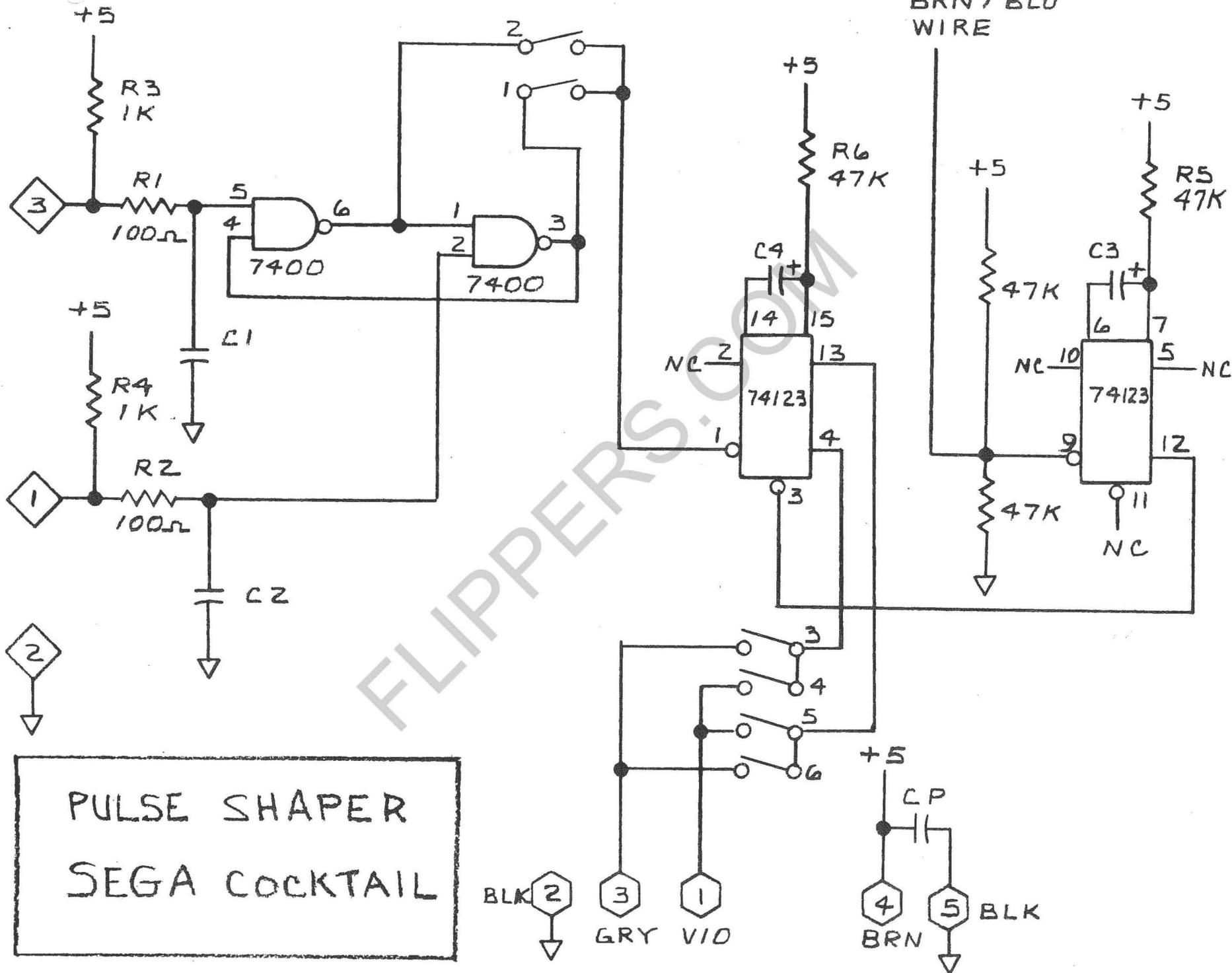
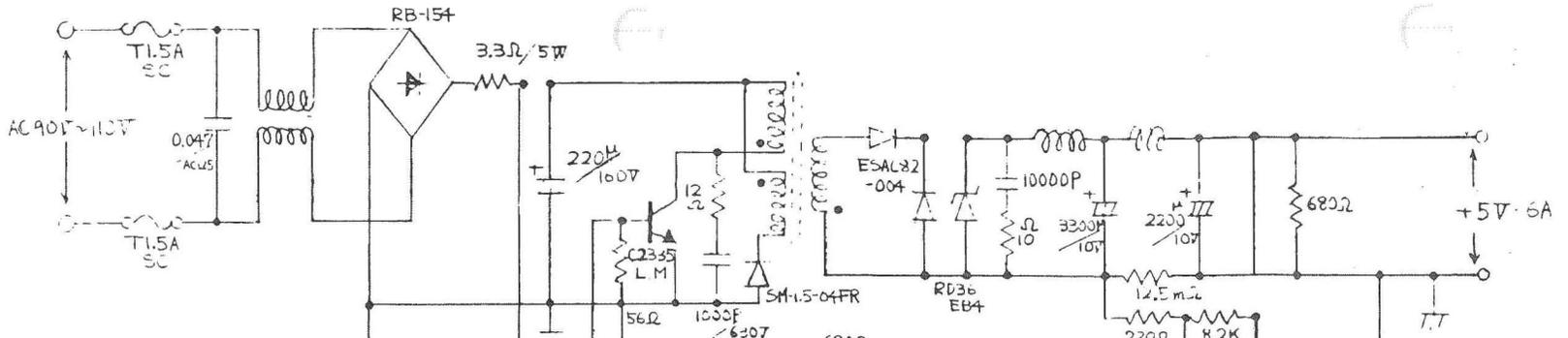


