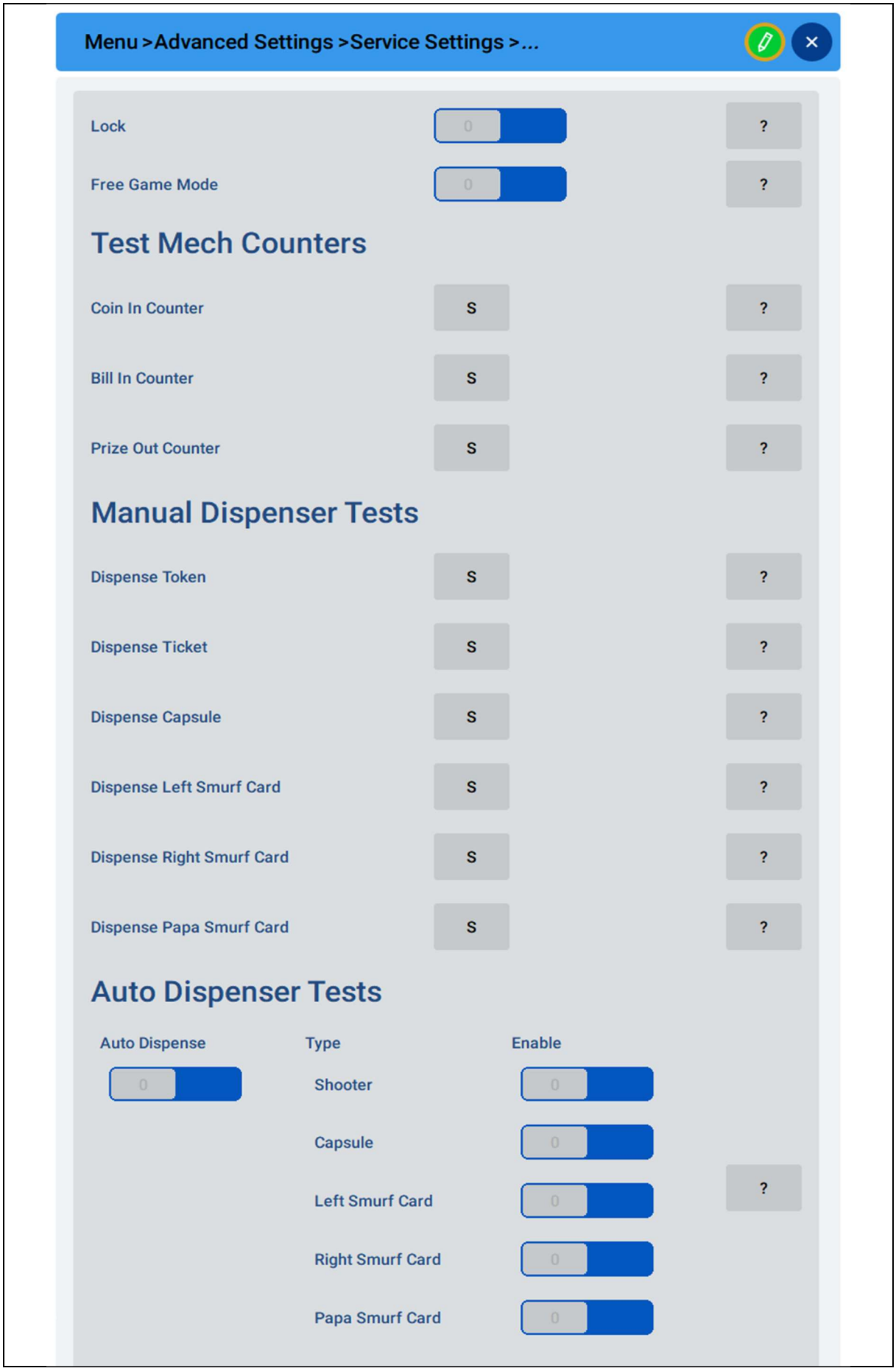

Menu >Advanced Settings >Service Settings > Test Functions Info
IO Test
Money
Coin1 1
Coin1 2
Coin1 3
Coin1 4
Coin1 5
Coin1 6
Coin2 1
Coin2 2
Coin2 3
Coin2 4
Coin2 5
Coin2 6
Bill 1
Card
Bill Error
Coin1 Enable
Coin2 Enable
Bill Enable
Card Enable
?
Control
Left Button
Right Button
Fire Button
Stop Button
Reset Button
?
Motor Rollerbed
Is Moving
false
?
Direction Flag
1
?
Motor Left/Right
Is Moving
false
?
Left Switch
false
?
Right Switch
false
?
Motor Playtable
Is Moving
true
?

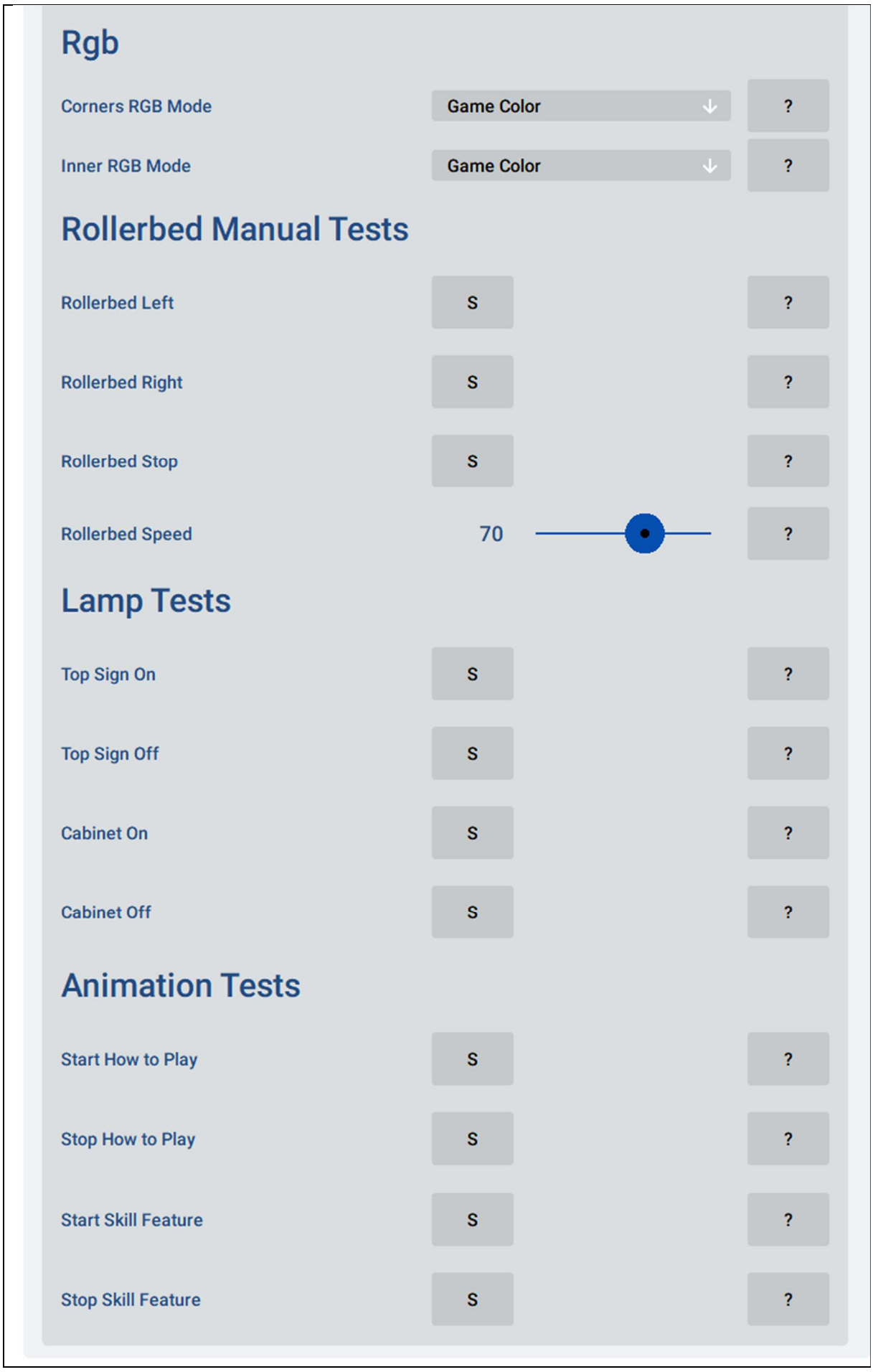
IO Test
Buttons (joystick, fire button) and money handling are updated live. Use for testing.

Motor Rollerbed Test Info
Movement information about the motor of the rollerbed is updated live. Use for testing.

Motor Left/Right Test Info
Movement information about the left-right motor of the shooter is updated live. Also the left and right switch states of that motor are updated live. Use for testing.

Motor Playtable Test Info
Movement information about the playtable motor is updated live. Use for testing.


Menu >Advanced Settings >Service Settings >...
Lock
0
?
Free Game Mode
0
?
Test Mech Counters
Coin In Counter
S
?
Bill In Counter
S
?
Prize Out Counter
S
?
Manual Dispenser Tests
Dispense Token
S
?
Dispense Ticket
S
?
Dispense Capsule
S
?
Dispense Left Smurf Card
S
?
Dispense Right Smurf Card
S
?
Dispense Papa Smurf Card
S
?
Auto Dispenser Tests
Auto Dispense
Type
Enable
0
Shooter
0
Capsule
0
Left Smurf Card
0
?
Right Smurf Card
0
Papa Smurf Card
0


Rgb
Corners RGB Mode
Game Color
?
Inner RGB Mode
Game Color
?
Rollerbed Manual Tests
Rollerbed Left
S
?
Rollerbed Right
S
?
Rollerbed Stop
S
?
Rollerbed Speed
70
?
Lamp Tests
Top Sign On
S
?
Top Sign Off
S
?
Cabinet On
S
?
Cabinet Off
S
?
Animation Tests
Start How to Play
S
?
Stop How to Play
S
?
Start Skill Feature
S
?
Stop Skill Feature
S
?

Lock
Locks the machine in service mode when you press on the switch button (such that its state becomes 1). On the screen “Out of Service” is shown. One can’t play on the device in this mode. The machine can only be set in service lock when the game is in idle mode, so when it is not in “Free Game Mode” and when no credits are still available, because when credits are available the game is in normal play mode. To enable service lock, make sure “Free Game Mode” is disabled and when credits are available do a “Restart Game” via the Quick Start menu.

Free Game Mode
Puts the machine in Free Game mode. If you press on the switch button (such that its state becomes 1) you can play on the machine for free. It is only possible to enable it when no credits are present on the machine. To stop free game mode, you need to press this button again (such that its state becomes 0). (Idem to the Free Game Mode button in the Quick Start Menu, both buttons will always synchronize to be in the same state.).

Test Mech Counters
The buttons allow to test the mech counters. The mech counter corresponding to the pressed button will increase. Use for testing only.

Manual Dispenser Tests
Use for testing only.

- Dispense Token : pressing S dispenses one token to test
- Dispense Ticket : pressing S dispenses one ticket to test
- Dispense Capsule : pressing S dispenses one capsule to test
- Dispense Left Smurf Card : pressing S dispenses one smurf card to test
- Dispense Right Smurf Card : pressing S dispenses one smurf card to test
- Dispense Papa Smurf Card : pressing S dispenses one papa smurf card to test

Auto Dispenser Tests
Enabling this by pressing the switch button on the left (such that its state becomes 1) starts auto dispensing the enabled dispensers at the right (Shooter, Capsule, Left Smurf Card, Right Smurf Card, Papa SmurfCard). This can only be enabled when there are no credits present on the machine. Use for testing only.

Rgb
For both the corner RGB led strip and the led strip inside you can test whether the led strips are connected correctly by changing its color here or turning it off. Use for testing only.

- Corners RGB Mode: one can choose between game color, white and off
- Inner RGB Mode: one can choose between game color, white and off

Rollerbed Manual Tests
Use for testing only.

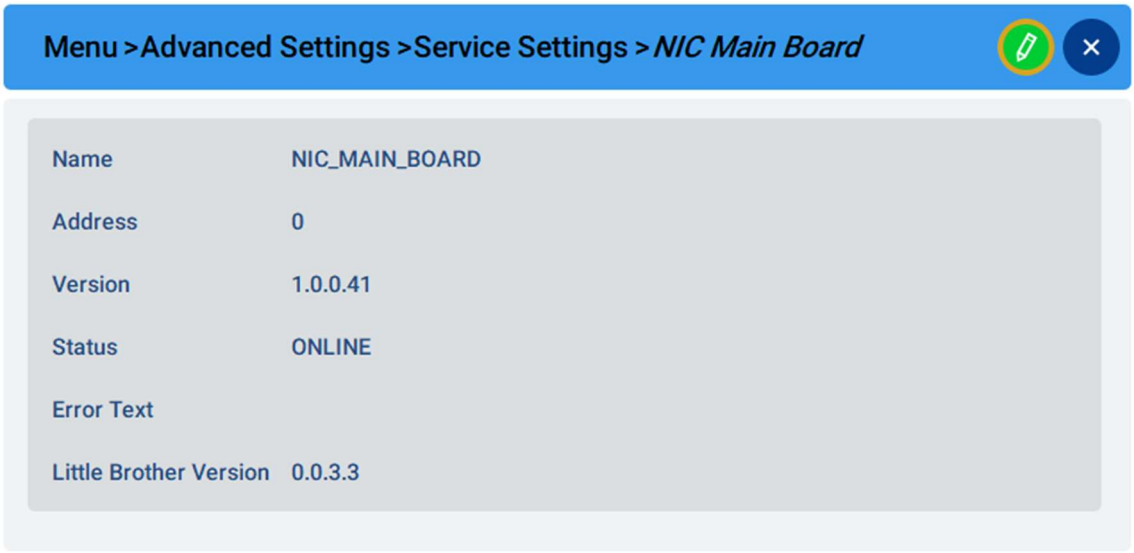
- Rollerbed Left: make the rollerbed move in one direction
- Rollerbed Right: make the rollerbed move in the other direction
- Rollerbed Stop: stop the rollerbed
- Rollerbed Speed: change the rollerbed’s movement speed, this will only take effect after stopping the rollerbed and making it move in one of both directions.

Lamp Tests
One can test whether the Top Sign lamps and the lamps inside the cabinet work and are connected correctly. Use for testing only.

- Top Sign: turn the lamps on top of the machine on or off
- Cabinet: turn the spots and led strips of the ceiling of the cabinet on or off

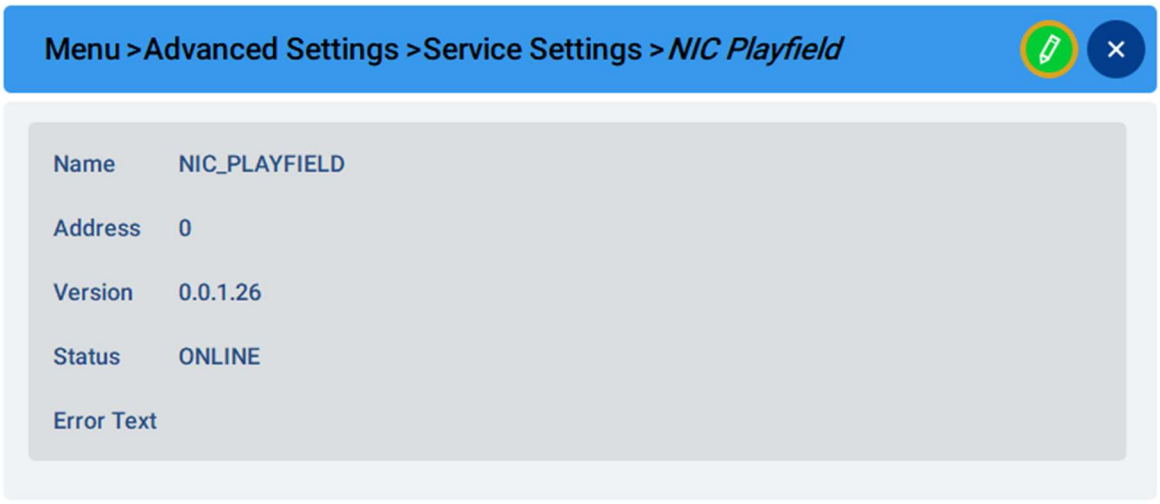
Animation Tests
Use for testing only. One can start and stop the “How to Play” and the “Skill Feature” animations here.

