



# **OWNERS AND SERVICE MANUAL**

## **INNOVATIVE CONCEPTS IN ENTERTAINMENT INC.**

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# INTRODUCTION

## FEATURES

Thank you for purchasing the new and innovative SKETCH EXPRESS™.

This exciting game-style unit creates beautiful and unique artist quality sketches in a flash! Just like with a human sketch artist, the customer simply sits and poses, decides whether they want a portrait or caricature, and as they watch, a sketch is drawn right before their eyes. The patented computerized system even adjusts automatically to print either a horizontal or vertical portrait, based on the number of people posing.

Compared to traditional photo booths, this unique design allows vendors to keep costs down and attract a higher volume with a lower vend price due to a lower cost of supplies for the unit.

Ease of installation and simple maintenance will make your experience as an operator just as pleasant as that of your customer. There are many operator selectable features and adjustments that can be made from the set up screen, which can easily be reached using the provided keyboard.

The SKETCH EXPRESS™ is easy for customers to use and offers voice and on-screen instructions in several languages. An enticing advertising loop and open-style seating encourages customers to sit right down and try it out.

To enhance your customer's final product, you may wish to purchase special paper, printed with a decorative border.

## OPERATION

Once the appropriate number of coins or bills are received, the game lights will come on and the voice of the "sketch artist" will begin speaking to the customer. The artist will tell the customers that they will be asked a series of questions before he can sketch their portrait.

The artist will first prompt customers to select a language, (if the option is set for multi-languages during set-up). The SELECT button on the podium is used to select the language by highlighting it, and the OK button is used to activate the selected language.

Then the customer must choose either a "Classic Portrait" or a "Caricature." The customers will be directed to press the OK button if they would like a "Classic Portrait," or to press the SELECT button if they would like a "Caricature." **Note:** Only one person may pose for a "Caricature."

Next, the customer will be asked to select the number of people that will sit for the portrait. (This prompt will not be heard if the customer has chosen a caricature during the previous prompt.) Press the SELECT button for 1 person and the OK button for 2 people. **Note:** Selecting Two people will give a "landscape style" (horizontal) portrait; selecting One person will give "portrait style" (vertical) results.

Then the "sketch artist" will inform customers that they will be sitting for 2 poses. They will be instructed to position themselves in the "Oval", (which appears on the video screen in front of them), and to look between the arrows (on the front panel). They will then be prompted to hold still and smile, and the "sketch artist" will start counting down slowly from 5. The customers will then be directed to pose for their final sitting, and will be given the above instructions again.

The customers will then be asked to use the SELECT button to highlight their favorite pose shown on the video screen, and to press the OK button to confirm their selection.

The "sketch artist" will then draw the portrait. Once finished, he will announce that the portrait will be available in the delivery chute at the front of the machine in about 1 minute. The customer will then be prompted to **press OK to print now**, or **press SELECT for 2 prints**. They will be required pay an additional amount if they choose 2 prints.

# SET-UP / TESTING / MAINTENANCE

## SAFETY PRECAUTIONS

**IMPORTANT: FAILURE TO FOLLOW THESE DIRECTIONS CLOSELY COULD CAUSE SERIOUS DAMAGE TO YOU AND/OR YOUR GAME.**

**WARNING: WHEN INSTALLING THIS GAME, A 3 PRONG GROUNDED RECEPTACLE MUST BE USED. FAILURE TO DO SO COULD RESULT IN SERIOUS INJURY TO YOURSELF OR OTHERS. FAILURE TO USE A GROUNDED RECEPTACLE COULD ALSO CAUSE IMPROPER GAME OPERATION AND/OR DAMAGE TO THE ELECTRONICS.**

**DO NOT DEFEAT OR REMOVE THE GROUNDING PRONG ON THE POWER CORD FOR THE SAME REASONS AS GIVEN ABOVE. USING AN IMPROPERLY GROUNDED GAME COULD VOID YOUR WARRANTY.**

## INSTALLATION

1. Be sure you have a good area to put your Sketch Express™ in. This area should NOT be in direct sunlight, nor should it be in a totally dark area. While the unit will work under either of these conditions, it might make it a little more difficult to get the best picture quality. All of the adjustment parameters are based on "average" lighting conditions.
2. Make sure you have sufficient floor space in the area to install the machine. Be sure you have enough room so the normal traffic pattern in your location is not disrupted. Almost all of the maintenance of the unit may be accomplished through the front door of the game. Only in rare circumstances will you need to access the back door of the machine.
5. Open front and rear doors of the unit and remove any protective packaging materials used in shipping.
4. Your SKETCH EXPRESS™ may or may not come with a printer, depending on your order. You may be required to install a printer in the unit, making sure that all power cords and printer cables are connected properly and do not interfere with the proper operation of the unit.
5. Find the 2-way mirror stored in the upper rear of the machine. Unwrap the mirror and gently slide it into the top rear section of the unit. Slide the front of the mirror up until it rests on the small stops on both sides set in the lowest hole, and lower the back of the mirror until the rear studs are inserted in the middle slots on both sides.
6. Inspect the game for any possible shipping damage. One of the biggest problems with PC based units is connectors that come loose during shipping. Please check all of the connections on the back of the computer and be sure they are firmly seated.



MIRROR ORIENTATION IS CRUCIAL FOR PROPER IMAGE REFLECTION. FRAME SIDE OF GLASS MUST FACE MONITOR.

## SET UP

Fill the printer with paper:

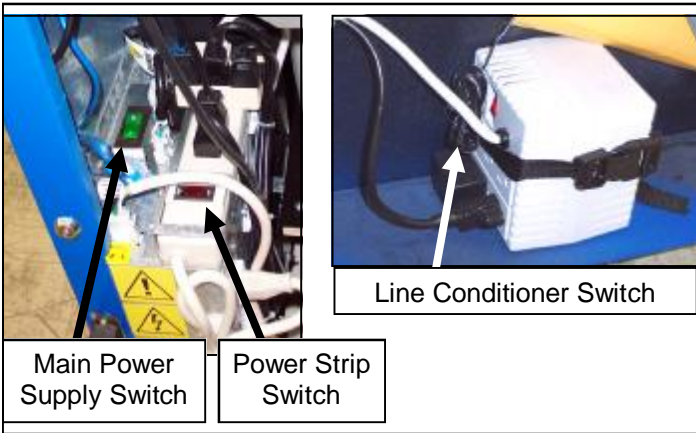
1. Open the front door, slide the printer out, and add paper to the printer's paper tray.
2. Make sure paper is correctly seated lengthwise in printer tray.
3. Be sure to set the paper stops to the paper in the tray.
4. Slide the printer back and close the front door.

**HAVE A QUALIFIED ELECTRICIAN CHECK YOUR A.C. RECEPTACLE TO BE SURE THE GROUND IS WORKING PROPERLY. USING AN IMPROPERLY GROUNDED GAME COULD VOID YOUR WARRANTY.**

Your SKETCH EXPRESS™ is now ready to plug into an A.C. outlet.

# SET-UP / TESTING / MAINTENANCE

Once plugged in, if the unit does not start immediately, you may have to push one of the (3) toggle switches located in the rear of the unit.



The Main Power Supply switch is located on the far left. It is the only switch you will normally have to turn on.

Directly to the right of the main power supply switch is a power strip which also has a power switch.

A third power switch can be found on the line conditioner located on the lower rear door.

When the unit is working properly, you may push it into its final position.

When the unit starts, it will go through an initialization routine, and should be ready to operate in a couple of minutes. The Sketch Express™ has been factory set up to require 8 coins per session (\$2 per Print). You may wish to reprogram this or any of the optional settings. To do so, refer to the PROGRAMMING section of this manual.

## TESTING

Once the computer has finished its initialization, a test of the program should be run. Run through one of each type of portrait sketch [1 person (vertical) and 2 people (horizontal)]. Also run at least one caricature style portrait.

Check that the functions of the SKETCH EXPRESS™ are running properly, as described in the OPERATIONS section of this manual. Also check that the sketch printouts are consistent with what has been ordered and are free of defects.

If there appears to be a problem with the unit's normal function, please refer to the TROUBLESHOOTING and REPAIR sections of this manual before putting the unit into operation.

If testing proves that the unit is running correctly, and you do not wish to make any programming changes, it is ready to be put into normal operation.

## MAINTENANCE

To keep your SKETCH EXPRESS™ running smoothly for many years ahead, it will be necessary to perform some general maintenance on the unit.

You will need to add paper and toner to your printer on occasion. You will do this through the front cabinet door following specifications for the printer.

You may need to adjust the camera and the monitor once in a while. Find detailed instructions in the REPAIR section of this manual.

Regular cleaning of the unit will keep it looking new and greatly enhance its appeal.

Clean the glass, two-way mirror inside, and monitor screen with a standard window cleaner such as Windex®.

Clean the cabinet sides with a good cleaner such as Fantastik® or Formula 409® and a soft rag. A mild soapy solution can also be used.

**NOTE: DO NOT USE ALCOHOL, THINNERS OF ANY KIND, OR PINBALL PLAY FIELD CLEANERS ON ANY OF THE CABINET SURFACES, ESPECIALLY THE DECALS.**



# PROGRAMMING

## INTRODUCTION

Programming and making adjustments is simple and straightforward. All adjustments will be made through the BOOTH MENU or PROGRAMMING MODE shown below.

TO ENTER THE PROGRAMMING MODE PRESS "Q" ON THE KEYBOARD, WHICH IS LOCATED INSIDE THE FRONT DOOR UNDER THE PRINTER. THE UNIT MUST BE RUNNING IN ORDER TO ACCESS THIS MENU.

```
BOOTH MENU
Version v3.01 May 29 2001

A. REBOOT      : Resets System to Vending Program
B. SYSCFG      : System Configuration Utility
C. NOOP        : Option Not Available
D. ACCT        : Accounting - Cash Page
E. ACCT        : Accounting - Cash Page - no print
F. NOOP        : Option Not Available
G. HCS         : Adjust Image Quality
H. SYSLOG      : View System Log
I. CPLOG       : Copy System Log to floppy
J. TAILS       : Copy Thumbnails to floppy
K. INSTALL     : Run Install floppy
L. SHELL       : Exit To Linux Bash Shell
M. AUMIX       : Sound Utilities
N. NOOP        : Option Not Available
O. NOOP        : Option Not Available
P. HALT        : Shutdown System

Select A thru P
```

TO EXIT THE PROGRAMMING MODE, PRESS "A" TO REBOOT.

## PROGRAMMING OPTIONS

### BOOTH MENU

- A. REBOOT** - Returns user to the Portrait Mode of operation by REBOOTING the computer. The computer will go through its initialization routine upon start-up.
- B. SYSCFG** - System Configuration Utility— Allows owner to set up site and system specific parameters.
- C. NOOP** - Option Not Available.

**D: ACCT** - Accounting - Cash Page—Prints the system accounting picture. Running Totals of gross and picture count are recorded as well as system hardware profile and performance.

**E: ACCT** - Accounting - Cash Page - no print — Same as above (D) only no printout is produced. Allows user to view the accounting information on the video monitor.

**F: NOOP** - Option Not Available

**G: HCS** - Adjust Image Quality. Allows owner to adjust the portrait clarity such as: contrast, hue, saturation, sharpness, and brightness.

**H: SYSLOG** - View System Log. Allows owner to view an historical record of system activity.

**I: CPLOG** - Copy System Log to floppy— Allows the owner to copy the system log to a floppy disk. This information will be divided into two files: Infohut.log and Syslog.txt.

**J: TAILS** - OPTION NOT USED.

**K: INSTALL** - Run Install Floppy. Used to run the Installation Diskette for this program.

**L: SHELL** - Exit to Linux Bash Shell— Only a Qualified Technician should adjust items found in the Linux Bash Shell.

**M: AUMIX** - Sound Utilities— This will allow the owner to make changes in the sound qualities, such as volume levels, and balance levels.

