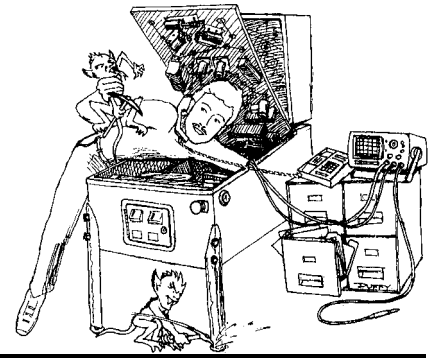




Nº 138 SERVICE BULLETIN



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Technical Support Doc.
Administrator

TO: Parts & Service Managers

DATE: March 21, 2003

SUBJ: Simpsons Pinball Party Technician Alerts



Symptom:

The display flashes a Tech Alert upon Power-Up.

**PLEASE CHECK
TECH REPORT
PORTALS-→DIAG-→TECH**



Technician enters "Portals® Service Menu" and scrolls down to the "Technician Alerts" Icon in the Diagnostics Menu and may find one or more switches listed as "Possibly Broken". The technician checks the switch(es) in "Switch Test" and "Game Mode" and all are functioning correctly.

Explanation:

During game play, activation of switches and operation of coils with associated switches are monitored. In programming, every switch is given a minimum & maximum value based on the game. The switches are monitored every 5 minutes of game play with a "sliding window" of 15 minutes. If a switch is determined to be faulty, game play is compensated. Switches noted as **POSSIBLY BROKEN SWITCH** should be checked, then adjusted or replaced. **Important:** A switch reported as "possibly broken" may actually be an unused switch due to **lack of usage and not because they're broken**. This can happen, if a switch is located in a "hard" shot position, and the players are not making the shot. Game programming will still compensate for this unplayed switch. Switches noted as **CHECK SWITCHES** are determined to be stuck closed or open depending on switch usage. Free up the switch actuator; adjust or replace if necessary. Switches noted as **HYPERSENSITIVE SWITCH** means just that, the switch should be readjusted or replace if necessary.

Solution:

The software is doing its job so there is no problem that requires a solution. We have received numerous calls from people inquiring about "Tech Report". They are concerned that the information it's providing may give the perception the pinball game is not working correctly. The Tech Alert Feature has been disabled as of CPU version 2.04. Please note that game play compensation was left intact.

Please phone or eMail with any questions or comments at the below numbers or address.

• 2020 Janice Ave • Melrose Park, IL 60160 • Tel 708-345-7700 (Option 1) • Toll-Free (USA/Canada) 1-800-542-5377 • Fax 708-345-7889 •

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S.B. Nº 138
Page 1 of 1

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