SEGA COCKTAIL POWER SUPPLY/TRANSFORMER

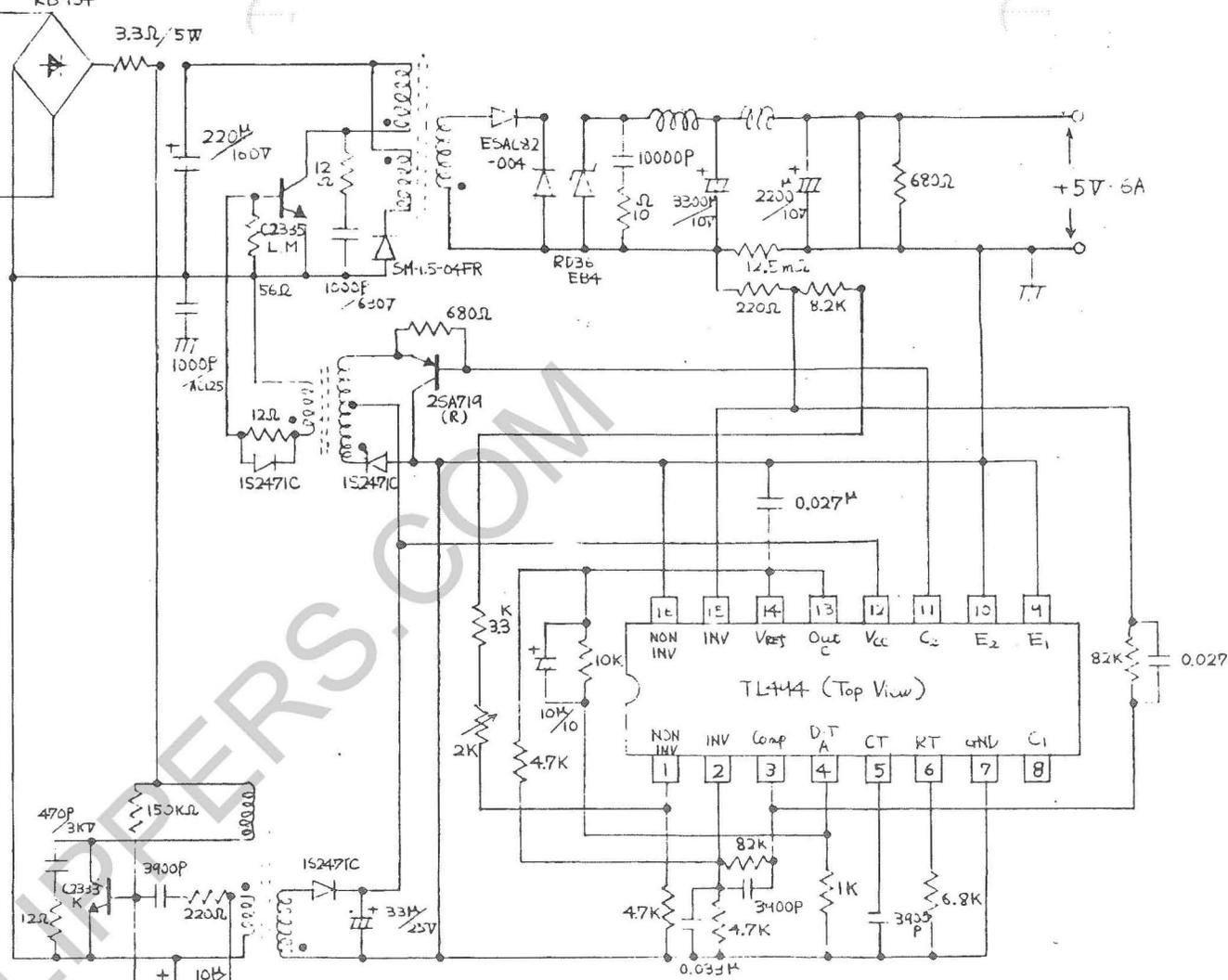


PULSE SHAPER
SEGA COCKTAIL

BLK 2
3 GRY
1 VID
4 BRN
5 BLK

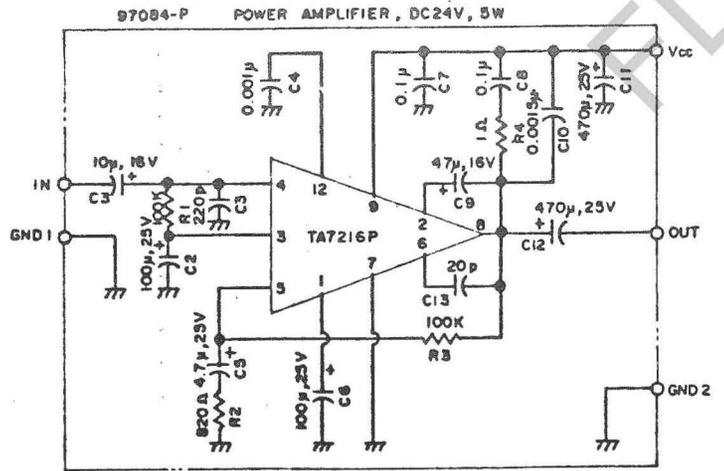


SEGA SWITCHING REGULATOR
COCKTAIL TABLE



SWITCHING REGULATOR

SEGA POWER AMPLIFIER: COCKTAIL TABLE



97084-P POWER AMPLIFIER, DC24V, 5W

JAN 15 1981



SERVICE NOTE

EFFECT: COCKTAIL TABLES

NUMBER: 001 12/17/81

In order to clear up some confusion concerning the replacement part number for cocktail table-top glass, below are listed the correct part number for both models of SEGA/Gremlin cocktail tables:

<u>MODEL NO.</u>	<u>PART NO.</u>	<u>QTY REQD.</u>	<u>DESCRIPTION</u>
T-7	275-0075	1	GLASS, COCKTAIL TABLE TOP
T-8	275-0078	1	GLASS, BLACK COCKTAIL TABLE TOP

FLIPPERS.COM

TOLL-FREE NUMBERS

Technical Assistance (800) 854-1938
 Parts Assistance (800) 854-1900
 California-Only Technical (800) 722-8576
 California-Only Parts (800) 722-8575

PRIORITY:

- Urgent
- Upon Game Failure
- For Information Only

DATE: 4-11-83

GAME/ASSEMBLY

AFFECTED: COIN MECH.S

NUMBER: 83-002

