

## Issue 1 [Claw does not close]

When the incoming AC voltage going into the crane exceeds 230 volts, the claw voltage regulator protects itself and shuts down. You can confirm this issue by observing the LED located in front of the regulator. D23 will be on when the voltage regulator is providing power to the claw. When in protect mode, the LED will be off. It will turn back on once the crane is not trying to close the claw. This is a positive indication that the crane's incoming voltage is exceeding 230 volts. On some units we installed a line conditioner. We have determined that this unit will not fully regulate properly and therefore found to be unreliable solution.

We have also learned that some customers are adjusting the maximum claw voltage to a lower value and have found by reducing this the claw will close. If they increase this value the claw will no longer close making the crane unable to hold any prizes. Again, observe the D23, it will be out (not lit) when the regulator is in protect mode.

**Solution:** If the crane already has a line conditioner installed, it should be removed. The step down transformer installed in the game needs to be replaced with an upgraded version. This new version has a third tap design to handle voltages up to 165 volts. We recommend leaving the transformer set to this tap even if your incoming voltage is not this high, unless you are having difficulties picking up your prizes at a lower line voltage.. Replacement transformers are free of charge.



New tap to handle the higher voltage peaks.



Correct transformer number



Proper Hookup