



merit industries, inc.

# Field Bulletin

Date: 8-3-00

**Issue:** MAXX™ games in the attract or idle mode experience a gradual degradation of video (picture) and eventually reboot.

**Games affected:** Blue MAXX™, EZ MAXX™, MAXX™ countertop, and MAXX™ upright games with the serial numbers listed below may be affected. These games were all manufactured after June 23, 2000. No other games are involved.

Blue MAXX™	EZ MAXX™	MAXX™ COUNTERTOP	MAXX™ UPRIGHT
683765-684566	671581-671617	665765-665789	691750-691813
	671622-671659	665794-665807	691816-691820
		665816-665833	691824-691826
			691829-691841
			691847

**Symptoms:** The problem can appear when the game is in the attract or idle mode. The video (picture) begins to degrade and will continue this process of degradation as the idle screens change. Within a few minutes of this, the game will reboot. Once the game reboots, it will continue to function normally until the game enters the idle mode again. It may take up to a few hours of idle mode operation before the problem occurs.

**Cause:** Manufacturer defect

**Solution:** Owners of games with serial numbers in the range listed above will receive a CD from their distributor to correct the problem and should install it on all of the games listed. The fix is also available for download on Merit Industries' web site ([www.meritind.com](http://www.meritind.com)) for those with PCMCIA cards. If you have any questions contact Merit Industries Customer Service at 1-800-445-9353 or (215) 639-4700.