SEGA uses two "over-and-under" style coin systems. These are used on PENGUTM, BUCK ROGERSTM, and STAR TREKTM and are entirely interchangeable as sub-assemblies. Both carry the same assembly part number (P/N 220-0265); the WICO model can be distinguished from the COINCO by the presence of a rectangular protrusion located directly below the dual coin slots, as well as a manufacturer's tag placed on the case of the coin acceptors inside the coin door. Below are parts lists for the major component parts of both units:

COINCO

<u>PART NO.</u>	<u>QTY REQD.</u>	<u>DESCRIPTION</u>
220-0309	1	Harness, Coin Door
220-0297	1	Cash Box, Metal
220-0298	1	Lock, Lower Door, Flat Key
220-0299	1	Lock, Upper Door
220-0300	1	Door, Upper
220-0301	1	Door, Lower
220-0302	1	Frame
510-0076	2	Switch and Wire Assembly
220-0316	1	Bracket, Coin Counter

WICO

<u>PART NO.</u>	<u>QTY REQD.</u>	<u>DESCRIPTION</u>
220-0310	1	Harness, Coin Door
220-0303	1	Cash Box, Metal
510-0074	2	Coin Switch
600-0124	2	Actuator Switch Wire
220-0311	1	Door Frame w/ Hinge Assembly
220-0008	1	Coin Meter

Both the COINCO and WICO models use the 220-0008 Coin Meter. The original mounting bracket should be retained for re-installation.