**N: NOOP** - Option Not Available.

**O: NOOP** - Option Not Available.

**P: HALT** - Shutdown System.

## DETAILED DESCRIPTIONS

### OPTION A

#### REBOOT

Press "A" on the keyboard to save any changes and reboot the system. You must press "A" in order to exit from the BOOTH MENU.

Upon REBOOT, the computer will run through its initialization tests. Once initialization is complete, the unit will be ready for normal operation or other programming through the BOOTH MENU.

# PROGRAMMING

## OPTION B

### System Configuration Utility (SYSCFG)

There are many user options available in this menu, however, only certain options will ever need to be adjusted.

```
[ System Configure v2.11 ]  
  
Machine Number..... 0000          Country.....USA COIN  
Location..... ICE          State.....  
Type of Vend..... $2-2        Save Thumbnails.....No  
Bill Acceptor Model..... MARS  Accept Scrip: Yes  Daily Service Hours..... 24  
Coin Acceptor..... Yes        DIO Base.....0x300  
Accept Credit Cards..... No     Accept Tokens.....No  
Print Stickers..... No      How Many: 16    Courtesy Vend.....No  
Processor Type..... NORMAL    Printer Use.....Serial  
User Timeout..... 360 Seconds  Camera Input.....S-Video  
Control Panel Style..... MENU BUTTONS  Extron Box.....No  
Lights..... UIB              Number of Pictures.....8  
Premium Vend..... No         Protection Block.....LPT2  
Paper Size..... Letter       Use Scanner.....No  
Email Enable..... No        Generate Ads 7 & 8.....No  
Video Overlay..... Overlay   Print Quality.....best  
Multiple Languages..... No    Which: 0        Primary : English  
Multiport Installed..... No  IRQ: 0    Ports: 4    Port 1: 0 x 100  Stat Reg: 0 x 140  
Soundcard Installed..... Yes  Port:0 x 220    IRQ: 5    DMA: 5  
Type: ESS  
Picture Path..... /vend/pics/    Vend Base Path: /vend/  
Out of Film Tele# 1.....      Tele # 2..  
Installed Printer..... PCL  
Standup Booth..... No         Zoom Buttons.....No  
Red Arrows..... No          Freeze Countdown.....Yes  
CP710 Paper Size..... Large    Number of Poses.....2  
  
-----  
<ENTER> Finish Entry / Line Dn/Up / <ESC> Lose Changes / <F10> Save Changes  
Use <F2> to select the country in which the booth will be located.
```

The second last line of the Menu tells how to navigate through the menu. (ENTER) Finishes the Entry, (Arrow Keys) [▼▲ - Dn/Up] will take you up or down through the menu, (ESC) will Lose Changes, (F10) will Save Changes.

The last line of the Menu shows the correct function key needed to adjust each field.

# PROGRAMMING

## SYSCFG MENU DETAILED DESCRIPTIONS

(FROM TOP OF MENU TO BOTTOM)

(SEE PHOTO OF SYSCFG MENU ON PREVIOUS PAGE)

In the following descriptions, objects in [brackets] are the factory default settings, set up for the type of installations used on this unit. Objects in {parentheses} indicate the function key necessary for editing that particular field.

**Machine Number:** This is the ID of the booth.

**Country:** This sets up the currency information for the country where the booth will be located.

**Location:** Type in a location name. (Max 20 Characters.)

**State:** Enter the State Initials, if applicable.

**Type of Vend:** [\$2-2] Use {F2} to highlight the correct vend price and hit {ENTER} to select.

Available options are: \$1, \$1-1, \$1-3, \$1-5, \$2, \$2-2-2, \$2-2, \$3, \$3-3, \$4, \$4-2, \$4-3, \$5, \$5-3, \$5-4, \$5-5, \$6, \$1-2+, \$1-3+, \$1-4+, \$2-3+, \$2-4+.

**Save Thumbnails:** [No] DO NOT CHANGE THIS OPTION. IT SHOULD ALWAYS BE SET TO NO.

*Setting this option to Yes may cause your Hard Drive to malfunction or crash.*

**Bill Acceptor Model:** [MARS] This has been factory set for the type of bill acceptor that is used on this unit. Use {F2} to toggle through other available options. This option should not be changed unless the Bill Acceptor Model is changed.

**Accept Scrip:** [Yes] Used when applicable, in conjunction with an installed bill acceptor. It should be set to Yes if a bill acceptor is installed, and set to No if no bill acceptor is not installed.

**Daily Service Hours:** [24] Enter the number of hours the booth will be turned on over a 24 hour period.

**Coin Acceptor:** [Yes] DO NOT CHANGE THIS OPTION. IT SHOULD ALWAYS BE SET TO YES.

*This unit will not function without a coin acceptor.*

**DIO Base:** [0x300] Enter the base address and hex of the DIO card. Only a Qualified Technician should adjust this option.

**Accept Credit Cards:** [No] Applicable to installations utilizing a card swipe unit. Use the {spacebar} to toggle Yes or No.

**Accept Tokens:** [No] Only used when applicable. Use the {spacebar} to toggle Yes or No.

**Print Stickers:** [No] NOT USED

**How Many:** [16] NOT USED

**Courtesy Vend:** [No] Applicable when installed with the courtesy vend button. Use the {spacebar} to toggle Yes or No.

**Processor Type:** [NORMAL] DO NOT CHANGE THIS OPTION. *Changing this option may cause your booth to malfunction.*

**Printer Use:** [Serial] This option has been factory set for the type of printer port used. The other option available, parallel, is not used.

**User Timeout:** [360 Seconds] Factory Set. Not a user programmable option.

**Camera Input:** [S-Video] Use the {spacebar} to toggle the camera input type. Options are: Composite, S-Video, & RGB.

**Control Panel Style:** [MENU BUTTONS] Use the {spacebar} to toggle either PICTURE BUTTONS or MENU BUTTONS for the style used on the control panel.



# PROGRAMMING

**Extron Box:** [No] NOT USED.

**Lights:** [UIB] Use {F2} to select the port used for the lights. Available Options are: 0x378, 0x278, 0x3BC, UIB, DIO.

**Number of Pictures:** [8] NOT USED.

**Premium Vend:** [No] NOT USED.

**Protection Block:** [LPT2] Location of the Dongle on the PC. DO NOT CHANGE THIS OPTION.  
*Changing this option may cause your booth to malfunction.*

**Paper Size:** [Letter] Use {F2} to choose the paper size used in the unit. Available Options are: Letter, A4, Legal, A5.

**Use Scanner:** [No] Use the {spacebar} to toggle whether a scanner is installed. Options are Yes or No.

**Email Enable:** [No] Use the {spacebar} to toggle whether the email feature is enabled. Options are Yes or No.

**Generate Ads 7 & 8:** [No] Use the {spacebar} to turn 22 graphic ads on or off. Options are Yes or No.

**Video Overlay:** [Overlay] Use {F2} to select the video overlay style. Options are: Overlay, Chromakey, or Sandwich.

**Print Quality:** [best] Use the {spacebar} to select fast printing (for slower computers), or best quality.

**Multiple Languages:** [No] Use the {spacebar} to toggle whether or not to give customers multiple language instructions. Options are Yes or No.

**Which:** [0] If Multiple Languages option is set for yes, select which languages to enable by pressing {F2} to see a list of available languages. The available languages are: English, Spanish, French, Japanese, Portuguese, German, Atlas, Dutch, Italian, Swedish, Finish, Norwegian, & Danish.

**Primary:** [English] Use {F2} key to choose from the list of available languages (as shown in the previous option,) which one to use as the Primary Language.

**Multiport Installed:** [No] Use the {spacebar} to toggle whether the Multiport Card is being used. Only available on color machines. DO NOT CHANGE.

**IRQ:** [0] Type the interrupt number of the Multiport Card, if applicable. DO NOT CHANGE.

**Ports:** [4] Enter the number of COM Ports on the installed Multiport Card, if applicable. DO NOT CHANGE.

**Soundcard Installed:** [Yes] Use the {spacebar} to toggle whether there is a soundcard installed. Options are Yes or No.

**Type:** [ESS] Press {F2} to choose the correct type of soundcard that is installed. Options are: ESS, Soundblaster, or MSS.

Once the correct choice has been made, the **Port** [0x220], **IRQ** [5] and **DMA** [5] will also need to be filled in correctly. The numbers in brackets here are the correct settings for the ESS Soundcard.

**Picture Path:** [/vend/pics/] NOT USED

**Vend Base Path:** [/vend/] NOT USED

**Out of Film Tele #1:** NOT USED

**Tele #2:** NOT USED

**Installed Printer:** [PCL] Use {F2} to select the installed printer. The Available Options are: Default, Sony 1000 PCL, Sony 1500, Sony 2500, PS2, Techphaser, Sony 6500, Fargo, No Printer, and PS2E.

# PROGRAMMING

**Standup Booth:** [No] Use {spacebar} to toggle whether this is a standup booth. Options are Yes or No.

**Zoom Buttons:** [No] Use {spacebar} to toggle whether there are any Zoom buttons. Options are Yes or No.

**Red Arrows:** [No] Use the {spacebar} to toggle whether there are red arrows above the monitor. Options are Yes or No.

**Freeze Countdown:** [Yes] NOT USED.

**CP710 Paper Size:** [Large] NOT USED.

**Number of Poses:** [2] Press {F2} to select the number of poses a customer may have. Options are 2 or 3.

*Options Not Shown on Menu Photo:*

**Video Standard:** [Default] Press {F2} to bring up a list of Video Standard formats. Options are: Default, NTSC, PAL. This setting should not be changed.

**Mirror Image:** [No]

**Video Card:** [BTTV/TV-Tuner] Press {F2} to bring up other options for this setting: Flashbus, Flashpoint, Targa, VIGA, XII, None. Has been factory set to the correct video card installed in this unit.

**Up / Down Buttons:** [No] Use {spacebar} to toggle whether the unit has Up and Down buttons installed. Options are Yes or No.

**Printable Area:** [None] NOT USED.

**Wireless Pager:** [No] NOT USED.

# PROGRAMMING

## OPTIONS D & E

### ACCOUNTING-CASH PAGE (ACCT)

From the BOOTH MENU, pressing either D or E will get you to the Accounting information. When you press either D or E, you will first be required to enter your initials using the keyboard. This information will be stored on the SYSTEM LOG for future reference.

If you would like a PRINT OUT, Press D. If you would like to view the information ON-SCREEN, with no print out, Press E. A sample of the accounting information given is shown below:

**Portrait Sales Profile:**  
Vertically 1-4 represents sales for each artist:  
1. Leonardo      3. Not Used  
2. Not Used      4. Not Used

The # of Sales for each Portrait Style is represented Horizontally:  
1. Portrait      3. Not Used  
2. Landscape   4. Warp  
(Caricature)

**Top area of the Accounting Screen:**  
Date= Current Date & Time  
Last= Date the last accounting was taken  
Sys= Manufacturer Kiosk Number  
ICE= Location as entered in SYSCFG Menu.  
The Number on the right is the Software version ID#.

**Efficiency Graph:**  
(Designated by the letter "E")  
The **efficiency** number is indicated by the left column (0-100) number scale.  
The **Daily Sales** are indicated by a vertical bar graph, with a total sales number at the top of each bar.  
The gray vertical bars represent the weekend dates.  
**Avg:** shows the 14 day picture average.

**SW1:** Number of people who selected the Classic Portrait after reviewing available choices.  
**SW2:** Number of people who selected the Classic Portrait after the Caricature was finished.  
**B:** Number of people who selected both a Caricature and a Classic Portrait.

