



merit industries, inc.

## FIELD BULLETIN

Date: 02-11-02

- Issue:** MARS Electronics Incorporated has identified a problem with the series 2000 bill acceptor. This problem results in the failure of MARS Electronics bill acceptor or improper "coin jam" alarm activation on the System Megatouch game.
- Games affected:** This issue affects Megatouch FORCE games (USA versions only) and MAXX Diamond games (New Jersey version only) with MARS bill acceptors that were manufactured between week 45 of 2001 and week 2 of 2002. The serial number on the bill acceptor indicates the manufacture date and can be found near the blue cassette release trigger. The first two digits of the serial number indicate the week of manufacture and the third digit indicates the year. Bill acceptors with the first three digits of the serial number between 451-521 and 012-022 are affected.
- Exceptions:** Bill acceptors (in the serial number range above) with a label near the blue cassette release trigger that says "Merit, MARS Mod, February 2002" have already been modified and do not need service. Likewise, bill acceptors with a check mark (✓) sticker on the side model number label have also been modified and will not require service. Any Megatouch games that were manufactured after February 1<sup>st</sup>, 2002 with the serial number 02XXXXXXXXXXXX have already been modified.
- Symptoms:** The bill acceptor may function properly when the game is initially powered up. On some bill acceptors after a period of time, the two flashing lights on the front of the bill acceptor will no longer be illuminated, indicating that the bill acceptor has stopped functioning. If the bill acceptor fails, the game may indicate a coin jam. Shutting off the game for an extended period of time results in a functioning bill acceptor upon power up. The bill acceptor will fail again however, after the game has been turned on for a while.
- Cause:** MARS Electronics Incorporated has identified a problem with a component in the bill acceptors in the serial number range listed above. MARS advises that a problem with a ground point at one of the Integrated Circuit chips inside the bill acceptor may result in failure as the units warm up. Operation of the bill acceptor may return if the unit cools down.

**Solution:**

The bill acceptors require a modification to a circuit connection inside the MARS Bill Acceptor. This modification can only be made by trained service personnel. MARS bill acceptors in the serial number range listed above should be taken to authorized MARS service centers for the modification. A list of authorized service centers is included in this field bulletin and is also available on MARS Electronics' web site at <http://www.meiglobal.com>. If you have any questions, please contact Merit Customer Service and Technical Support by phone at 215-639-4700 or 800-445-9353 or by e-mail at TechCenter@meritind.com.

**MARS Electronics Incorporated Service Centers**

<p><b>ALABAMA</b>  Birmingham Vending Co.  540 N. 2nd Avenue  Birmingham, AL 35204  Phone: 205-324-7526  Fax: 205-322-6639  E-mail: wendell@bhm vending.com  Web Site: www.bhm vending.com</p>	<p><b>CALIFORNIA</b>  Trilogy Magnetics, Inc.  16250 Gundry Avenue  Paramount, CA 90723  Phone: 562-663-1800  Fax: 562-633-6408  E-mail:  Web Site:</p>
<p><b>ARIZONA</b>  Vendtronics  4020 Grand Avenue, Suite #21  Phoenix, AZ 85019-3173  Phone: 602-973-3300  Fax: 602-973-0033  E-mail: vendtronic@aol.com  Web Site:</p>	<p><b>COLORADO</b>  Mountain Coin Machine Distributors  345 W. 62nd Avenue  Denver, CO 80216  Phone: 800-654-2646 or 303-427-2133  Fax: 303-429-2104  E-mail: coinshop@msn.com  Web Site:</p>
<p><b>CALIFORNIA</b>  Betson West  5660 Knott Avenue  Buena Park, CA 90621  Phone: 714-228-7500  Fax: 714-228-7510  E-mail:  Web Site: www.betson.com</p>	<p><b>FLORIDA</b>  V.E. South, L.C.  4800 N.W. 15th Avenue  Ft. Lauderdale, FL 33309  Phone: 888-837-6884 or 954-491-7300  Fax: 954-491-7301  E-mail: vesouth@gate.net  Web Site: www.vesouth.com</p>
<p><b>CALIFORNIA</b>  C.A. Robinson, Inc.  180 Utah Avenue  S. San Francisco, CA 94080  Phone: 650-871-4280  Fax: 650-588-8538  E-mail:  Web Site:</p>	<p><b>FLORIDA</b>  Vendor's Repair Service, Inc.  6025 Cinderlane Parkway  Orlando, FL 32810  Phone: 407-291-1712  Fax: 407-578-0651  E-mail: george@vendorsrepair.com  Web Site: www.vendorsrepair.com</p>
<p><b>CALIFORNIA</b>  G&amp;K Service  4364 Twain Avenue, Unit #4  San Diego, CA 92120  Phone: 619-281-9227  Fax: 619-281-8706  E-mail:  Web Site:</p>	<p><b>GEORGIA</b>  Southeastern Vending  1886 Forge Street  Tucker, GA 30084  Phone: 800-825-8554 or 770-621-9055  Fax: 770-621-9055  E-mail: repairshop32@aol.com  Web Site:</p>
<p><b>CALIFORNIA</b>  Superior Sales &amp; Service  299 Old County Road, Suite 26  San Carlos, CA 94070  Phone: 800-995-8363 or 650-591-2193  Fax: 650-591-1712  E-mail: supsale@pacbell.net  Web Site:</p>	<p><b>ILLINOIS</b>  American Vending Sales, Inc.  750 Morse Avenue  Elk Grove Village, IL 60007  Phone: 847-439-9400  Fax: 847-439-9405  E-mail: isharp@americanvending.com  Web Site: www.americanvending.com</p>