JUN 23 1981



SEGA/GREMLIN has a new toll-free number for parts orders. The number is 800-854-1099. Each distributor now has his own personal parts representative. Distributors have been divided alphabetically and assigned to one of three parts representative. This will provide faster and more efficient service in meeting your needs for replacement parts. Please call your representative when you need to place an order for parts. Your representative is listed below:

Suzi Harinton- Office Coordinator

Kathy Duffy- A to D

Sherry Urquidi- E to O

Bonnie Cusack- P to Z

Parts Orders: 800-854-1099

Technical Service- 800-854-1098

Gremlin Industries, Inc.

8401 Aero Drive, San Diego, California 92123 • Telephone: (714) 277-8700



SERVICE NOTE

EFFECT: MONITOR REPAIR

NUMBER: 001 5/18/82

In the interests of improved "turn-around" time, as well as more thorough troubleshooting procedure, we in Customer Service Repair request that in the future, all monitor repair shipments to SEGA/Gremlin include the entire assembly, less possibly the CRT. Although it is understood that shipping costs will be higher, the practice of sending only the EHT Board (for example) proves to be false-economy when the "real" problem is on the 'neck board', and another round of shipping and receiving is the result. Additionally, when we receive a complete monitor assembly, we can verify/align/repair the entire system, thus adding a facet of preventive maintenance to the exchange. We believe this policy to be in the best interest of all concerned, and would like to thank you for your cooperation.

FLIPPERS.COM

JUL - 9 1982



TO: All Distributors
FROM: Bob Klinefelter
Customer Service Manager
DATE: June 17, 1982
SUBJ: Improved Customer Service

We are pleased to announce the appointment of several new supervisors in our Customer Service Department.

Virgil Otto - Customer Service/Technical Support
Call Virgil and his people for technical information at phone number 800-854-1938 or 714-485-4452.

Dick Dixon - Customer Service/Order Processing
Responsible for order processing and customer assistance in providing spare parts. May be reached at 800-854-1900 or 714-485-4442.

These appointments are made to improve our response time to our customers in the supplying of technical information and spare parts for Sega/Gremlin games.

Please feel free to call these people for assistance.

A handwritten signature in black ink that reads "Bob Klinefelter".

BOB KLINEFELTER
CUSTOMER SERVICE MANAGER

COPY - RICK
SERVICE
JIM IV.
PARTS
EDMONTON

ORIGINAL - TO JIM W.



SEGA Electronics, Inc.
Customer Service
16250 Technology Drive
San Diego, CA 92127-1985

GAME	CABINET	COIN SYSTEM	CASH BOX	MONITOR	MANUAL
Space Fury	Upright	220-0160-00	253-0222-00	200-0025-00	420-0631-00
Space Fury	Cocktail	220-0084-00	220-0191-00	200-0053-00	420-5022-00
Eliminator	Upright	220-0160-00	253-0222-00	200-0025-00	420-0603-00
Eliminator	4-Player	(1)	220-0073-00	200-0025-00	420-0705-00
Eliminator	Cocktail	220-0084-00	220-0191-00	200-0053-00	420-0735-00
005	Upright	(2)	253-0222-00	200-0022-00	420-0692-00
005	Cocktail	220-0084-00	220-0190-00	200-0039-00	—
Turbo	Upright	834-0087-00	220-0155-00	(3)	420-0681-00
Turbo	Cockpit	834-0076-00	220-0199-00	200-0039-00	420-0681-00
Turbo	Mini	834-0087-00	220-0155-00	(4)	420-0765-00
Zaxxon	Upright	(2)	253-0222-00	(5)	420-0724-00
Zaxxon	Cocktail	220-0084-00	220-0191-00	200-0039-00	420-5058-01
Zaxxon	Mini	834-0087-00	220-0155-00	220-0039-00	420-0792-00
Zektor	Upright	(2)	253-0222-00	200-0025-00	420-0743-00
Tac/Scan	Upright	(2)	253-0222-00	200-0025-00	420-0795-00
Monster Bash	Upright	800-0398-00	253-0222-00	(5)	420-0807-00
Monster Bash	Cocktail	220-0084-00	220-0191-00	200-0039-00	—
Subroc-3D	Upright	834-0087-00	220-0155-00	200-0039-00	420-0822-00
Subroc-3D	Cockpit	834-0397-00	220-0155-00	200-0039-00	420-0822-00
Pengo	Upright	800-3294-00	(6)	(5)	420-0811-00
Pengo	Cocktail	834-0087-00	220-0155-00	200-0039-00	420-0918-00
Super Zaxxon	Upright	800-3312-00	(6)	(5)	420-0838-00
Super Zaxxon	Cocktail	220-0084-00	220-0191-00	200-0039-00	420-0838-00
Super Zaxxon	Mini	834-0087-00	220-0155-00	200-0039-00	420-0838-00
Star Trek	Upright	800-3294-02	(6)	200-0025-00	420-0855-00
Star Trek	Cockpit	220-0307-01	250-0583-00	200-0025-00	420-0972-00
Buck Rogers	Upright	800-3294-01	(6)	(5)	420-0881-00
Buck Rogers	Cockpit	834-0497-00	220-0283-00	200-0039-00	420-0881-00
Congo Bongo	Upright	(2)	253-0222-00	(5)	420-0979-00
Congo Bongo	Cocktail	220-0084-00	220-0191-00	200-0039-00	—