**D:** Display Type— BTTV / TV Tuner  
**P:** Printer Type—LA=LASER  
**DI:** Digital I/O Board Y/N (Used in color booths only)  
**S:** Sound Enabled Y/N  
**ML:** Multi Language Y/N  
**L:** Languages Enabled:  
0= English      5= German  
1= Spanish      6= Atlas  
2= French      7= Dutch  
3= Japanese    8= Italian  
4= Portuguese  
**V:** Type of Vend:  
Available options are:  
\$1, \$1-1, \$1-3, \$1-5, \$2, \$2-2-2,  
\$2-2, \$3, \$3-3, \$4, \$4-2, \$4-3,  
\$5, \$5-3, \$5-4, \$5-5, \$6, \$1-2+,  
\$1-3+, \$1-4+, \$2-3+, \$2-4+.

**Prints=** Number of pictures taken to date.  
**Shots Left=** Number of Photo shots available.  
**Cash=** Total money count, (used for accounting.)  
**Free=** Dollar value of free vends given.  
**P:= # of PLAYS**  
**S: SINGLES=** # of single vend sessions.  
**D: DOUBLES=** # of double vend sessions.  
**EM:=** Efficiency for the Month calculated as follows: Time in rotation ÷ (# of days x daily service hours), (per setting in SYSCFG Menu.)  
**EY:=** Efficiency Year to Date.  
**ON:=** Number of hours the booth is set up for in "Daily Service Hours" in SYSCFG Menu.

**Fault Report Profile:**  
A 14 day history of reported "down time" and the responsible component.  
The Right most column represents the previous day's date.  
The Left most column represents 14 days prior.  
Each time the booth is down a number will increment in the appropriate column. In the power column, a "1" will be displayed each day to reflect the on/off timer.  
**NOTE:** If an error occurs more than 9 times in a 24 hour period, a \* will be displayed.

Date: 7/11 10:02      Last: 7/3      RLSA6413-1				
Sys: 0000		ICE		
A#	PORT	LAND	SCAN	WARP
1	15	13	0	4
2	0	0	0	0
3	0	0	0	0
4	0	0	0	0

SW1:0	SW2:3	B:3
-------	-------	-----

D:BT	P:LA	DI:N	S:Y	ML:N	L:0	V:\$2-2
------	------	------	-----	------	-----	---------

PRINTS: 42	SHOTS LEFT: 58	
CASH: \$0.00		
FREE: \$54.00		
P: 0	S: 22	D: 10
EM: 15/216 - 0.07		
EY: 15/216 - 0.07	ON:24	

BIL	00000000000000000002
FLM	00000000000000000003
PRN	00000000000000000000
POW	00000000000000000000
OTH	00000000000000000000

Avg: 0

BIL = Bill Acceptor  
FLM = Film  
PRN = Printer  
POW = Power  
OTH = Other

# PROGRAMMING

## OPTION G ADJUST IMAGE QUALITY (HCS)

Proper adjustment of Image Quality settings on the Sketch Express™ is essential to guarantee that the product delivered is pleasing and consistent for the customers. Sometimes Ambient lighting conditions (brighter or dimmer than normal) can have an effect on image quality. This option will fine-tune that quality.

It is important to run several tests after adjusting any of the image qualities to make certain that any changes corrected the image qualities without causing any harm.

Pressing G from the BOOTH MENU will bring you to the menu screen shown below. This menu only *displays the proper key* you will use when adjusting the Image Quality for each item listed. You may wish to write down this information or refer to this manual when adjusting the Image Qualities.

Function	Key	Function	Key
HUE	h	CONTRAST	t
SATURATION	s	BRIGHTNESS	l
SHARPNESS	u		
DECREASE	SELECT	INCREASE	OK
SAVE	3	QUIT NO SAVE	4

Press any key to continue\_

- h - HUE: = Shade of Color or Tint
- s - SATURATION: = Strength of Color or Tint
- t - CONTRAST: = Variation of Lightness & Darkness of image
- l - BRIGHTNESS: = Distribution of Light
- u - SHARPNESS: = Focus

**NOTE:** The recommended order for the above adjustments is: Contrast, Saturation, Hue, and Brightness. Sharpness or Focus should be adjusted last, as needed.

After the above menu appears, you are prompted to press any key to continue, at the bottom of the menu.

Press any key, (the spacebar will do,) and you will see what the camera sees, on the screen in front of you.

Using the CONTROL PANEL on the front of the booth, press the SELECT button to DECREASE the intensity level for each setting above. Press the OK button to INCREASE the intensity level for each setting above.

When you are satisfied with your selections, press "3" to SAVE your settings. If you are not satisfied, and wish to discard your settings, press "4" to QUIT WITHOUT SAVING.

## OPTION H VIEW SYSTEM LOG (SYSLOG)

This option allows you to view an historical record of system activity. It gives information such as: how many times the computer has been rebooted, how many times the file check has been run, what are the dates of the last file check, etc. Press "Q" to exit SYSLOG.

## OPTION I COPY SYSTEM LOG TO FLOPPY (CPLOG)

This option is used to copy the System Log Information (Option H) to a floppy disk. It will divide the information into two files: **Infohut.log** and **Syslog.txt**.

If you enter this option in error or do not have a floppy disk, you will get an error message, and should press enter to return to the BOOTH MENU.

## OPTION J COPY THUMBNAI LS TO FLOPPY (TNAI LS)

SINCE "SAVE THUMBNAI LS" SHOULD BE SET TO "NO" IN THE SYSCFG MENU, DUE TO POSSIBLE MALFUNCTION, THIS OPTION IS NOT USED.

## OPTION K RUN INSTALL FLOPPY (INSTALL)

This option is only used for the program's initial installation into the computer. It has been factory installed, therefore this OPTION is NOT USED.

# PROGRAMMING

## OPTION L

### EXIT TO LINUX BASH SHELL (SHELL)

CAUTION: THIS OPTION SHOULD ONLY BE USED BY A QUALIFIED COMPUTER TECHNICIAN.

Linux is the Operating System used by the unit to run its program. You are required to provide a user name and password to enter the Linux Bash Shell.

You should have a working knowledge of a Linux system before accessing this file.

Linux is a case sensitive system. If a file or directory has any capital letters, you must use the exact case to access that file or directory. (Example: "myfile" is not the same as "Myfile" or "MYFILE".)

All commands are lower case.

Username: vend  
Password: fotofant

Type "EXIT" to exit the Linux Bash Shell.

(Also, see "FSCCK ERROR MESSAGE" at the end of the PROGRAMMING section of this manual.)

## OPTION M SOUND UTILITIES (AUMIX)

Pressing "M" from the booth menu will allow you to adjust the sound qualities of the system, (FROM THE SOUND CARD OF THE COMPUTER), such as volume levels and balance levels.

**NOTE:** You can make additional changes to the SKETCH EXPRESS™ Master Volume by adjusting the "output level" dial on the audio amplifier, which is located under the printer.

## Audio Mix Adjustments

BE VERY CAREFUL IN THIS MODE TO PREVENT UNDESIREED RESULTS. Although there is nothing you can hurt, you might change an adjustment that will cause unexpected results.

On the left side of the Audio Mix Menu, you will find the words Quit, Load, Save, Keys, Mute, Only, & Undo. (The first letters are highlighted in Pink.)

Use the keyboard and the highlighted letters to perform tasks in this menu, such as: "Q" to **Quit** the menu, "L" to **Load** default Volume Levels & Balances, "S" to **Save** new settings, "K" to show action **Keys** used to change settings in this menu, "M" to **Mute** the sound, "O" to **Only** change one particular setting, and "U" to **Undo** any changes you wish to abandon.

These center items are the options you may change: Vol=Volume, Synth=Synthesizer, Pcm= PC Music, Spkr=Speaker, Line = Line.

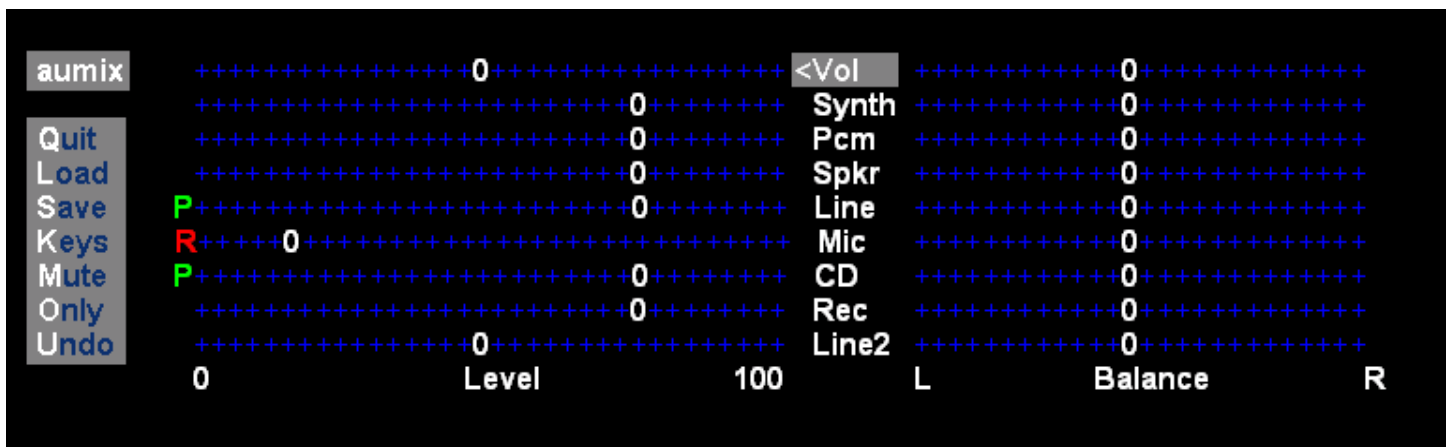
Center Items that are NOT USED and cannot be adjusted at all: Mic, CD, Rec & Line 2.

The only parameter you may need to change in this menu is the Volume levels. (Top Center). Use the Left / Right Arrow Keys to make changes to the Volume Levels (on Left Side) and Balance Levels, if necessary, (on Right side).

Once you are satisfied with the changes you have made use "S" to save the changes or "U" to undo changes. Press the "Q" key to quit this menu.

If you find that you have made an incorrect adjustment, simply go back into the Aumix Menu and press "L" to Load the factory default settings for all options in this menu.

The AUDIO MIX Menu appears below:





# PROGRAMMING

## OPTION P SHUTDOWN SYSTEM (HALT)

Use this option to take this unit out of service for any length of time. This option will shut down the computer system properly for moving, storage, etc. Be sure to shut off the main power switch, as described in the set-up section of this manual.

When the unit is ready to put into service again, simply plug the unit into a grounded outlet, and turn the main power switch on and let the computer run through its initialization routine. If no errors occur during initialization, the unit is ready for normal operation or programming optional settings from the BOOTH MENU.

## FSCK ERROR (File System Check Error)

If an error occurs during the file system check or initialization routine, you will most likely be dropped into the Linux Bash Shell to repair it.

In this case, the system will give a message that says: **Give root password for maintenance, (or type CONTROL D for normal startup.)**

These types of errors are quite common in Linux based computers. The computer is having trouble putting files where they need to be for startup.

By following the instructions below, you can tell the operating system to decide on its own the best place for files. The instructions are case sensitive and the commands must be entered exactly as instructed. Every space counts. If one space is wrong, the operation will fail.

1. The first step is to reboot the computer and let it freeze back up at the fsck error screen.
2. Next, you need to enter the password in lower case letters. Type: **fotofant**.
3. Then hit **enter**.
4. Now you should be at a c:wend type of command prompt. From here, you need to type exactly:
5. **fsck -y /dev/hda1**. (Make certain to include the space between the "k" and "-", and between the "y" and the "/". Also, that's a 1 not an L at the end.)
6. Then hit **enter**.
7. You may get a message that says "running fsck on a mounted file system, may cause severe damage." And, "Do you want to continue? (y/n)." If so, press **y** to continue the file system check.
8. Type the word **reboot** at the command prompt and the booth should come up into the vending mode.
9. If the system does not come back into the vending mode, retry the steps again, making sure that you are typing exactly what is shown, including all spaces.