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<p><b>INDIANA</b> Shaffer Distributing 9461 E. Washington Street Indianapolis, IN 46229 Phone: 800-876-0789 or 317-899-2530 Fax: 317-899-6080 E-mail: shafdist@netdirect.net Web Site: www.schafferdistributing.com</p>	<p><b>MINNESOTA</b> Changer Services, Inc. 7721 Pillsbury Avenue South Richfield, MN 55423 Phone: 888-328-5067 or 612-798-3610 Fax: 612-798-3614 E-mail: mstolley@changerservices.com Web Site:</p>
<p><b>KANSAS</b> Greater America 3230 Roanoke Road Kansas City, MO. 64111 Phone: 816-531-4300 Fax: 816-531-4337 E-mail: Web Site:</p>	<p><b>MINNESOTA</b> Viking Vending 9549 Penn Avenue, South Minneapolis, MN 55431 Phone: 800-879-0321 Fax: 612-887-5656 E-mail: auneb@liebermanmusic.com Web Site: www.liebermanmusic.com</p>
<p><b>LOUISIANA</b> Sur Serv Corp. 2920 Kingman Street Suite 118 Meltaire, LA 70006 Phone: 504-887-1661 Fax: 504-887-9081 E-mail: surserv@surserv.com Web Site:</p>	<p><b>MISSOURI</b> Midwest Associates, Inc. 9334 Highway BB Hillsboro, MO 63050 Phone: 800-237-0521 Fax: 636-789-5848 E-mail: midwest@inlink.com Web Site: www.mwassoc.com</p>
<p><b>MARYLAND</b> State Sales &amp; Service Co. 3431-A Benson Avenue Baltimore, MD 21227 Phone: 800-296-4100 or 410 6646-4100 Fax: 410-646-2053 E-mail: mikes@sscoin.com Web Site: www.sscoin.com</p>	<p><b>MONTANA</b> Action Gaming Technology 715 Ronan Street Missoula, MT 59801 Phone: 877-221-4263 or 406-728-0034 Fax: 406-549-0688 E-mail: actiongt@bigsky.net Web Site:</p>
<p><b>MASSACHUSETTS</b> Gekay Electronics Corp. 16 Deer Park Drive E. Longmeadow, MA 01028 Phone: 800-832-0028 or 413-525-2700 Fax: 413-525-6886 E-mail: Web Site:</p>	<p><b>NEVADA</b> Mars Electronics International 2700 East Patrick Lane, Suite #1 Las Vegas, NV 89120 Phone: 702-597-4836 Fax: 702-597-4837 E-mail: bill.nichols@effem.com Web Site:</p>
<p><b>MICHIGAN</b> Wolverine American, Inc. 26400 Capitol Redford, MI 48239 Phone: 313-937-4600 Fax: 313-937-1802 E-mail: Web Site:</p>	<p><b>NEW JERSEY</b> Betson Enterprises 303 Paterson Plank Road Carlstadt, NJ 07072 Phone: 800-524-2343 or 201-438-1300 Fax: 201-438-4837 E-mail: zigrob103@aol.com Web Site: www.betson.com</p>