- (1) Uses both assemblies, 800-0339-00 and 800-0340-00.
- (2) Uses either assembly, 220-0194-00 or 220-0195-00.
- (3) Uses 200-0052-00 for 16" assembly or 200-0039-00 for 20" assembly.
- (4) Uses either assembly, 200-0013-00, 200-0046-00 or 200-0075-00.
- (5) Uses either assembly, 200-0019-00, 200-0022-00 or 200-0091-00.
- (6) Uses 220-0297-00 for COINCO assemblies and 220-0303-00 for WICO assemblies.

Toll-free numbers for ordering parts:

Outside California (800) 854-1900
Inside California (800) 722-8575

Foreign Customers call:

(619) 485-4424

Or Telex:

910-335-1621



SERVICE POLICY

DATE: July 12, 1982

NUMBER: SP-001 Rev. A

Subject: Replacement Parts

Referring to our Service Policy Number SP-001 dated October 1, 1981, we indicated that SEGA/Gremlin will supply replacement parts on games for 5 years.

The games out of service because of the 5 year requirement are as follows:

All Star	Depth Charge	Team Football
Baseball	Heli-Shooter	Ten Pin
Blockade	Hustle	Tracers
Comotion	Plinkers Canyon	Trapshoot
Crazy Ace		

Games in service for the balance of 1982 are:

Astro Blaster	Frogger	Samurai
Astro Fighter	Frogs	Space Firebird
Blasto	Gee Bee	Space Fury
Borderline	Head On	Space Odyssey
Car Hunt	Invinco	Space Tactics
Carnival	Monaco	Tranquilizer Gun
Deep Scan	Moon Cresta	Turbo
Digger	N-Sub	Zaxxon
Eliminator	Pulsar	Zektor
Fortress	Safari	005

Bob Klinefelter

Customer Service Manager



SERVICE POLICY

DATE: January 1, 1983

NUMBER: SP-001 Rev. B

Referring to our Service Policy Number SP-001 dated October 1, 1981, we indicated that SEGA Electronics, Inc., would supply replacement parts on games for 5 years. Games out of service because the 5 year period lapsed are as follows:

Blasto

Fortress

Safari

Games in service are: (Listed from the most current to the oldest)

Buck Rogers

Frogger

Digger

Super Zaxxon

Space Fury

Deep Scan

Monster Bash

Space Odyssey

Astro Fighter

Pengo

N-Sub

Tranquilizer Gun

Tac/Scan

Borderline

Car Hunt

Subroc

Astro Blaster

Invinco

Zektor

Pulsar

Samurai

Zaxxon

Space Tactics

Monaco

Turbo

Space Firebird

Gee Bee

005

Moon Cresta

Head On

Eliminator

Carnival

Frogs

Bob Klinefelter

Customer Service Manager

APR 22 1982



SERVICE POLICY

DATE: April 8, 1982

NUMBER: SP-002

SUBJECT: GOODS DAMAGED IN TRANSIT

The terms of sale of Sega/Gremlin products are F.O.B. Factory. This means that title passes to the Buyer upon our delivery of the goods to the carrier (trucking company) at our factory in good condition; the carrier acts as the Buyer's agent. This also means that our liability for damage to the goods in shipment ceases upon our delivery of the goods to the carrier.

Goods that have been damaged in transit should be identified by the Buyer at the time he receives them from the carrier. The Buyer should have the carrier's agent (truck driver) note on the bill of lading or freight bill that the goods were delivered and received in a damaged condition. The carrier is required to do this. In the same manner, if any goods have been lost in transit, the Buyer should have the shortage noted on the bill of lading or freight bill.

If the goods have been damaged in such a manner that it could not be detected until the goods were unpacked the Buyer should then have an agent of the carrier call at once and inspect the damaged goods. The Buyer should require the agent to give him a "concealed" Bad Order Report stating the condition of the goods when examined. It is the duty of the carrier's agent to do this and the Buyer should insist upon it. It should be noted that this inspection must be requested within 15 days.