# QUICK TROUBLESHOOTING

## **MACHINE WILL NOT ACCEPT MONEY**

- Bad or sticky coin mech - Clean and adjust mech as necessary.
- Bad Harnessing - Check with meter and repair if necessary.
- Bad or Dirty Dollar Bill Validator - Clean unit then test. Replace if necessary.
- Bad Computer - Repair or Replace.
- Computer program frozen or trashed - Restart computer to reinitialize.

## **NO PICTURE OR BAD PICTURE ON MONITORS**

- Bad Monitor - Replace Monitor.
- Bad Harnessing - Test and Repair or Replace Monitor.
- Bad Power Supply for small Monitor - Replace Power Supply.
- Bad Computer - Replace Computer.
- Monitor Adjusted Improperly - Readjust Monitor.

## **MACHINE WILL NOT PRINT PORTRAIT**

- Printer OUT OF PAPER - Add paper, set printer to ready and restart Computer.
- Printer tray not seated properly. Re-seat tray and restart computer to initialize.
- Printer Jammed - Clear Jam and reinitialize as shown in the repair section of this manual.
- Printer off line - Reinitialize as shown in the repair section of this manual.
- Computer Program trashed or frozen - Reboot computer to reinitialize.
- No power to printer or printer turned off - Check power or turn printer on, reboot computer.
- Printer Cable bad or loose - Check cable and reseat or replace as necessary.
- Computer bad - Repair or replace as necessary.

## **NO SOUND FROM MACHINE**

- Sound Volume turned down - Enter programming mode and check volume level (see programming).
- Speaker bad or disconnected - Check for proper connection and replace if necessary.
- Audio amplifier disconnected or bad - Check amp and connections and replace if necessary.
- Audio amplifier output level set too low - Check output level adjusting pot on amp.
- Computer program trashed or frozen - Restart computer to initialize.

## **MACHINE WILL NOT RUN PROGRAM PROPERLY**

- Computer program trashed or frozen - Restart computer and check for proper operation.
- Computer bad - Check and repair or replace as necessary.
- Harnessing bad or disconnected - Check and repair or replace as necessary.

## **PRINT QUALITY POOR - PICTURE EITHER TOO DARK OR TOO LIGHT**

- Machine set up in an area that is either too dark or too light (by a window). Move if possible or adjust settings.
- Toner cartridge low - Check that toner cartridge is not low, check indicators on printer.
- Camera settings improper - reset according to set up directions in programming section of manual.
- Built in Florescent lighting burned out - Replace burned out light bulbs.
- Harnessing or power to bulbs not working - check and repair as necessary.

# REPAIR PROCEDURES

NOTE: SKETCH EXPRESS™ WILL DISPLAY THE "OUT OF PAPER" ERROR IF THE GAME IS OUT OF PAPER, OR IF THE GAME HAS SOME OTHER TYPE OF ERROR. THIS IS DONE SO THAT THE OPERATOR IS MADE AWARE OF A POSSIBLE PROBLEM, BUT THE CUSTOMER WILL NOT GET A SENSE OF UNRELIABILITY.

## TROUBLESHOOTING PHILOSOPHY

To find problems with your SKETCH EXPRESS™, always first check what should be obvious. See that the machine is plugged in, and that all of the fuses in the game are good.

Next, check to see that all of the connectors are firmly seated and that none of the wires have been pulled out of them.

When trying to find out if specific components are bad or not, try swapping them with components from another SKETCH EXPRESS™ (if you have one), to see if the problem moves with the machine, or stays where it was. This will help you to know if you have a problem with a specific component, or maybe a problem with either the wiring or the computer.

Use extreme caution when using probes or voltmeters if the game is powered up. If doing continuity checks, it is important to disconnect the harnessing at both ends, as attached they may yield erroneous results.

If a Computer is suspected as the cause of a problem, check to see that all of the components and boards are firmly attached to the Main Board. Pay special attention to any socketed devices.

If light bulbs are suspected, swap them with one that is known to work to narrow the problem down to either a bulb or P.C. Board.

**IMPORTANT:** Since this unit is PC Computer based, the unit can get out of sync and needs to be reset. Printer failures are one of the biggest issues. If you have a problem try the following first:

1. With main power on, turn off the printer. Turn it back on, then shut the entire unit down and restart. If the printer lost communication this will re-enable everything together.
2. If the printer was printing during a power failure or gets a jam, the printer **MUST** be reset for it to communicate again properly. **WITH THE POWER ON**, open the cover to the printer and

re-close. You'll notice the printer re-enabling. Once this is completed, shut down the entire unit and re-start.

3. If the above checks fail to correct your problem, write down the **SERIAL NUMBER** of the machine, then call the service department for further assistance.

## REPAIR

Repairs will be pretty much straight forward, with most being limited to the actual replacement of bad components.

**WARNING: ALWAYS REMOVE POWER TO THE GAME BEFORE ATTEMPTING ANY SERVICE, UNLESS NEEDED FOR SPECIFIC TESTING. FAILURE TO OBSERVE THIS PRECAUTION COULD RESULT IN SERIOUS INJURY TO YOURSELF OR OTHERS.**

## COMPUTER REPLACEMENT

1. To replace the computer, first, shut off and unplug the machine.
2. Pull the machine away from the wall and unlock and open the back access door.
3. Remove all of the connectors to the back of the computer **CAREFULLY** noting the locations of all of the connectors. You may wish to mark each wire for replacement later.
4. Loosen and remove the bracket that retains the computer to the machine.
5. Carefully remove the computer and inspect for damage.

**NOTE: ONE OF THE MOST COMMON FAILURES IN PC COMPUTERS IS INTERNAL COMPONENTS AND CONNECTORS BECOMING LOOSE. CAREFULLY CHECK THAT ALL CONNECTORS AND BOARDS ARE FIRMLY SEATED.**

**THE SECOND BIGGEST FAILURE IS COOLING FAN FAILURES LEADING TO OVERHEATING OF THE PROCESSOR, ETC. CHECK THAT ALL FANS ARE WORKING PROPERLY. IF NOT, REPLACE IMMEDIATELY AND SEE IF THE MACHINE WILL THEN WORK PROPERLY.**

6. Replace in the reverse order.
7. If the computer is replaced, check to see that the new one is programmed properly. Please refer to the programming section of the manual.

# REPAIR PROCEDURES

## FLORESCENT SIDE LIGHT REPLACEMENT

1. Open the back door of the cabinet.
2. Remove the angled glass panel and set in a safe location.
3. Remove the top black metal panel by removing the (4) screws that hold it into place.
4. There are (4) nuts that hold the black side metal panel into place. Two are on the top side and two are located just above the monitor mounting bracket.
5. Loosen these nuts about 1/8" and the metal panel will slide up on Keyway type slots in the panel. The panel can now be removed, and access to the bulbs is now possible.
6. Assemble in the reverse order.

## FLORESCENT DOOR LIGHT REPLACEMENT

1. Open the front door of the game.
2. Remove the (2) retaining nuts from the light cover.
3. Remove the bulb, and replace with new bulb of same wattage and style.
4. Re-assemble in the reverse order.

## OVERHEAD MARQUEE LIGHT REPLACEMENT

1. Open rear access door.
2. Remove attached bolts securing light to cabinet.
3. Unsnap harness and remove ground wire.
4. Remove entire lamp assembly.
5. Unsnap metal clips and remove lamp lens.
6. Remove bad bulb, and replace with new bulb of proper wattage.
7. Reassemble in reverse order.

## LARGE MONITOR REPLACEMENT

1. Open the back door to gain access to the monitor.
2. Remove the angled glass panel and set in a safe location.
3. Remove all power and signal connectors.
4. Remove the (4) screws that hold the monitor to the monitor mounting brackets.
5. Remove the monitor from the cabinet.
6. Re-assemble in reverse order.
7. Degauss and adjust the new monitor as necessary.

## SMALL MONITOR REPLACEMENT

1. Open the front door to gain access to the monitor.
2. Remove the plastic monitor bezel that is held in place by 2 strips of Velcro.
3. Remove the power and signal connectors.
4. Remove the (2) screws that are located on the bottom of the monitor mounting bracket. This will remove the bottom plastic mounting block.

NOTE: BE CAREFUL THE MONITOR DOES NOT FALL OUT. HOLD ON TO THE MONITOR AS YOU REMOVE THE LAST SCREW THAT HOLDS THE MONITOR MOUNTING BLOCK IN PLACE.

5. Re-assemble in reverse order.

NOTE: WHEN RE-INSTALLING THE PLASTIC BEZEL BE SURE TO RE-POSITION THE CAMERA COVER AS NECESSARY TO AVOID BLOCKING THE CAMERA'S VIEW.

6. Adjust monitor as necessary.

# REPAIR PROCEDURES

## CAMERA REPLACEMENT / ADJUSTMENT

1. Open the front door to gain access to the camera.
2. Remove the plastic monitor and camera bezels that are held in place with Velcro.
3. Remove the (3) nuts that hold the monitor in place.

NOTE: PLEASE NOTE THE ANGLE THAT THE CAMERA IS POSITIONED AT. RE-INSTALL THE NEW CAMERA TO THIS POSITION.

4. Remove the connectors from the camera.
5. Re-install in reverse order.

NOTE: THE CAMERA CAN BE ANGLED UP OR DOWN TO ACCOMMODATE YOUR AVERAGE CUSTOMERS' HEIGHT MORE CLOSELY. LOOSEN THE NUTS AND ADJUST AS NECESSARY. RE-POSITION THE PLASTIC CAMERA BEZEL AS NEEDED.

## PRINTER TONER REPLACEMENT

NOTE: THIS OPERATION CAN BE DONE FROM THE FRONT OR REAR OF THE MACHINE.

1. Open either the front or back door of the machine.
2. Turn off power to the machine.
3. Open the toner cartridge door on the printer.
4. Remove the old cartridge by pulling out of the printer.
5. Remove the new toner cartridge from the plastic bag.
6. Follow manufacturer instructions for preparing cartridge before insertion into printer, ie: shaking cartridge to loosen toner, removing protective tape, etc.
7. Insert the cartridge into the printer making sure that it easily slides into position in the printer.
8. Close the toner door COMPLETELY.
9. Turn the machine on.
10. Close the door.
11. Let the program load, then make a SKETCH to assure proper operation.

IF THE PRINTER DOESN'T WORK, REVIEW THE INSTALLATION PROCEDURE.

**DOUBLE CHECK TO BE SURE THAT YOU HAVE PAPER IN THE MACHINE AND THAT THE PAPER TRAY IS FULLY SEATED IN THE PRINTER. A LOOSE PRINTER TRAY IS THE #1 REASON FOR PRINTER PROBLEMS.**

TURN THE GAME OFF AND ON AGAIN AND RETRY. IF THE PRINTER STILL DOESN'T WORK CALL OUR SERVICE DEPARTMENT FOR ASSISTANCE.

For all other questions about the SKETCH EXPRESS™ you have purchased, kindly contact us:

**I.C.E. SERVICE DEPARTMENT  
716-759-0360**

**NORMAL BUSINESS HOURS ARE:  
MONDAY – FRIDAY, 8:00 AM TO 5:00 PM**

## DOLLAR BILL ACCEPTOR

The MARS Series 2000 Bill Acceptor has been factory installed and set up for your Sketch Express™ unit. It has a bill stacking magazine, which must be attached to the bill acceptor for the unit to accept bills.



There are instructions written directly on the bill acceptor unit to change the settings and for errors that occur with the bill acceptor. There is also a telephone number to use if you require any further assistance with this bill acceptor or any of its components.



