

merit industries, inc.

# FIELD BULLETIN

Date: 3-20-06

- Issue:** Merit has received field reports of intermittent touchscreen problems on some Ion games, which can make the calibration drift or result in missed touches. Our investigation into the matter revealed that a small number of games were manufactured in September 2005 without touchscreen insulation tape, which became necessary when our touchscreen supplier changed their manufacturing method.
- Games affected:** The potentially affected games are Ion EVO, Ion Elite Edge and Ion Wallette games manufactured in September 2005 only. The first six digits of the serial number of these games will be 09XX05 (where XX can be any number).
- Symptoms:** The touchscreen may not recognize touch, the calibration may be off or may drift and performing a touchscreen calibration does not correct the problem.
- Solution:** If your game is experiencing calibration problems similar to those described above, and the serial number of the game is in the indicated serial number range above, unlock and open the front bezel and make sure it is properly taped. Figure 1 shows where to look to determine if the bezel is taped. If you determine that the touchscreen does not have the tape, contact your distributor for a free tape kit or install your own one-inch wide electrical or polyester tape. Follow the instructions on the reverse side of this bulletin to install the tape.

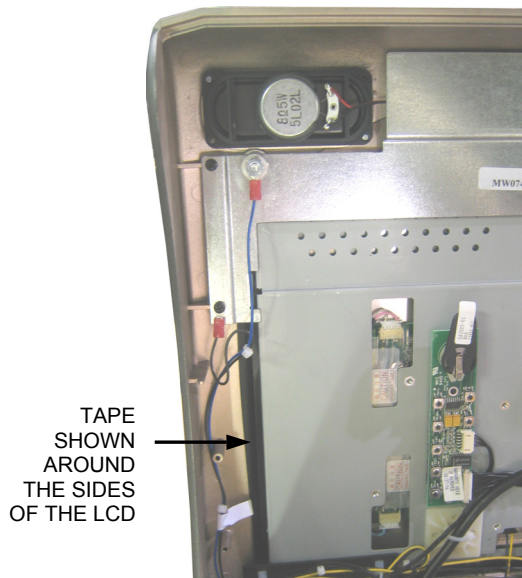


FIGURE 1 – INSIDE OF LCD AND BEZEL

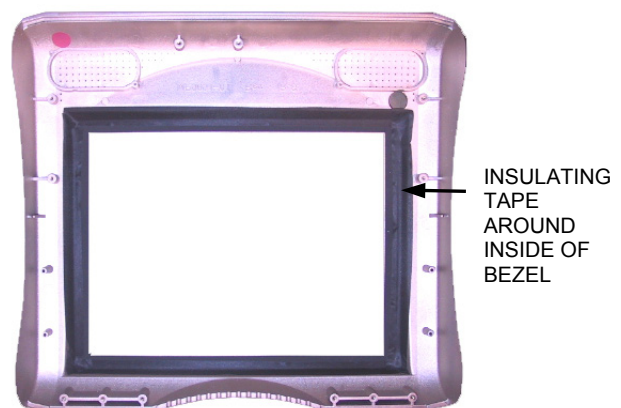


FIGURE 2 – BEZEL WITH INSULATING TAPE

If you have any questions, please contact Merit Customer Service and Technical Support by phone at 215-639-4700 or 1-800-523-2760 or by E-mail: [TechCenter@meritind.com](mailto:TechCenter@meritind.com)

## Bezel Tape Installation Instructions

1. Turn off and unplug the game.
2. Unlock and open the CPU section and place something in front of the game to brace the bezel once the strain relief cord is undone.
3. Remove the screw and washer fastening the strain relief cord, then remove the remaining 5 screws fastening the LCD mounting bracket to the game. The dongle socket ground wire will also be removed in the process.
4. Remove the nut, wire and bolt from the dongle socket assembly located on LCD mounting bracket, then remove and carefully set the bracket aside with wire connections intact.
5. Loosen the 3 screws on the monitor side of the hinges in order to raise the hinges and allow room to remove the monitor.  
**NOTE:** Elite Edge games may require you to remove the joystick in order to allow the necessary room for loosening of the hinge screws. To remove the joystick, carefully place the game on its side. Remove the 2 screws securing the protective bracket on the bottom of the game and remove the bracket. Disconnect the joystick connector and remove the joystick. Return the game to its upright position.
6. Carefully remove the monitor from the bezel, leaving the wire harness connections intact.  
**NOTE:** You may need to disconnect some wire harnesses to allow for more maneuverability when applying the tape to the bezel. Make sure any disconnected harnesses are returned to their proper position during reinstallation of the monitor.
7. Apply the supplied tape to the inside edge of the bezel as shown in Figure 2. Tape each side so that the width of the tape covers the entire plastic lip, from the edge of the bezel to the bend in the plastic.
8. Carefully slide the monitor into the bezel, under the loosened hinges. Ensure that the monitor is properly centered, then tighten the hinge screws. Make sure to reconnect any wire harnesses you may have disconnected.  
**NOTE:** If you removed the joystick on your Elite Edge, carefully return the game to its side and reconnect the joystick connector to the connector in the game. Place the protective bracket in its previous position, sliding it under the lazy Susan and making sure the cutouts are placed around the installed screws. Make sure all wires are secured inside the bracket, then reinstall the 2 screws securing the bracket. Return the game to its upright position.
9. Reattach the LCD mounting bracket using the 6 existing screws. The dongle socket ground wire and strain relief cord will also be fastened in the process.
10. Replace the dongle socket assembly by securing the bolt, green wire and nut over the LCD mounting bracket.
11. Close and lock the CPU section.
12. Plug in and turn on the game.

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