

SERVICE BULLETIN

Subject: Framework FlatScreen Problems

Date: 3/7/01

Distribution: Select Framework Scorer Customers

Letter No. CEB01-2

In the past few months Brunswick has been working to improve the reliability and durability of the Framework flatscreens. After visiting several bowling centers and reviewing warranty records, we have identified key issues that MAY impact the flatscreens in your center.

These issues include:

- Touchscreen Lockups
- Touchworx Controller positioning and covers
- Cracked Bosses (The plastic stand where the flat panel attaches to the front cover.)
- Cracked Flatscreens
- Floor mounted (Wishbone) flatscreens cannot be locked into position.
- Loose/Broken Stop Pins

Although resolving some of these issues will require a Brunswick service call, we need your center mechanic to do two things in order to assist us in resolving your flatscreen issues.

1. Enclosed are instructions explaining how to make a simple wiring change that can substantially reduce flatscreen lockups. Please do this now.
2. Complete the attached flatscreen survey that will help Brunswick determine which issues are present in your center so that your service call will be efficient and productive.

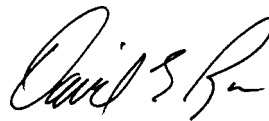
Please complete the wiring change and survey as soon as possible so that we can schedule a service call to correct the other flatscreen issues.

If you have any questions, please call the Customer Help Line at 1.800.323.8141.



William P. Jager

Service Product Engineer



David E. Rice

Director of Service and Installation

FLATSCREEN WIRING CHANGE

1. Disconnect the power cable from the Touchworx Controller (Brick).
2. Remove the rear cover from the flatscreen and disconnect the 3-pin serial communication cable. Refer to Figure 1.



Figure 1

3. Using a small flathead screwdriver, remove the red and black wires from the plastic connector. Do not break the metal terminals - the wires will be reinserted into the connector in step 4.
4. Insert the red wire into the plastic connector at position #3 and insert the black wire at position #2. See Figure 2.

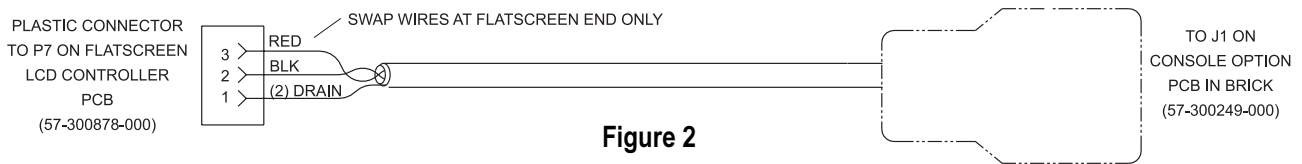


Figure 2

5. Reconnect the serial cable to the flatscreen. Verify that it is connected properly.

SURVEY FORM INSTRUCTIONS

1. Record the following information for each touchscreen on the frameworx survey form.
 - a. The lane number for the screen
 - b. The touchscreen serial number. Refer to Figure 3.
 - c. The touchscreen Morey lot number (first five digits on label). Refer to Figure 4.



Figure 3 - View of back of unit



Figure 4 - View of lower left-hand corner on back of unit

2. Replace the flatscreen rear cover.
3. Verify that the cover for the Touchworx Controller is installed.
4. Connect the power cable to the Touchworx Controller.
5. Send the Frameworx Survey to Brunswick at the address or fax number shown on the survey form.