If the carrier has accepted the Buyer's claim and agreed to pay for repair or replacement of the lost or damaged goods, any damaged goods that can be repaired by the Buyer should be so repaired and the cost of such repair charged to the carrier. If the damage to goods is so severe that repair or replacement by the factory is necessary, a request should be made to our Customer Service Department. Our Customer Service Department will give the Buyer a Return Authorization permitting the Buyer to return the damaged goods for repair or replacement. The Buyer should never return goods, damaged or otherwise, without a proper Return Authorization. Once we receive the damaged goods we will estimate the cost of repairing or replacing same and advise the Buyer. This cost would then represent the amount of the Buyer's claim against the carrier. Upon authorization by the Buyer, our Customer Service Department will repair or replace the goods and bill the Buyer for repair.

We are willing to assist the Buyer in every way possible in collecting claims for goods lost or damaged in transit, but this willingness on our part does not make us responsible for the collection of claims for damage or lost goods. Again, please note that we will not accept goods returned for credit, exchange, repair, or any other reason unless the Buyer has first communicated with our Customer Service Department and obtained the necessary return authorization.

A handwritten signature in black ink, appearing to read "L. J. Wisz".

Leonard J. Wisz
Director of Marketing



SERVICE POLICY

DATE: April 8, 1983

NUMBER: SP-003

SUBJECT: MINIMUM CHARGES

To enable us to serve you our customers more efficiently, we ask that small orders for spare parts be combined so that a minimum order will be for no less than \$15.

Additionally, to reduce your shipping costs and so that we may more efficiently process your RMAs, an RMA number will not be issued for items totaling less than \$15.

This policy will become effective on Sunday, May 1, 1983. We thank you for your cooperation in this matter.

A handwritten signature in cursive script that reads "Bob Klinefelter".

Bob Klinefelter
Customer Service Manager



SERVICE POLICY

DATE: July 22, 1983

NUMBER: SP-005

Subject: Monitor Repair and RMAs

Problems have arisen from distributors requesting RMAs or sending in for repair portions of a monitor. In most cases, we are unable to provide repairs without having the complete unit.

To preclude future problems, SEGA Customer Service is instituting a policy of only repairing a complete monitor and we will only issue RMAs for a complete monitor.

If you have a problem with any portion of a monitor, you must send in the entire monitor for repair, or if under warranty, you must request an RMA for a complete monitor.

This policy will take effect on August 8, 1983.

A handwritten signature in black ink, appearing to read "Bob Klinefelter". The signature is written in a cursive, flowing style.

Bob Klinefelter
Customer Service Manager

NOV 10 1981



SERVICE NOTE

EFFECT: VIDEO I BOARD

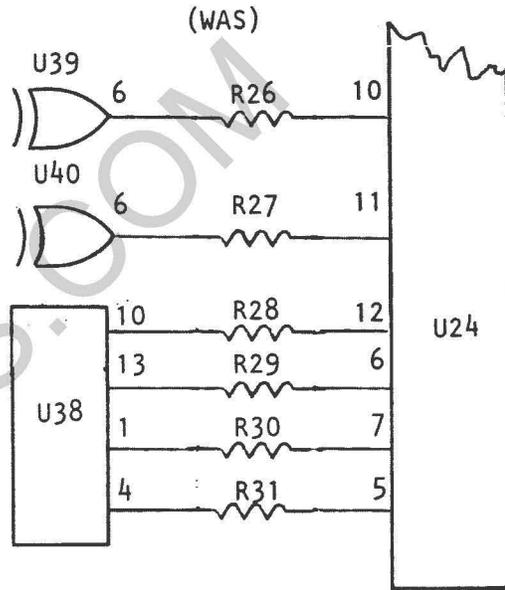
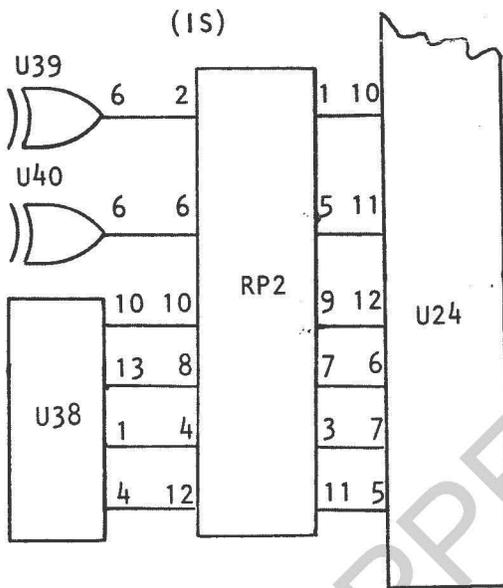
NUMBER: 008 (10-27-81)