# PARTS LISTING

## MECHANICAL PARTS

191	COIN MECH.
5014	LOCK (7/8" CAMLOCK)
CG5014	T HANDLE (LOCK)
SE1013	LOCK CAM
SE3007	WINDOW (CAMERA MONITOR)
SE3408	WINDOW (LIGHT)
SE3413	PRIZE DECAL COVER
MD3027	TUBE CAP (1"X2")
CG2600S7	DBV STACKER 700 BILL
SE1051	CASTER (2 1/2" FIXED)
SE1052	CASTER (2 1/2" SWIVEL)

## HARDWARE & MISC.

SE4000X	SKETCH EXPRESS FLOOR MAT ASY
SE9001	SERVICE MANUAL

## ELECTRICAL / ELECTRONIC PARTS

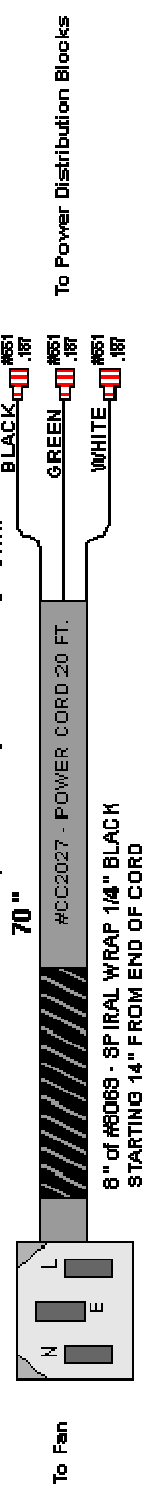
8545	BULB COMPACT FLUORESCENT
8550	POWER CORD 3 OUTLET
8551	POWER AC ADAPTOR 3 TO 1
8643	MONITOR SPLITTER
MON5LCD	MONITOR (5"LCD)
SE2007X	SPEAKER ASSEMBLY
SE2010	POWER SUPPLY AC-DC
SE2070X	COMPUTER CONVERSION ASY
SE2500	LINE CONDITIONER

## GRAPHICS

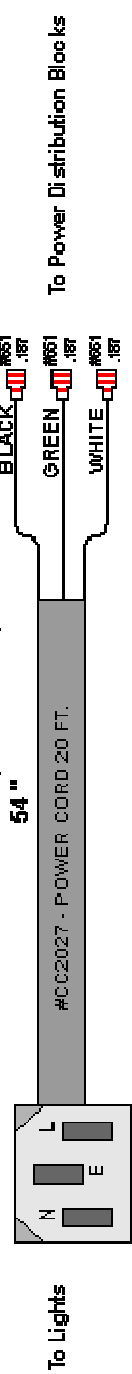
SE7306	DECAL (DOOR) FANTASY
SE7015	DECAL (COIN MECH 4 TOKENS)
SE7309	DECAL (BUTTON SELECT) FANTASY
SE7310	DECAL (BUTTON OK) FANTASY
SE7012	DECAL (PRINTER SERVICE)
SE7300	DECAL (CABINET OUTSIDE LEFT)
SE7301	DECAL (CABINET OUTSIDE RIGHT)
SE7307	DECAL (INSTRUCTION UPPER)
SE7308	DECAL (INSTRUCTION LOWER)
SE7327	DECAL (MARQUEE) FANTASY
SE7302	DECAL (SEAT LEFT) FANTASY
SE7303	DECAL (SEAT RIGHT) FANTASY
SE7311	DECAL (SEAT BACK) FANTASY

4 3 2 1

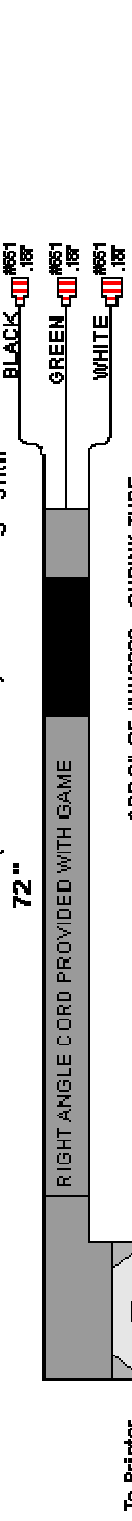
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#SE2027LX - HARNESS (LIGHT POWER)

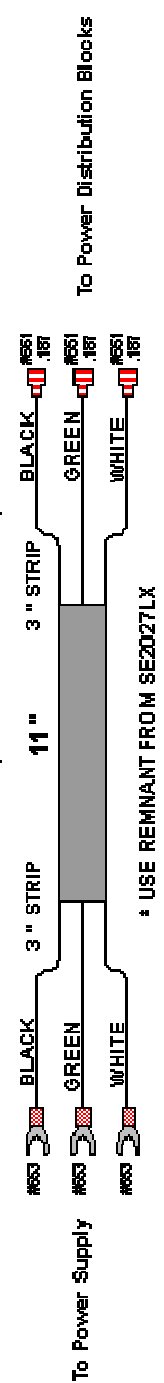


#SE2027PX - HARNESS (PRINTER POWER)



ADD 2" OF #HH3032 - SHRINK TUBE FIT-221 1/2" TO CORD 2-1/2" FROM END OF STRIPPED JACKET

#SE2027SX - HARNESS (POWER SUPPLY POWER)



D

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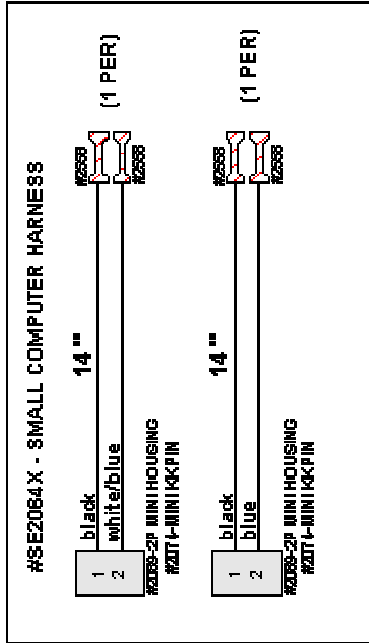
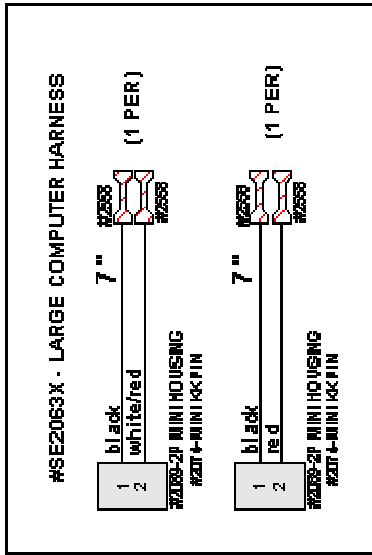
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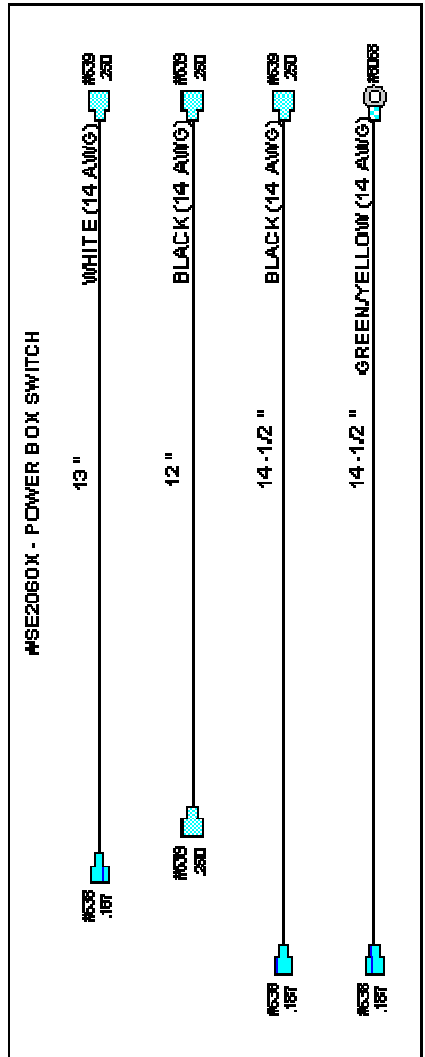
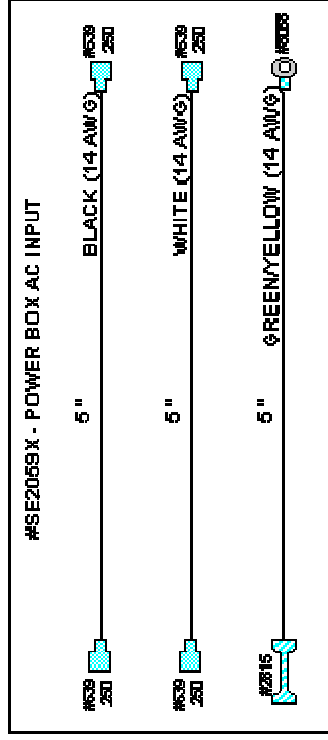
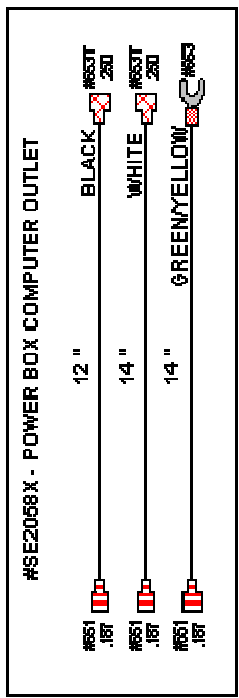
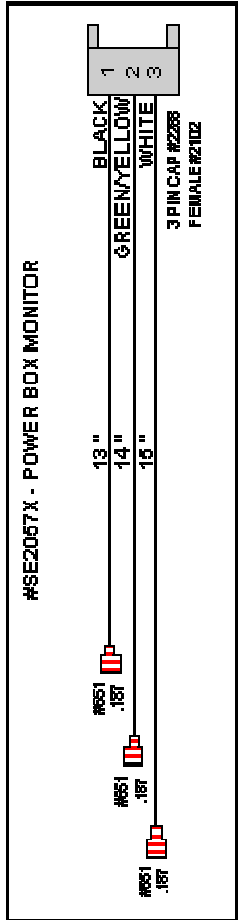
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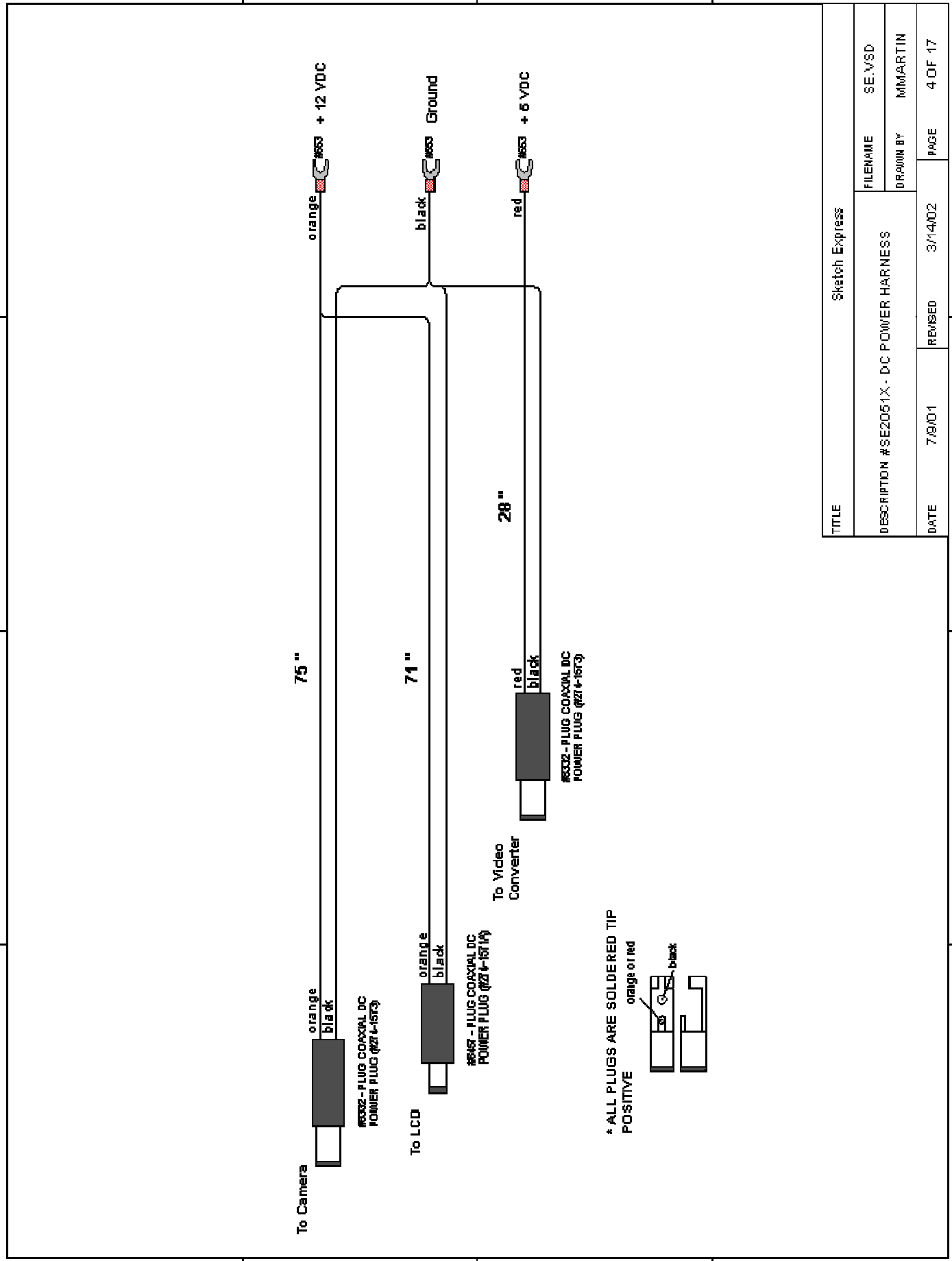


