



Date: 6-3-08

FIELD BULLETIN

- Issue:** There are certain environmental conditions which can lead to touchscreen calibration issues in Ion and Aurora systems.
- Games affected:** Certain Ion and Aurora systems.
- Symptoms:** Intermittent touchscreen calibration issues on Ion and Aurora systems. These include:
- The machine operates normally, then after an hour or so a calibration drift occurs.
 - Part of the touchscreen is unresponsive.
 - Out-of-box calibration drift.
- Solution:** If you are experiencing these issues or similar issues, please call Merit Technical Support at 215-826-1400 or 1-800-523-2760. Merit's Technical Support staff will further assess your issue to see if you require a free-under-warranty replacement touchscreen controller to help remedy the situation. These new touchscreen controllers are tagged "MAY 08", have the number "4.40" on the label, and contain new touchscreen controller firmware.

NOTE: *This solution is **NOT** designed to address calibration-related system shutdown issues.*