NIC MAIN BOARD



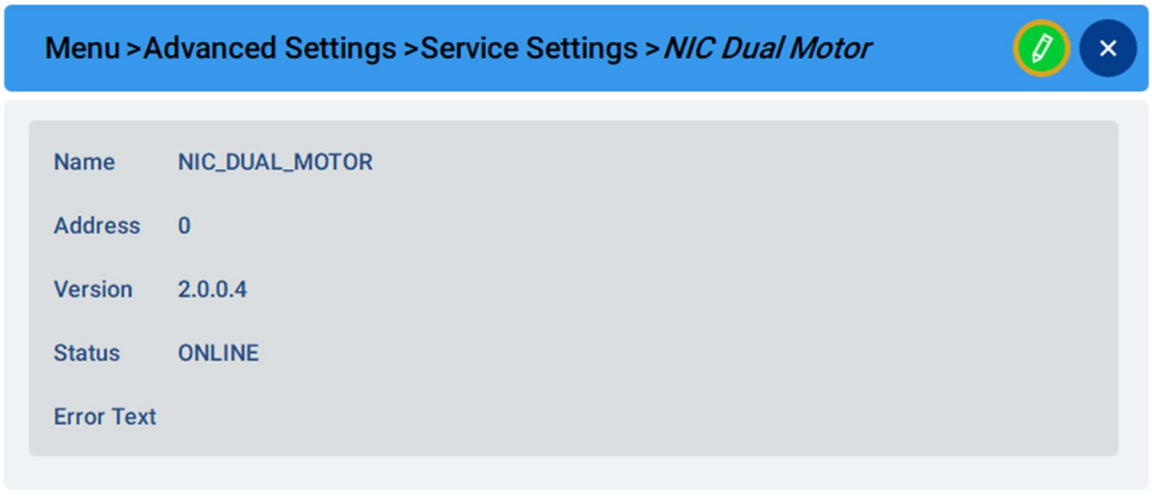
This is an informative summary of the NIC-E Mainboard PCB in the machine, its name, address, software version, status and error info. Also the software version of the little brother (a second processor on the main board) is shown.

NIC PLAYFIELD



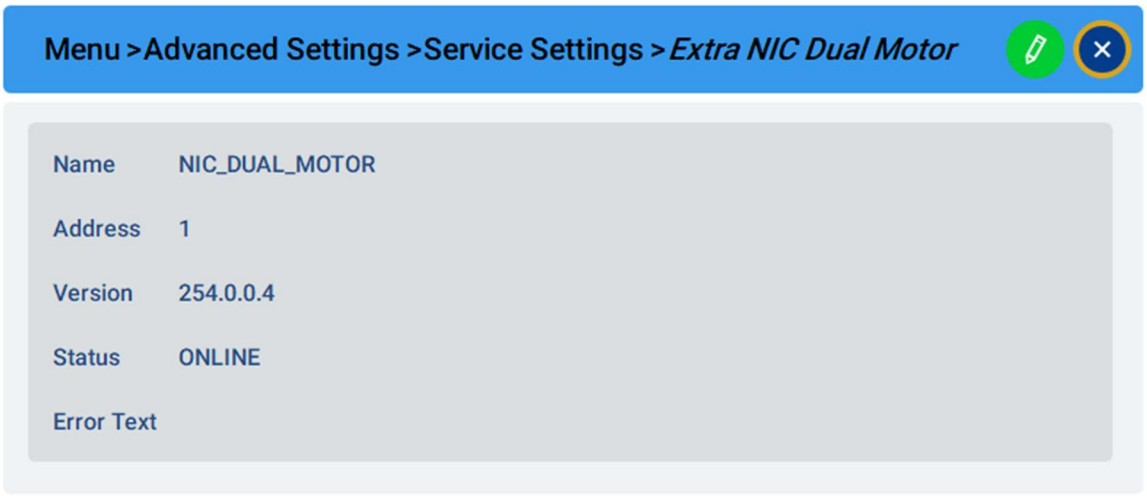
This is an informative summary of the NIC Playfield PCB in the machine, its name, address, software version, status and error info.

NIC DUAL MOTOR



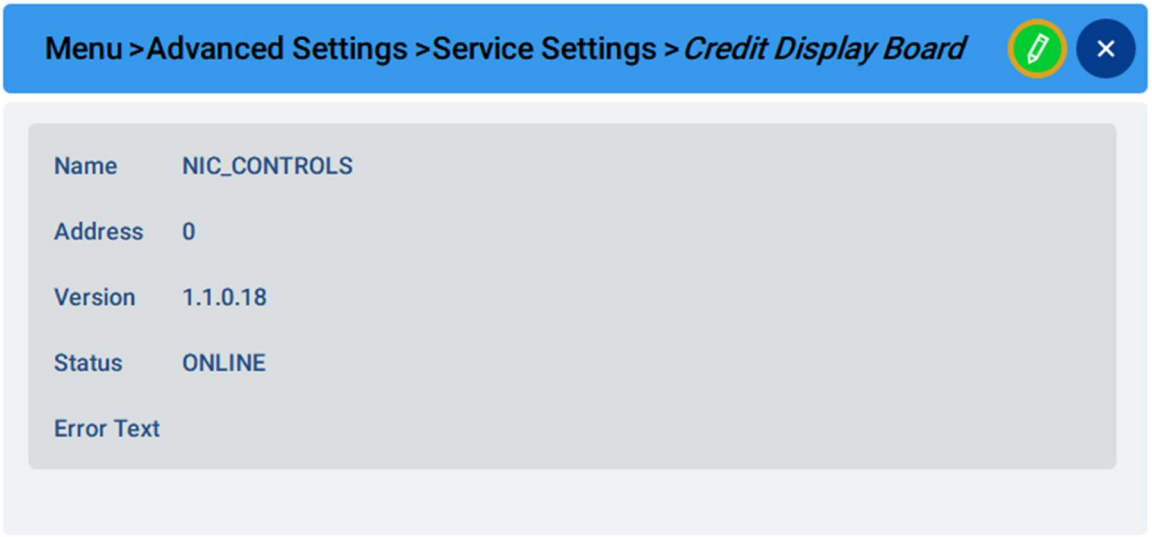
This is an informative summary of the NIC Dual Motor PCB in the machine, its name, address, software version, status and error info. This Dual Motor PCB is used for all three Smurf card dispensers.

EXTRA NIC DUAL MOTOR



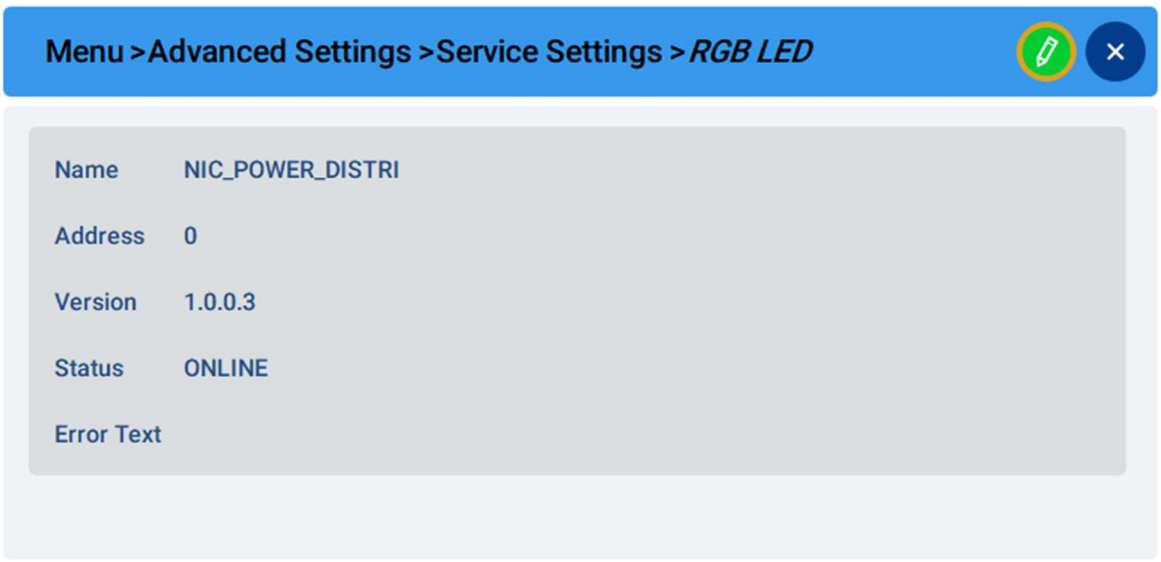
This is an informative summary of the second NIC Dual Motor PCB in the machine, its name, address, software version, status and error info. This dual motor is used for the capsule dispenser. It is only connected to the first playfield of the Smurfs Pusher. For the other playfield its status will show offline, it will have no name and version “0.0.0.0”.

CREDIT DISPLAY BOARD



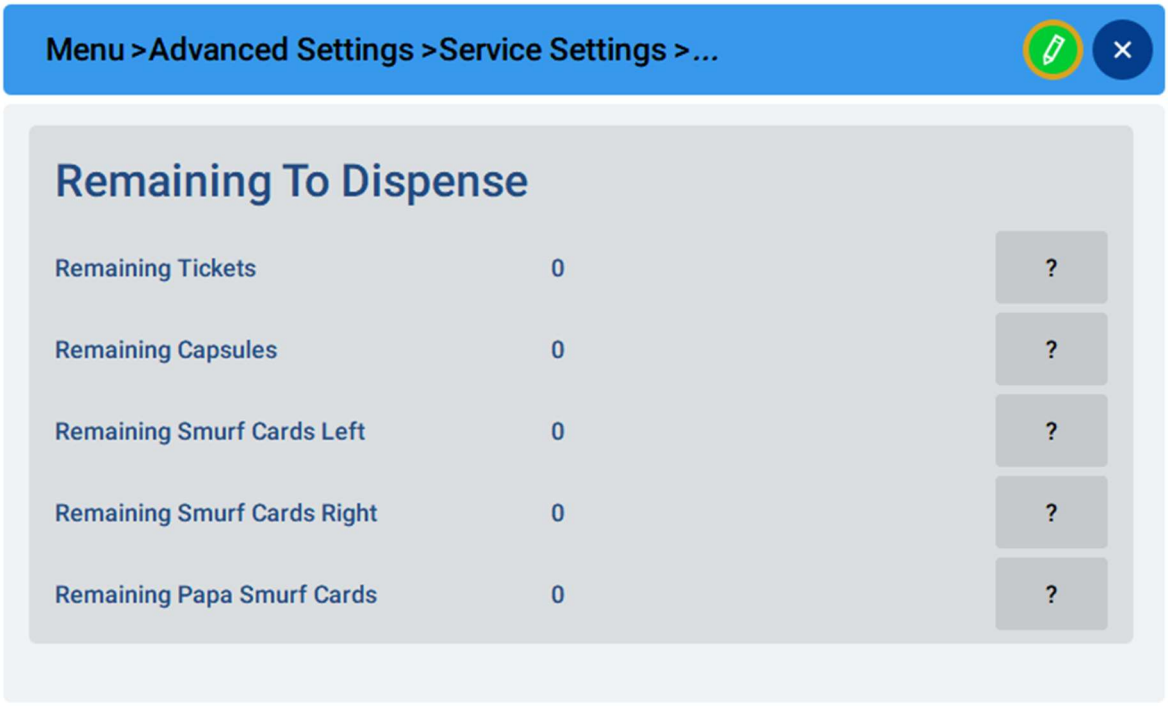
This is an informative summary of the NIC Controls PCB in the machine, its name, address, software version, status and error info.

RGB LED



This is an informative summary of the RGB LED or NIC Power Distribution PCB in the machine, its name, address, software version, status and error info.

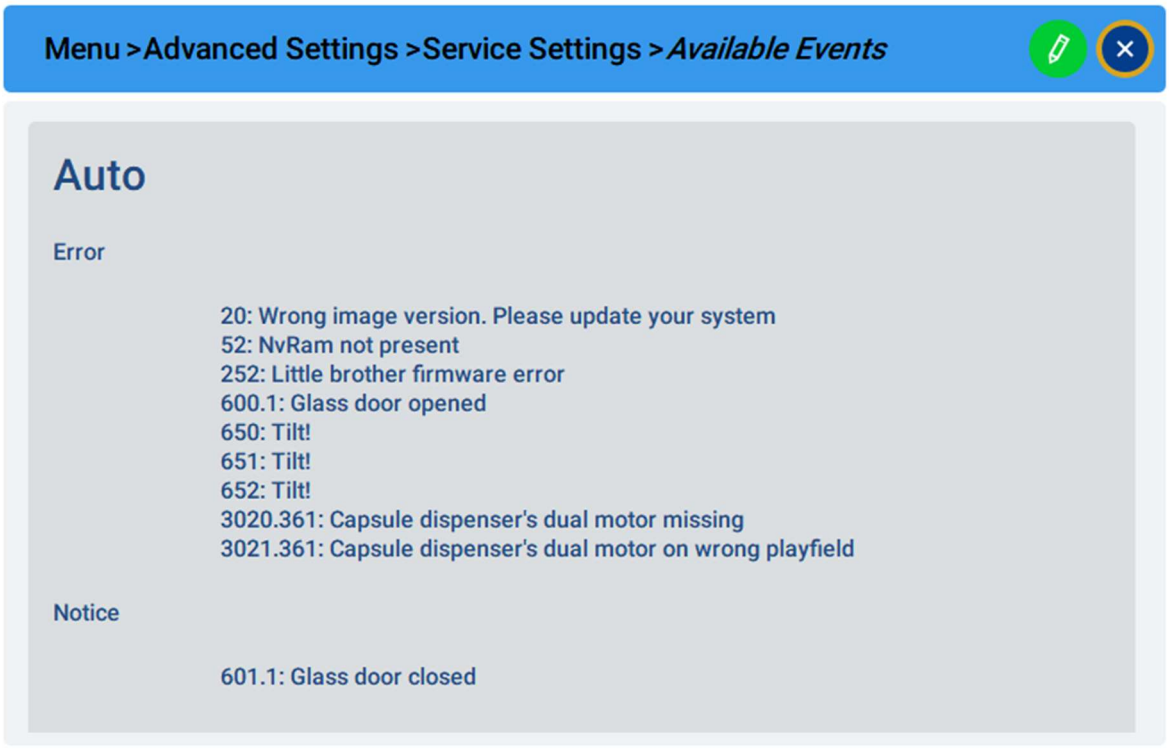
DISPENSERS COUNTERS



This shows live how many items still must be dispensed for each dispenser. The first line shows the remaining tickets, the second line the remaining spares (= capsules), the third

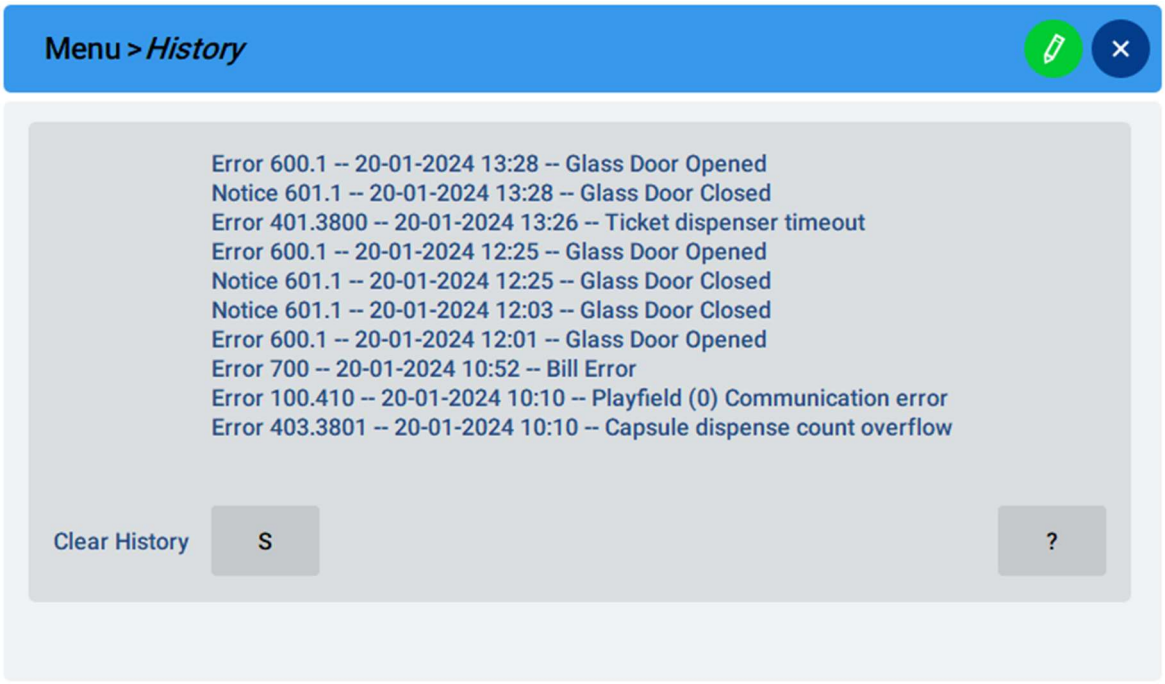
line the remaining Smurf cards on the left dispenser, the fourth line the remaining Smurf cards on the right dispenser and the last line the remaining Papa Smurf cards.