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7/9/01	REVISED	3/14/02	PAGE 3 OF 17

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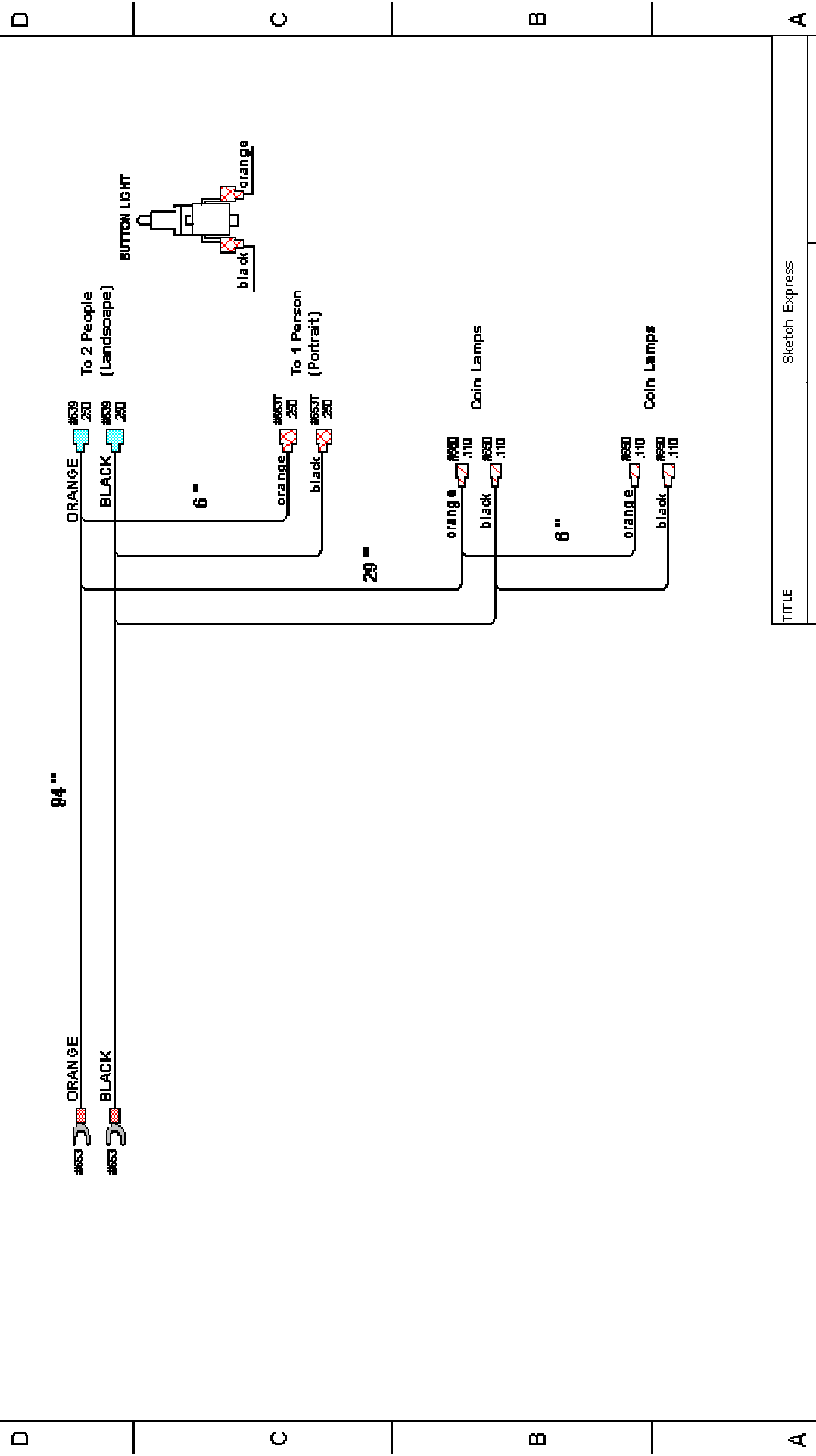
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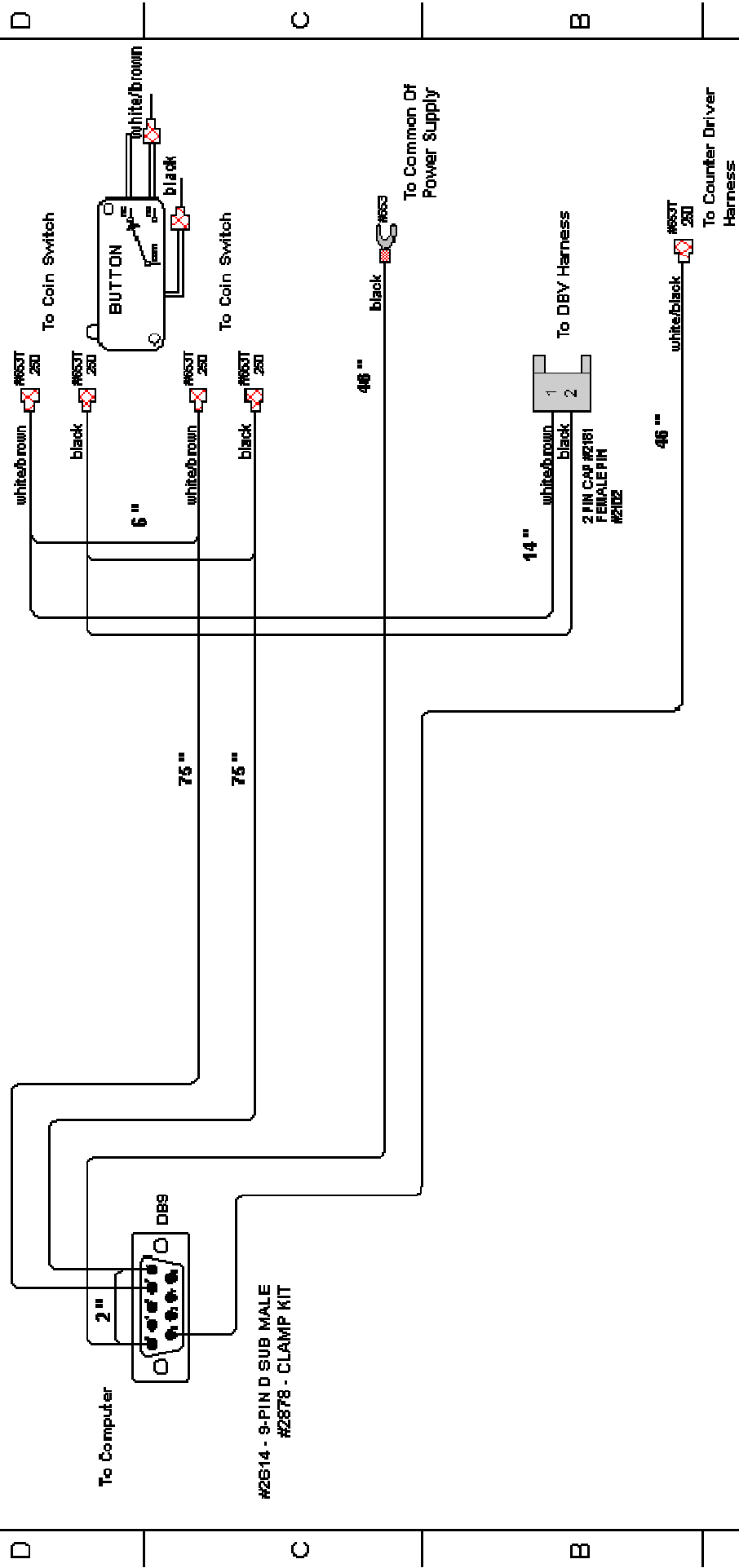
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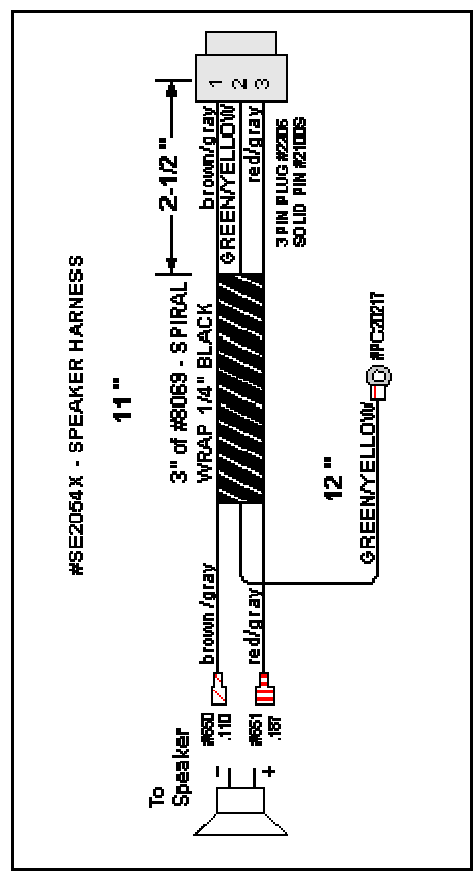
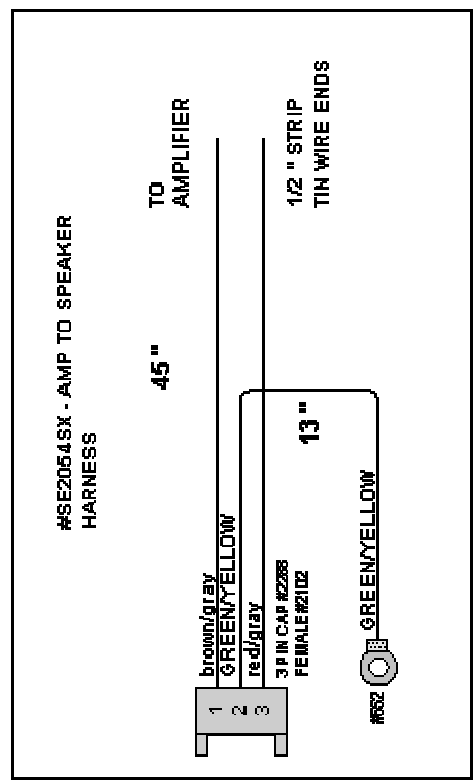


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PAGE		7 OF 17	

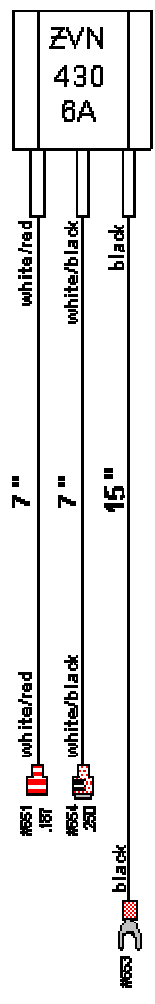
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#8441 - TRANSISTOR ZVN4306A-ND



\*  
 SOLDER WIRES TO LEADS  
 COVER LEADS WITH #8236 - SHRINK TUBE FIT 105-3/32" X 10  
 COVER TRANSISTOR & LEADS WITH 1-1/2" OF #2611 - SHRINK TUBE FIT 221-1/4"

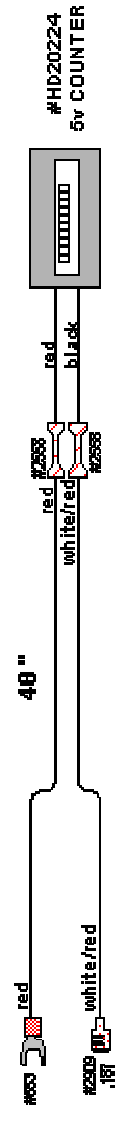
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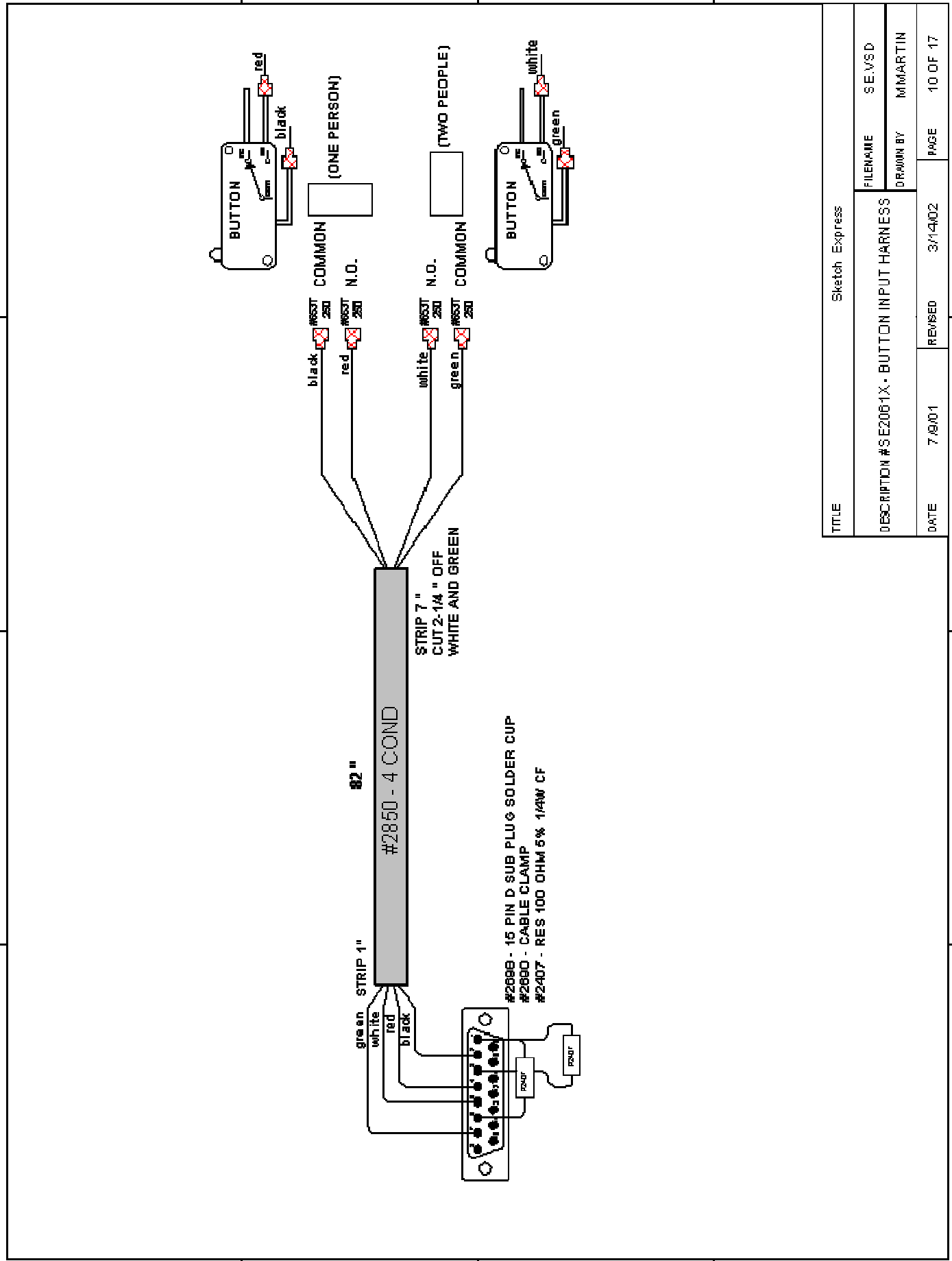
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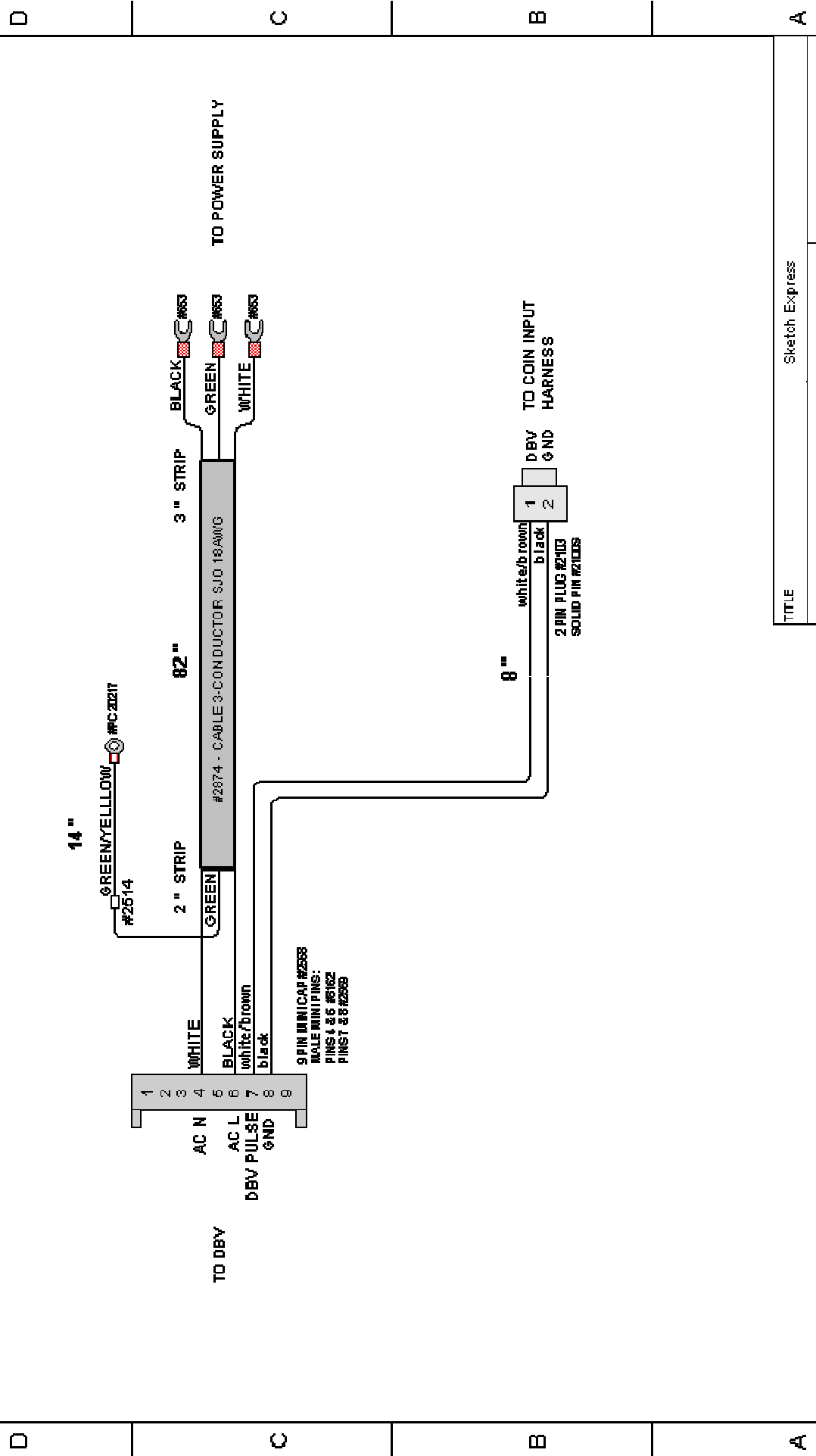


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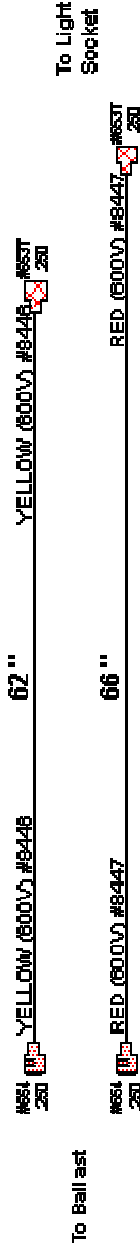
D

C

B

A

TWIST TOGETHER  
CUT 4 " OFF  
YELLOW



To Ballast

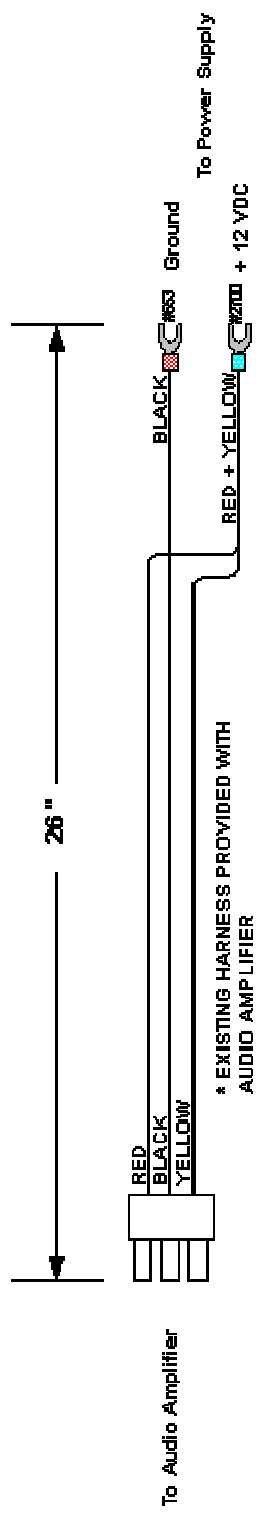
To Light  
Socket

TITLE		Sketch Express	
DESCRIPTION #SE2065X - MARQUEE HARNESS		FILENAME	SE.VSD
DATE 7/9/01		DRAWN BY	MFMARTIN
REVISED 3/14/02		PAGE	12 OF 17

4  
3  
2  
1

1  
2  
3  
4

D C B A



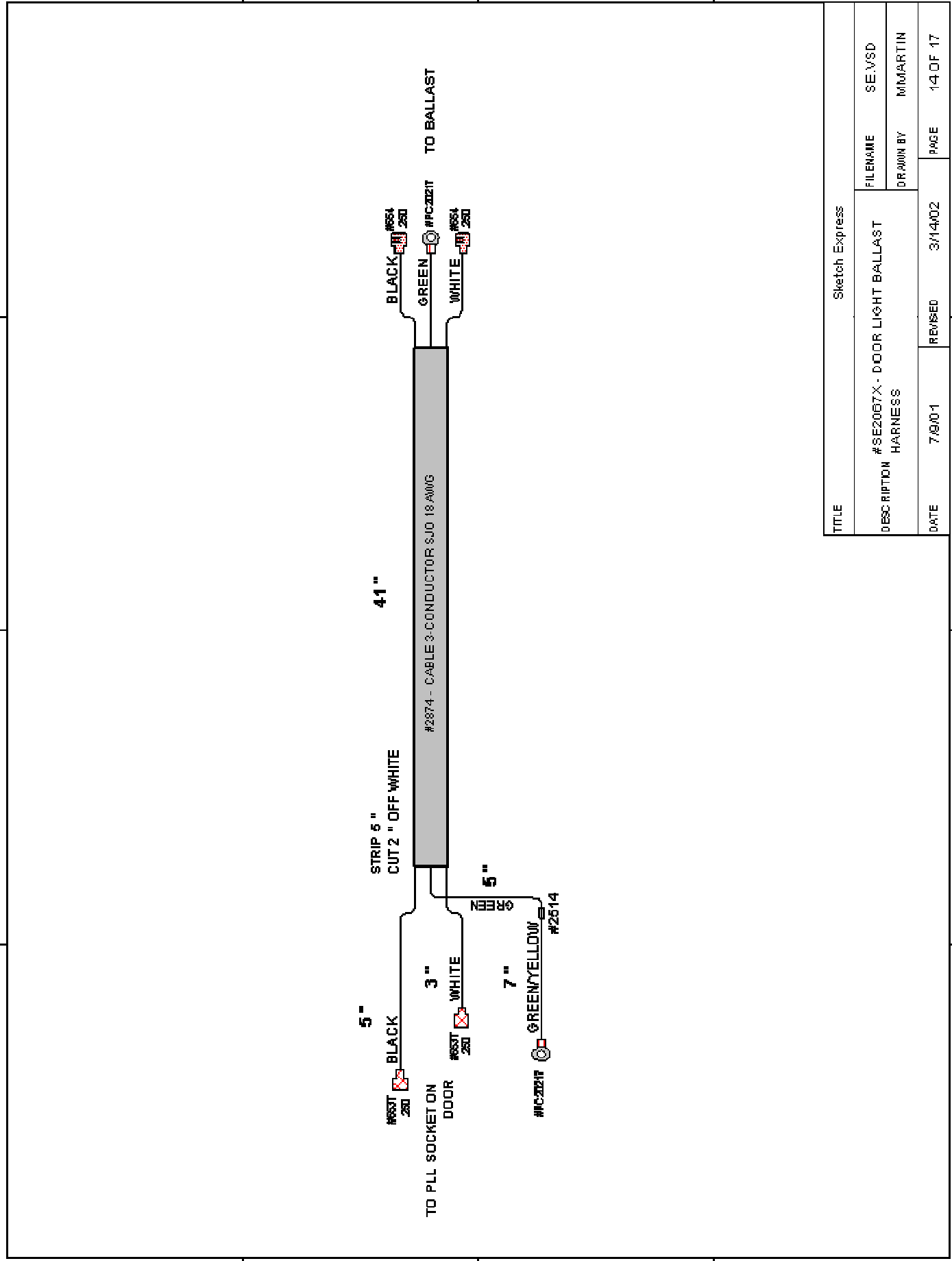
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DATE 7/9/01		DRAWN BY	MHMARTIN
REVISED 3/14/02		PAGE	13 OF 17

1  
2  
3  
4

D C B A

1 2 3 4

D C B A



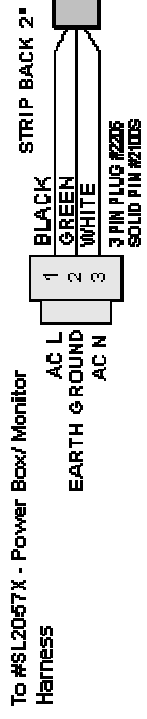
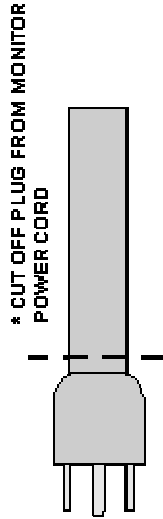
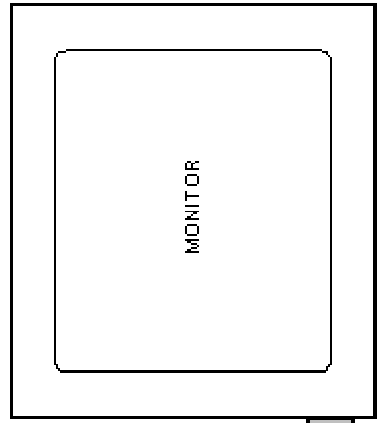
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DESCRIPTION	#SE2007X - DOOR LIGHT BALLAST HARNESS	FILENAME	SE.VSD
DATE	7/9/01	DRAWN BY	MMARTIN
	REVISED	3/14/02	PAGE 14 OF 17

1 2 3 4

D C B A

1 2 3 4

D C B A



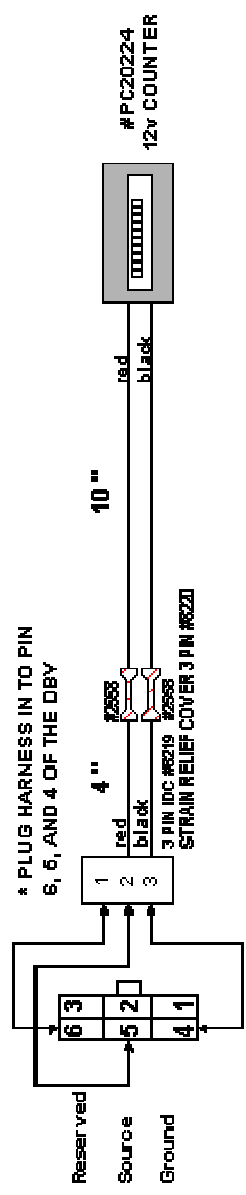
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DESCRIPTION		FILENAME	SE:VSD
		DRAWN BY	MHMARTIN
DATE	7/9/01	REVISED	3/14/02
		PAGE	15 OF 17

1 2 3 4

D C B A

1 2 3 4

D C B A



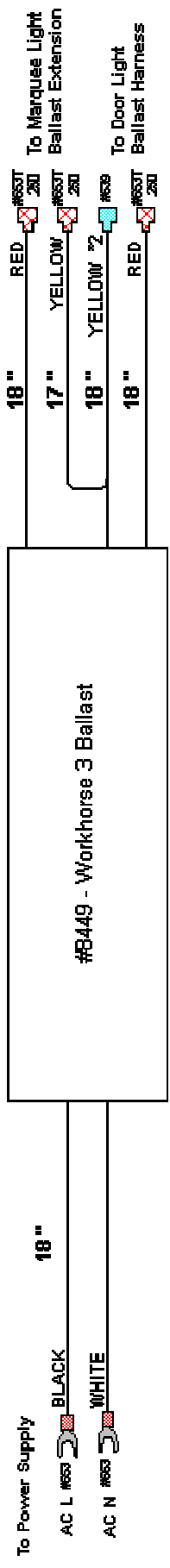
TITLE		Sketch Express	
DESCRIPTION #SE2068X - DBV COUNTER HARNESS		FILENAME	SE.VSD
DATE 7/9/01		DRAWN BY	MHMARTIN
REVISED 3/14/02		PAGE	16 OF 17

1 2 3 4

D C B A

1 2 3 4

D C B A



TITLE		Sketch Express	
DESCRIPTION #SE8449X - BALLAST ASSEMBLY		FILENAME	SE.VSD
DATE 7/9/01		DRAWN BY	MHMARTIN
REVISED		3/14/02	PAGE 17 OF 17

1 2 3 4

D C B A

# Warranty

I.C.E warrants all components in the **SKETCH EXPRESS™** game to be free of defects in materials and workmanship for a period of ninety days from the date of purchase.

This warranty does not cover items damaged due to normal wear and tear, subjected to abuse, improperly assembled by the end user, modified, repaired, or operated in a fashion other than that described in the service manual.

If your **SKETCH EXPRESS™** game fails to conform to the above-mentioned warranty, I.C.E.'s sole responsibility shall be at its option to repair or replace any defective component with a new or remanufactured component of equal to or greater O.E.M. specification.

I.C.E. will assume no liability whatsoever, for costs associated with labor to replace defective parts, or travel time associated therein.

I.C.E.'s obligation will be to ship free of charge, replacement parts by U.P.S. Ground, U.S. mail, or other comparable shipping means. Any express mail or overnight shipping expense is at the cost of the purchaser.

Products will be covered under warranty only when:

- The serial number of the game with the defective parts is given.
- The serial number of the defective part, if applicable, is given.
- Defective parts are returned to I.C.E., shipping pre-paid, in a timely fashion, if requested by I.C.E.
- A copy of the sales receipt is available as proof of purchase upon request of I.C.E.

I.C.E. distributors are independent, privately owned and operated. In their judgment, they may sell parts or accessories other than those manufactured by I.C.E. We cannot be responsible for the quality, suitability, or safety of any non-I.C.E. part, or any modification, including labor, which is performed by such a distributor.





# WARRANTY

ICE Inc warrants that all of its products will be free from defects in material and workmanship.

When placing a warranty request, please be prepared to provide the following information:

- Serial Number of Game or Bill of Sale
- Machine Type
- A Detailed Description of the Equipment Fault Symptoms

ICE product, including Cromptons, Sam's Billiards, Uniana and Bell Fruit is warranted as follows:

- 180 days on the Main PCB and Computers
- 90 days on all other components (i.e. DBV's, Ticket Dispensers, etc)
- 30 days on repaired items
- 3 years on all Crane Harnessing
- 9 Months on Printers

ICE Inc shall not be obligated to furnish a warranty request under the following conditions:

- Equipment has been subjected to unwarranted stress through abuse or neglect
- Equipment has been damaged as a result of arbitrary repair/modification attempts
- Equipment that has failed through normal wear and tear

ICE Inc will assume no liability whatsoever for costs associated with labor to replace defective parts or travel time associated therein.

All defective warranty covered components will be replaced with new or factory refurbished components equal to OEM specifications. ICE Inc will cover all UPS ground, or comparable shipping means, freight costs during the warranty period. Expedited shipments are available for an additional charge.

Defective parts are returned to ICE Inc, at the customer's expense, in a timely fashion.

ICE distributors are independent, privately owned and operated. In their judgment, they may sell parts and/or accessories other than those manufactured by ICE Inc. We cannot be responsible for the quality, suitability or safety of any non-ICE part, modification (including labor) that is performed by such a distributor.

I.C.E. Parts/Service Dept.  
Innovative Concepts in Entertainment  
10123 Main St.  
Clarence, NY 14031  
Phone #: (716) - 759 - 0360  
Fax #: (716) - 759 - 0884