An error was found on the Video I Board schematic, Drawing Number 800-3160; SHT 5, Zone B2, U3 pin-11 should be U3 pin-13; SHT 7, Zone B1 schematic should be corrected as follows:

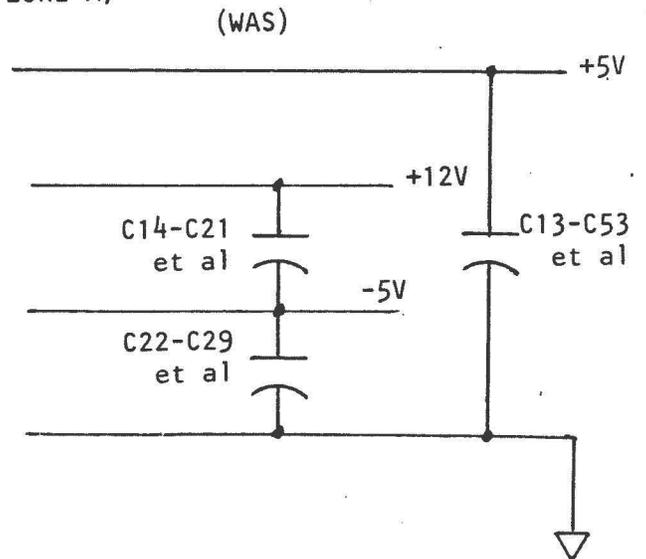
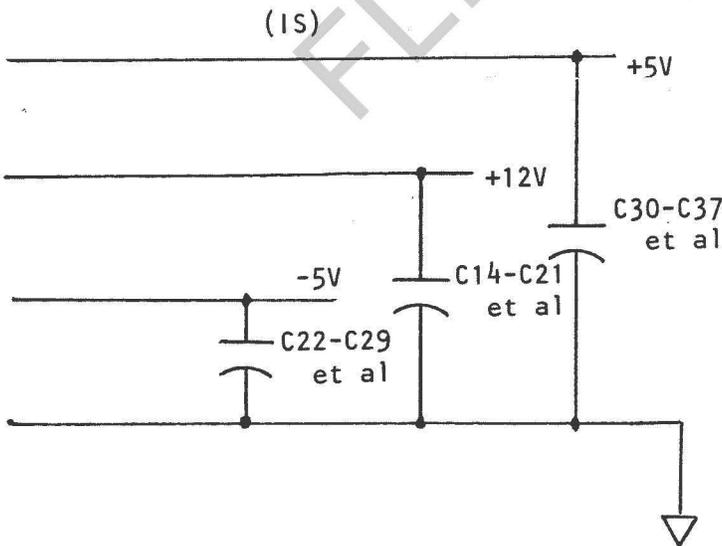


An error has been found on the VIDEO 1 BOARD schematic, Drawing No. 800-0106. Please correct your schematic to reflect the following:

SHT #6



SHT #7, ZONE A7



FEB 16 1982



SERVICE NOTE

EFFECT: VIDEO I BOARD

NUMBER: 010 1/12/82

An error was found on the VIDEO I BOARD Drawing No. 800-0106,
ITEM 15, P/N 314-0046; please correct your parts list to reflect
the following:

DESCRIPTION is: 74S04
was: 74LS04.