AVAILABLE EVENTS



This submenu contains the list of possible events (errors, warnings, notices) in the Smurfs Pusher. The list is longer than shown above, but too long to put in this manual.
It is subdivided in Auto(matic) and manual events, which are again subdivided in Error, Warning and Notice.

HISTORY



Here you will find a chronological list of all events (errors, warnings, notices) that occurred. This history will contain only the last 20 events since the last time the Clear History button is pressed. When pressing the button S of Clear History all events will be cleared from the history.

US NEW JERSEY JURISDICTION – SOFTWARE CONFIGURATION

No more than one play is allowed at a time. Each time money is added to the machine, all available credits in the game must be fully used before additional money can be added to the machine.

To ensure that the maximum amount spent on a single play is $20, the machine is limited to accepting no more than this amount at once. This restriction is controlled by the “Money In Limit” in “Advanced Settings > Credit Settings” which is set to a default maximum of $20. While this value can be adjusted, it cannot exceed $20.

At least one bonus level must be available to ensure that adding a larger amount of money at once results in receiving extra credits. By default, the first bonus level awards three credits for double the token value.

All prizes must be awarded before additional money can be added by the player. This means that the player must wait to add more money until the Smurf on the Smurf path completes all steps corresponding to the number of tokens shot and all cards, capsules and tickets are dispensed.

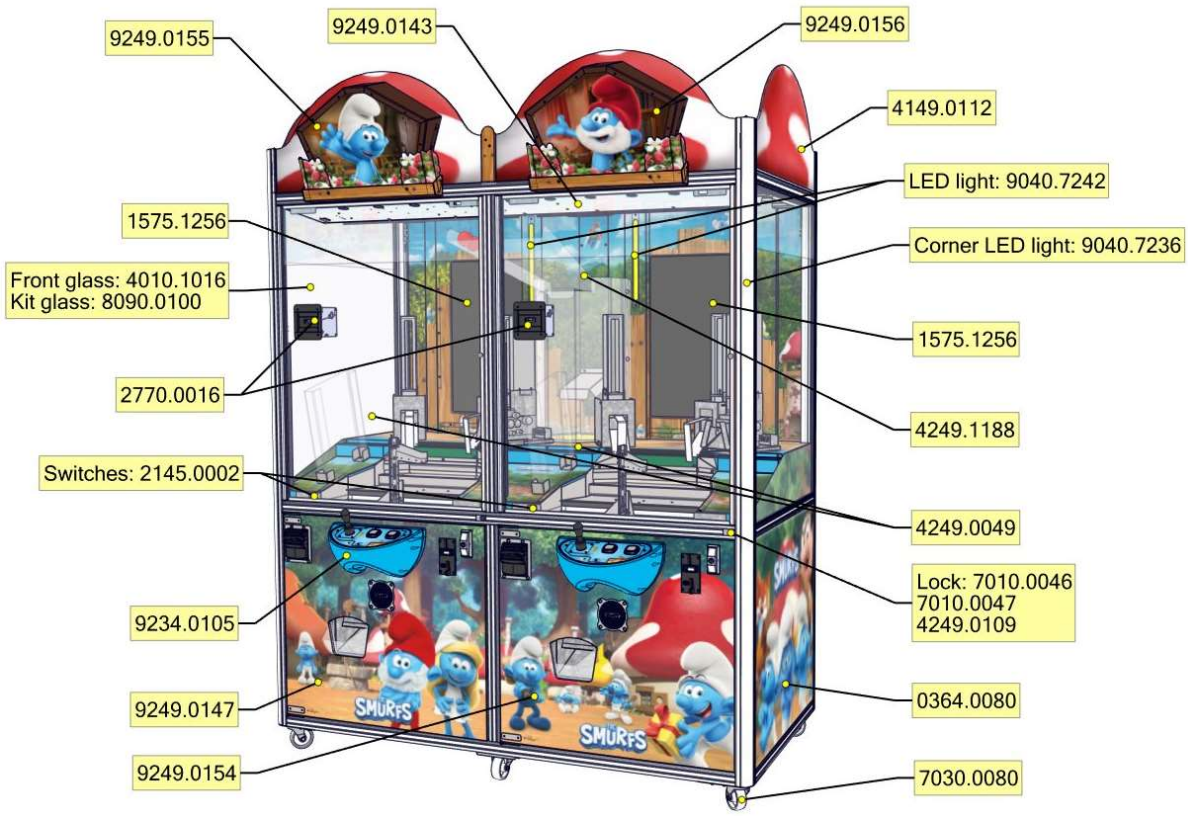
The total value of prizes awarded cannot exceed $10,000. With an average award of less than 100% and the maximum Money In capped at maximally $20, this limit should never be surpassed.

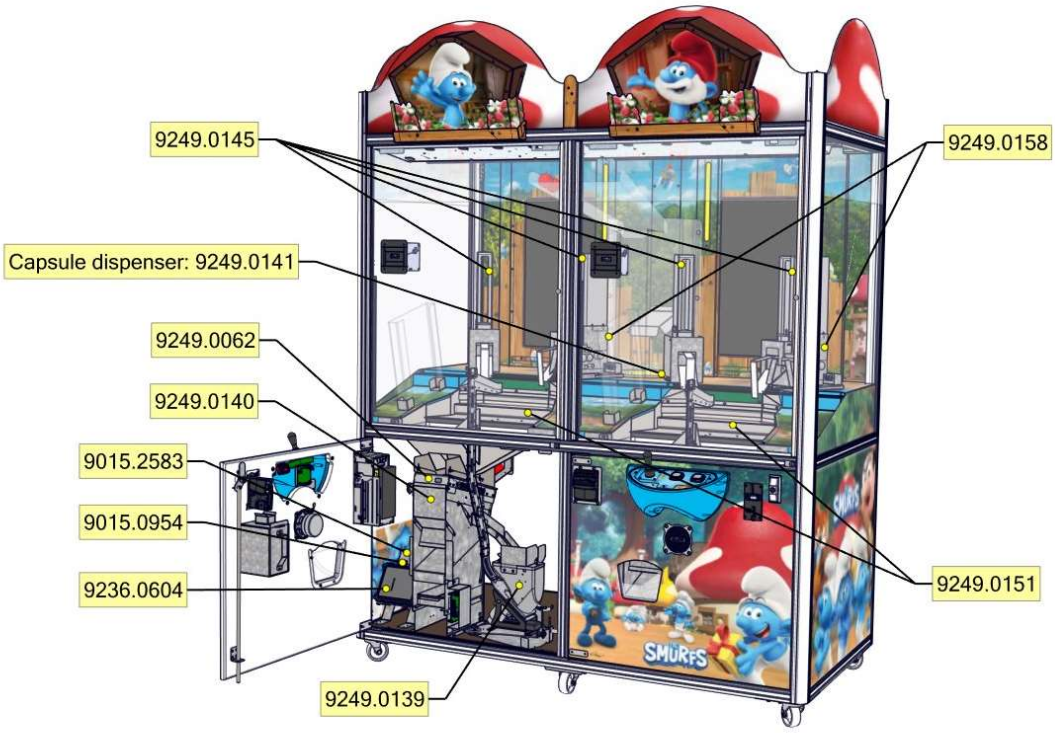
TECHNICAL COMPONENTS AND SPARE PARTS

This section provides an overview of the most relevant spare parts and subassemblies that are available for order as individual components.

Unit	Subunit	Part	Part/unit description
9982.0202			**Base cabinet Smurf pusher 2-pl**
		9040.7242	LED strip NIC RGB int 0m30 on support
		9040.7236	Led strip NIC RGB int corner R 2m00
		9040.7120	LED-prof daylight white 0m70 w conn
		9040.7119	LED strip prof white 1.6m connector
		9015.2583	Wiring drukknop uFit
		9015.0954	Wiring intelli counters 6 digits
		9002.3151.01	Print NIC dual motor P&T
		7090.0005	Receptacle black d10/6
		7010.0007	Lock eurolocks type 10
		7010.0004	Plate lock eurolocks
		7010.0002	Nut lock eurolocks
		4264.0224	Sticker card values
		4264.0200	Sticker playfield R Smurfs
		4264.0199	Sticker playfield Mid Smurfs
		4264.0198	Sticker playfield L Smurfs
		4264.0197	Sticker inner plate set Smurfs
		4264.0196	Sticker shield card disp R Smu
		4264.0195	Sticker shield card disp L Smu
		4264.0194	Sticker card stacker R Smurfs
		4264.0193	Sticker card stacker L Smurfs
		4264.0192	Sticker sphere Smurfs
		4264.0191	Sticker overview 6 Smurfs
		4264.0190	Sticker behind capsule jar set
		4264.0189	Sticker bezel monitor R set Smurfs
		4264.0188	Sticker bezel scherm L set Smurfs
		4264.0187	Sticker rug rechts Smurfs
		4264.0186	Sticker rug links Smurfs
		4264.0183	Sticker side glass R Smurfs
		4264.0182	Sticker zijkant glas L Smurfs
		4264.0181	Sticker side glass above Smurfs
		4264.0180	Sticker ticketdispenser Smurfs
		4264.0179	Sticker sheet ticket values ??Smurf
		4264.0178	Sticker card set bonus Smurfs
		4264.0177	Sticker tussenschot koppen Smu
		4249.1188	Plexi ramp capsule pot
		4249.0049	Plexi ticketholder 6000pcs
		4149.0112	Plexi cup side mushroom
		2770.0016	Ticket dispenser stardard production

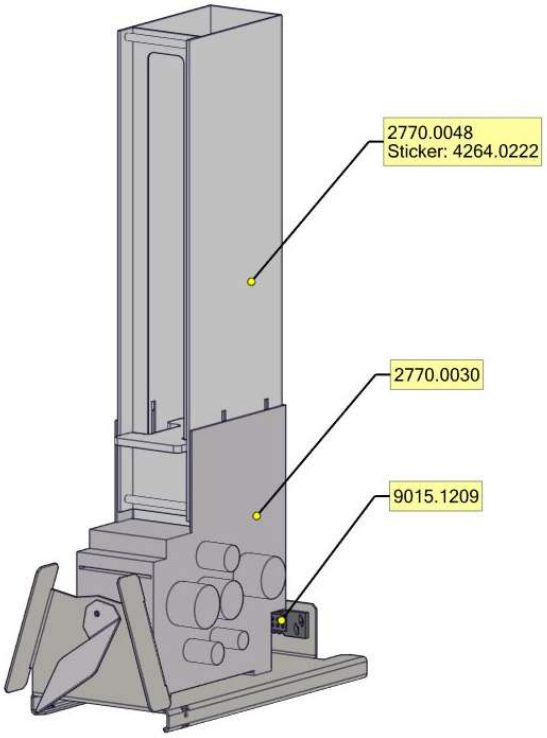
		2145.0002	Switch door (push-pull)
		1575.1256	Monitor 27" w/o bezel 24V
9090.0147			**Unit mains no switch**
9249.0144			**Kader pusher 0202 opgeb**
		7030.0080	Castor wheel with brake 5 holes
		7010.0047	Excenter lock pusher
		7010.0046	Centre lock nr. 1570 pusher
		4249.0109	Lock-block plastic pusher
		0364.0080	Zijkant geprint Smurf 2-sp
		4010.1016	Glass 1016x780 hard ticket low
	8090.0100		Kit glass door WOZ
9234.0604			Unit NIC-E 4 controller



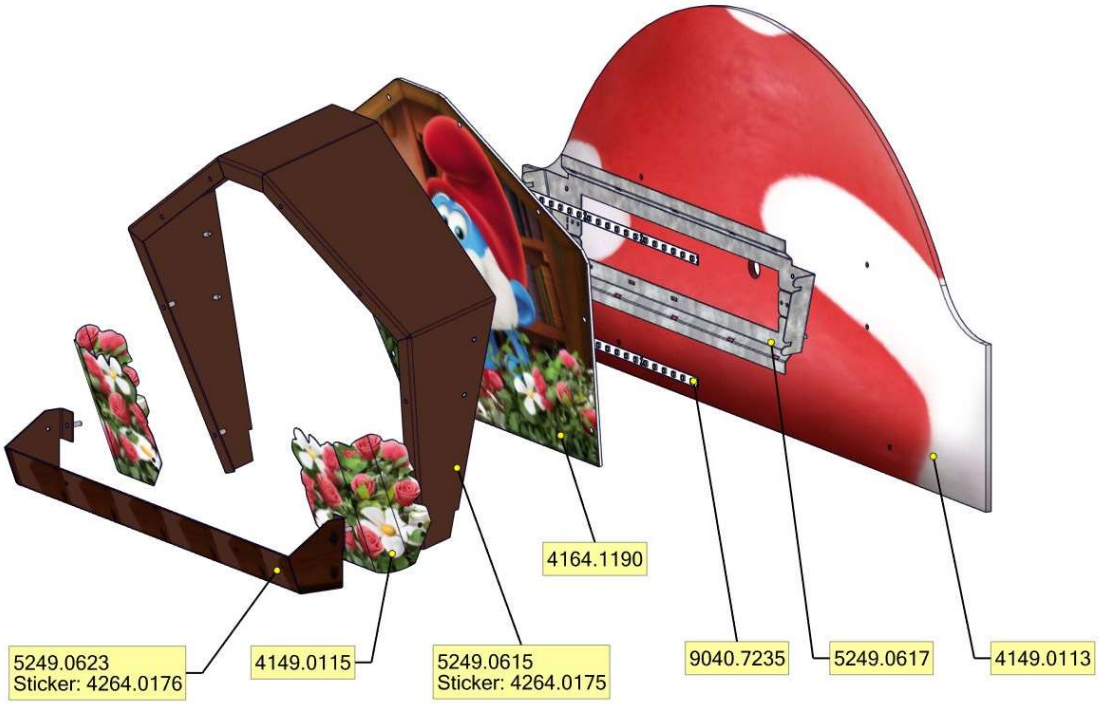

9249.0145
9249.0158
Capsule dispenser: 9249.0141
9249.0062
9249.0140
9015.2583
9015.0954
9236.0604
9249.0151
9249.0139
SMURFS


9040.7119
9040.7120
9090.0147
Lock: 7010.0007
7010.0004
7010.0002
SMURFS

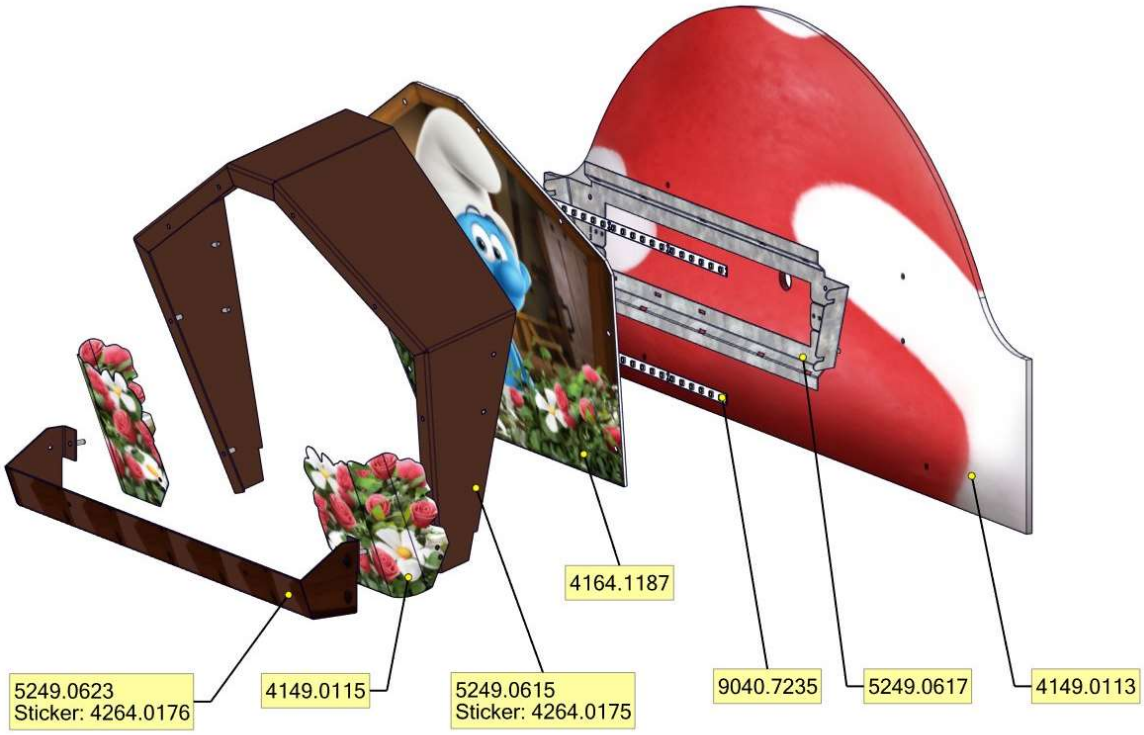
Unit	Subunit	Part	Part/unit description
9249.0158			**Unit Card dispenser Big Smurf**
		9015.1209	Wiring card dispenser unit pusher
		4264.0222	Sticker card stacker P Smurf
		2770.0048	Loader card dispenser SY high
		2770.0030	Card dispenser CD-1000



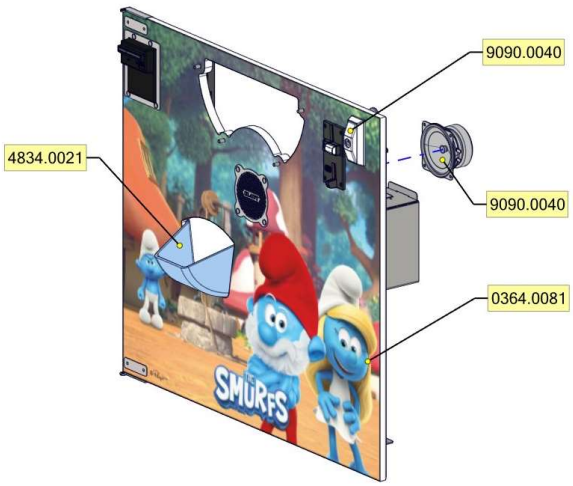
Unit	Subunit	Part	Part/unit description
9249.0156			**Unit oriel R Big Smurf**
		4164.1190	Plexi Papa Smurf out of window
	9249.0142	4149.0113	Plexi top fr. mushroom Smurf
	9249.0142	4149.0115	Plexi Floral window sill 02s
	9249.0142	4264.0175	Sticker Bay window roof Smurfs
	9249.0142	4264.0176	Sticker window Smurfs
	9249.0142	5249.0615	Window head 02s
	9249.0142	5249.0623	Window sill head 02s
	9249.0142	9040.7235	LED-strip cwit 2x 0m40

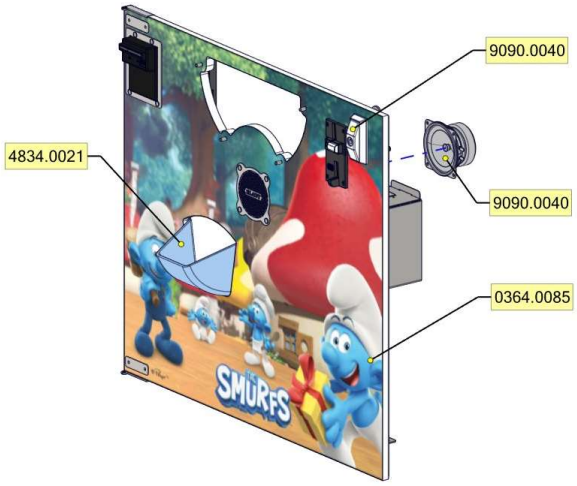


9249.0155			**Unit oriel L Smurf**
		4164.1187	Plexi Smurf out window
	9249.0142	4149.0113	Plexi top fr. mushroom Smurf
	9249.0142	4149.0115	Plexi Floral window sill 02s
	9249.0142	4264.0175	Sticker Bay window roof Smurfs
	9249.0142	4264.0176	Sticker window Smurfs
	9249.0142	5249.0615	Window head 02s
	9249.0142	5249.0623	Window sill head 02s
	9249.0142	9040.7235	LED-strip cwit 2x 0m40

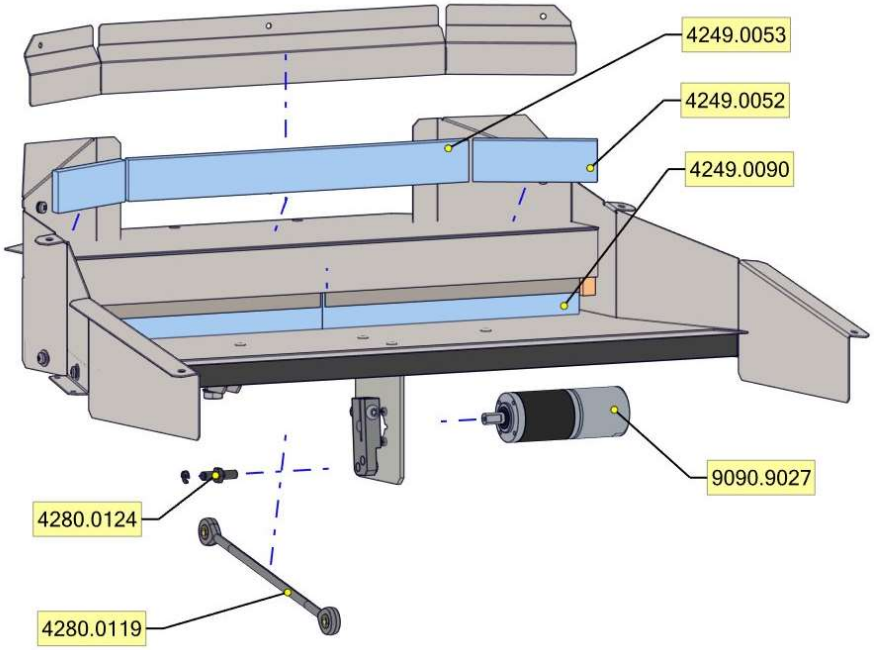


Unit	Subunit	Part	Part/unit description
9249.0154			**Unit door under push Smurfs R**
		0364.0085	Door printed Smurf 2-sp R
	9249.0146	9090.0040	Unit speaker + cable
	9249.0146	7010.0060	Lock t-handle
	9249.0146	4834.0021	Entrance cover guard price door
9249.0147			**Unit door under push Smurfs L**
		0364.0081	Door printed Smurf 2-sp L
	9249.0146	9090.0040	Unit speaker + cable
	9249.0146	7010.0060	Lock t-handle
	9249.0146	4834.0021	Entrance cover guard price door

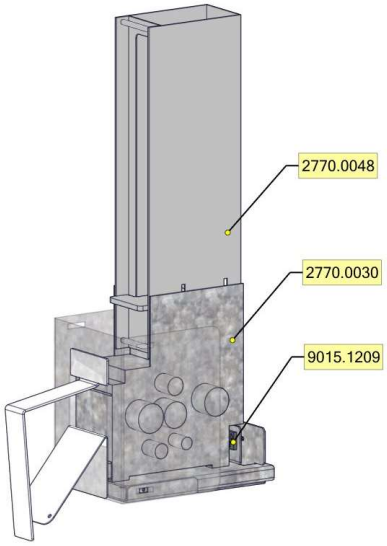




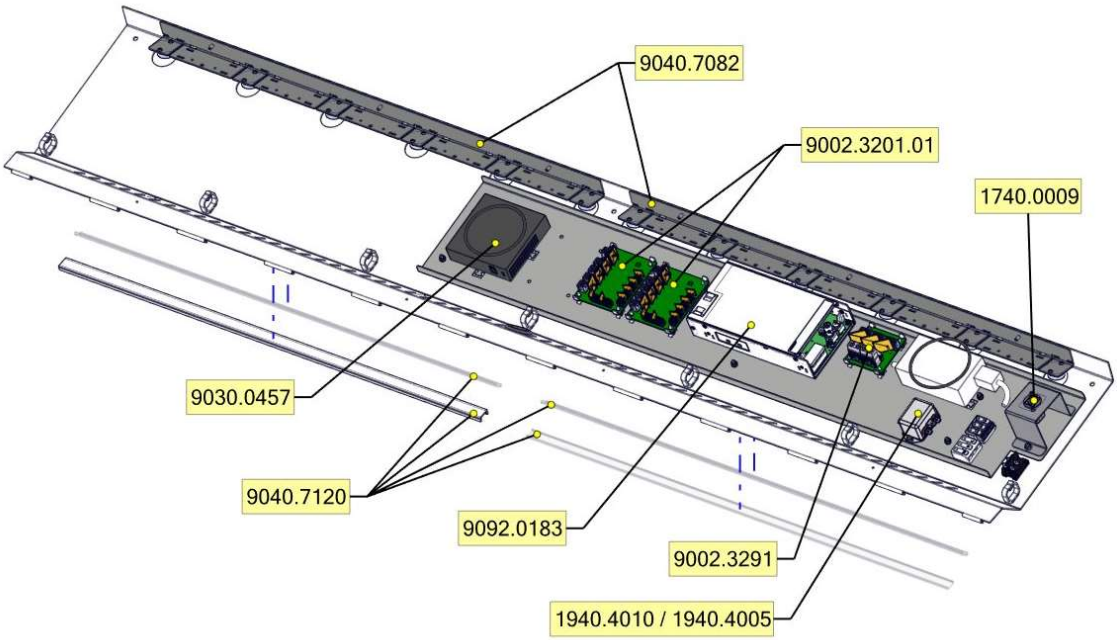
Unit	Subunit	Part	Part/unit description
9249.0151			**Unit speelv laag BLDC**
		9090.9027	Unit NIC motor BLDC playfield
		4280.0124	Drive bolt playfield pusher
		4280.0119	Drive rod playfield pusher
		4249.0052	Scraper 90x31mm slider pusher
		4249.0053	Scraper 277x31mm slider pusher
		4249.0090	Scraper low 209x32mm slider pusher



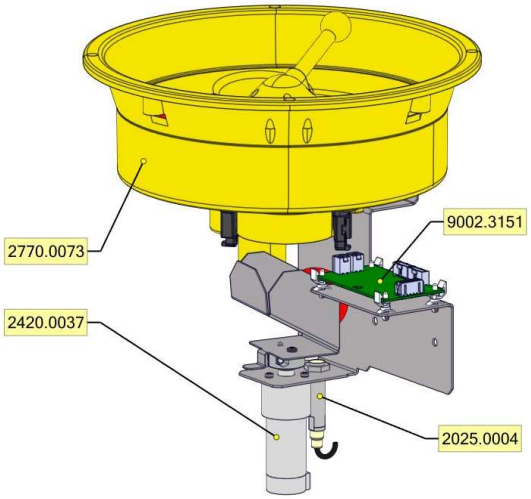
Unit	Subunit	Part	Part/unit description
9249.0145			**Unit card dispenser short**
		9015.1209	Wiring card dispenser unit pusher
		2770.0048	Loader card dispenser SY high
		2770.0030	Card dispenser CD-1000



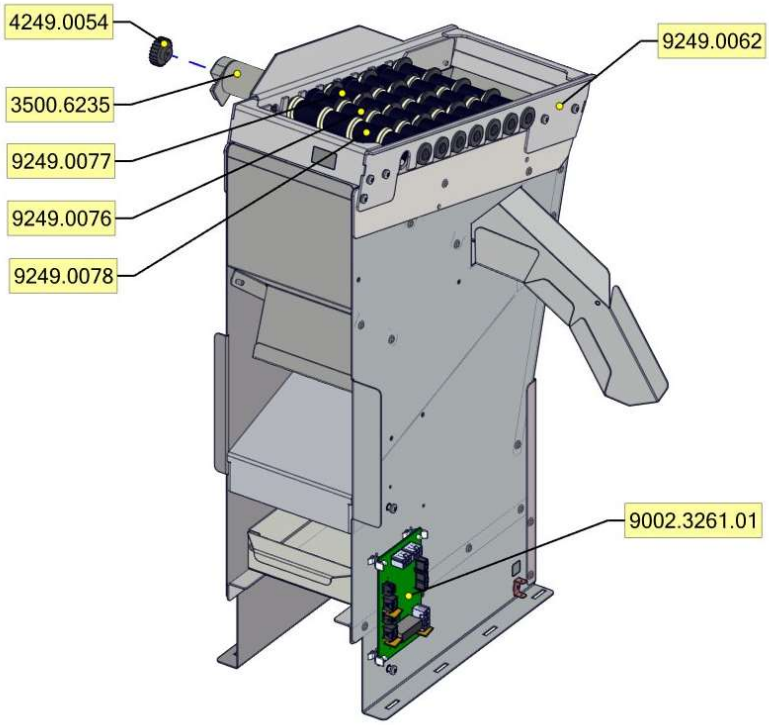
Unit	Subunit	Part	Part/unit description
9249.0143			**Unit kopplaat LED pusher 0202**
	9239.0423		Unit main supply 2pl NIC
	9239.0423	9092.0183	Voeding 500W geschakeld 24V II
	9239.0423	9030.0457	Switch TPlink 5p POE
	9239.0423	9002.3291	Print NIC power splitter
	9239.0423	9002.3201.01	Print NIC power distrib. P&T
	9239.0423	3400.0032	Conn netwerk doorvoer
	9239.0423	1940.4010	Netfilter 10A faston
	9239.0423	1940.4005	Netfilter 6A faston
	9239.0423	1740.0009	Doorvoer conn netw inbouw
		9040.7120	LED-profiel dayl. wit 0m70 met connector
		9040.7082	Unit power cc LED (6) kop



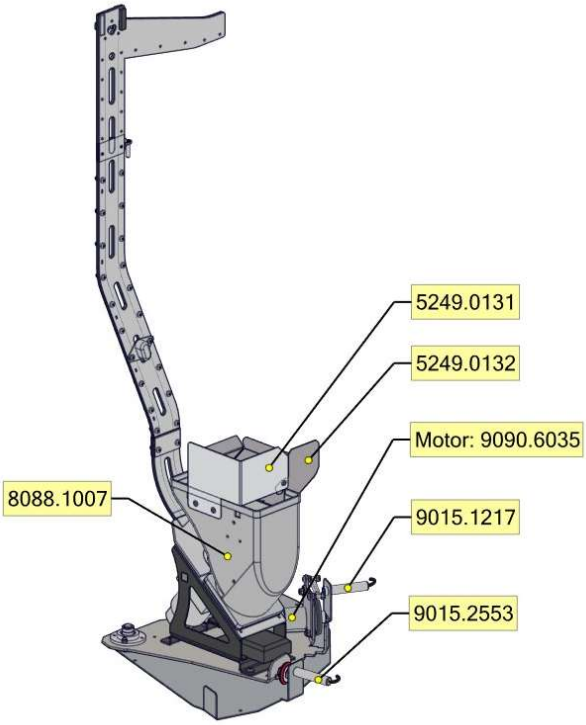
Unit	Subunit	Part	Part/unit description
9249.0141			**Capsule dispenser pusher**
		9015.1217	Wiring inductive sensor npn pusher
		9002.3151.01	Print NIC dual motor P&T
		2420.0037	Motor 24VDC 10W RA37 7400/187 rpm
		2770.0073	Dispenser 60 capsule 24V



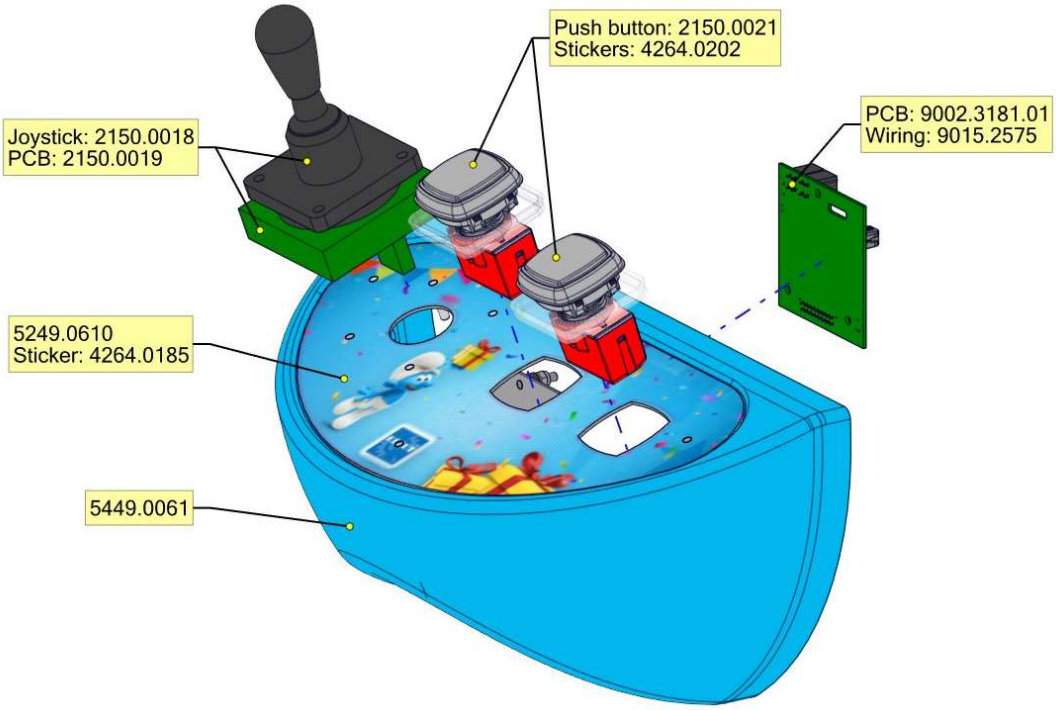
Unit	Subunit	Part	Part/unit description
9249.0140			**Unit sorter under capsules**
	9249.0062		Unit sorter WW
		9002.3261.01	Print NIC playfield P&T
		3500.6235	Motor ER g30.1 24VDC drilled
		9249.0076	Unit roller rubber indent left+stip
		9249.0077	Unit roller rubber indent right
		9249.0078	Unit roller no rubber
		4249.0054	Drive gear wheel sorter pusher



Unit	Subunit	Part	Part/unit description
9249.0139			**Unit hopper escalator 2det**
		9090.6035	Motor g30.1 escalator/caroussel
		9015.2553	Cable IND sens NPN1,3m
		9015.1217	Wiring inductive sensor npn pusher
	8088.1007		Unit coin cup for vh-2tk
		5249.0131	Stopping plate token pusher
		5249.0132	Coin eject new below pusher
	2770.0007		Unit escalator hopper vh-2 tk + dh-2

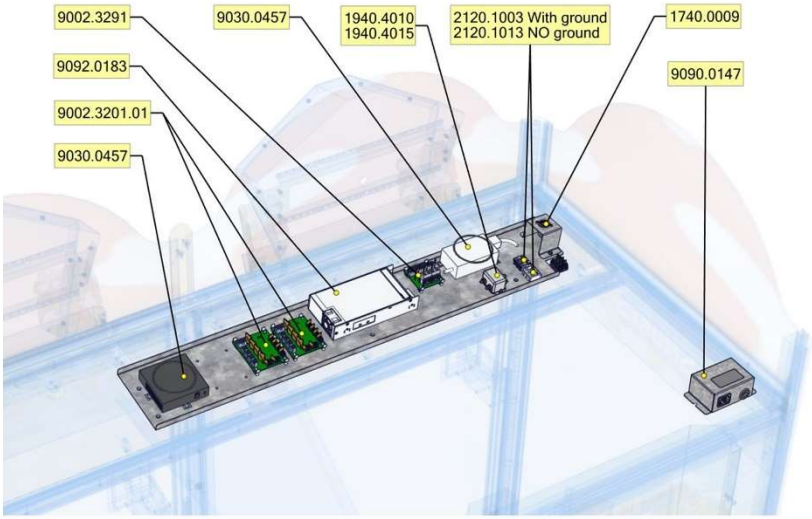


Unit	Subunit	Part	Part/unit description
9234.0105			**controls unit Smurfs pusher 2dk**
		9015.2575	Wiring controls joystick 2dk NIC
		9002.3181.01	Print NIC Controls P&T
		5249.0610	Controls pl js 2pb pusher 02s
		5449.0061	Control box blue
		4264.0202	Sticker Smurf Shoot/Pause Push
		4264.0185	Sticker ctrl panel pusher Smurf
		2150.0021	Button JB
		2150.0019	PCB joystick ITX
		2150.0018	Joystick (PCB)

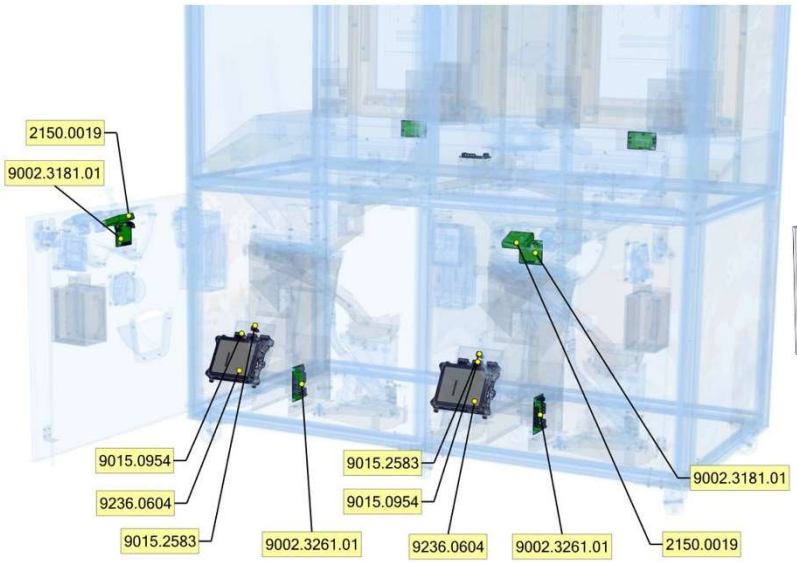


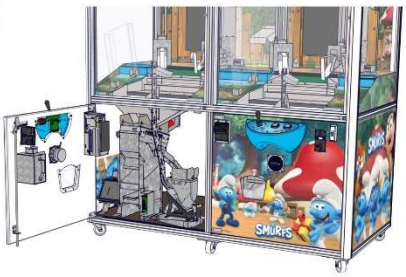
PCB LOCATOR

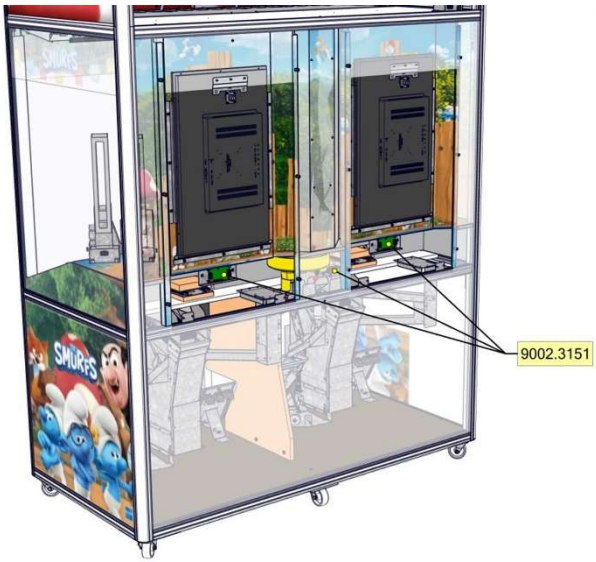
In the following pictures, the PCB components are pointed for quicker location in the cabinet.













SOFTWARE UPDATES



Software updates are available at the Elaut Service Department via support@elaut.be or +32 3 780 94 80.

CLEANING AND MAINTENANCE



- Switch off the power supply before commencing maintenance work.
- Disassembling the machine can prove hazardous and will void the warranty.

Always use a dry or humid cloth for cleaning. Never use water or wet material. This might cause damage to parts or ingression of water may cause malfunction or dangerous situations.

TROUBLESHOOTING

LIST OF ERROR CODES

Errors will follow the structure (error code).(event data) e.g. 100.260. The “error code” part will denote what error happened, the “event data” part will denote what PCB, cable, part… the error is related to. The “event data” is not always present so some errors will only have the “error code” part.
Find a list of all error codes on the Smurfs Pusher below (XY is here the number for the PCB, Z is here the sub address of that PCB, W is the module index). For tips, troubleshooting, we refer to subsequent sections in this document. The description error code is as below in the table for errors with no extra event data. When event data is present, the description error code is shown in the program with a more descriptive error according to the PCB, counter, dispenser, etc.

Error code	Description error code
1.0	No NIC serial port detected
2.0	Cannot open NIC serial port
4.0	No NIC devices detected
20	Wrong image version. Please update your system
50	NvRam corrupt. !All user settings will be reset after clearing this error!
51	NvRam cleared. !All user settings were reset!
52	NvRam not present
81	General Failure
100.XYZ	Communication error
101.XYZ	Device not configured
103.XYZ	Unknown command
104.XYZ	Cannot execute command
105.XYZ	Hardware error
120.XYZ	Firmware no app response after update
121.XYZ	Firmware missing update file
122.XYZ	Firmware update general failure
123.XYZ	Firmware start update command failed
124.XYZ	Firmware update init not run
126.XYZ	Firmware update timeout
128.XYZ	Firmware hex file corrupt
129.XYZ	Firmware board not in bootload
130.XYZ	Firmware update unknown
250	Battery failure
251	Battery level low
252	Little brother firmware error
300.XYZW	Motor stalled
301.XYZW	Motor switch error
302.XYZW	Motor encoder error
303.XYZW	Motor calibration timeout
304.XYZW	Motor movement timeout
311.XYZW	Motor error
400.XYZW	Dispenser error

401.XYZW	Dispenser timeout
402.XYZW	Dispenser sensor error
403.XYZW	Dispenser count overflow
404.XYZW	Dispenser wrong pulse width
405.XYZW	Dispenser status poll timeout
500.XYZW	Counter not connected
501.XYZW	Counter overcurrent
502.XYZW	Counter voltage error
600.1	Glass door opened
601.1	Glass door closed
650	Tilt!
651	Tilt!
652	Tilt!
700	Bill error
3020.361	Capsule dispenser's dual motor missing
3021.361	Capsule dispenser's dual motor on wrong playfield

EVENT DATA

Event data is usually used in one of two ways. The event data will specify the PCB and/or module that the error is related to. It could also be a single character acting as an identifier.

When it denotes a PCB and/or module it will follow this structure:

Base Address (XY)	**Sub Address** (Z)	**Module Id** (W)
00-99	0-f	0-f

An example of a complete "event data" could be 3600. The first 2 numbers "36" represent the id of a PCB, in this case the Dual Motor.
The third number "0" is the sub address of the PCB, this number will usually be 0, unless multiple PCBs of the same type are present.
The fourth number "0", that will not always be present, represents the id of the module that the error relates to. For example, a dual motor PCB can have 2 motors. If one of these motors has an error the module id will indicate which of the 2 motors has a problem.

Base Address	**PCB**
08	NIC_CONTROLS
34	NIC_POWER_DISTRIBUTION
36	NIC_DUAL_MOTOR
38	NIC_MAIN_BOARD
41	NIC_PLAYFIELD_BOARD

TIPS ON RESOLVING ERRORS

Issue	**Possible Solutions**
Counters not connected	Make sure the cable of the counters is plugged in properly in the connector "COUNTERS" on the NIC Mainboard (NIC-E Controller). Replace the mechanical counters in case they are broken.
No screen	Make sure the HDMI cable is properly plugged in the top connector labelled "HDMI OUT" on the NIC Mainboard. Replace the display or the HDMI-cable in case they are broken.
Screen with wrong Smurfs animation resolution	This can occur when an HDMI-cable is plugged in again. Restart the machine in that case. The HDMI connector or cable might also be broken. Replace when needed.
No LED lights	Make sure all LED strips are connected correctly on the NIC PowerDistribution board. Replace the LED strip in case it is broken.

No spot lights or no top sign light	Make sure all lights are connected correctly on the NIC PowerDistribution board. Replace the lights in case they are broken.
No Sound	Make sure the speaker is properly plugged in in the connector “SPEAKER” of the NIC Mainboard. Replace the speaker. Reboot the machine.
No joystick input	Make sure the cable connecting the joystick and the NIC Controls PCB is plugged in properly.
No button input No lights in the buttons	Make sure the cable connecting the button and the NIC Controls PCB is plugged in properly.
Coin acceptor fails (idem for Bill acceptor or card acceptor)	Connect the coin acceptor to “Coin In 1”. Check that the correct values are filled in in “Menu > Advanced Settings > Money Settings” under “Currency Settings”. The values under the column “Value” should be correct.
Shooter keeps on shooting tokens	After a while it will go in error. Make sure the cable that runs alongside the hopper/shooter is connected.
Machine not in menu	Make sure an ethernet cable is connected to both the NIC Mainboard and the menu. Make sure the game of the machine is started up. Some errors, when triggered early in the startup procedure prevent the game from showing up in the menu.
Reset button doesn’t work	In case pressing the “Clear errors” button in the menu works, but the reset button did not, the reset button might be broken, its cable might be broken or not connected to the NIC Mainboard.
Error 100.XYZ: Communication Error (Also see below)	Check what PCB the error is about and check if that PCB is powered, whether it has a normal blinking green light (heartbeat), and if not make sure cables are connected. Replace the PCB in question in case it is broken.

ERROR 1.0: NO NIC SERIAL PORT DETECTED

Causes

There is no communication between the NIC Mainboard and the other NIC devices:

1. There are issues with the firmware on the NIC Mainboard: for example, there is no firmware on the mainboard, the firmware is in bootload mode or firmware is present but it doesn’t work properly.
2. There are issues with the internal driver: for example, the driver fails to start, or doesn’t work properly. The driver and the software might not be using the same serial port name.
3. There are issues with the image on the NIC Mainboard: it doesn’t provide a working or compatible driver.
4. There are issues with the hardware: for example, the NIC Mainboard is not correctly attached to the carrier or the carrier is broken.

Clearing the error

This error can’t be cleared via the “Clear errors” button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the “Clear errors” button, but it will pop up again when the issue isn’t resolved.

Solution

- Remove the lid of the NIC Mainboard (NIC-E controller) to check that its heartbeat indicator blinks at the same rate as the other PCBs in the machine that do have communication. That is once each second.
  - When the heartbeat blinks too slow (slower than once per second), the firmware is in bootload mode and should be updated again. First try a reboot, when the problem persists try to update the software again with the newest release version. It will include the correct firmware for the mainboard. Reboot the machine afterwards.

• When the heartbeat indicator light does not blink, there is no firmware on the mainboard, the firmware should be flashed upon the mainboard. If this is the case, please contact support.

- In case the NIC Mainboard's heartbeat is ok (it blinks once per second), but something is wrong with the internal driver or the image, the image needs to be installed correctly. Please contact support.
- In case the NIC Mainboard's heartbeat is ok, but something is wrong with the carrier, the NIC Mainboard should be checked by support. Please contact support.

ERROR 2.0: CANNOT OPEN NIC SERIAL PORT

Causes

This means the serial port is present but can't be opened by the Smurfs Pusher software.

1. Another process is occupying the NIC serial port; this should not happen.
2. The user on the image which runs the Smurfs Pusher software has no permission to access the port, or the port settings are set incorrectly by the Smurfs Pusher software.
3. There is a driver problem, or the OS has locked the port.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved (for example a process which occupies the port needs to release it).

Solution

Reboot to clear other processes or the OS from occupying the serial port and if the issue is not fixed after reboot, please contact support.

ERROR 4.0: NO NIC DEVICES DETECTED

Causes

NIC communication is only possible when the NIC serial port is present and successfully opened. The error "No NIC devices detected" can only occur when the NIC Mainboard is connected to the power (via the NIC cable or in another way), but it does not respond for some reason (for example when it doesn't have firmware, or it has faulty firmware) while also no other NIC devices respond. Because the NIC Mainboard is powered via the NIC PowerDistribution one would expect that at least that board is present and responding.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved (for example when the port is found but no devices are present).

Solution

Check whether both the NIC Mainboard and NIC PowerDistribution have a normal heartbeat (the green light blinks once per second). Reinstall firmware on them in case not. Please contact support when the issue persists.

ERROR 20: WRONG IMAGE VERSION. PLEASE UPDATE YOUR SYSTEM. (AUTOMATIC ERROR – CAN'T BE CLEARED)

Causes

The image on the NIC Mainboard has an older version than the one that is specified in the Smurfs Pusher software. At the moment of writing this is version 8.1.

Clearing the error

This error can't be cleared via the "Clear errors" button. The image must be updated and the machine must be rebooted.

Solution

Please contact support. They need to upgrade your image to a newer version. The machine must be rebooted afterwards.

ERROR 50: NVRAM CORRUPT. !ALL USER SETTINGS WILL BE RESET AFTER CLEARING THIS ERROR!

Causes

At startup the Smurfs Pusher software detects that the data layout in the memory of the NIC Mainboard is different than expected or that the data in the memory is corrupt.

1. It is a new NIC Mainboard on which the Smurfs Pusher software hasn't run yet, so the memory contains no data yet.
2. An update of the Smurfs Pusher software is done which has a new and different data layout.
3. The data became corrupt due to a faulty write to the memory.

Clearing the error

This error can be cleared via the "Clear errors" button.

Solution

Press the physical "Clear errors" button or the one in the menu. The Smurfs Pusher rebuilds the memory layout, and the data will be reinitialized to the factory defaults. Also, the counters will be reset. After pressing the button, the warning "NvRam cleared. !All user settings were reset!" appears in the menu.

WARNING 51: NVRAM CLEARED. !ALL USER SETTINGS WERE RESET!

Causes

This warning appears in the menu after "Error 50: NvRam corrupt. !...!" was cleared by the operator. The memory is now cleared and repopulated with the correct default data.

Clearing the warning

This warning can be cleared via the "Clear errors" button, but it is not necessary.

Solution

It is a warning that informs the operator about the fact that the memory has been cleared and rebuilt. And that the settings are reset back to the factory defaults and the counters are reset to zero. Nothing needs to be fixed.

ERROR 52: NVRAM NOT PRESENT (AUTOMATIC ERROR – CAN'T BE CLEARED)

Causes

The Smurfs Pusher doesn't detect the NvRam memory.

1. The driver is faulty and returns that no memory is found.
2. The software isn't correctly communicating with the driver.
3. The NvRam on the NIC Mainboard might be physically broken.

Clearing the error

This error can't be cleared via the "Clear errors" button. The issue must be investigated and solved. The machine must be rebooted.

Solution

Please contact support. This situation needs to be examined. A replacement of the NIC Mainboard might be necessary.

ERROR 81: GENERAL FAILURE

Causes

The Smurfs Pusher checks the hardware, and it encounters an unexpected error which is not handled.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved (for example when a PCB is present, but something went wrong with the firmware and no decent error was returned).

Solution

Please contact support. This specific situation needs to be examined.

ERROR 100.XYZ: COMMUNICATION ERROR (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)

ERROR 100.080: CONTROLS (0) COMMUNICATION ERROR

ERROR 100.340: POWER DISTRIBUTION (0) COMMUNICATION ERROR

ERROR 100.360: DUAL MOTOR (0) COMMUNICATION ERROR

ERROR 100.361: DUAL MOTOR (1) COMMUNICATION ERROR

ERROR 100.380: MAINBOARD (0) COMMUNICATION ERROR

ERROR 100.410: PLAYFIELD (0) COMMUNICATION ERROR

Causes and solutions

The NIC Mainboard cannot communicate with the PCB, which is of the type provided in the error (for example Playfield) and the sub address (between round brackets) provided in the error.

1. The PCB mentioned has no power.
   Solution: Make sure the NIC cable is plugged in properly on both sides (in the PCB mentioned and in another NIC PCB which is powered). And make sure that the NIC cable is not broken or doesn't contain switched wires. When the cable is broken, replace it.
2. The PCB mentioned has wrong dipswitch positions. Some of them have dipswitches.
   Solution: Check that both dipswitches are off when the sub address should be 0, or when the sub address is higher ensure that the dipswitches are set accordingly (so for sub address 1 the first dipswitch should be set to on and the second to off). All NIC boards in the Smurfs Pusher have sub address 0, except for the second dual motor that is connected to the capsule dispenser on playfield 1. After changing the state of a dipswitch, reboot the machine so the change can take effect.
3. The PCB mentioned is connected but has no firmware, so the green heartbeat light is off.
   Solution: The PCB should be programmed with the latest bootloader or firmware and rebooted. In this case this needs to be done with a flash device, please contact support.
4. The PCB mentioned is connected but is in bootload mode, so the green light is flashing slower than normal (less than once per second).
   Solution: The PCB should normally automatically update to the firmware that is provided alongside the Smurfs Pusher software when starting up. So try a reboot. In case the update does not happen, the firmware might not be present alongside the Smurfs Pusher software. Or the firmware update didn't execute correctly. Please contact support in that case.
5. The firmware on the PCB mentioned is faulty and does not respond correctly.
   Solution: Update the firmware on the PCB by putting a newer software version on the machine when available. Please contact support in case there is no newer software version, or the update does not solve the issue. The PCB might need to be flashed.

6. The PCB mentioned is broken.
   Solution: Replace the PCB. Please contact support.
7. An extra NIC serial port is connected to the NIC bus via an NIC cable. This case is highly unlikely on the customer side.
   Solution: Remove the extra NIC serial port.

Clearing the error

This error can be cleared via the "Clear errors" button for causes 1, 6 and 7. For the other causes, the machine needs to be rebooted. For cause 6 it is also better to reboot, such that the firmware gets updated in case it is an older version. When the issue isn't solved, the communication error will reappear.

PCB's present in the Smurfs Pusher

The PCBs that need to be present on one playfield in the Smurfs Pusher are:

PCB	Base and sub address	Communication error code
NIC Mainboard	base address: 38, sub address 0	Error 100.380
NIC PowerDistribution	base address: 34, sub address 0	Error 100.340
NIC Controls	base address: 08, sub address 0	Error 100.080
NIC Playfield	base address: 41, sub address 0	Error 100.410
NIC DualMotor	base address: 36, sub address 0	Error 100.360
Second NIC DualMotor (should only be present for playfield 1)	base address: 36, sub address 1	Error 100.361

ERROR 101.XYZ: DEVICE NOT CONFIGURED (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)
- ERROR 101.080: CONTROLS (0) DEVICE NOT CONFIGURED
- ERROR 101.340: POWER DISTRIBUTION (0) DEVICE NOT CONFIGURED
- ERROR 101.360: DUAL MOTOR (0) DEVICE NOT CONFIGURED
- ERROR 101.361: DUAL MOTOR (1) DEVICE NOT CONFIGURED
- ERROR 101.380: MAINBOARD (0) DEVICE NOT CONFIGURED
- ERROR 101.410: PLAYFIELD (0) DEVICE NOT CONFIGURED

Causes

The PCB devices need to be configured at startup or after they have been disconnected and reconnected to the NIC bus. This error is triggered when this configuration didn't happen or failed to happen correctly. An example of this is when you connect the NIC DualMotor board but the configuration isn't sent from the software to the board before sending other commands to the board for which the configuration is necessary. The NIC DualMotor will reply with this error and the game goes into the error state.

1. The PCB mentioned is not configured at startup.
2. The PCB mentioned is connected during the game to the NIC bus or it was disconnected and reconnected again. But the configuration was not sent again.

Clearing the error

The error can be cleared via the "Clear errors" button, but in this case it is best to reboot the machine.

Solution

The Smurfs Pusher software should always send a new configuration when the PCB device appears or reappears. So, please contact support to examine this specific situation.

ERROR 103.XYZ: UNKNOWN COMMAND (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)
- ERROR 103.080: CONTROLS (0) UNKNOWN COMMAND
- ERROR 103.340: POWER DISTRIBUTION (0) UNKNOWN COMMAND
- ERROR 103.360: DUAL MOTOR (0) UNKNOWN COMMAND

ERROR 103.361: DUAL MOTOR (1) UNKNOWN COMMAND
ERROR 103.380: MAINBOARD (0) UNKNOWN COMMAND
ERROR 103.410: PLAYFIELD (0) UNKNOWN COMMAND

Causes

Commands are sent to the PCB mentioned that aren't recognized by that PCB.

1. Unknown commands are sent to that PCB.
2. Known commands are sent with wrong parameters or wrong data to that PCB.
3. No configuration was sent to that PCB, and it receives commands for which a configuration is needed.

Clearing the error

The error can be cleared via the "Clear errors" button, but it is best to reboot the machine such that all PCB's are properly configured again.

Solution

Reboot. Please contact support.

ERROR 104.XYZ: CANNOT EXECUTE COMMAND (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)

ERROR 104.080: CONTROLS (0) CANNOT EXECUTE COMMAND
ERROR 104.340: POWER DISTRIBUTION (0) CANNOT EXECUTE COMMAND
ERROR 104.360: DUAL MOTOR (0) CANNOT EXECUTE COMMAND
ERROR 104.361: DUAL MOTOR (1) CANNOT EXECUTE COMMAND
ERROR 104.380: MAINBOARD (0) CANNOT EXECUTE COMMAND
ERROR 104.410: PLAYFIELD (0) CANNOT EXECUTE COMMAND

Causes

A command is sent to the PCB mentioned to execute an action, but the PCB is unable to do so.

1. A part of the hardware is not connected or faulty and the action needs to use that hardware.
2. The provided parameters are out of range and the action can't be executed with those parameters.

Clearing the error

The error can be cleared via the "Clear errors" button. When the issue isn't solved, the error can be triggered again when the request to do an action is sent again.

Solution

Before clearing the error, first make sure that the hardware which is needed is connected and in a good state. Please contact support in case it is not immediately clear what hardware should be checked.

- For the NIC Mainboard, this might be the counters or the ticket dispenser.
- For the first NIC Dual Motor, this might be one of the card dispensers.
- For the second NIC Dual Motor, this might be the capsule dispenser.
- For the NIC Playfield, this might be the rollerbed, the playtable, the left-right motor, the hopper, etc.
- For the NIC Controls this might be the onboard accelero. The joystick and buttons are only inputs and don't trigger errors in case they are not connected. The lamps of the buttons also don't trigger errors when they are not connected.
- For the NIC Power Distribution, only spots and led strips are connected. When they are not connected, they don't trigger errors.

ERROR 105.080: CONTROLS (0) HARDWARE ERROR

Causes

Only the Accelero Meter which is present on the NIC Controls board is able to trigger this error in case the connection with the Accelero chip isn't ok.

Clearing the error

The error can be cleared via the “Clear errors” button, but the error will be triggered again in case the connection is still not ok. This happens when rebooting the machine. But it can also be during the game when trying to use the Accelero for shock, tilt or sway detections.

Solution

Please contact support to check the Accelero chip connection.

ERROR 120.XYZ: FIRMWARE NO APP RESPONSE AFTER UPDATE (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)

- ERROR 120.080: CONTROLS (0) FIRMWARE NO APP RESPONSE AFTER UPDATE
- ERROR 120.340: POWER DISTRIBUTION (0) FIRMWARE NO APP RESPONSE AFTER UPDATE
- ERROR 120.360: DUAL MOTOR (0) FIRMWARE NO APP RESPONSE AFTER UPDATE
- ERROR 120.361: DUAL MOTOR (1) FIRMWARE NO APP RESPONSE AFTER UPDATE
- ERROR 120.380: MAINBOARD (0) FIRMWARE NO APP RESPONSE AFTER UPDATE
- ERROR 120.410: PLAYFIELD (0) FIRMWARE NO APP RESPONSE AFTER UPDATE

Causes

New firmware is detected for the specified PCB, and it should be updated. The firmware updater succeeds in uploading the firmware. But after finishing the update, the firmware application does not respond to messages from the Smurfs Pusher.

1. The updated PCB is not responding because it is still in bootload mode.
2. The updated PCB is not responding because it is stuck in application mode because of a malfunctioning firmware application.
3. The PCB is faulty.

Clearing the error

This error can’t be cleared via the “Clear errors” button when it is triggered during the initial part of the startup of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the “Clear errors” button, but it will pop up again when the issue isn’t resolved.

Solution

Check whether the heartbeat (green light) of the PCB that was updated blinks with the same speed as other PCB’s (once per second). In case it is slower, it is in bootload mode. Reboot the machine to check whether that PCB boots up normally with the normal heartbeat speed. That happens in case the update went fine, but it somehow didn’t go to application mode. When the update isn’t fine, it might try to update the PCB again. If it keeps on failing, put another release on the machine (with different firmware) to check whether that solves the issue. If all of this doesn’t solve the issue or you don’t have another release, please contact support. The PCB might need to be flashed or replaced.

ERROR 121.XYZ: FIRMWARE MISSING UPDATE FILE (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)

- ERROR 121.080: CONTROLS (0) FIRMWARE MISSING UPDATE FILE
- ERROR 122.340: POWER DISTRIBUTION (0) FIRMWARE MISSING UPDATE FILE
- ERROR 122.360: DUAL MOTOR (0) FIRMWARE MISSING UPDATE FILE
- ERROR 122.361: DUAL MOTOR (1) FIRMWARE MISSING UPDATE FILE
- ERROR 122.380: MAINBOARD (0) FIRMWARE MISSING UPDATE FILE
- ERROR 122.410: PLAYFIELD (0) FIRMWARE MISSING UPDATE FILE

Causes

The Smurfs Pusher software requires a newer firmware version for the specified PCB. When the updater searches for a suitable firmware file with that version or a newer version, no such file is present in the firmware directory alongside the Smurfs Pusher software.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved.

Solution

Get a Smurfs Pusher software release which has the correct firmware files and update the machine with that software release. Please contact support in case you don't have this.

ERROR 122.XYZ: FIRMWARE UDPATE GENERAL FAILURE (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)

- ERROR 122.080: CONTROLS (0) FIRMWARE UPDATE GENERAL FAILURE
- ERROR 122.340: POWER DISTRIBUTION (0) FIRMWARE UPDATE GENERAL FAILURE
- ERROR 122.360: DUAL MOTOR (0) FIRMWARE UPDATE GENERAL FAILURE
- ERROR 122.361: DUAL MOTOR (1) FIRMWARE UPDATE GENERAL FAILURE
- ERROR 122.380: MAINBOARD (0) FIRMWARE UPDATE GENERAL FAILURE
- ERROR 122.410: PLAYFIELD (0) FIRMWARE UPDATE GENERAL FAILURE

Causes

An unexpected update failure case occurred which isn't handled correctly in the software.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved.

Solution

Please call support.

ERROR 123.XYZ: FIRMWARE START UPDATE COMMAND FAILED (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)

- ERROR 123.080: CONTROLS (0) FIRMWARE START UPDATE COMMAND FAILED
- ERROR 123.340: POWER DISTRIBUTION (0) FIRMWARE START UPDATE COMMAND FAILED
- ERROR 123.360: DUAL MOTOR (0) FIRMWARE START UPDATE COMMAND FAILED
- ERROR 123.361: DUAL MOTOR (1) FIRMWARE START UPDATE COMMAND FAILED
- ERROR 123.380: MAINBOARD (0) FIRMWARE START UPDATE COMMAND FAILED
- ERROR 123.410: PLAYFIELD (0) FIRMWARE START UPDATE COMMAND FAILED

Causes

New firmware is detected for the specified PCB, and it should be updated. The firmware updater starts with the update procedure of the PCB but fails because the firmware doesn't respond (correctly) anymore. The PCB fails to go to bootload mode when starting the firmware update after the initialization phase of the firmware updater.

1. The PCB has faulty firmware.
2. The NIC cable isn't connected firmly or is malfunctioning.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved.

Solution

Make sure the NIC cable is working correctly and connected firmly. Check whether there is a heartbeat (green blinking light) present on the PCB. Try to reboot to retry the firmware update. In case this error keeps returning, please contact support. They might need to flash the PCB or replace the PCB and/or cable.

ERROR 124.XYZ: FIRMWARE UPDATE INIT NOT RUN (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)
- ERROR 124.080: CONTROLS (0) FIRMWARE UPDATE INIT NOT RUN
- ERROR 124.340: POWER DISTRIBUTION (0) FIRMWARE UPDATE INIT NOT RUN
- ERROR 124.360: DUAL MOTOR (0) FIRMWARE UPDATE INIT NOT RUN
- ERROR 124.361: DUAL MOTOR (1) FIRMWARE UPDATE INIT NOT RUN
- ERROR 124.380: MAINBOARD (0) FIRMWARE UPDATE INIT NOT RUN
- ERROR 124.410: PLAYFIELD (0) FIRMWARE UPDATE INIT NOT RUN

Causes

New firmware is detected for the specified PCB, and it should be updated. The firmware updater starts to update the PCB but fails because it is running without a decent initialization.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved.

Solution

Please contact support.

ERROR 126.XYZ: FIRMWARE UPDATE TIMEOUT (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)
- ERROR 126.080: CONTROLS (0) FIRMWARE UPDATE TIMEOUT
- ERROR 126.340: POWER DISTRIBUTION (0) FIRMWARE UPDATE TIMEOUT
- ERROR 126.360: DUAL MOTOR (0) FIRMWARE UPDATE TIMEOUT
- ERROR 126.361: DUAL MOTOR (1) FIRMWARE UPDATE TIMEOUT
- ERROR 126.380: MAINBOARD (0) FIRMWARE UPDATE TIMEOUT
- ERROR 126.410: PLAYFIELD (0) FIRMWARE UPDATE TIMEOUT

Causes

New firmware is detected for the specified PCB, and it should be updated. The firmware updater starts to update the PCB but fails because the firmware doesn't respond quickly enough.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved.

Solution

Make sure the PCB is connected correctly. Check whether there is a heartbeat of the PCB. Reboot the machine to retry the firmware update. Please contact support when the issue persists.

ERROR 128.XYZ: FIRMWARE HEX FILE CORRUPT (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)
- ERROR 128.080: CONTROLS (0) FIRMWARE HEX FILE CORRUPT

ERROR 128.340: POWER DISTRIBUTION (0) FIRMWARE HEX FILE CORRUPT
ERROR 128.360: DUAL MOTOR (0) FIRMWARE HEX FILE CORRUPT
ERROR 128.361: DUAL MOTOR (1) FIRMWARE HEX FILE CORRUPT
ERROR 128.380: MAINBOARD (0) FIRMWARE HEX FILE CORRUPT
ERROR 128.410: PLAYFIELD (0) FIRMWARE HEX FILE CORRUPT

Causes

New firmware is detected for the specified PCB, and it should be updated. The firmware updater finds the hex file to update the PCB, but detects that the file is corrupt.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved.

Solution

Put the Smurfs Pusher release again on the NIC Mainboard and reboot, because the hex file might have been corrupted when putting it on the mainboard. In case that still doesn't work try another Smurfs Pusher release or contact support to get a release with proper hex files.

ERROR 129.XYZ: FIRMWARE BOARD NOT IN BOOTLOAD (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)
ERROR 129.080: CONTROLS (0) FIRMWARE BOARD NOT IN BOOTLOAD
ERROR 129.340: POWER DISTRIBUTION (0) FIRMWARE BOARD NOT IN BOOTLOAD
ERROR 129.360: DUAL MOTOR (0) FIRMWARE BOARD NOT IN BOOTLOAD
ERROR 129.361: DUAL MOTOR (1) FIRMWARE BOARD NOT IN BOOTLOAD
ERROR 129.380: MAINBOARD (0) FIRMWARE BOARD NOT IN BOOTLOAD
ERROR 129.410: PLAYFIELD (0) FIRMWARE BOARD NOT IN BOOTLOAD

Causes

New firmware is detected for the specified PCB, and it should be updated. When starting the initialization phase of the firmware update, the PCB is put in bootload mode. But this has failed.

1. The firmware fails to go into bootload mode.
2. The PCB has faulty firmware.
3. The NIC cable isn't connected firmly or is malfunctioning.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved.

Solution

Make sure the NIC cable is working correctly and connected firmly. Check whether there is a heartbeat present on the PCB. Do a reboot to retry the firmware update. In case this error keeps returning, please contact support. They might need to flash the PCB or replace the PCB and/or cable.

ERROR 130.XYZ: FIRMWARE UPDATE UNKNOWN (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB)
ERROR 130.080: CONTROLS (0) FIRMWARE UPDATE UNKNOWN
ERROR 130.340: POWER DISTRIBUTION (0) FIRMWARE UPDATE UNKNOWN
ERROR 130.360: DUAL MOTOR (0) FIRMWARE UPDATE UNKNOWN
ERROR 130.361: DUAL MOTOR (1) FIRMWARE UPDATE UNKNOWN

ERROR 130.380: MAINBOARD (0) FIRMWARE UPDATE UNKNOWN
ERROR 130.410: PLAYFIELD (0) FIRMWARE UPDATE UNKNOWN

Causes

New firmware is detected for the specified PCB, and it should be updated. But the firmware update stopped for an unhandled reason.

Clearing the error

This error can't be cleared via the "Clear errors" button when it is triggered during the initial part of the startup of the game. At that point the issue needs to be resolved, and the machine needs to be rebooted. When this error pops up later during the startup or during the game, it can be cleared via the "Clear errors" button, but it will pop up again when the issue isn't resolved.

Solution

Please contact support.

ERROR 250: BATTERY FAILURE

Causes

The NIC Mainboard's battery level is checked in intervals of an hour. When the battery drops below a voltage threshold of 2500 millivolt, the "Battery failure" error will be triggered on the next battery level check. From that time onwards the battery is checked in a smaller interval of 2 minutes.

Clearing the error

The error can be cleared via the "Clear errors" button. The error will be triggered again sooner due to checking it with the smaller interval. When you replace the battery with a new one and do "Clear errors", the error will not be triggered again until the battery is below 2500 millivolt again.

Solution

Replace the battery on the NIC Mainboard and do "Clear errors".

WARNING 251: BATTERY LEVEL LOW

Causes

The NIC Mainboard's battery level is checked in intervals of an hour. When the battery drops below a voltage threshold of 2600 millivolt, the "Battery level low" warning will be triggered on the next battery level check.

Clearing the warning

This warning can be cleared with "Clear errors", but this warning will be triggered again at the next battery level check, unless you replace the battery with a new one.

Solution

This warning isn't blocking so you can do "Clear errors" to remove the warning or just ignore the warning until the battery drops below the 2500 millivolt threshold and the "Battery level low" error is triggered. Replace the battery on the NIC Mainboard with a new one and do "Clear errors".

ERROR 252: LITTLE BROTHER FIRMWARE ERROR (= AUTOMATIC ERROR)

Causes

The firmware of the Little Brother on the NIC Mainboard is not up to date. It should be at least version 3.3.

Clearing the error

This error can't be cleared via the "Clear errors" button. The firmware should be updated, and a reboot needs to be done.

Solution

Please contact support to install new Little Brother firmware with at least version 3.3. Afterwards reboot the machine.

ERROR 300.XYZW: MOTOR STALLED (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS MODULE INDEX)

ERROR 300.4100: LEFT RIGHT MOTOR STALLED

ERROR 300.4101: ROLLERBED MOTOR STALLED

ERROR 300.4102: PLAYTABLE MOTOR STALLED

Causes

The Smurfs Pusher software commands the specified motor to move but it is stalling.

1. Some obstruction prevents the motor from moving (so it doesn't move at all)
2. An overcurrent happens
3. The motor is malfunctioning (it might be blocked inside)

Clearing the error

This error can be cleared via the "Clear errors" button. But as long as the obstruction or the reason why the motor stalls aren't solved, the error will be triggered again when a new motor movement is requested.

Solution

Check why the motor stalls: is there an obstruction which can be removed or is there some other irregularity that prevents the motor from running correctly. Try to turn the motor axis manually, in case that isn't possible the motor might be blocked inside. If the motor itself is broken or a reason for the obstruction can't be found, please contact support to investigate this and possibly replace the motor. When the issue is resolved, the error can be cleared via the "Clear errors" button.

ERROR 301.XYZW: MOTOR SWITCH ERROR (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS MOTOR MODULE INDEX)

ERROR 301.4100: LEFT RIGHT MOTOR SWITCH ERROR

Causes

Motors which operate between two sensors (switches) can trigger this error. Our Smurfs Pusher has only one motor which operates between two sensors: the left right motor of the hopper which moves when you handle the joystick. And it means that both sensors are activated at the same time. In that case the lights of both sensors are lit up.

1. Something metallic is in front of both sensors. Normally the metal of the hopper can only be in front of one of both sensors, so another metallic object is in front of the second sensor.
2. A sensor is malfunctioning.

Clearing the error

This error can be cleared via the "Clear errors" button. But as long as the issue isn't resolved, the error will be triggered again when a new motor movement is requested which moves the motor in front of the sensor.

Solution

Make sure that both sensors are not activated at the same time:

- Is another metallic object in front of one of the sensors? If this is true, remove that object.
- Are the lights of both sensors on? Do you see a reason why? In case not, contact support.
- Are the sensors connected to the NIC Playfield and is it a good cable?

Make sure the sensors work correctly. The sensor's proper functioning can be checked by holding something metallic in front of it and removing it. The sensor's light turns on when something metallic is in front of it and turns off when it is removed.

In case the obstruction is removed, or the problem is solved, the error can be cleared via the "Clear errors" button.

ERROR 302.XYZW: MOTOR ENCODER ERROR (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS MOTOR MODULE INDEX)

ERROR 302.4100: LEFT RIGHT MOTOR ENCODER ERROR

ERROR 302.4101: ROLLERBED MOTOR ENCODER ERROR

ERROR 302.4102: PLAYTABLE MOTOR ENCODER ERROR

Causes

The motor mentioned experiences an encoder error. The encoder keeps track of the speed and position of the motor. In the Smurfs Pusher both the left right motor (of the hopper) and the rollerbed have an encoder. The motor of the playtable has another way of providing this information and can also trigger an encoder error.

1. The motor runs too fast or too slow. For example, when something blocks the motor from running at its normal speed.
2. The motor cable is not plugged in in the corresponding PCB which handles that motor. When a move command is sent to that motor the error is triggered. (In case of the playtable, this might lead to the playtable running too fast.)
3. The motor cable has wires inside which are switched or broken. When a move command is sent to that motor the error is triggered. (In case of the rollerbed for example, switched wires in the cables might lead to the rollerbed moving slower and not fluent.)
4. The magnet is removed from or is not present on the motor. This can be the case for the left right motor and the rollerbed motor who both have a magnet.
5. The wrong magnet is present on the motor. This can be the case for the left right motor and the rollerbed motor. For the left right motor an encoder with one magnetic pole pair should be present and not for example one with two magnetic pole pairs.
6. When the motor should move, no current flows during some time and no encoder pulses are detected.

Clearing the error

This error can be cleared via the "Clear errors" button. But as long as the issue isn't resolved, the error might be triggered again when a new motor movement is requested.

Solution

Make sure nothing is blocking the motor movement, make sure the cabling is correct, make sure the magnet is correct and that the motor is working correctly:

- Is something blocking the motor movement? If yes, remove the blockage.
- Is the motor cable plugged in? In case not, plug it in.
  - The rollerbed motor should be plugged in in the NIC Playfield board's "Sorter" connector.
  - The left right motor of the hopper should be plugged in in the NIC Playfield's "Left-Right" connector.
  - The playtable motor should be plugged in in the NIC Playfield's "BLDC table" connector.
- Are the cables working, are all wires of the cable correctly positioned in the connectors? In case not, replace the cable.
- Is the magnet (a black circular part on top of the motor which is covered by a plastic black cap) present? In case not, put the correct magnet in place.
- Does the magnet of the motor have the correct number of pole pairs? For the left right motor, it should be one pole pair. Make sure such a magnet is in place.
- Is the motor broken?

Please call support if none of these solves the problem or when a new part is needed.

This error can be cleared via the "Clear errors" button. But the error will reappear when the corresponding motor tries to move again.

ERROR 304.XYZW: MOTOR MOVEMENT TIMEOUT (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS MOTOR MODULE INDEX)

ERROR 304.4100: LEFT RIGHT MOTOR MOVEMENT TIMEOUT

Causes

The motor is instructed to move but takes too long to reach a certain position. For the Smurfs Pusher only the left right motor of the hopper can trigger this error. This can happen when calibrating the motor at startup or afterwards during the game when moving the motor via the joystick. The motor doesn't reach the left sensor in time when moving left, or it does not reach the right sensor in time when moving right.

1. Something slows down the motor at startup (a blockage) or during the game such that it doesn't reach one of the sensors in time, but it is still moving. In case of the left right motor this doesn't trigger the encoder error in case the wheel is slipping, and the encoder magnets thus keep returning correct information.
2. The left sensor or the right sensor might be broken, and moving long enough in that specific direction will trigger the error.
3. One or both sensors are not connected to the NIC Playfield print on connectors "Sw left" and "Sw right" or their cable is broken and moving long enough in that specific direction will trigger the error.
4. The left sensor is connected to the "Sw right" connector and the right sensor is connected to the "Sw left" connector. Moving long enough in one direction will trigger the error.
5. The hopper's metal plate doesn't trigger the sensor when it is in front of the sensor, because the distance between them is too big.

Clearing the error

The error can be cleared via the "Clear errors" button, but it will reappear in case the issue isn't solved when moving longer than 20 seconds in one direction.

Solution

Make sure nothing blocks the motor movement, make sure the sensors are working, and the cables are connected correctly and working:

- Is something blocking the motor movement? In case something is, remove it.
- Do both sensors work? Check them by holding something made of metal in front of them. When the light of the sensors lights up it should work.
- Are both sensors connected correctly? Are their cables working fine? Test with other cables and sensors.
- Are the sensor connectors switched on the NIC Playfield? Check by switching them and when the error doesn't reappear after clearing the error and moving again, that was the reason for the error.

Make sure the metal plate of the hopper has the correct distance to the sensor.

- Is the hopper's metal plate triggering the sensors each time? Move the metal plate of the hopper in front of the sensors to check that the light of the sensor lights up. In case this doesn't always work, try to reposition the sensor via the screw to be closer to the metal plate. Or try to bend the metal plate on which the sensor is secured towards the hopper's metal plate. But make sure it is also not blocking the hopper's movement.

ERROR 309.XYZW: MOTOR ERROR (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS MOTOR MODULE INDEX)

ERROR 309.4100: LEFT RIGHT MOTOR ERROR

ERROR 309.4101: ROLLERBED MOTOR ERROR

ERROR 309.4102: PLAYTABLE MOTOR ERROR

Causes

The motors can trigger other problems during calibration such as a calibration timeout, meaning that the motor calibration does not happen in time.

Clearing the error

The error can be cleared via the "Clear errors" button, but it will reappear during the calibration in case of the calibration timeout when the issue isn't solved.

Solution

Does something prevent the motor from completing its calibration process (for example something is blocking the motor)?

Please call support if nothing is blocking the motor or a restart also isn't successful.

ERROR 400.4100: SHOOTER DISPENSER ERROR (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS DISPENSER MODULE INDEX)

Causes

The shooter dispenser is the only dispenser which can trigger this error in case of connection problems.

1. The shooter dispenser isn't connected to the NIC Playfield's "Shooter" connector at startup, or the cable is broken.
2. The jumper on top of the shooter isn't there or is badly positioned (this jumper decides whether the shooter is in normal open or normal closed mode for detection of tokens).
3. The shooter dispenser is broken.

Clearing the error

The error can be cleared via the "Clear errors" button. In case the shooter is still broken or isn't connected to the NIC Playfield's Shooter connector in the meantime, or the jumper isn't positioned correctly, the error might be triggered again when trying to shoot.

Solution

Make sure that the shooter dispenser is connected to the NIC Playfield's "Shooter" connector. Make sure that the jumper is positioned correctly over the top two pins. Make sure the shooter dispenser itself is working.

ERROR 401.XYZW: DISPENSER TIMEOUT (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS DISPENSER MODULE INDEX)

ERROR 401.3800: TICKET DISPENSER TIMEOUT

ERROR 401.3801: CAPSULE DISPENSE TIMEOUT

ERROR 401.4100: SHOOTER DISPENSE TIMEOUT

Causes

The dispenser fails to dispense a ticket in case of the ticket dispenser, a capsule in case of the capsule dispenser or a token in case of the shooter.

<u>In general, the causes are that when a dispense has to happen:</u>

1. The dispenser is empty.
2. The dispense fails because the item is stuck.
3. The dispense fails because the dispenser is not connected correctly, or its sensor doesn't work.

<u>More specifically:</u>

1. Ticket dispenser: (the timeout error happens quickly)
   - There are no more tickets, and a ticket should be dispensed.
   - The cable of the ticket dispenser isn't connected when trying to dispense or the cable is broken.
   - Something is blocking the ticket from being dispensed.
2. Capsule dispenser: (timeout takes around 30 seconds)
   - No capsules are present when a dispense should happen.

• The capsules create an empty bubble above the exit through which the capsules should go (chances that this happens are higher when the capsule dispenser is completely filled up).
• One or more of the cables between the capsule dispenser and the NIC DualMotor with sub address one aren't connected or are broken.
• Something blocks the capsule from being dispensed.

3. Shooter dispenser: (timeout takes 65 seconds for the shooter)
• The tokens are blocked from going up in the hopper.
• The spring isn't working properly (it is not as flexible anymore for example).
• There are no more tokens in the hopper.

Clearing the error

This error can be cleared via the "Clear errors" button, and it will try to dispense the remaining number of items. The shooter will also dispense the remaining tokens in case of Rapid Smurf, but not for tokens shot by the player (because a credit will only be removed in case of a successful shot). In case the issue isn't solved, the error will be triggered again when trying to dispense.

Solution

- Put new tickets, capsules or tokens in the dispenser.
- Make sure nothing is blocking the item from coming out of the dispenser.
- Make sure all cables are working and properly connected. The ticket dispenser should be connected to the "Hopper/Ticket" connector of the NIC Mainboard. The capsule dispenser should be connected to the NIC DualMotor board with sub address one with multiple cables and one cable should be connected to the "Serial +IO" of the NIC Mainboard. The shooter dispenser should be connected to the NIC Playfield's "Shooter" connector.
- For capsules, mix up the capsules such that the empty bubble is filled up again or don't fill it up too much. Because the more capsules in the dispenser the more weight is pressing down on the capsules below. Then the chances are higher that they become stuck, and the dispenser can't move them around anymore by stirring.
- For the shooter, replace the spring in case it isn't working properly anymore.

ERROR 402.XYZW: DISPENSER SENSOR ERROR (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS DISPENSER MODULE INDEX)

ERROR 402.3600: LEFT SMURF CARD DISPENSER SENSOR ERROR
ERROR 402.3601: RIGHT SMURF CARD DISPENSER SENSOR ERROR
ERROR 402.3602: PAPA SMURF CARD DISPENSER SENSOR ERROR
ERROR 402.3800: TICKET DISPENSER SENSOR ERROR

Causes

This error is only possible on the card and ticket dispensers.

1. Card dispensers: (error trigger takes 35 seconds for card dispensers)
• The dispenser fails to dispense a card because the card is blocked. This can be a physical object that blocks the card (such as the plastic cap), or the cards and the conveyer belt of the card dispenser are too filthy such that the conveyer belt doesn't have grip on the card. It can also be that the card dispenser isn't correctly fine-tuned for the thickness of the cards that are used. It tries for 35 seconds before giving up.
• The extra weight that should be on top of the cards isn't present, which should be added for more grip and such that the card doesn't bend in the middle when trying to dispense.
• The card dispenser is empty even when no card should be dispensed. It takes at least 35 seconds before the error is triggered.

• The cable between the card dispenser and the NIC DualMotor with sub address 0 is not connected or broken (it consists of two cables that are connected to each other). It takes at least 35 seconds before the error is triggered.
• The cable of the third card dispenser (the Papa Smurf Card Dispenser) is connected to the wrong connector ("Motor 2" instead of "Motor 1") on the NIC DualMotor with sub address 0.
• The card dispenser itself is broken.

2. Ticket dispenser:

• There is a problem with the ticket dispenser sensor.
• The ticket dispenser itself is broken.

3. Shooter:

• The shooter can't trigger this error. But its sensor could encounter problems. When the cable alongside the hopper is bent too much or when it is not properly secured alongside the hopper and something hits this cable, a dispense might cause multiple tokens to be shot in sequence. After a while this should result in a "Dispense timeout" error.

Clearing the error

This error can be cleared via the "Clear errors" button, and it will try to dispense the remaining number of items in case of the card dispenser failing to dispense. In case the issue isn't solved, the error will be triggered again when trying to dispense. In case of the card dispenser being empty or having a cable disconnect (without having cards to dispense remaining), the error will not be triggered again. So, make sure that the card dispenser really is able to dispense a card after reconnection or filling up the card stacker again.

Solution

After doing one of the following actions, clear the errors with the "Clear errors" button. When the issue isn't solved, dispensing won't work.

For card dispensers:

In case nothing of the following solves the issue, please call support. The card dispenser might need to be replaced when it is broken.
- Make sure that the cards and conveyer belt are properly clean.
- Make sure nothing is blocking the card from coming out of the dispenser.
- Add more cards to the card dispenser and add the extra metallic weight on top.
- Make sure that the card dispenser is correctly fine-tuned for the thickness of the cards that are used.
- Connect the cable between the card dispenser and the NIC DualMotor with sub address 0 correctly or replace it when it is broken.
- In case the third card dispenser is connected to the "Motor 2" connector on the NIC DualMotor with sub address 0, disconnect that cable and connect it to the "Motor 1" connector on that NIC DualMotor.

For ticket dispensers:

- Check the sensor, check whether something is blocking around the sensor, check the cable. Please call support in case you can't pinpoint the issue. The dispenser might need to be replaced if it is broken.

ERROR 403.XYZW: DISPENSER COUNT OVERFLOW (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS DISPENSER MODULE INDEX)

ERROR 403.3600: LEFT SMURF CARD DISPENSER COUNT OVERFLOW
ERROR 403.3601: RIGHT SMURF CARD DISPENSER COUNT OVERFLOW
ERROR 403.3602: PAPA SMURF CARD DISPENSER COUNT OVERFLOW
ERROR 403.3800: TICKET DISPENSER COUNT OVERFLOW
ERROR 403.3801: CAPSULE DISPENSE COUNT OVERFLOW

ERROR 403.4100: SHOOTER DISPENSE COUNT OVERFLOW

Causes

More items are dispensed than there are requested.

1. Card dispenser:
   - More cards are dispensed than requested. When pulling/pushing a card through the dispenser (while no card dispense is initiated) or sometimes when fiddling with the card dispenser.

2. Ticket dispenser:
   - More tickets are dispensed than requested (for example when pulling a ticket from the dispenser or pushing the tickets through the dispenser when no ticket dispense is initiated.)

3. Capsule dispenser:
   - More capsules are dispensed than requested.

4. Shooter dispenser:
   - More tokens are dispensed than requested.
   - In case the shooter's sensor is moved/pushed or not positioned properly.
   - Sometimes when the cable between the shooter and the "Shooter" connector on the NIC Playfield is disconnected.
   - The jumper of the shooter isn't connected properly or isn't pushed deep enough.

Clearing the error

This error can be cleared via the "Clear errors" button. The game can proceed normally.

Solution

- In case you pulled/pushed an item through the dispenser, or you were fiddling around with the dispenser, nothing needs to be fixed. Just clear the error via the "Clear errors" button.
- In case the issue occurred by itself, try to find out why multiple items are dispensed. Is the sensor malfunctioning and does it keep on happening? When the issue persists and you don't see a cause, please call support.
- In case of the shooter dispenser: make sure the sensor is positioned correctly, make sure the cable alongside the shooter doesn't give issues and that it is properly secured against the hopper. Make sure the cable is not bent too much below the jumper and that the jumper is positioned correctly. Make sure the cable of the shooter is connected to the "Shooter" connector on the NIC Playfield.

ERROR 404.XYZW: DISPENSER WRONG PULSE WIDTH (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS DISPENSER MODULE INDEX)

ERROR 404.3600: LEFT SMURF CARD DISPENSER WRONG PULSE WIDTH
ERROR 404.3601: RIGHT SMURF CARD DISPENSER WRONG PULSE WIDTH
ERROR 404.3602: PAPA SMURF CARD DISPENSER WRONG PULSE WIDTH
ERROR 404.3800: TICKET DISPENSER WRONG PULSE WIDTH

Causes

The dispenser detects a wrong pulse width.

Clearing the error

This error can be cleared via the "Clear errors" button.

Solution

Please contact support if the issue persists.

ERROR 405.XYZW: DISPENSER STATUS POLL TIMEOUT (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS DISPENSER MODULE INDEX)

- ERROR 405.3600: LEFT SMURF CARD DISPENSER STATUS POLL TIMEOUT
- ERROR 405.3601: RIGHT SMURF CARD DISPENSER STATUS POLL TIMEOUT
- ERROR 405.3602: PAPA SMURF CARD DISPENSER STATUS POLL TIMEOUT

Causes

The dispenser encounters a status poll timeout, meaning that there was no communication with the dispenser for an amount of time.

Clearing the error

This error can be cleared via the “Clear errors” button.

Solution

Please contact support if the issue persists.

ERROR 500.XYZW: COUNTER NOT CONNECTED (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS COUNTER MODULE INDEX)

- ERROR 500.3800: COUNTER COIN IN NOT CONNECTED
- ERROR 500.3801: COUNTER BILL IN NOT CONNECTED
- ERROR 500.3802: COUNTER PRIZE OUT NOT CONNECTED

Causes

1. The counter mentioned is not connected to the NIC Mainboard’s “Counters” connector.
2. The cable between the counter and the NIC Mainboard “Counters” connector is broken.
3. The counter mentioned itself is broken.

Clearing the error

The error can be cleared via the “Clear errors” button. In case the counter mentioned is still not found, the error will not be cleared. In case it is found, the error will be cleared and the game can proceed normally.

Solution

Plug in the cable of the counter in the NIC Mainboard’s “Counters” connector. If it already was connected, check whether the cable or counter itself is broken by using another one instead to test. Push the “Clear errors” button. In case the issue persists, please contact support.

ERROR 501.3800: COUNTER OVERCURRENT (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS COUNTER MODULE INDEX)

- ERROR 501.3800: COUNTER COIN IN OVERCURRENT
- ERROR 501.3801: COUNTER BILL IN OVERCURRENT
- ERROR 501.3802: COUNTER PRIZE OUT OVERCURRENT

Causes

The counter mentioned detects an overcurrent.

Clearing the error

The error can be cleared via the “Clear errors” button. In case an overcurrent happens again, the error will be triggered again.

Solution

Replace the counter in case the issue persists. If it still persists, please contact support.

ERROR 502.XYZW: COUNTER VOLTAGE ERROR (XY IS PCB TYPE, Z IS SUB ADDRESS OF PCB, W IS COUNTER MODULE INDEX)

- ERROR 502.3800: COUNTER COIN IN VOLTAGE ERROR
- ERROR 502.3801: COUNTER BILL IN VOLTAGE ERROR
- ERROR 502.3802: COUNTER PRIZE OUT VOLTAGE ERROR

Causes

The counter mentioned detects a voltage error.

Clearing the error
This error can be cleared via the “Clear errors” button. In case a voltage error happens again, the error will be triggered again.
Solution
Replace the counter in case the issue persists. If it still persists, please contact support.

ERROR 600.1: GLASS DOOR OPENED (AUTOMATIC ERROR – CLOSE DOOR TO CLEAR)

Causes
The Smurfs Pusher detects that the glass door is opened.
1. The intrusion module of the Smurfs Pusher detects that the door switch is released meaning that the glass door is opened. It will automatically be cleared when the glass door is closed and the switch is pushed in again.
2. The cable that’s connected to the door switch is not connected to the NIC Mainboard’s “Intrusion Detection” connector or the cable is broken or the door switch is broken.
3. The door button is wired incorrectly. The wires should be connected to the outer metal plates of the button and none of both wires should be connected to the middle metal plate.
Clearing the error
This error can’t be cleared via the “Clear errors” button. It will be automatically cleared when the door is closed (or the issue is solved).
Solution
Close the door. The error will automatically be cleared. When no other errors are present, the game continues. In case that doesn’t solve the issue, make sure that the cable connected to the door switch is also connected to the NIC Mainboard’s “Intrusion Detection” connector. Connect the cable in case not. Also make sure the wires of the cable or connected correctly to the door switch on the outer metal plates. When that doesn’t solve the issue, replace the cable and/or the door switch.

NOTICE 601.1: GLASS DOOR CLOSED (AUTOMATIC NOTICE – NO NEED TO CLEAR)

Causes
The Intrusion Module detects that the door switch is pushed in again and the door is closed.
Clearing the notice
The notice can be cleared via the “Clear errors” button. But it is not a problem to leave it.
Solution
Nothing needs to be fixed. This informs the user that the door is closed again.

ERROR 650: TILT! (AUTOMATIC ERROR – CLEARS AFTER 10 SECONDS)

Causes
The machine receives a hard hit (especially at the controls panel). The sensitivity to detect hits can be configured in the menu and it can be enabled/disabled from the menu.
Clearing the error
This error can’t be cleared via the “Clear errors” button. The error will automatically be cleared after 10 seconds, unless multiple hits are detected. For each hit it takes an additional 10 seconds before the error is cleared. Also, the rollerbed will reverse its rolling direction to flush whatever is on the rollerbed, such that the player who hits the machine doesn’t get the prizes.
Solution
Wait until all hits are processed and the error disappears by itself.

ERROR 651: TILT! (AUTOMATIC ERROR – CLEARS WHEN MACHINE LEVELLED)

Causes

The machine is in a tilted position, so it is not level.

Clearing the error

The error can't be cleared via the "Clear errors" button. The error will automatically be cleared when the machine is levelled again. When this error is triggered the rollerbed will also reverse to flush whatever prizes are on it.

Solution

Level the machine.

ERROR 652: TILT! (AUTOMATIC ERROR – CLEARS AFTER 10 SECONDS)

Causes

The machine is moved over a longer distance (or the bottom door is quickly opened/closed).

Clearing the error

The error can't be cleared via the "Clear errors" button. The error will automatically be cleared after 10 seconds, unless multiple sways are detected. For each sway it takes an additional 10 seconds before the error is cleared. Also, the rollerbed will reverse its rolling direction to flush whatever prizes are on the rollerbed.

Solution

Wait until all sways are processed and the error disappears by itself.

ERROR 700: BILL ERROR

Causes

There is a problem with the bill acceptor. This depends on the specifications of the bill acceptor that is used. A bill error might be triggered when the bill acceptor is full, or when a bill is stuck in the bill acceptor or when it is faulty/broken.

Clearing the error

This error can be cleared via the "Clear errors" button. It might be triggered again when the issue isn't solved.

Solution

Make sure no bill is stuck in the bill acceptor and that the bill acceptor isn't full. Check the specifications of that specific bill acceptor which is used to find out what can cause a bill error. In case this doesn't solve the issue, replace the bill acceptor.

ERROR 3020.361: CAPSULE DISPENSER'S DUAL MOTOR MISSING (AUTOMATIC ERROR – CAN'T BE CLEARED)

Causes

The NIC DualMotor with sub address one is not online on playfield one. Playfield one requires that an NIC DualMotor for capsule dispensing is present and it knows this because a black jumper is present on the NIC Mainboard's "Serial +IO" connector.

Clearing the error

This error can't be cleared via the "Clear errors" button. The problem needs to be resolved and a reboot should be done afterwards.

Solution

1. <u>In case this is the NIC Mainboard of playfield one and the jumper cable is present:</u>
   - Make sure that an NIC DualMotor with sub address one is connected to the NIC bus of playfield one. (sub address one means that the first dipswitch is on, and the second is off.) It might be that there is no second NIC DualMotor on the NIC bus or that a second NIC DualMotor is present but with the wrong sub address.
   - Make sure that the NIC DualMotor with sub address one has the correct firmware (254.0.0.4), that the firmware is in application mode (not bootloader mode, check that

the green light heartbeat is blinking with the same speed as other NIC boards) and that it is ONLINE. This can be checked in the menu under Service Settings.

2. In case this is not the NIC Mainboard of playfield one, but the one of playfield two:
   - The jumper cable should be removed because there shouldn't be an NIC DualMotor with sub address one here.
   - Make sure that there is no NIC DualMotor with sub address one connected to the NIC bus of playfield two.

ERROR 3021.361: CAPSULE DISPENSER'S DUAL MOTOR ON WRONG PLAYFIELD (AUTOMATIC ERROR – CAN'T BE CLEARED)

Causes

The capsule dispenser is online on the wrong playfield. It shouldn't be present on playfield two.

Clearing the error

This error can't be cleared via the "Clear errors" button. The problem needs to be resolved and a reboot should be done afterwards.

Solution

1. In case this is the NIC Mainboard of playfield one the jumper cable is required:
   - Make sure that the jumper cable is present on the Serial +IO connector of the NIC Mainboard of playfield one.
   - Make sure that an NIC DualMotor with sub address one is connected to the NIC bus of playfield one.
   - Make sure that that NIC DualMotor with sub address one has the correct firmware (254.0.0.4) and that it is ONLINE. This can be checked in the menu under Service Settings.
2. In case this is not the NIC Mainboard of playfield one, but of playfield two:
   - The jumper cable should not be present because there shouldn't be an NIC DualMotor with sub address one here. If the jumper is present, remove it.
   - Make sure that no NIC DualMotor with sub address one is connected to the NIC bus of playfield 2.