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<p><b>NEW JERSEY</b> Ellenby Technologies, Inc. 1460 Grandview Avenue, Unit 2 MidAtlantic Corporate Center West Deptford, NJ 08066 Phone: 856-848-2020 Fax: 856-848-7080 E-mail: ellenby@aol.com Web Site:</p>	<p><b>OREGON</b> Music-Vend Distributing Co. 1140 S.E. 7th Portland, OR 97214 Phone: 800-233-5198 Fax: 503-233-3816 E-mail: Bryan@Dunis.com Web Site: www.dunis.com</p>
<p><b>NORTH CAROLINA</b> Brady Distributing Co., Inc. 2708 Yorkmont Road Charlotte, NC 28208 Phone: 704-357-6284 Fax: 704-357-1243 E-mail: rharrison@bradydist.com Web Site: www.bradydist.com</p>	<p><b>PENNSYLVANIA</b> MARS Electronics Inc. 1301 Wilson Drive West Chester, PA. 19380 Phone: 601-430-2500 Fax: 610-430-2694 E-mail: Web Site:meiglobal.com</p>
<p><b>NORTH CAROLINA</b> Southeastern Vending 2748-B Interstate Street Charlotte, NC 28208 Phone: 800-825-8555 or 704-394-4911 Fax: 704-394-3789 E-mail: svsync@juno.com Web Site:</p>	<p><b>SOUTH CAROLINA</b> Drew Distributing, Inc. 9107 Ashville Highway Boiling Springs, SC 29316 Phone: 864-578-4444 Fax: 864-599-6232 E-mail: Web Site:</p>
<p><b>OHIO</b> Shaffer Distributing Co. 1100 W. Third Avenue, Columbus, OH 43212 Phone: 800-282-0194 or 614-421-6800 Extension 114 Fax: 614-294-2669 E-mail: service@shafferdistributing.com Web Site: www.shafferdistributing.com</p>	<p><b>TENNESSEE</b> Brady Distributing Co., Inc. 1584 Two Place Memphis, TN 38132 Phone: 901-345-7811 Fax: 901-398-0578 E-mail: Memphisshop@bradydist.com Web Site: www.bradydist.com</p>
<p><b>OHIO</b> Vendors Exchange 4020 Payne Avenue Cleveland, OH 44103 Phone: 800-321-2311 or 216-432-1800 Fax: 216-432-2786 E-mail: Info@veii.com Web Site: www.veii.com</p>	<p><b>TEXAS</b> Aeco Sales &amp; Service 10290 Monroe Drive #206 Dallas, TX 75229 Phone: 214-352-4755 Fax: 214-352-8154 E-mail: AECOSales@ionet.net Web Site:</p>
<p><b>OKLAHOMA</b> Aeco Sales &amp; Service 619 North Broadway Tecumseh, OK 74873 Phone: 800-682-0358 or 405-598-2915 Fax: 405-598-5506 E-mail: kacy_AECO@ionet.net Web Site:</p>	<p><b>TEXAS</b> Serv-A-Mech Electronics, Inc. 5916 West 34th Street #B Houston, TX 77092 Phone: 800-323-7214 or 713-681-6277 Fax: 713-681-8570 E-mail: sameinc@aol.com Web Site:</p>

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<p><b>UTAH</b>  Wachtor Electronics  73 West Truman Avenue  Salt Lake City, UT 84115  Phone: 801-485-2289  Fax: 801-485-8745  E-mail:  Web Site:</p>	<p><b>WASHINGTON</b>  Wachtor Electronics  232 S.W. 43rd Street  Renton, WA 98055  Phone: 425-251-0997  Fax: 425-251-8532  E-mail:  Web Site:</p>
<p><b>VIRGINIA</b>  Eastern Commercial Services  813-A Professional Place, Suite 100  Chesapeake, VA 23320  Phone: 800-436-1020 or 757-436-1020  Fax: 757-547-4772  E-mail: bobvose@easterncommercial.com  Web Site: www.easterncommercial.com</p>	<p><b>WISCONSIN</b>  Pioneer Sales &amp; Service  N55 W13875 Oak Lane  Menomonee Falls, WI 53051  Phone: 414-781-1420  Fax: 414-781-4307  E-mail: Pioneers@execpc.com  Web Site: www.execpc.com1~pioneers</p>
<p><b>WASHINGTON</b>  Music-Vend Distributing Co.  1550 4th Avenue South  Seattle, WA 98124  Phone: 206-682-5700  Fax: 206-682-3622  E-mail: marv@music-vend.com  Web Site:</p>	<p><b>WISCONSIN</b>  Viking Vending - Service Center #15  N89 W14400 Patria Drive  Menomonee Falls, WI 53051  Phone: 800-236-1880 (WI only) or 262-255-6580  Fax: 262-255-4524  E-mail:  Web Site:</p>