FLIPPERS.COM

FEB 16 1982

SEGA®/Gremlin®

SERVICE NOTE

EFFECT: VIDEO I BOARD

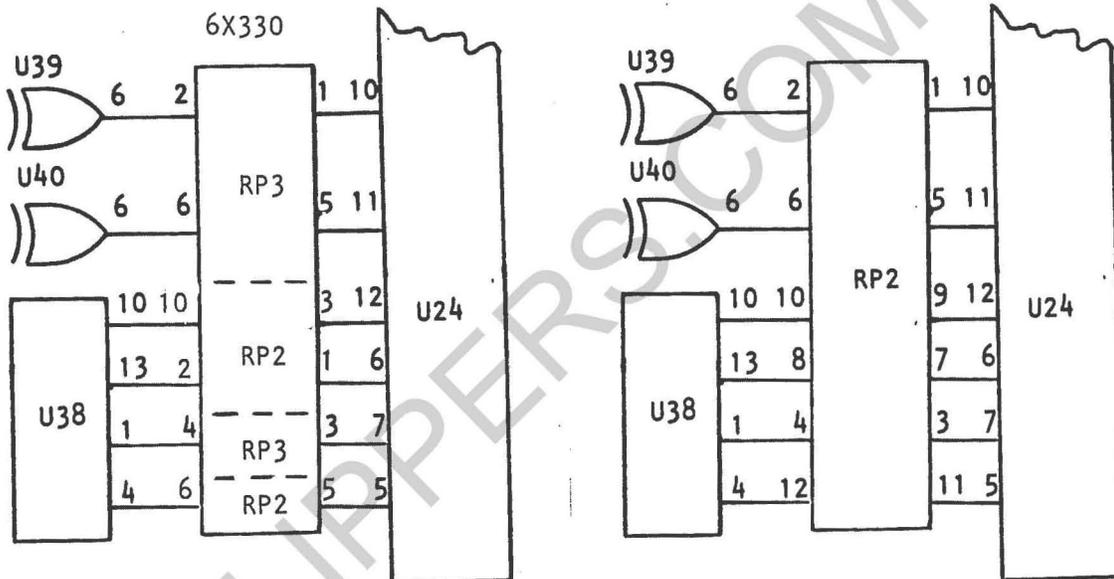
NUMBER: 011 1/12/82

An error has been found on the VIDEO I BOARD schematic, Drawing No. 800-0106. Please correct your documentation to reflect the following:

SHT #6

(IS)

(WAS)



EFFECT: X-Y TIMING BOARD

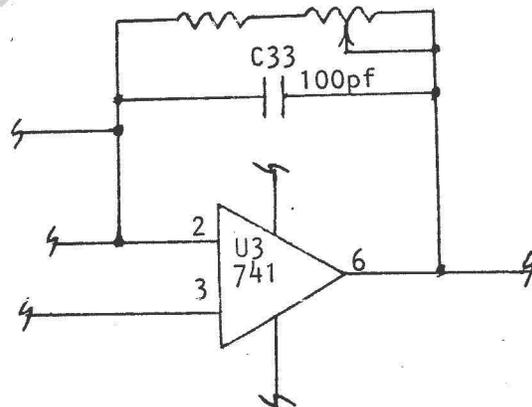
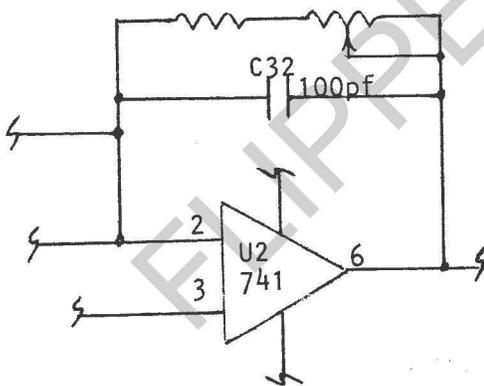
NUMBER: 008 12-3-81

In order to eliminate occasional extraneous vectors from the right edge of the Color X-Y Monitor display, please make the following corrections to your Owners Manual (P/N 420-0605), and the X-Y Timing Board:

1. add to the Parts List;

ITEM NO.	PART NO.	QTY REQD.	DESCRIPTION	REF DES.
40	151-0002	2	CAP CER 100pf 50V	C32, C33

2. on page 40, sheet 5, zone D4 & B4 of your Owners Manual, add the capacitors to the schematic as shown below, and;
3. install C32 between pin-2 & pin-6 of U2
install C33 between pin-2 & pin-6 of U3

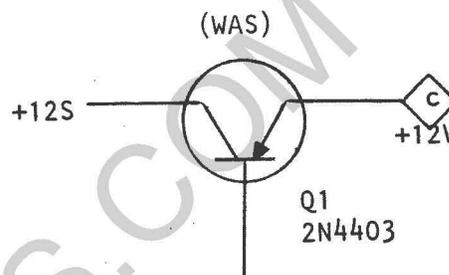
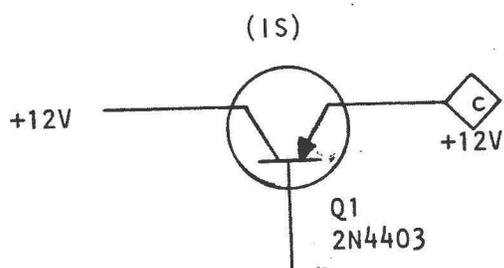


X-Y CONTROL BOARD

EFFECT:

NUMBER: 002 12/17/81

A correction has been made to the X-Y Control Board schematic, Drawing No. 800-0163, Sheet #6, Rev. G. Please make the following corrections to your documentation:



ADD:

