

Hoop it Up! Service Manual

Innovative Concepts in Entertainment

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Table Of Contents

Safety and Warnings before you begin	3
Included with your game	4
Assembly	5
Ball Dispenser Option	12
Final Setup	13
User Controls	14
What is Default Select Mode?	15
What is Account Mode?	16
How to clear owed tickets or stacked credits?	
What are the program options?	17
What is Debug Mode?	18
What is Burn in Mode?	
Errors and Solutions	19
Calibration Steps	20
Should be confirmed on setup and repairs.	
How to calibrate launch height and trajectory	21
UCL Connection	22
Assemblies	23 - 38
Spare List	39
Warranty	40

SAFETY AND WARNINGS BEFORE YOU BEGIN

WARNING: WHEN INSTALLING THIS GAME, A GROUNDED A.C. RECEPTACLE MUST BE USED. FAILURE TO DO SO COULD RESULT IN INJURY TO YOURSELF OR OTHERS. FAILURE TO USE A GROUNDED RECEPTACLE COULD ALSO CAUSE IMPROPER GAME OPERATION, OR DAMAGE TO THE ELECTRONICS.

NOTE: THIS GAME IS INTENDED FOR INDOOR USE ONLY.

DO NOT DEFEAT OR REMOVE THE GROUNDING PRONG ON THE POWER CORD FOR THE SAME REASON AS GIVEN ABOVE. USING AN IMPROPERLY GROUNDED GAME COULD VOID YOUR WARRANTY.

HAVE A QUALIFIED ELECTRICIAN CHECK YOUR A.C. RECEPTACLE TO BE SURE THE GROUND IS FUNCTIONING PROPERLY.

THIS GAME IS DESIGNED TO DISSIPATE STATIC ELECTRICITY THROUGH THE GROUNDING PLANE OF THE GAME. IF THE A.C. GROUND DOES NOT WORK, THE GAME COULD DISCHARGE STATIC ELECTRICITY THROUGH THE GAME CIRCUITRY, WHICH COULD CAUSE DAMAGE.

THE POWER SUPPLY IS NOT VOLTAGE ADJUSTABLE. TO OPERATE THE GAME AT VOLTAGES OTHER THAN THOSE IT WAS DESIGNED FOR. PLEASE CONTACT OUR SERVICE DEPARTMENT FOR VOLTAGE CONVERSION INFORMATION.

WARNING

DO NOT remove any of the components on the main board (e.g. compact flash and eproms) while the game is powered on. This may cause permanent damage to the parts and the main board. Removing any main board component part while powered on will void the warranty.

ALWAYS REMOVE POWER TO THE GAME, BEFORE ATTEMPTING ANY SERVICE, UNLESS NEEDED FOR SPECIFIC TESTING. FAILURE TO OBSERVE THIS PRECAUTION COULD RESULT IN SERIOUS INJURY TO YOURSELF OR OTHERS.

THIS GAME IS NOT SUITABLE FOR INSTALLATION IN AN AREA WHERE A WATER JET COULD BE USED.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

AC Power Information

The games main fuse is accessed through the back of the game at the power mod. Above the power cord is a small panel that contains the main fuse.

The value of the fuse for 120 volt users is 4 AMPS at 250Volt type slow blow.

The value of the fuse for 230 users is 2.5 AMPS at 250 Volt type slow blow.

Included with your game.

PLEASE READ:

Before you begin to assembly your game please locate the hardware kit, level wrench, AC power cord, and two small balls (One will be already in play). They are located in a small box at the bottom of the game.

In some games the various cabinet components will be packaged both inside the top and bottom of the cabinet.

If you ordered the ball dispensing model, 17 additional balls will be included to be used in the dispensing chute as bonus balls.

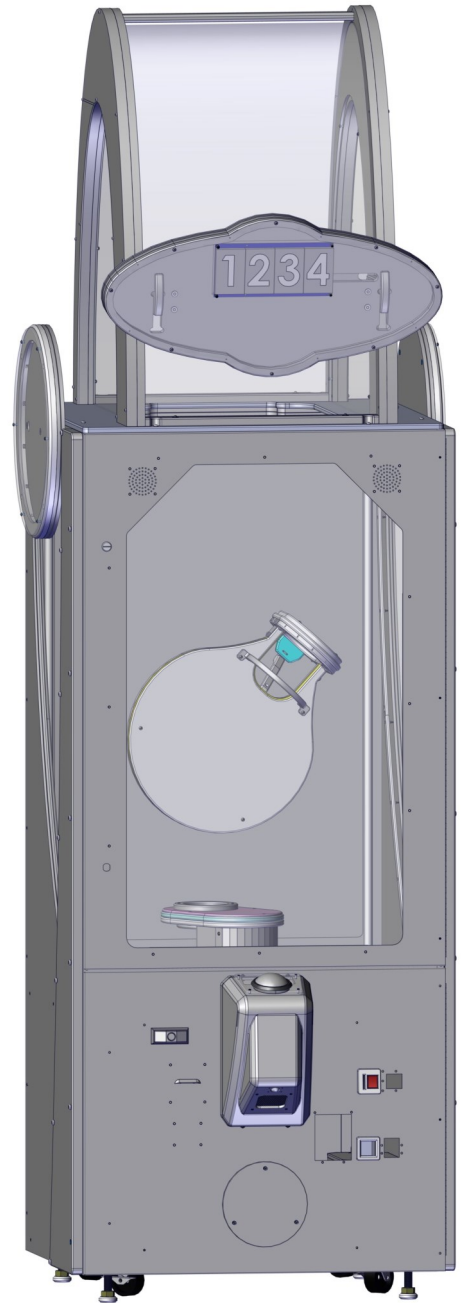
If any you are missing any of the parts needed to assembly your game, please contact ICE service at (716) 759-0360.

The next few pages describe how to assemble your game. Parts of the game might already be fully assembled. Kindly skip over those pages which refer to assembling those parts.

Please read all instructions prior to operation.

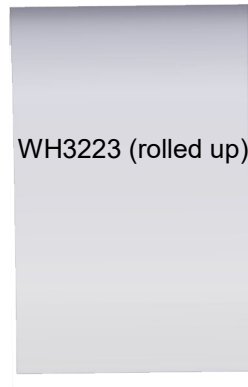
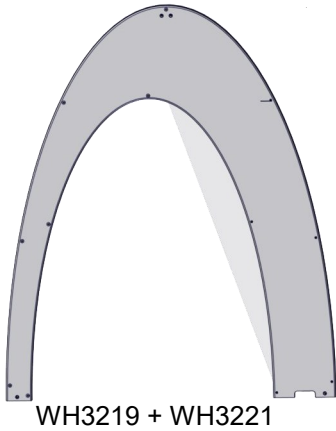
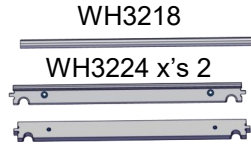
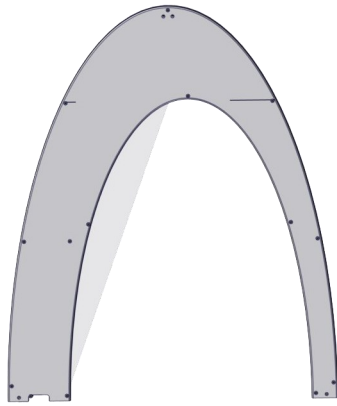
This game requires leveling before use. This means using the lower feet so that the lower wheels are no longer in use.

Failure to level the cabinet will result in sporadic ball performance.



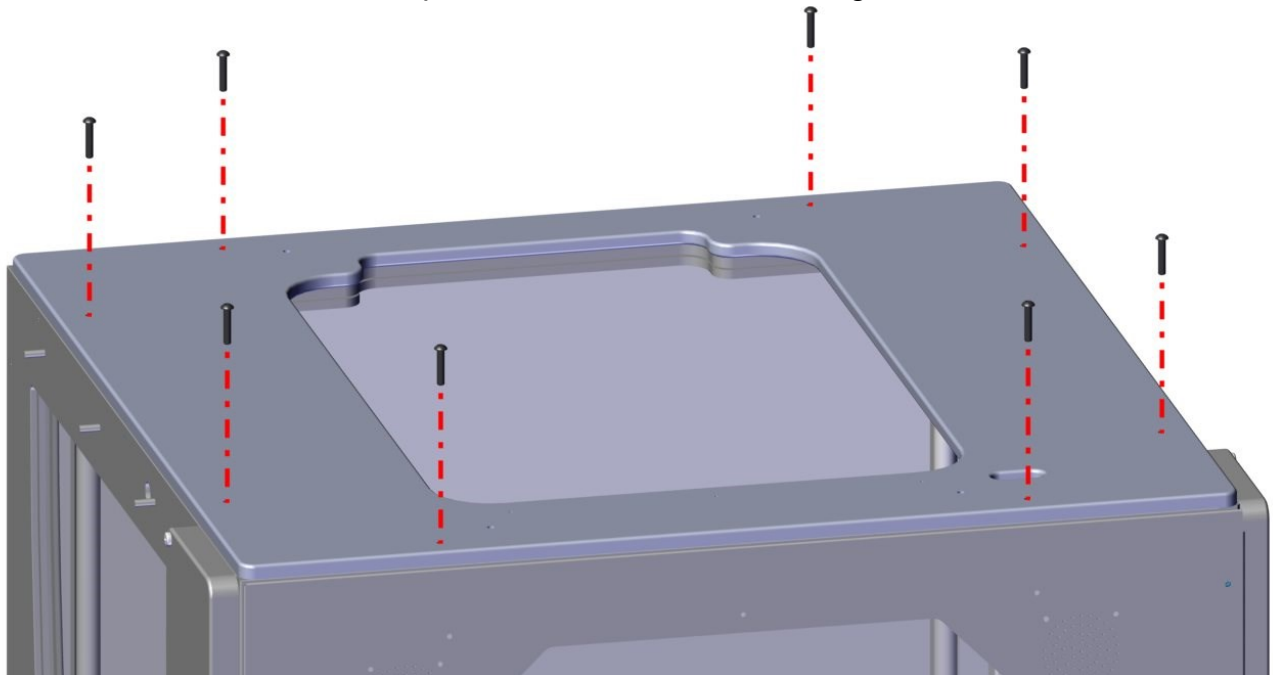
WH3226X Assembly. (Skip if already assembled)

Make sure you have the following parts to assemble the upper Assembly. They are packaged in the upper and lower parts of the cabinet.



[STEP 1]

Remove the top plastic cover (WH3226) using 5/32 Allen wrench included in the hardware package. Put Allen screws aside. Also note which is the front and back. This will be important later assembly. A wire harnesses is attached to this plastic, be careful not to damage it.



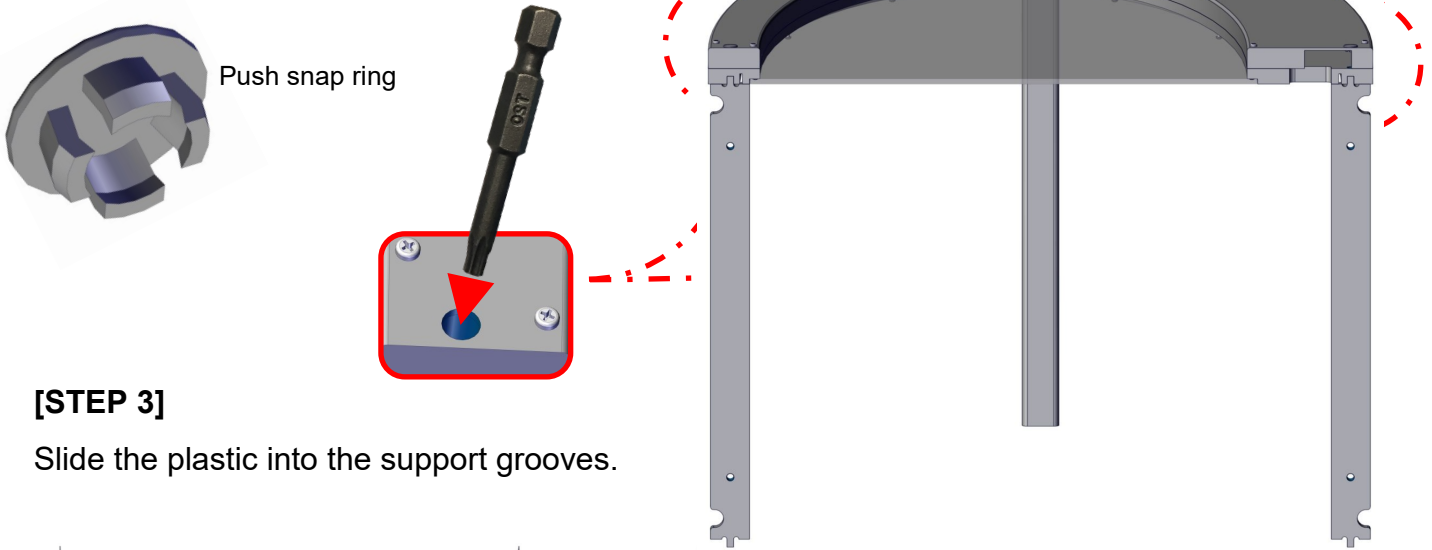
It is recommended to work on a hard surface and allow supports to overhang until attached..

[STEP 2]

Attach the bottom (WH3224) supports and upper support bar (WH3218) using AA6883 Torx screws.

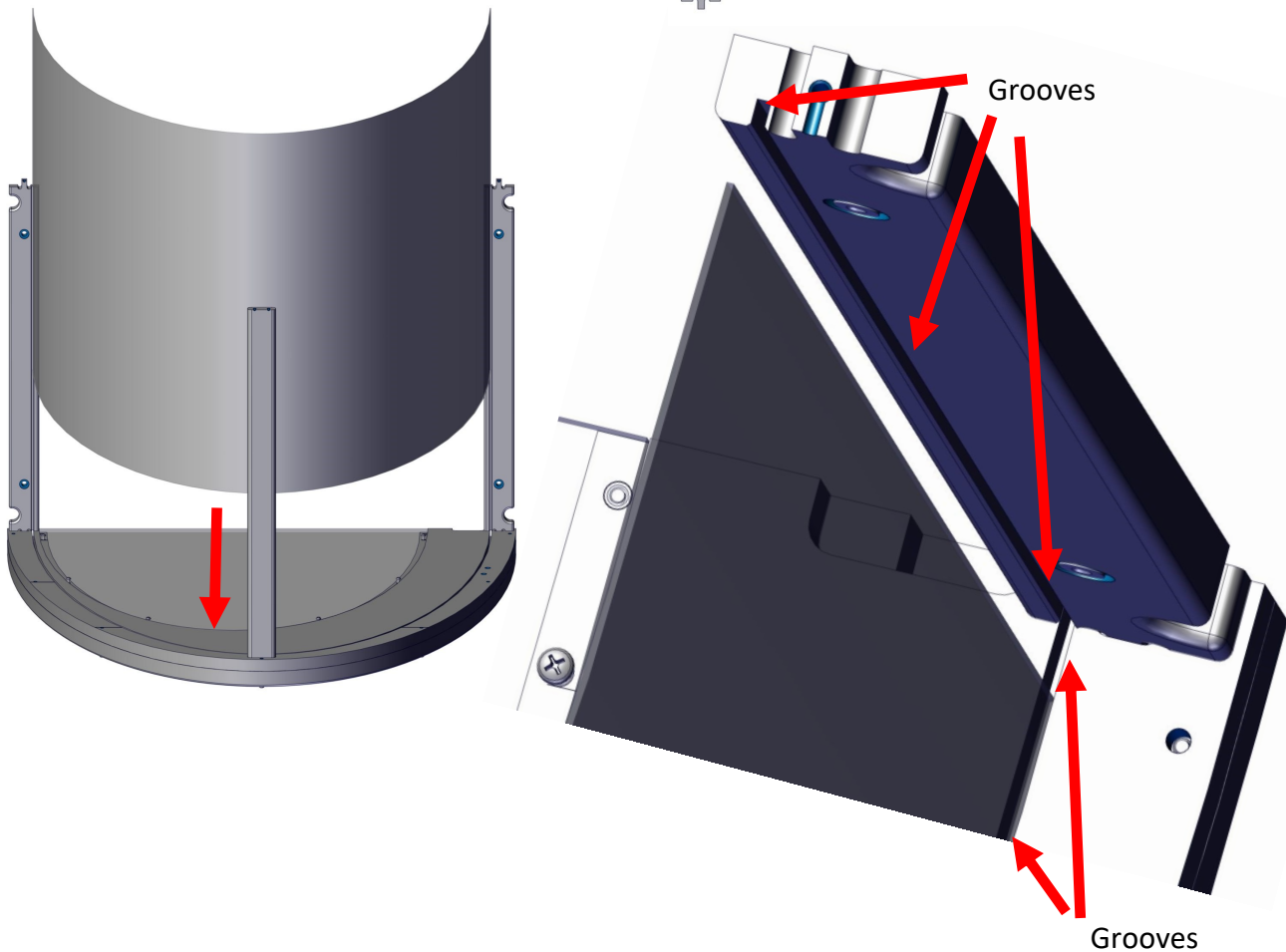
Use the provided Torx bit found in the hardware kit to install the AA 6883 Torx screws.

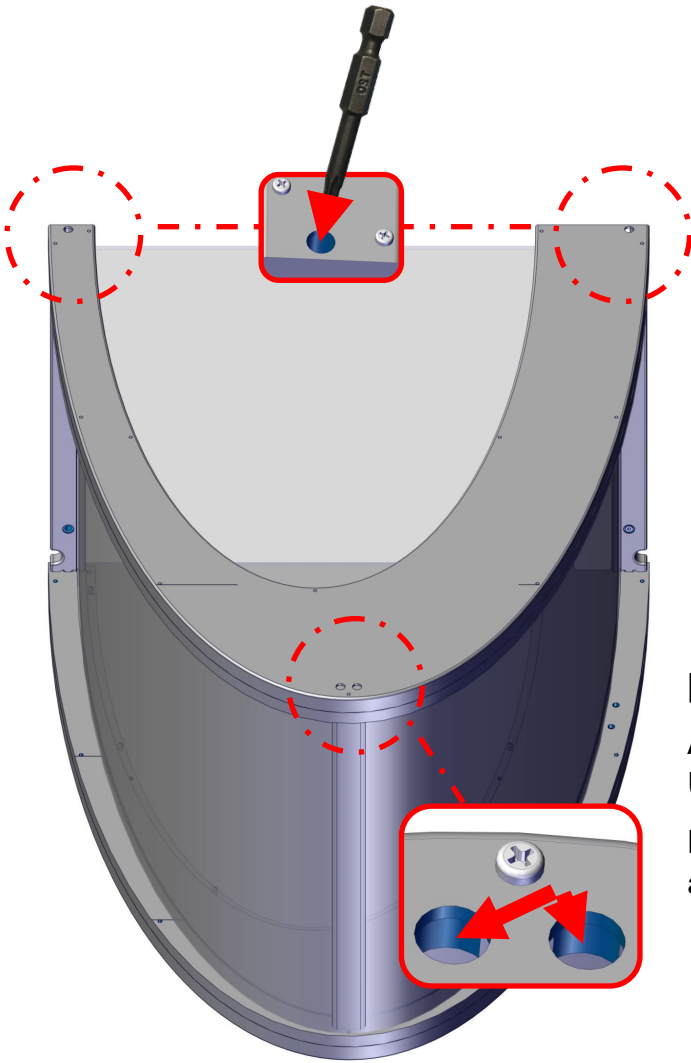
Cover the hole with a push snap ring.



[STEP 3]

Slide the plastic into the support grooves.





[STEP 4]

Attach the bottom (WH3224) supports and upper support bar (WH3218) using AA6883 Torx screws.

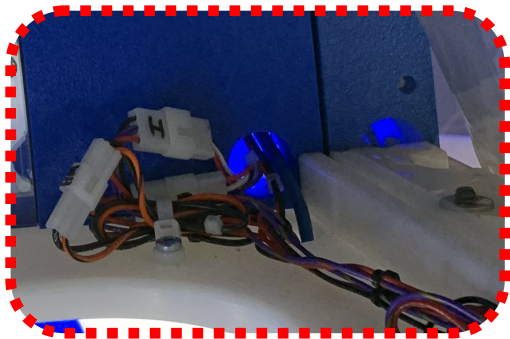
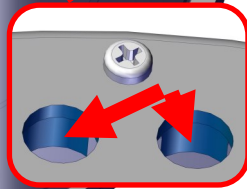
Use the provided Torx bit found in the hardware kit to install the AA 6883 Torx screws.

Cover the hole with a push snap ring.

[STEP 5]

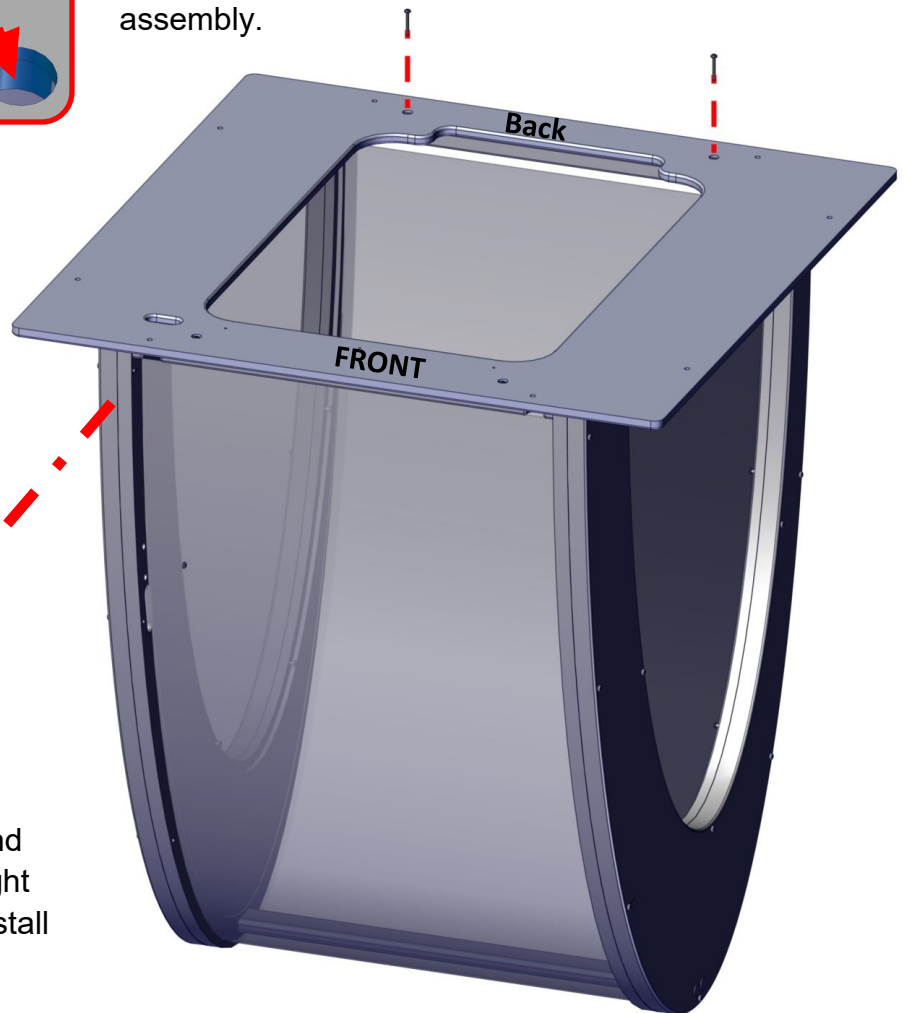
Attach the bottom (WH3226) base to the assembly. Use 6062 screws to secure base.

Make sure the wire harness is at the front of the assembly.



[STEP 6]

Reach inside the finished assembly and plug in the harnesses that go to the right side and to the display sign you will install later.



[STEP 7]

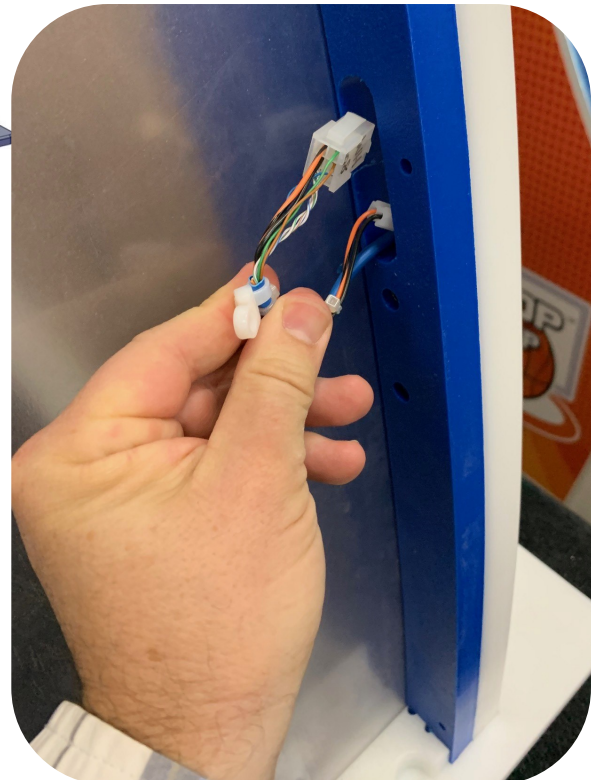
Locate the left and right support arms. To determine sides, the insert goes to the outside, not the inside!

Secure the left and right arms to the arch assembly using two AA6281 Allen bolts and two AA6212 washers.



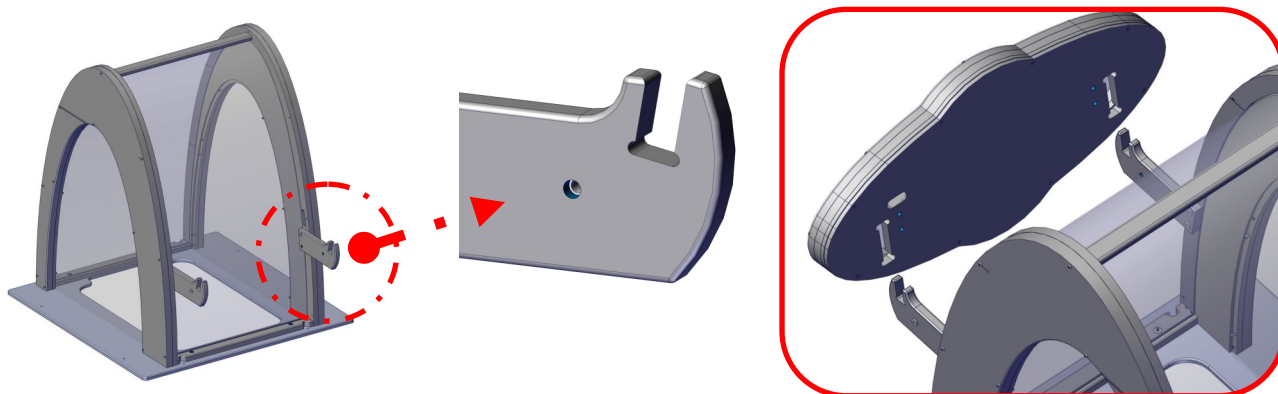
[STEP 8]

Pull the wire harness out of the side access hole.

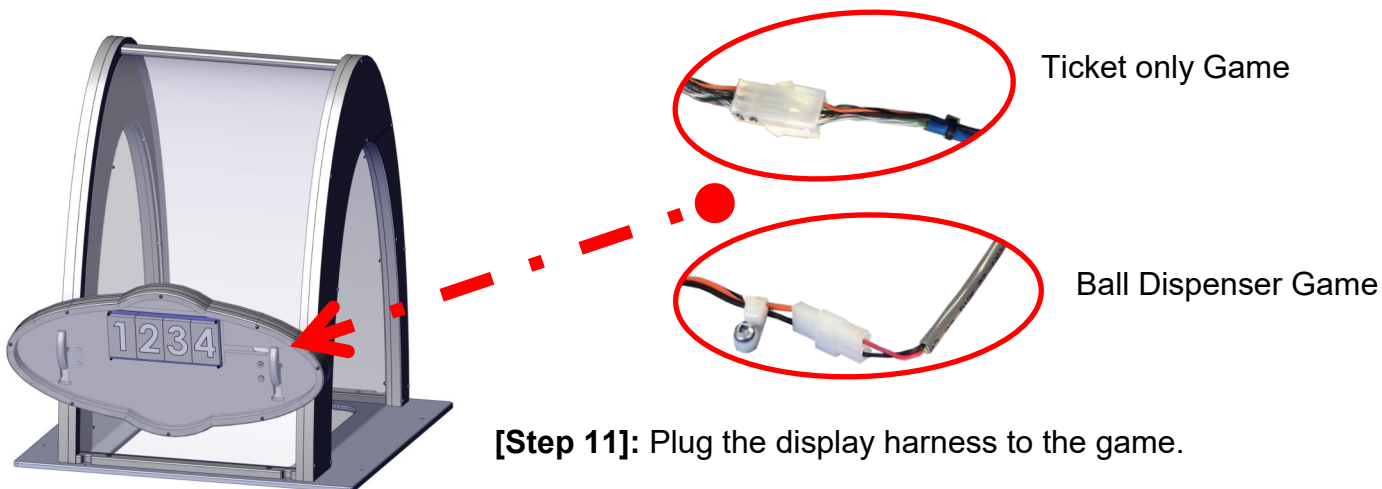
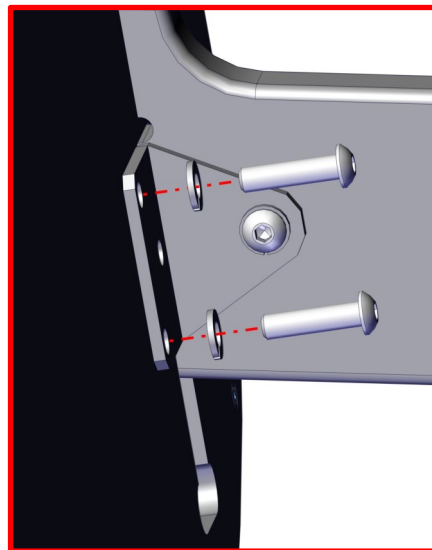
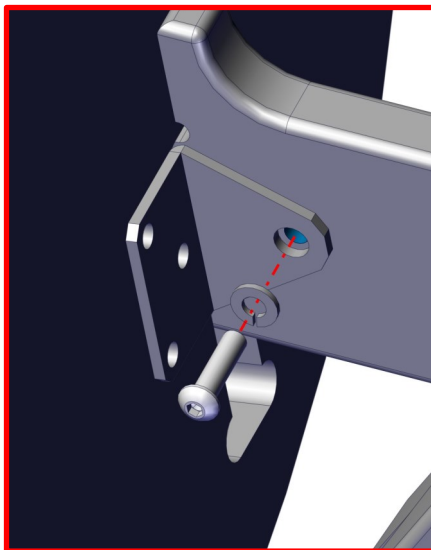
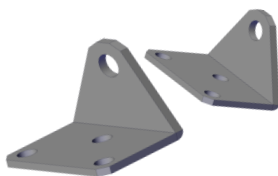


The upper display assembly hooks into the brackets and are secured with two metal brackets.

[Step 9]: Insert the back of the display assembly onto the two support brackets. The brackets will lock into the display assembly.



[Step 10]: Attach to each arm a bracket using three AA6211 Allen bolts and AA6053 lock washer.

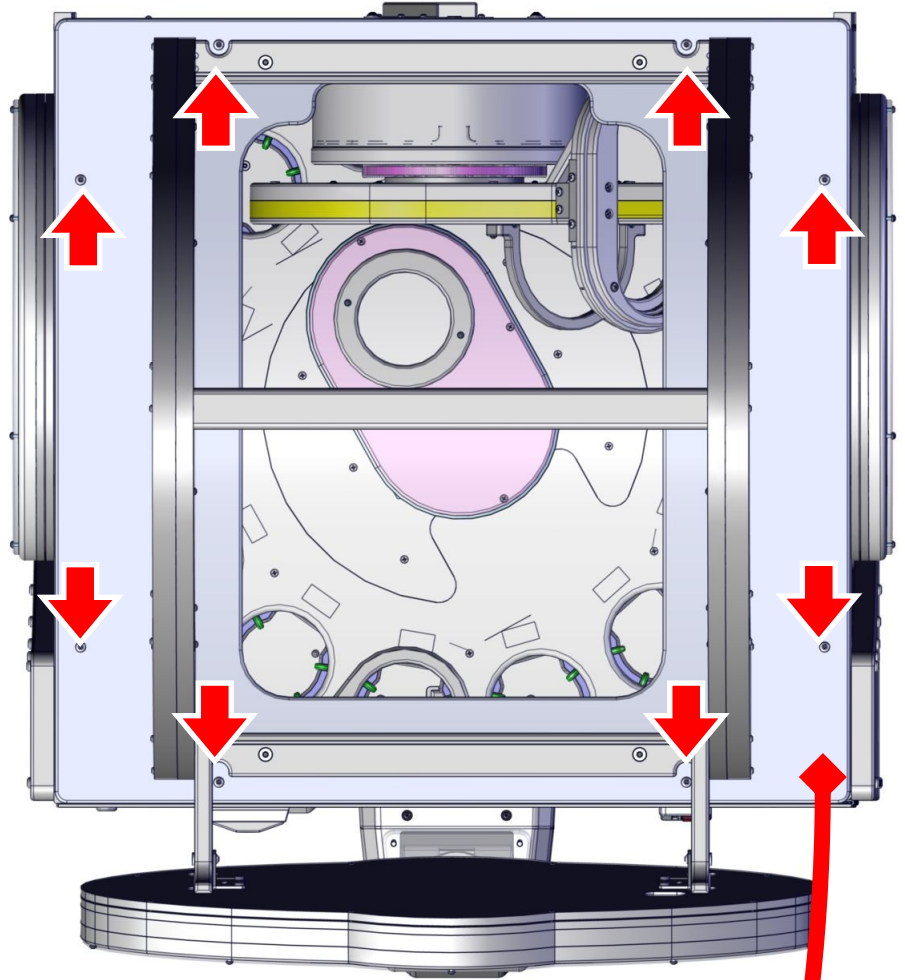
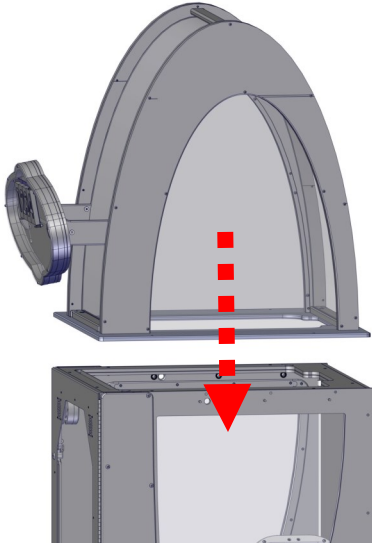


[Step 11]: Plug the display harness to the game.

Attaching the upper assembly

[Step 1]:

Lift the top assembly onto the game.



[Step 2]:

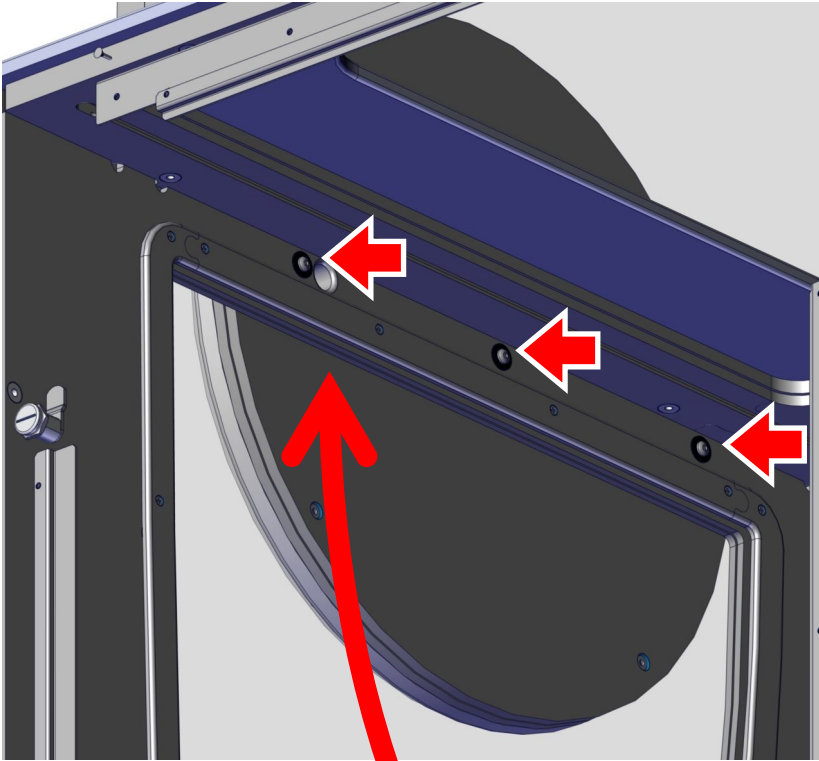
Secure the assembly on top using a total of 8 AA6211 Allen bolts and washers shown with arrows.



[Step 3]:

Unlock and open the front door. At the top and to the right are two harnesses. Connect both harnesses and close the front door.

Optional step



Side Signage Install

[Step 1]: Push the harness connection through the side and secure using three AA6075 washers and 3 AA6102 1/4-20 Allen bolts.

Then connect the harness to the cabinet.

Repeat for the other side.



Ball Dispenser Option Setup (Skip if not installed).

[Step 1]:

Cut the wire tie that secures the ball dispenser lid. Remove the lid and put it aside.



[Step 2]: With one hand inserted low in the ball drop, drop balls from the top.
DO NOT ALLOW THEM TO FULLY DROP DOWN.



[Step 3]: Then let one ball drop slowly down into the chute. If released too fast, the balls will go come out the dispenser chute out the front of the game. Repeat this process.



REFILL
when here.

[Step 4]:

Replace lid once all balls are loaded.

REFILL BALLS WHEN BALLS REACH
LAST WHITE RING. Failure to do so
might result in balls not dispensing
when won.

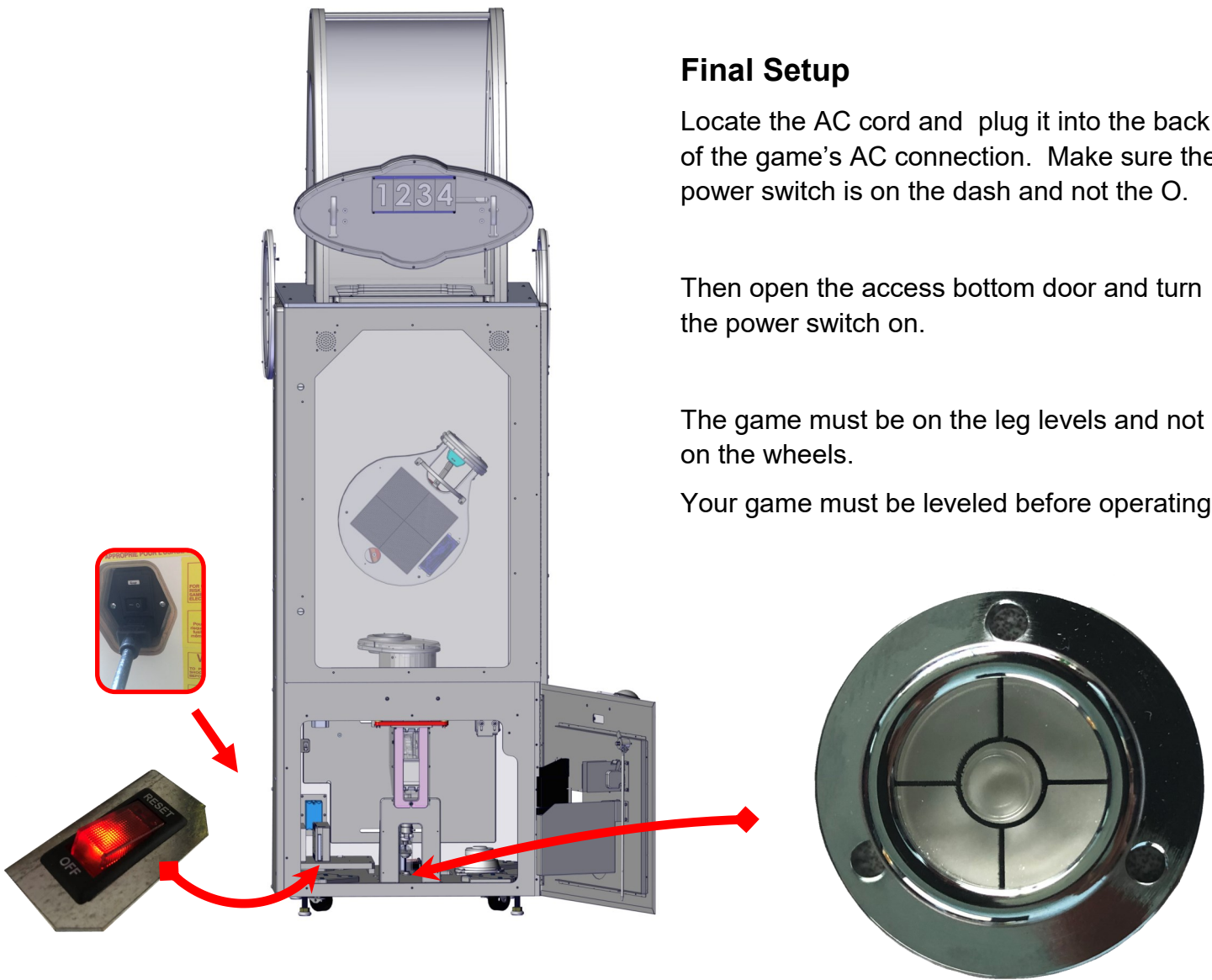
Final Setup

Locate the AC cord and plug it into the back of the game's AC connection. Make sure the power switch is on the dash and not the O.

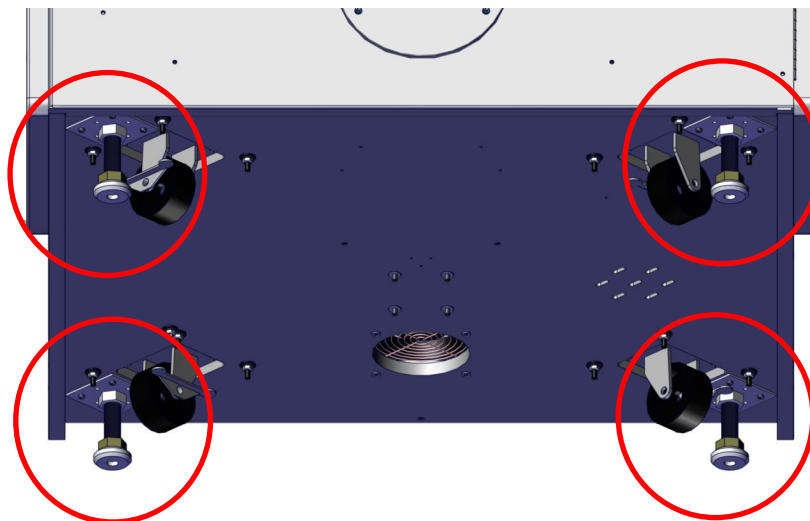
Then open the access bottom door and turn the power switch on.

The game must be on the leg levels and not on the wheels.

Your game must be leveled before operating.

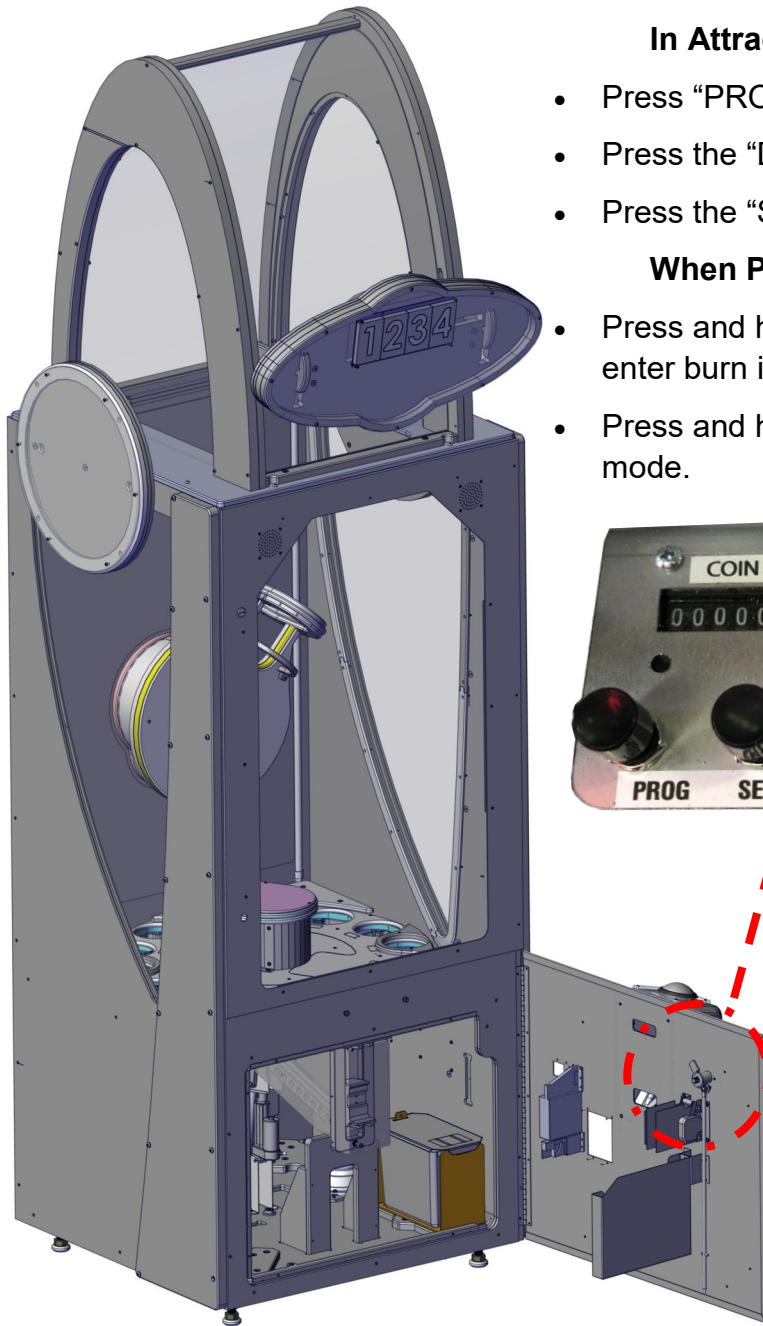


Located at the bottom of the cabinet is a level indicator. The air bubble should be centered as close to the inner circle as possible. Adjust the level by turning the leg levelers at the bottom of the cabinet. Clockwise will raise the leg, counter-clockwise will lower the leg.



User Control Panel

Open the bottom door to access the user control panel. This control allows you to program your game, review the accounting, enter debug mode, and enter a burn in test mode.



In Attract Mode you can:

- Press “PROG” button to enter program mode.
- Press the “DOWN” button to enter accounting.
- Press the “SELECT” button to enter Debug mode.

When Powering the game on you can:

- Press and hold both the “UP” and “DOWN” buttons to enter burn in mode.
- Press and hold the “UP” button to enter default select mode.



IMPORTANT NOTES TO READ:

1) Game will not enter program mode, accounting mode, or debug mode if the upper door is open.

For Ball-launch mechanism to activate:

1) The clear plastic guard safety sense wire must be connected at both sides.

2) Back door must be installed and in the locked position.

3) Front Glass door must be closed and locked.

What is Default Select Mode? (A fast way to setup the game's options)

This mode will default the game's settings for the amount you will charge to play the game. To exit this mode and save the changes, press the "PROG" button. The game will reboot.

[Step 1]: Turn game off if the game is on.

[Step 2]: Press and hold the "UP" button.

[Step 3]: Turn the game on by power switch located at the bottom access door.

The display will show 0. If you were to press the "PROG" button nothing would be changed.

[Step 4]: Press the "UP" button to advance to the next value.

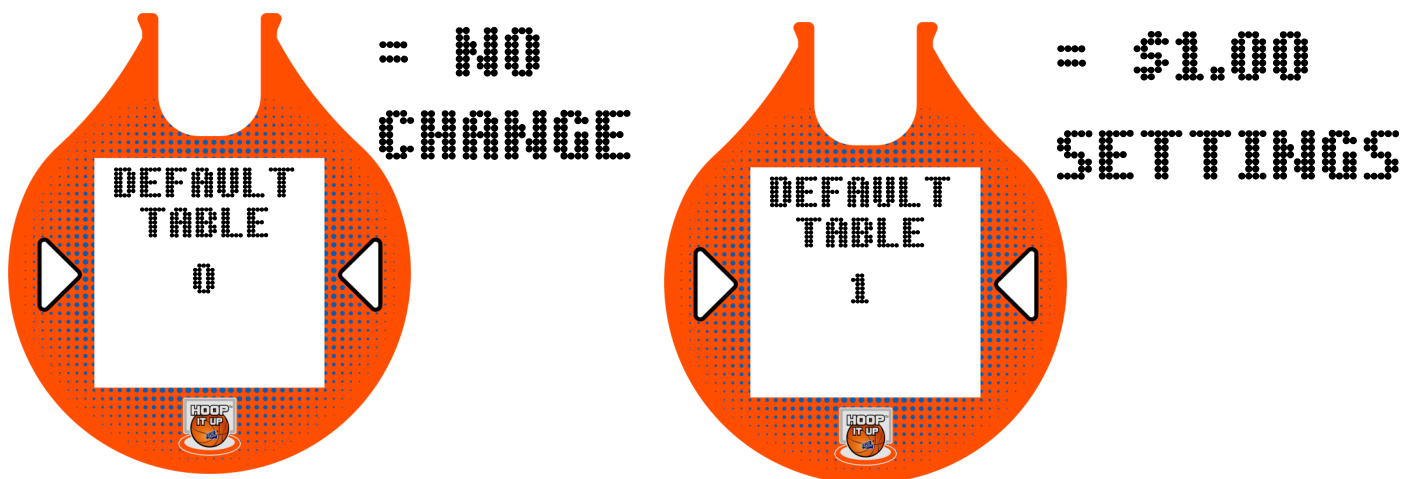
[Step 5]: Press the "PROG" button if satisfied with your selection.

The game will reboot and load the defaults according to the below table.

Default Table:

- 0 = No change
- 1 = Load \$1.00 defaults
- 2 = Load \$1.50 defaults
- 3 = Load \$2.00 defaults
- 4 = Load \$0.50 defaults
- 5 = CEC defaults
- 6 = PPP defaults

Note: The hoop calibration is not changed or set by using default select mode.



What is Accounting Mode?

This mode allows the operator to review game statistics. It will also allow you to clear any tickets owed or credits accumulated.

[Step 1]: Make sure game is in attract mode.

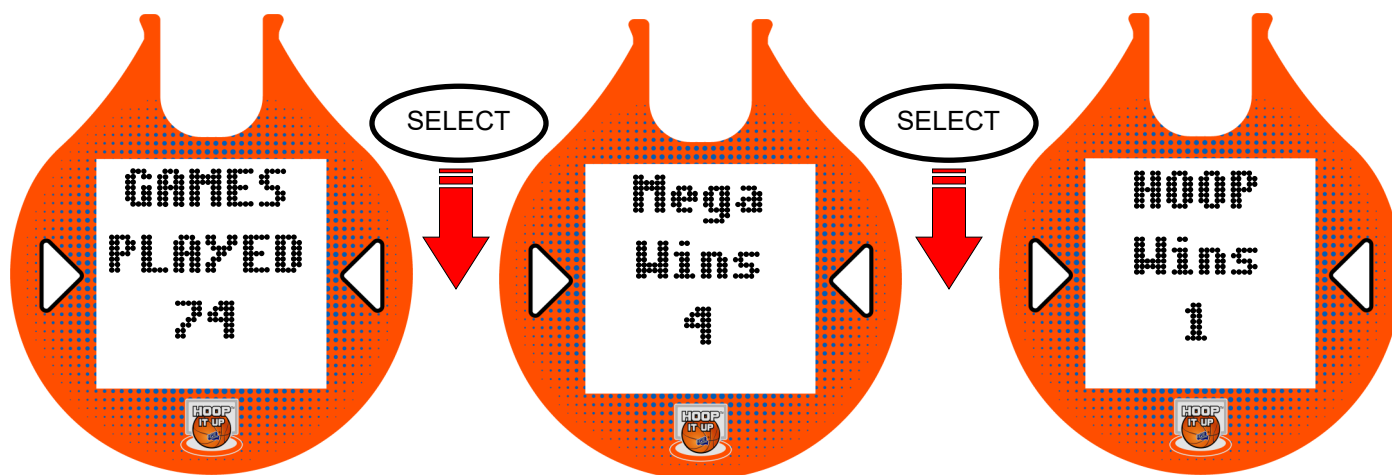
[Step 2]: Press the “DOWN” button.

The first statistic is total games played. To cycle through all statistics, press the “SELECT” button.

Total Games
Total Mega Wins
Total Hoops Wins

To erase accounting information press the “UP” button 5 times in a row. All statistics will clear. Accounting will also clear if during programming you select factory default.

Maximum value for all accounting statistics is 65535. After that the value rolls back to 0.



How to clear owed tickets or stacked credits?

When in the accounting mode you can clear either tickets owed, credits stacked, or both.

[Step 1]: Make sure the game is in accounting mode. (See What is Accounting Mode?)

[Step 2]: Press the “PROG” button

The next screen will display any tickets owed.

[To Clear]: Press the “UP” button.

[Step 3]: Press “PROG” button.

[To Clear]: Press the “UP” button.

[Step 4]: Press the “PROG” button. The game will exit this mode.

What is Program Mode?

This game requires leveling before use.

Failure to level the cabinet will result in sporadic ball performance.

This mode will allow you to change the game's settings. The upper access door must be closed to enter program mode. Press the "UP" or "DOWN" buttons to change the value of the option. Press the "SELECT" button to advance to the next option. To exit this mode and save the changes, press the "PROG" button again. The game will reboot.

[Step 1]: Press the "PROG" button.

[Step 2]: Press either "UP" or "DOWN" button to change the option's value.

[Step 3]: Press the "SELECT" to advance to the next option.

[Step 4]: Press the "PROG" button to exit.

Hoop It Up Version 1.07

Option	Default	Min	Max	Inc	Description
0 Coin1	1	1	9	1	Pulses needed to start game
1 Coin2	1	0	9	1	# of Coin 1 Pulses
2 DBV	0	0	9	1	# of Coin 1 Pulses
3 Ticket Multiplier	1	0	2	1	0 = No Tickets, 2 = ½ Tickets, 1 = Normal
4 Hoop Base	500	0	5000	25	Tickets for Bonus
5 Position 1	100	1	500	1	Ticket for Wheel Slot blinks
6 Position 2	20	1	500	1	Ticket for Wheel Slot blinks
7 Position 3	50	1	500	1	Ticket for Wheel Slot blinks
8 Position 4	150	1	500	1	Ticket for Wheel Slot blinks
9 Position 5	20	1	500	1	Ticket for Wheel Slot blinks
10 Position 6	40	1	500	1	Ticket for Wheel Slot blinks
11 Position 7	10	1	500	1	Ticket for Wheel Slot blinks
12 Position 8	100	1	500	1	Ticket for Wheel Slot blinks
13 Position 9	40	1	500	1	Ticket for Wheel Slot blinks
14 Position 10	30	1	500	1	Ticket for Wheel Slot blinks
15 Position 11	150	1	500	1	Ticket for Wheel Slot blinks
16 Position 12	30	1	500	1	Ticket for Wheel Slot blinks
17 Position 13	10	1	500	1	Ticket for Wheel Slot blinks
18 Position 14	40	1	500	1	Ticket for Wheel Slot blinks
19 Ball/Mega Base	1000	0	9000	25	0 = Win a Ball, else Mega Tickets
20 Hoop Games 2 Inc	0	0	100	1	Game losses to Increment Hoop Value
21 Hoop Inc Amount	0	0	100	1	Value to increment when incrementing
22 Mega Games 2 Inc	0	0	100	1	Game Losses to increment Mega Value
23 Mega Inc Amount	0	0	100	1	Value to increment when incrementing
24 Value Save	0	0	1	1	1 = Save Values thru power down
25 Hoop Tune	0	0	25	1	Hoop Alignment Adjustment
26 Sound Ratio	3	0	6	1	Music to Effects ratio (volume by amp)
27 Tickets/Points	0	0	1	1	0 = Tickets, 1 = Points
28 Factory	0	0	1	1	1 = Factory Reset
29 Revision Screen					Shows the software revision of Slave board.

Note - This version requires 1.04 rev of slave and 1.03 of Matrix.

What is DEBUG Mode?

This mode will aid a technician in determining failures in the game.

- The center decimal of each finger board's display will turn on when the sensor is blocked.
- During spin when ball is in play, the outer two decimals will light on each finger board to indicate that the sensors turned on. When the ball lands, the sensor to the right of the ball will remain lit while the rest should turn off.
- On the hoop display a red block will be displayed at the lower right corner when the hoop sensor is blocked.
- On the hoop display a yellow block will be displayed at the upper left corner if no communication is established between either the rotation board or hoop board.
- On the hoop display a red block in the lower right corner will be displayed when the hoop sensor is blocked.
-

[Step 1]: From the attract mode press "SELECT" button.

The hoop display will show Debug and what state it is in.

Pressing select will toggle between on and off.

What is Burn in mode?

This mode will cycle through many tests continuously until power is cycled. This mode is used mostly after production of the game to test all functions.

[Step 1]: Turn off power to game if on.

[Step 2]: Press and hold both the "UP" and "DOWN" buttons while you turn on the game.

[Step 3]: Issue a credit to the game.

Game will play constantly and no meters will advance or tickets will be paid out.

[Step 4]: To exit you must power cycle.

Possible Error Conditions and Solutions

- Too many balls error will occur when the playfield detects that there are more than one ball on the playfield.

SOLUTION: Remove extra balls. If only one ball then check to see if more than one finger sensor has a lit decimal in the center. The one without the ball is defective.

- Zero ball error is the opposite of the first error. It says that the playfield detects NO balls on the playfield. Before the wheel moves upon power up it looks for a ball to be in one of the 14 slots and if one is not detected then this error is displayed.

SOLUTION: Add a ball.

- Prize error will occur if a ball is tried to be dispensed but the system cannot detect that a ball has passed the ball sensor in the game. The number of balls that are “owed” will be displayed.

SOLUTION: Reload balls in dispenser. Check for voltage drop on main board when ball dispense sensor is blocked (where balls exit) at P12, pin1 on main board. Check wiring then replace sensor.

- Finger board error occurs when a finger board, which does a self check on power up, has detected a possible error with itself. The board number will be displayed with this error.

SOLUTION: See DEBUG mode description. Replace Finger board.

- Hoop sensor error occurs when the hoop sensor is blocked for about 6 seconds.

SOLUTION: Put the game in DEBUG mode. Place your hand in the middle of the hoop. If red block doesn't appear at lower right corner, move hand closer to back of hoop (closer to sensor). If still no block, adjust sensitivity at back of sensor. Measure voltage on the WH2136X board at J1, pin 3 (blue wire) for +5 when not blocked, 0 when blocked. Check wiring and replace.

- Hammer error occurs if the hammer doesn't get out of the way of the wheel when it is supposed to.

SOLUTION: Sensor at top of hammer travel is blocked. Check connection to upper sensor (RB2009TLX) of hammer travel. Check voltage at connector P7, pin 1. When not blocked +5, blocked 0V. Check voltage pin 1 of sensor (black/tan). +5 enabled, 0v when not). Replace sensor.

- Invalid launch occurs if the hammer tries to launch and doesn't get to the top sensor for some reason.

SOLUTION: Sensor at top of hammer travel not being seen. Check connection to upper sensor (RB2009TLX) of hammer travel. Check voltage at connector P7, pin 1. When not blocked +5, blocked 0V. Check voltage pin 1 of sensor (black/tan). +5 enabled, 0v when not). Replace sensor.

- Secondary CPU error occurs if the second CPU on the board doesn't talk to the primary CPU.

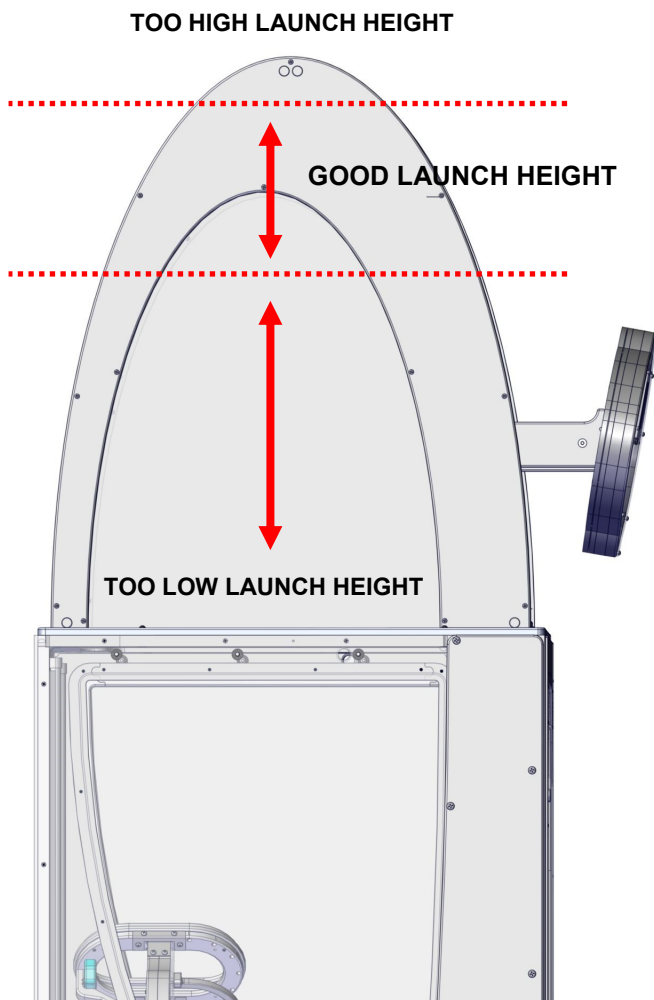
SOLUTION: Replace main board.

- Game error is more of a catch all error. It will occur when the game tries to position the wheel but cannot seem to get to where it needs to be.

SOLUTION: Power cycle game. If error reoccurs contact ICE support.

Calibration Steps: After setup or if you adjusted game's level.

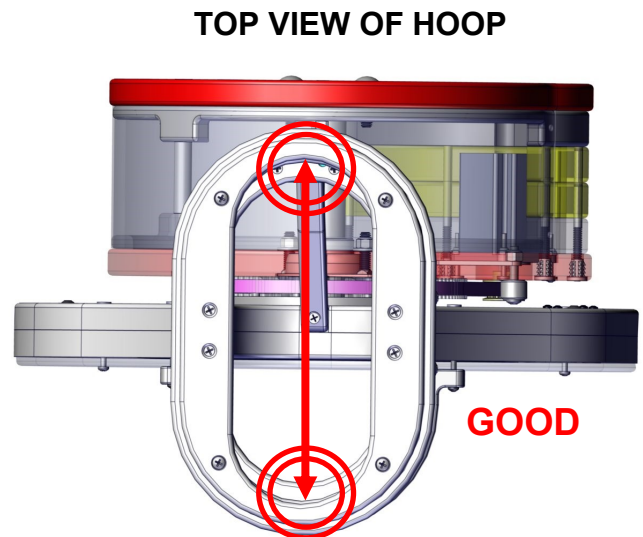
- [Step 1] Make sure game is leveled before testing.
- [Step 2] Turn game on.
- [Step 3] Enter Debug Mode (see section "What is debug mode").
- [Step 4] Press the "UP" button on the user control panel.
- [Step 5] Coin up the game and position yourself to the side of the game.
- [Step 6] Launch the ball and pay attention to how high the ball was launched and where it landed on top of the hoop.



Ball should land between these two points.

If trajectory is too much, the ball will hit the back wall and bounce around.

Not enough trajectory and the ball will just fall back down.

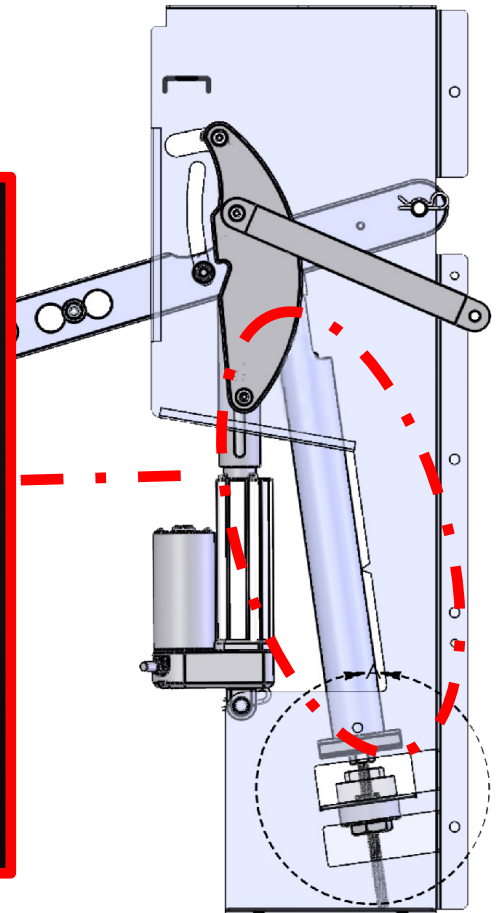
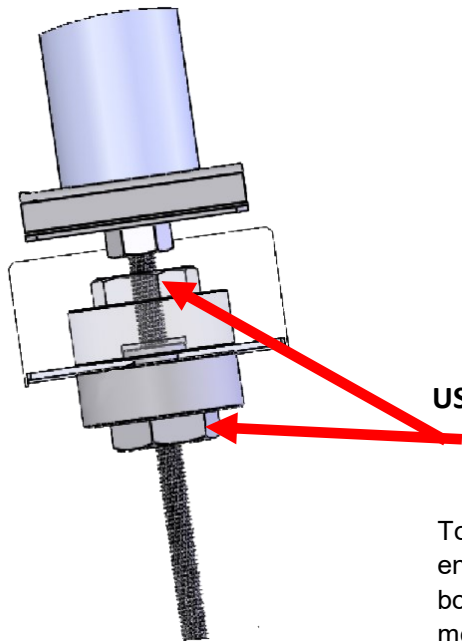


See section "how to adjust launch trajectory"

Ball height when shot should reach between these two points.

If too low, see section "How to adjust launch height"

How to increase the launch height.

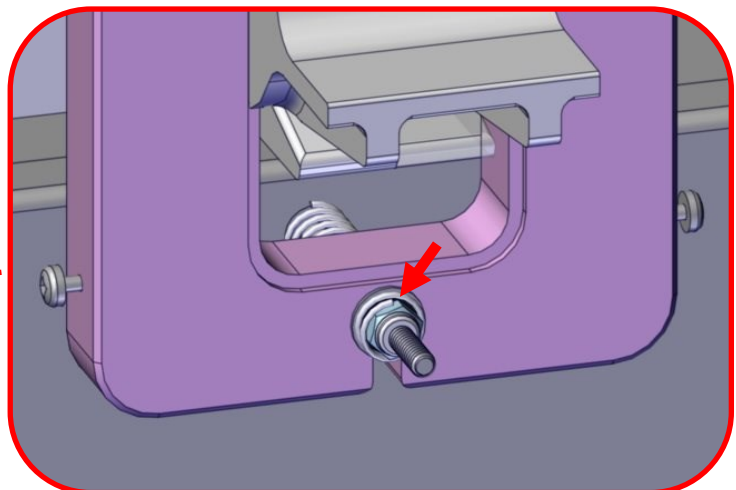
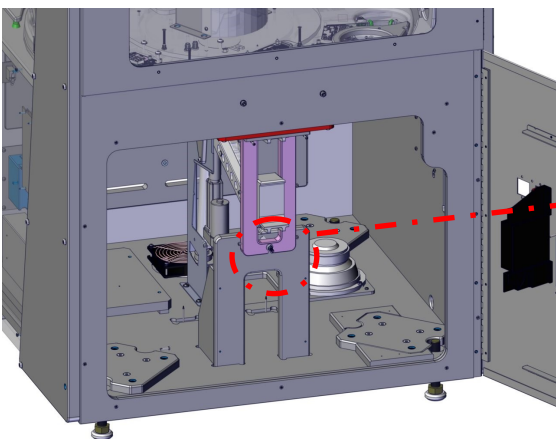


USE INCLUDED WRENCH TO ADJUST ONLY THESE NUTS

To increase the launch height, turn the bottom bolt counter-clockwise only enough to move the indicator 1/10. Then do the same until tight on the upper bolt. As you move the nut, the indicator on will show you how much you move the assembly. To decrease the height, move the bolts clockwise.

How to adjust launch trajectory.

To adjust the ball's trajectory more toward the back of the cabinet, tighten the nut. To adjust the ball's trajectory more toward the front, loosen the nut.





Universal Card link Connection

See Wiring Insert for wire colors and which connections are used.

Pin 1. +12v- Supply to Card System = Minimum of 2A available for the card systems and a Max of 3A.

Pin 2. Coin 1 - input to the game PCB.

Pin 3. Prize Meter/Ticket Notch 2- is connected to the Ticket Notch line between the game PCB and ticket dispenser. Optional.

Pin 4. Coin Meter 1 - is connected to the coin meter 1 output from the game PCB and can be used by card systems for monitoring purposes.

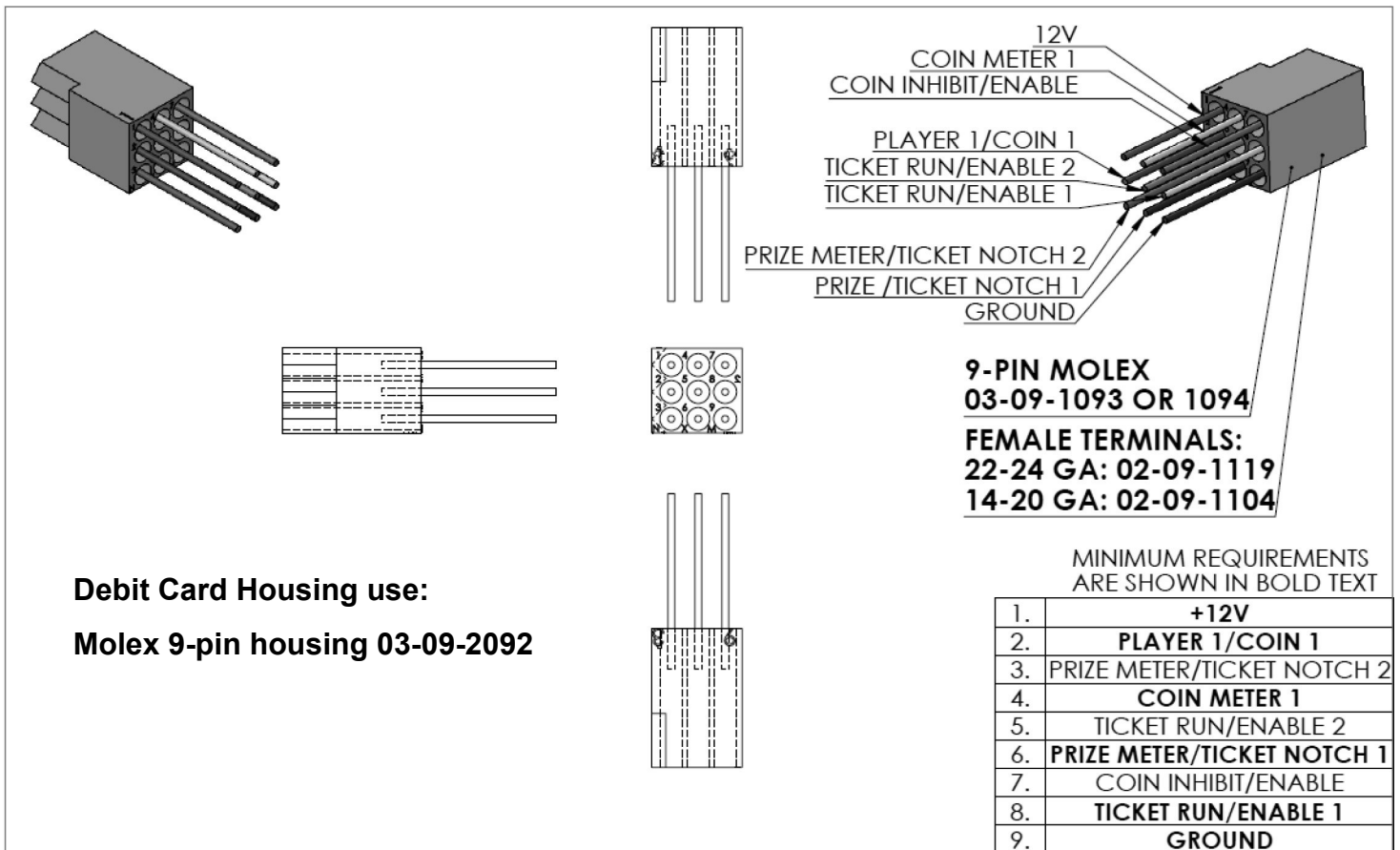
Pin 5. Ticket Run/Enable 2- is connected to the ticket run line between the game PCB and ticket dispenser. Optional.

Pin 6. Prize Meter/Ticket Notch 1- is connected to the Prize or Ticket Meter output from the game PCB and can be used by card systems for monitoring purposes. Optional.

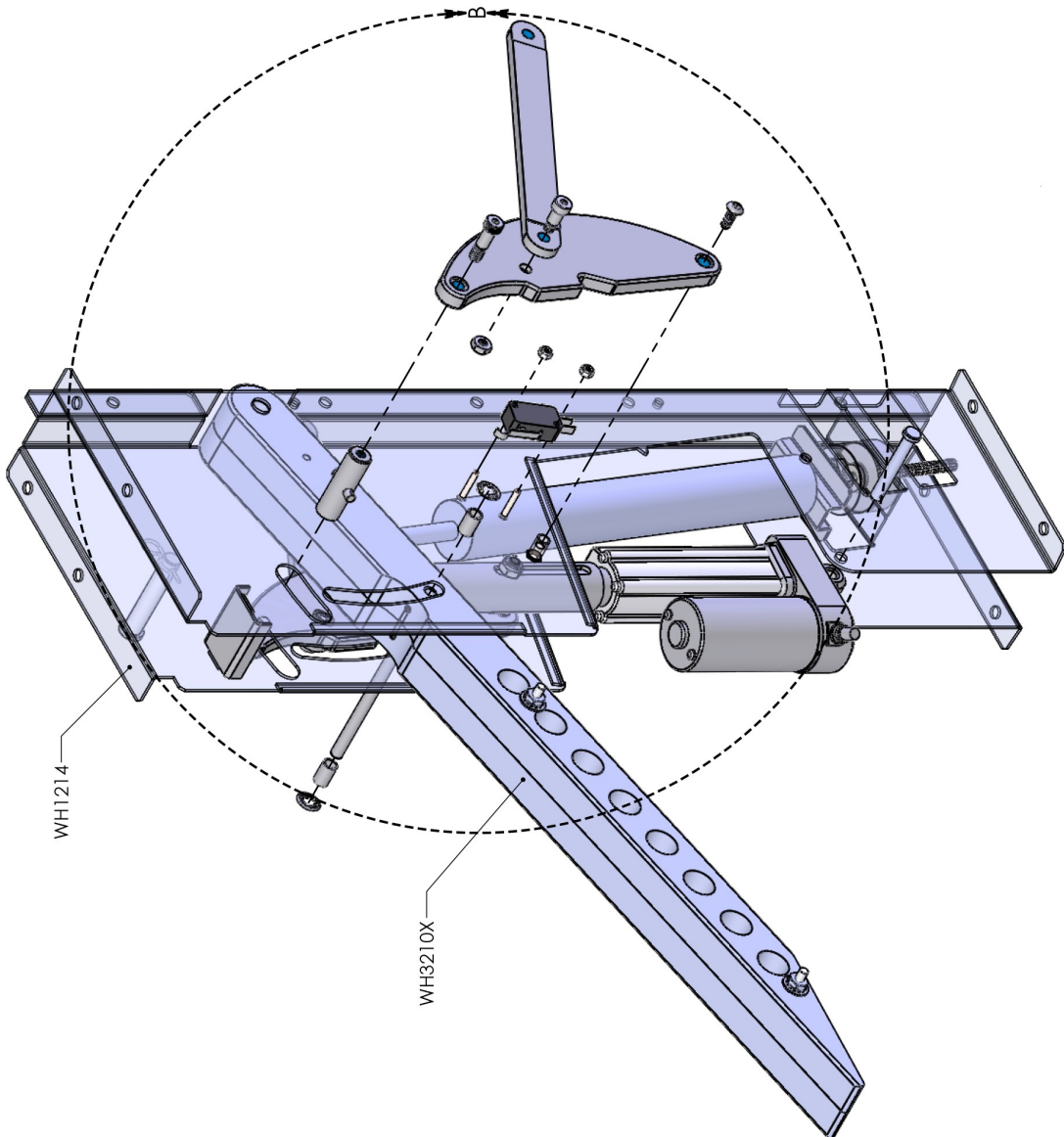
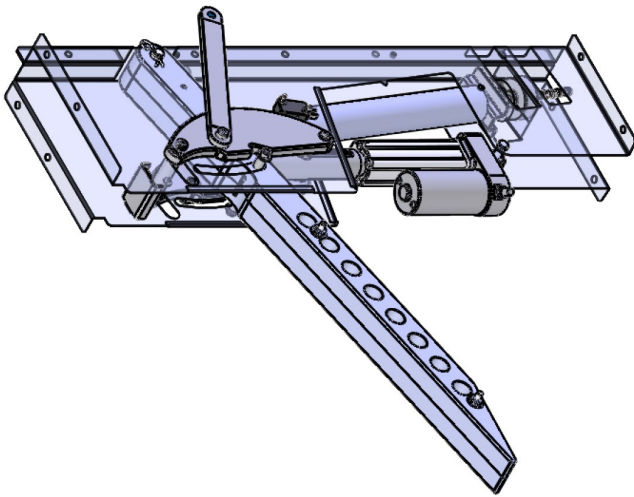
Pin 7. Coin Inhibit/Enable- is connected to the Coin or Note Inhibit/Enable output from the Game PCB and is used where the game has this feature for disabling any payment. This is normally for states like New Jersey that limit the amount of money that can be inserted at one time.

Pin 8. Ticket Run/Enable 1 - is connected to the ticket run line between the game PCB and ticket dispenser in standard redemption games. This is commonly used for systems using paperless or E-ticket. Not Used if the game doesn't have this output.

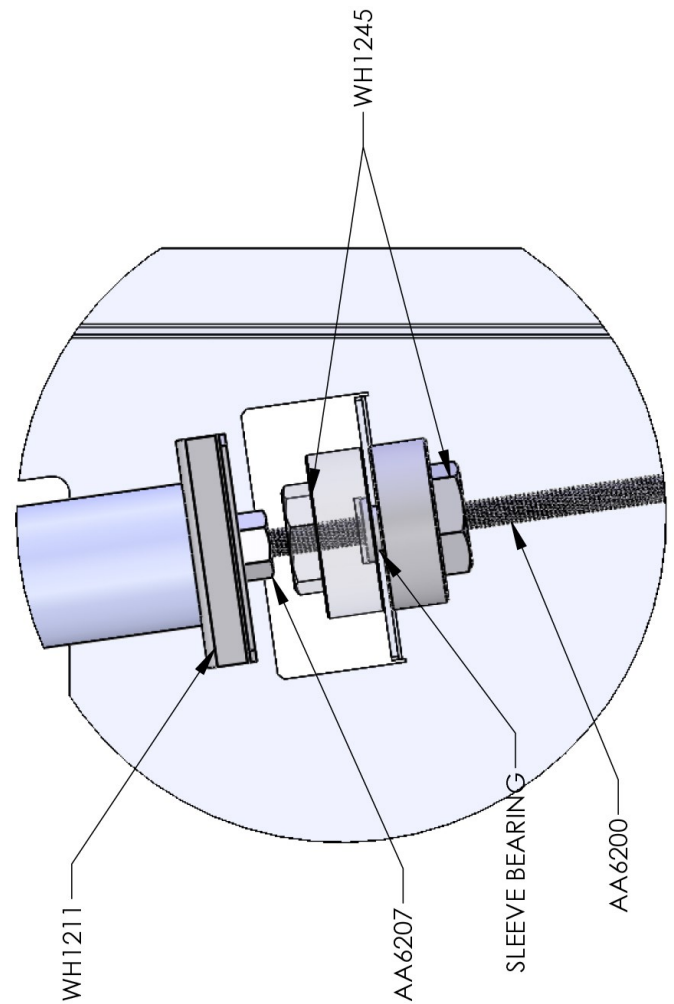
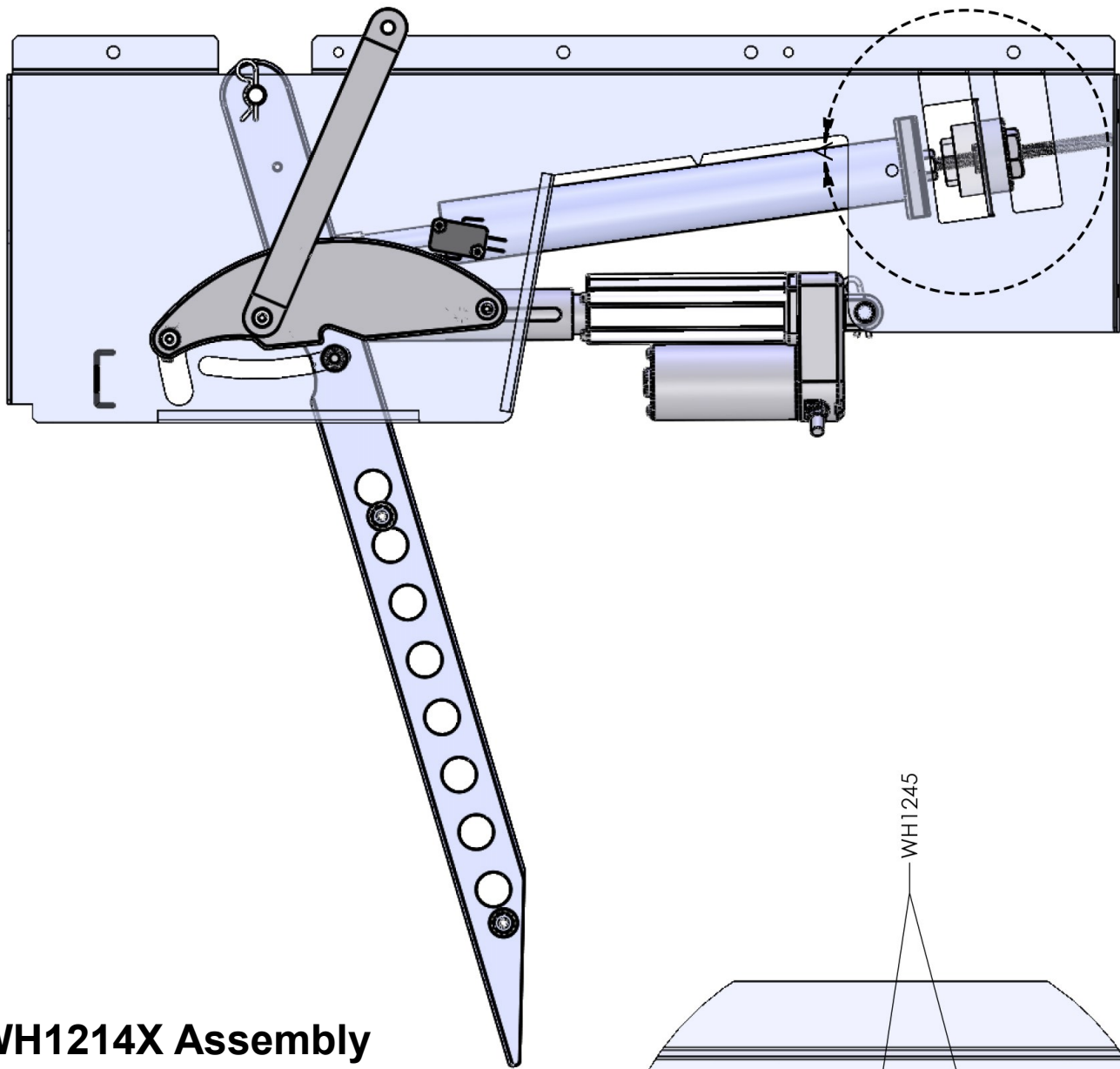
Pin 9. Ground- is connected to the common Ground connection, the same ground as the Game PCB.



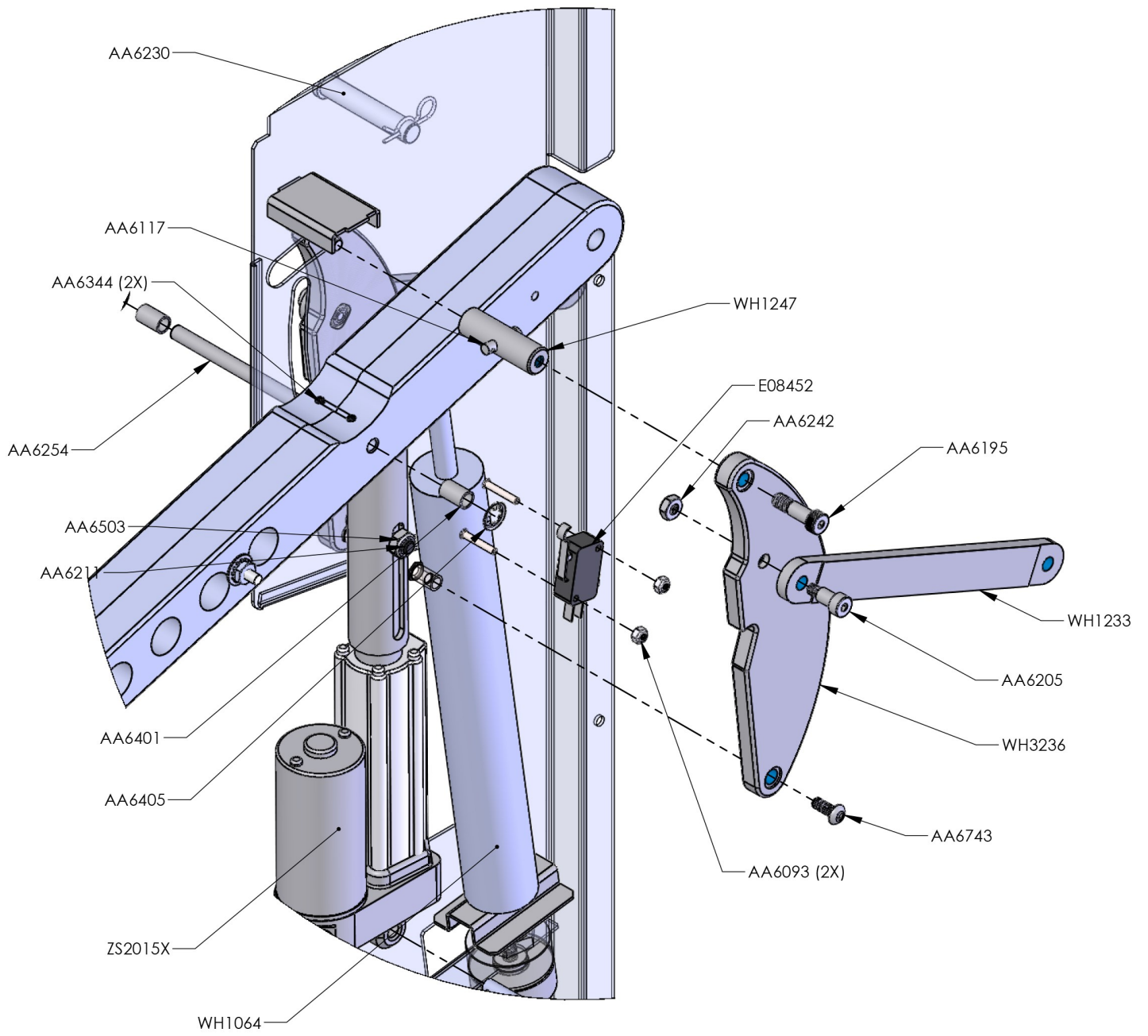
WH1214X Assembly



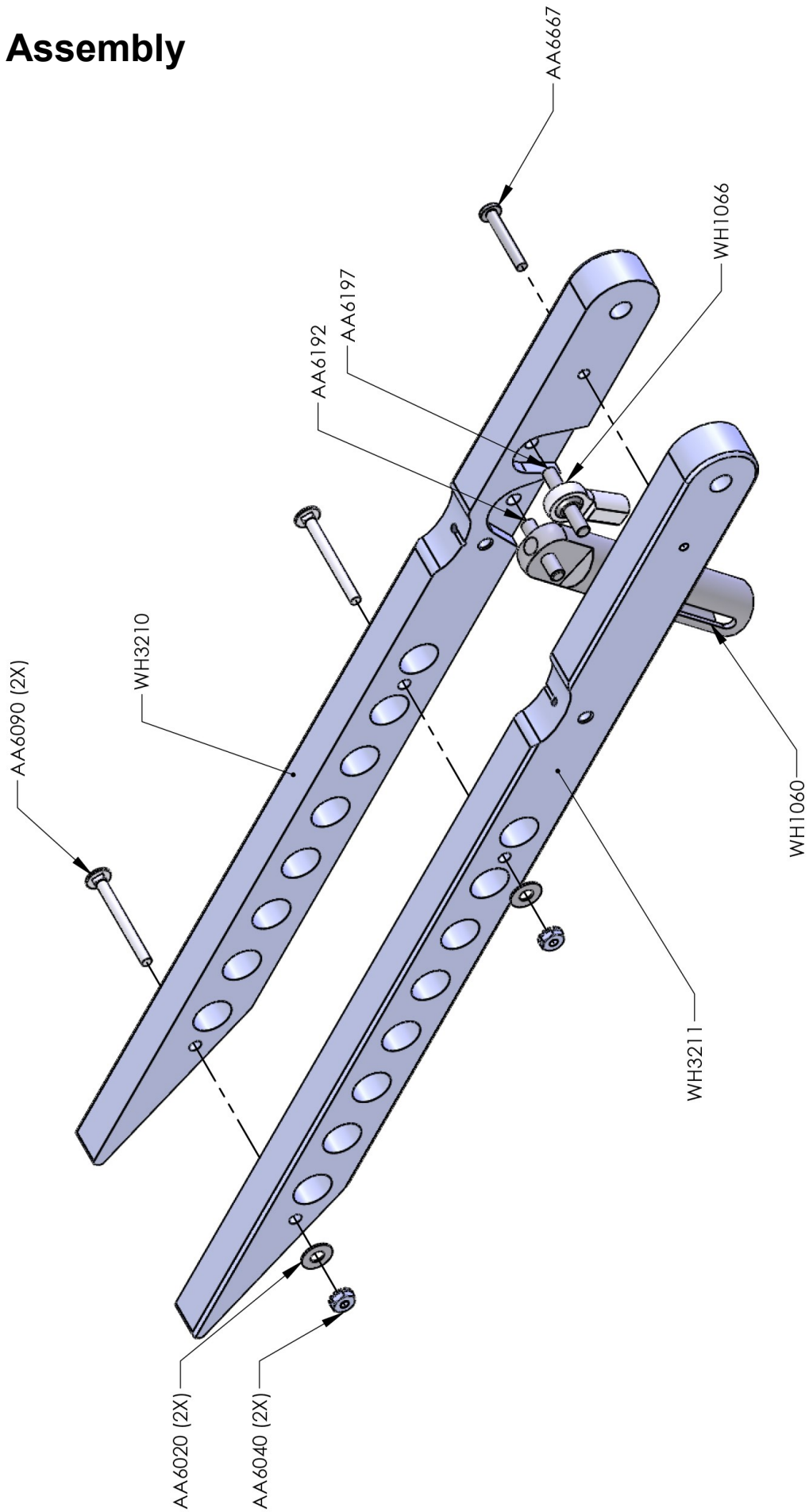
WH1214X Assembly



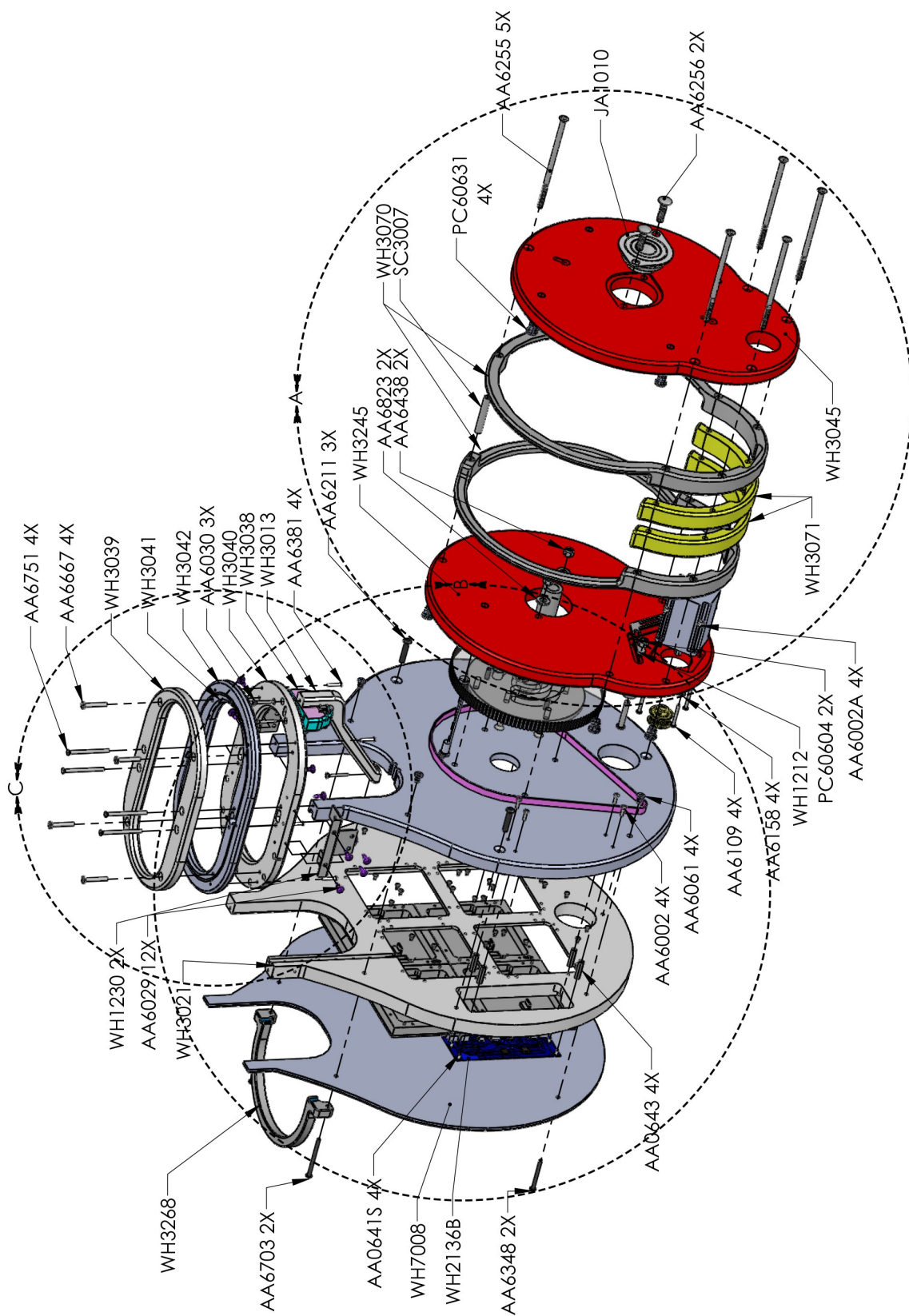
WH1214X Assembly



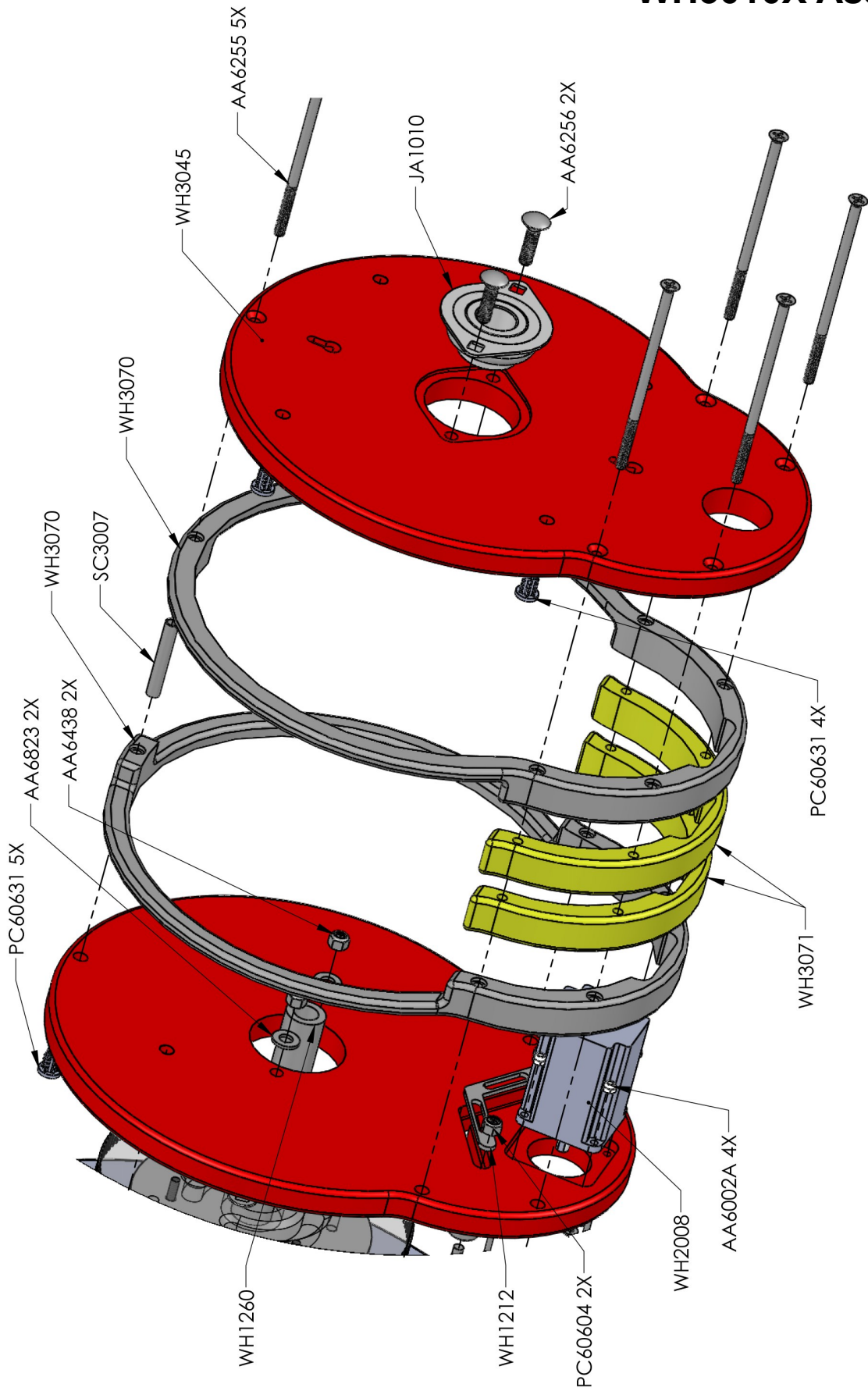
WH1214X Assembly



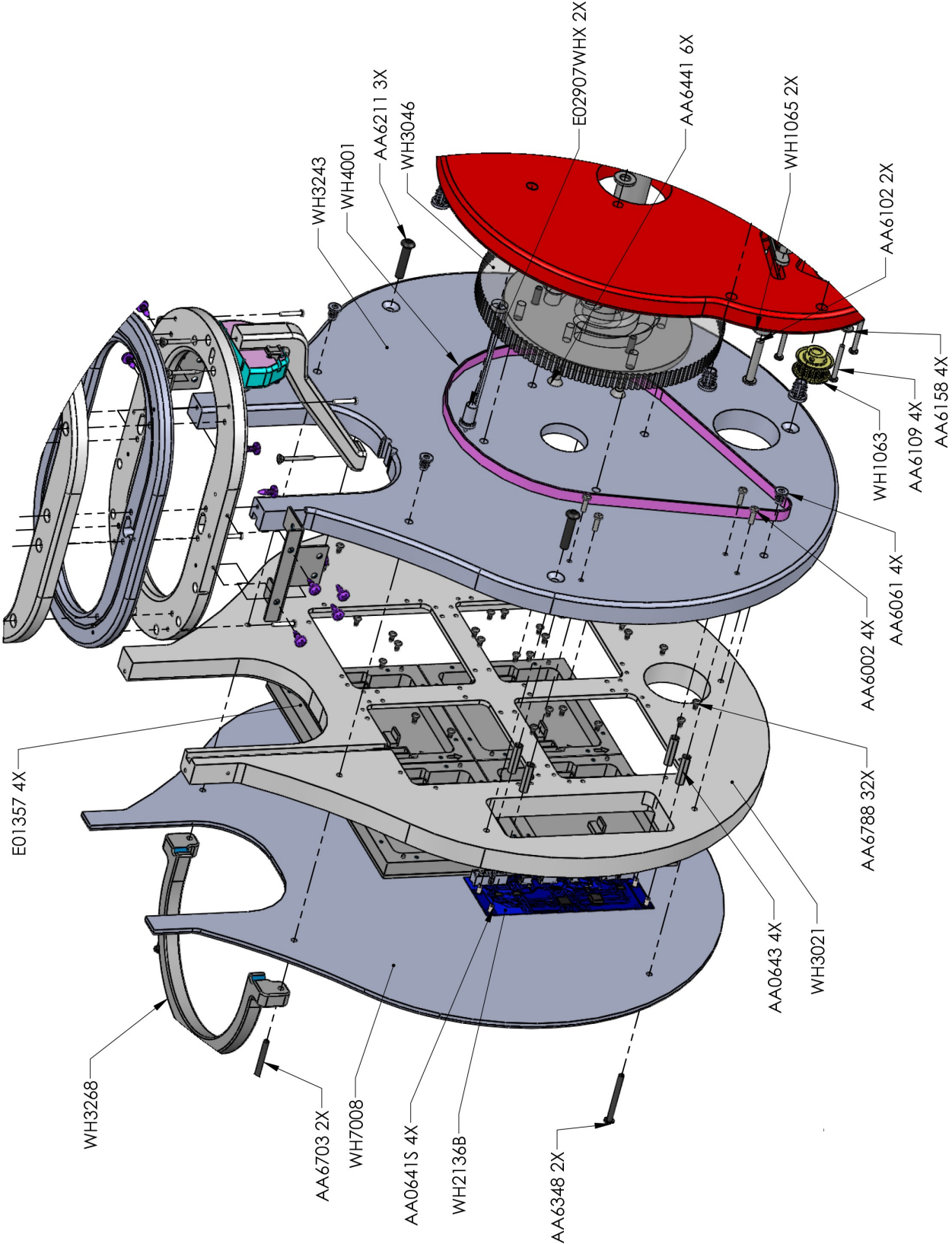
WH3010X Assembly



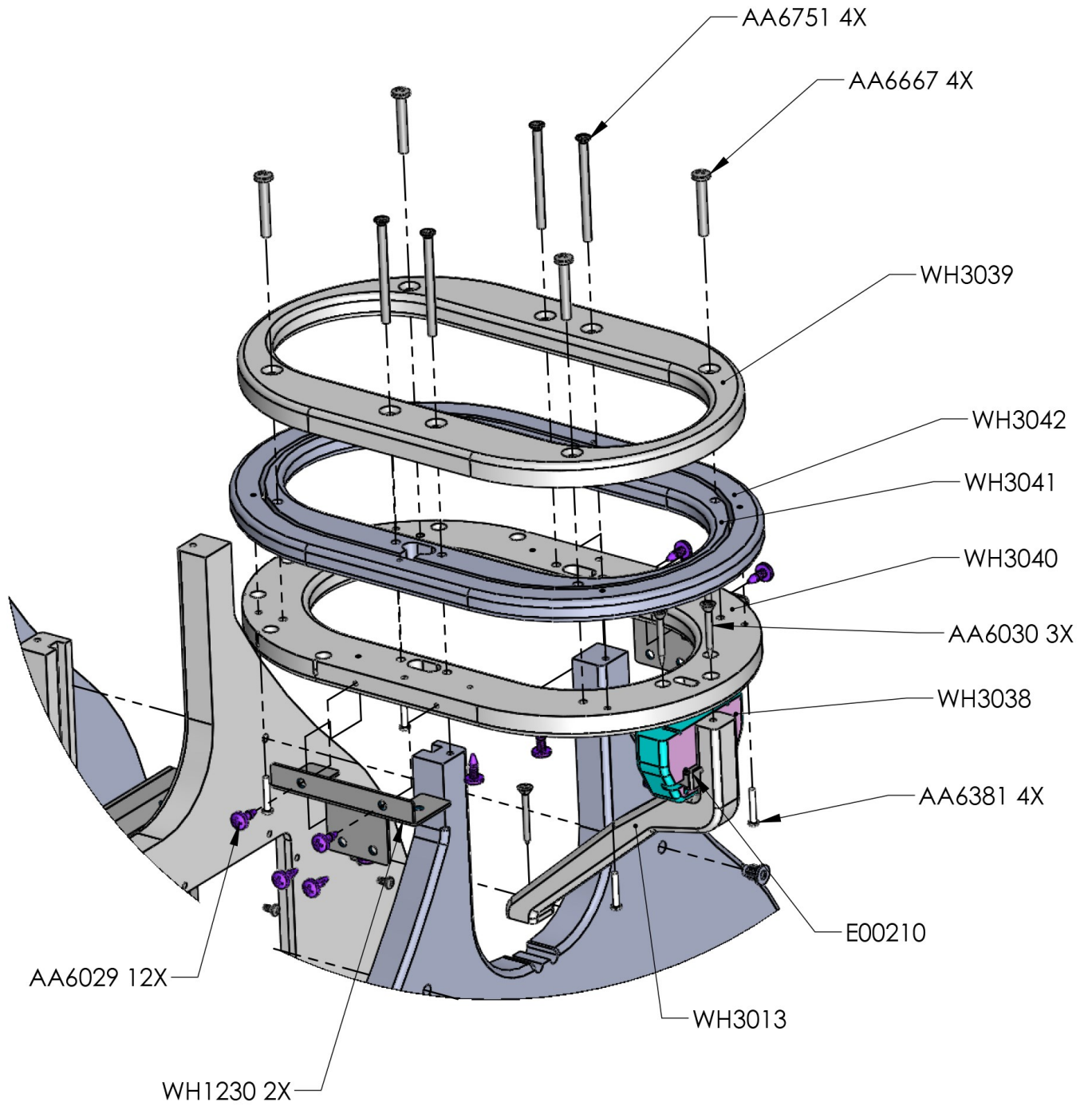
WH3010X Assembly



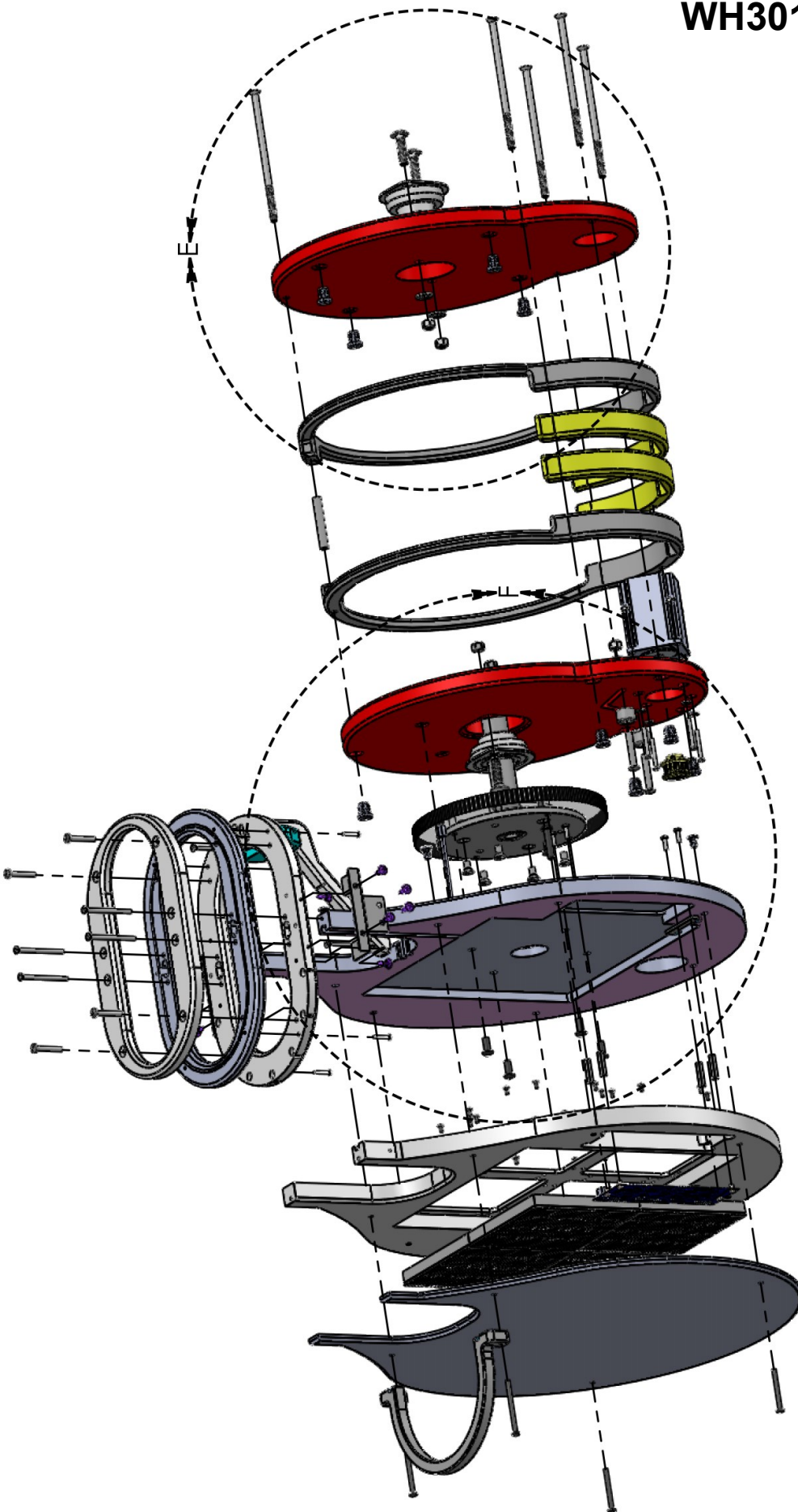
WH3010X Assembly



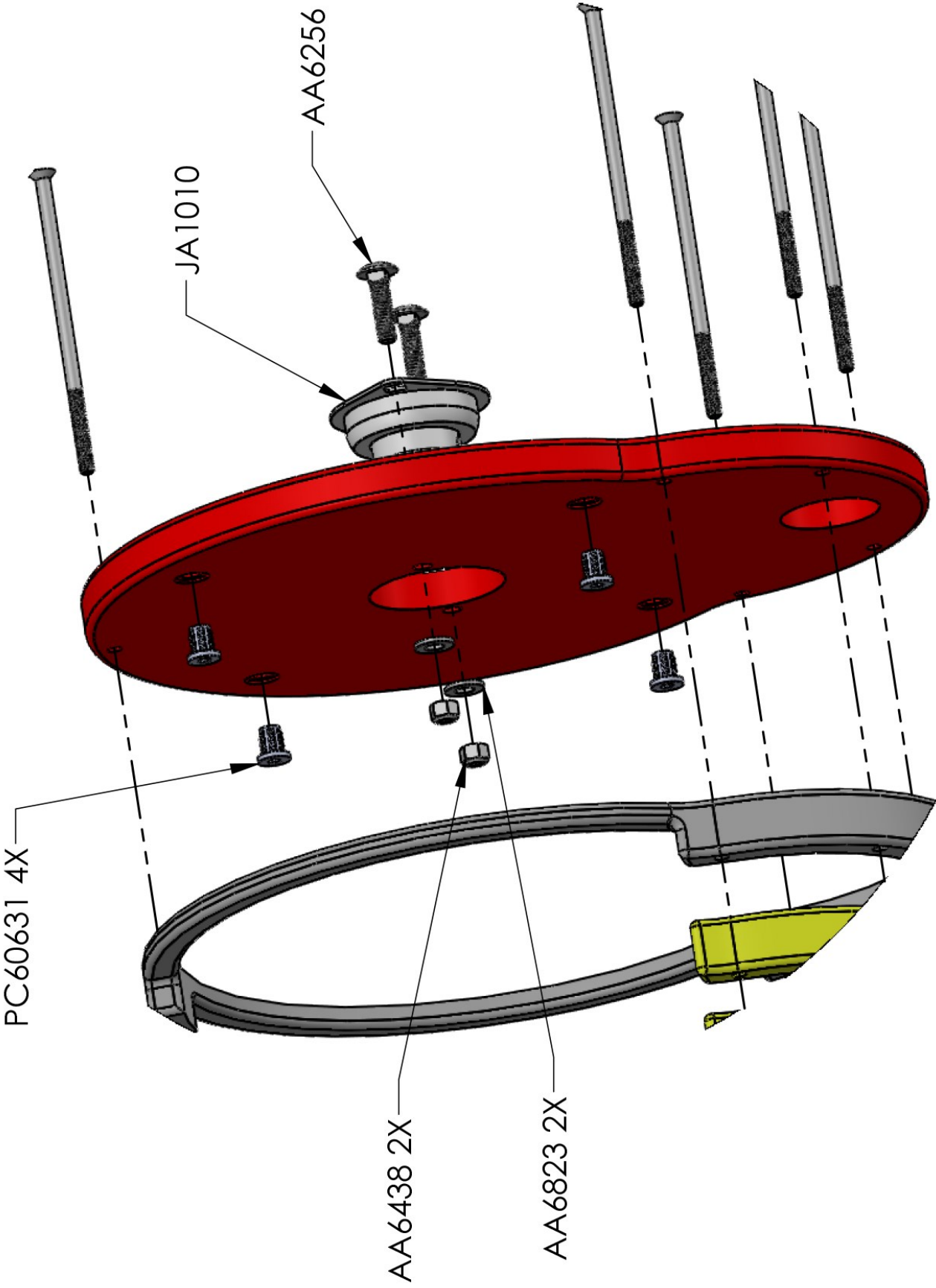
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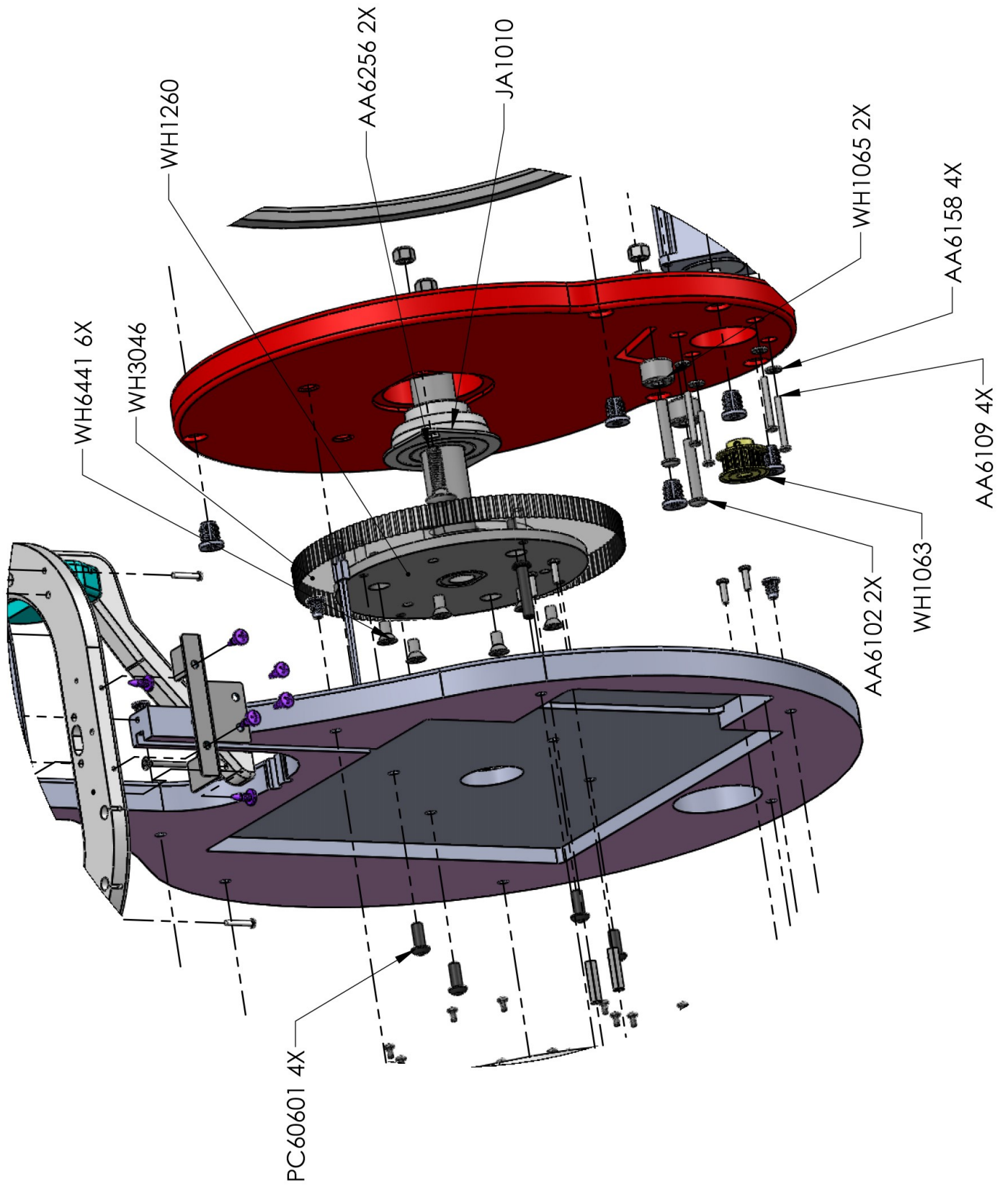
WH3010X Assembly



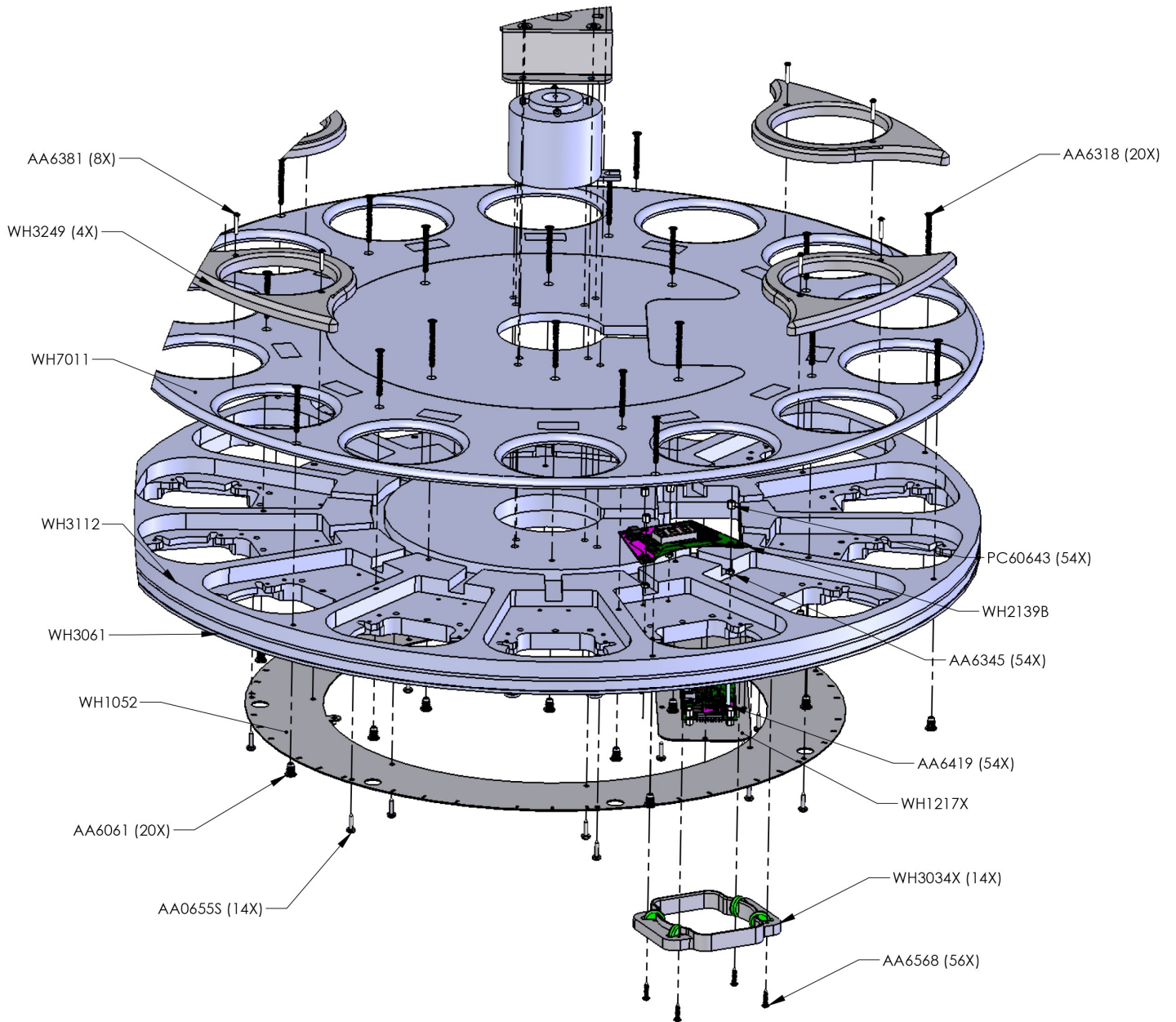
WH3010X Assembly



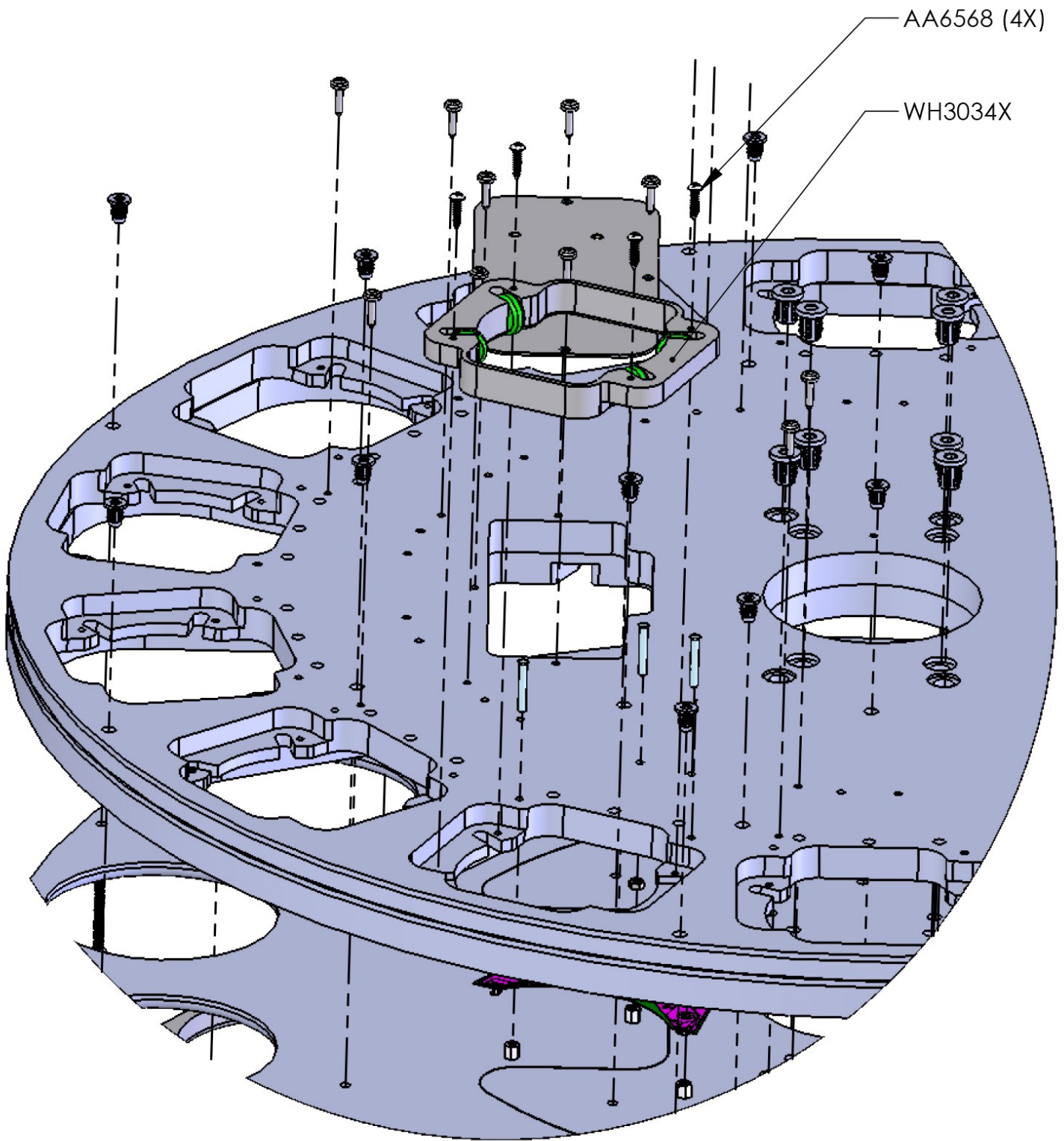
WH3010X Assembly



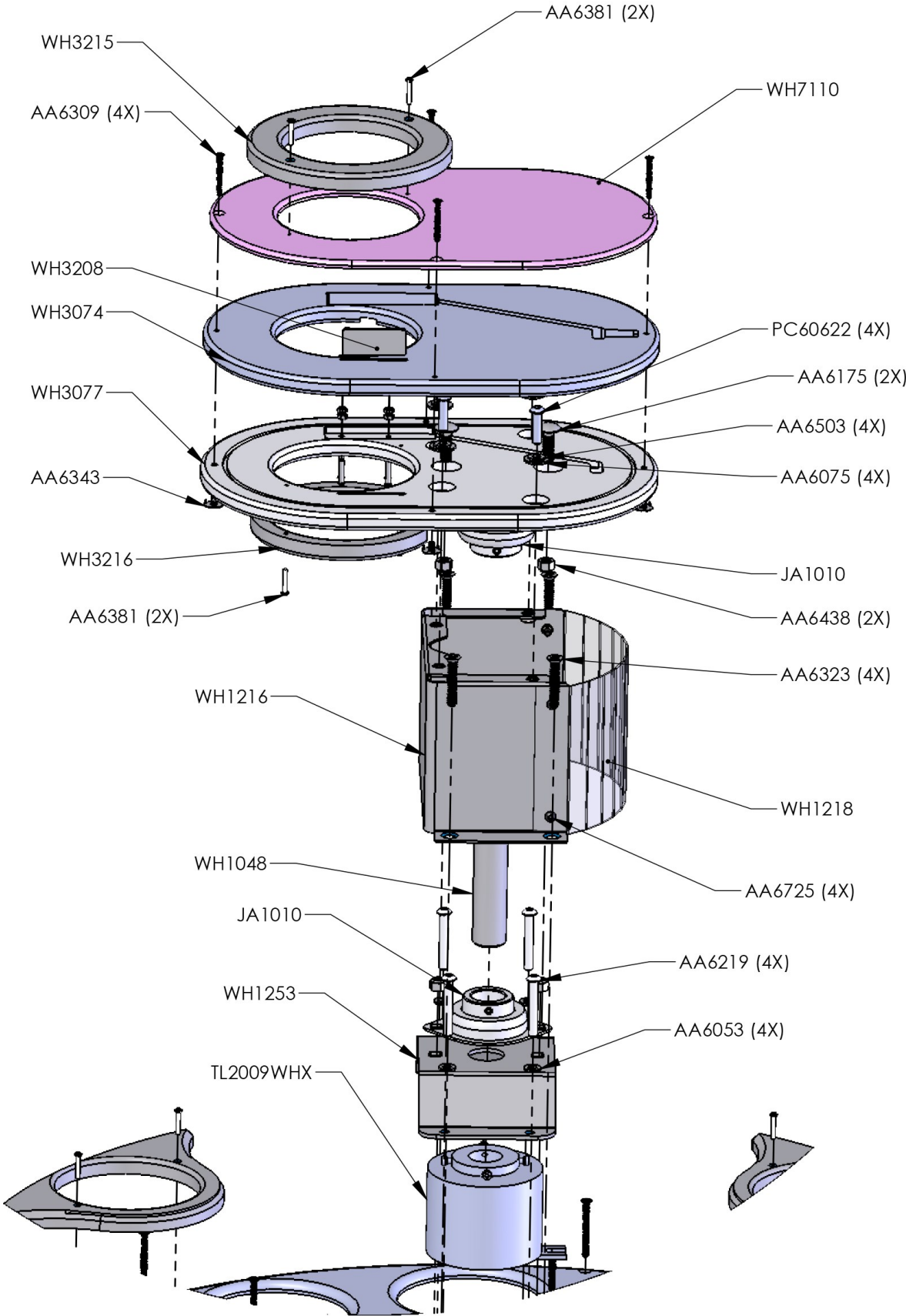
WH3061X Assembly



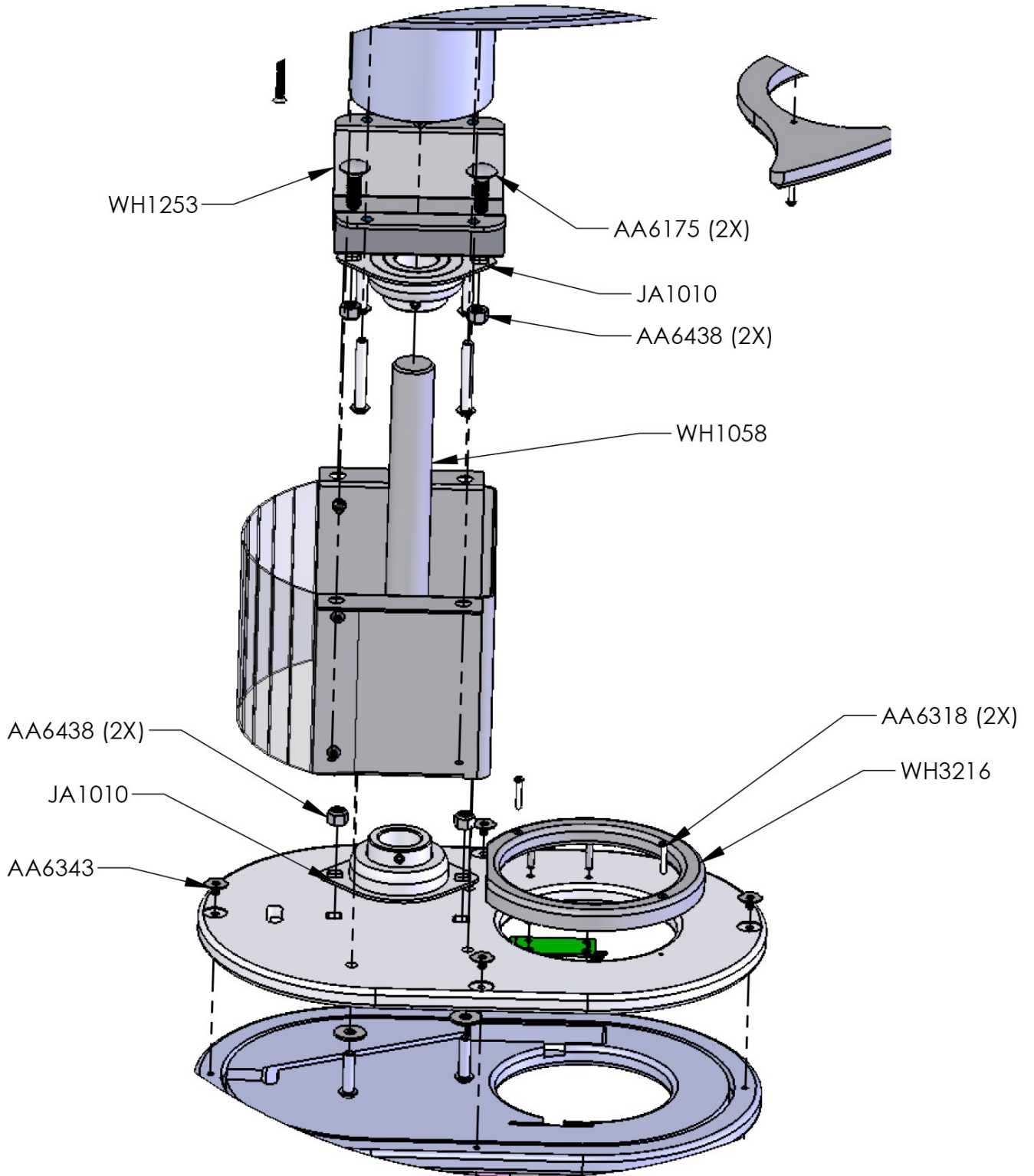
WH3061X Assembly



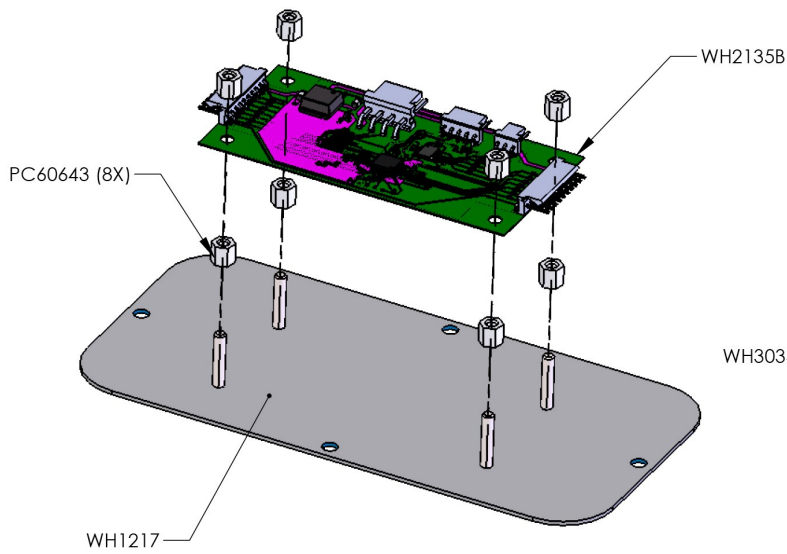
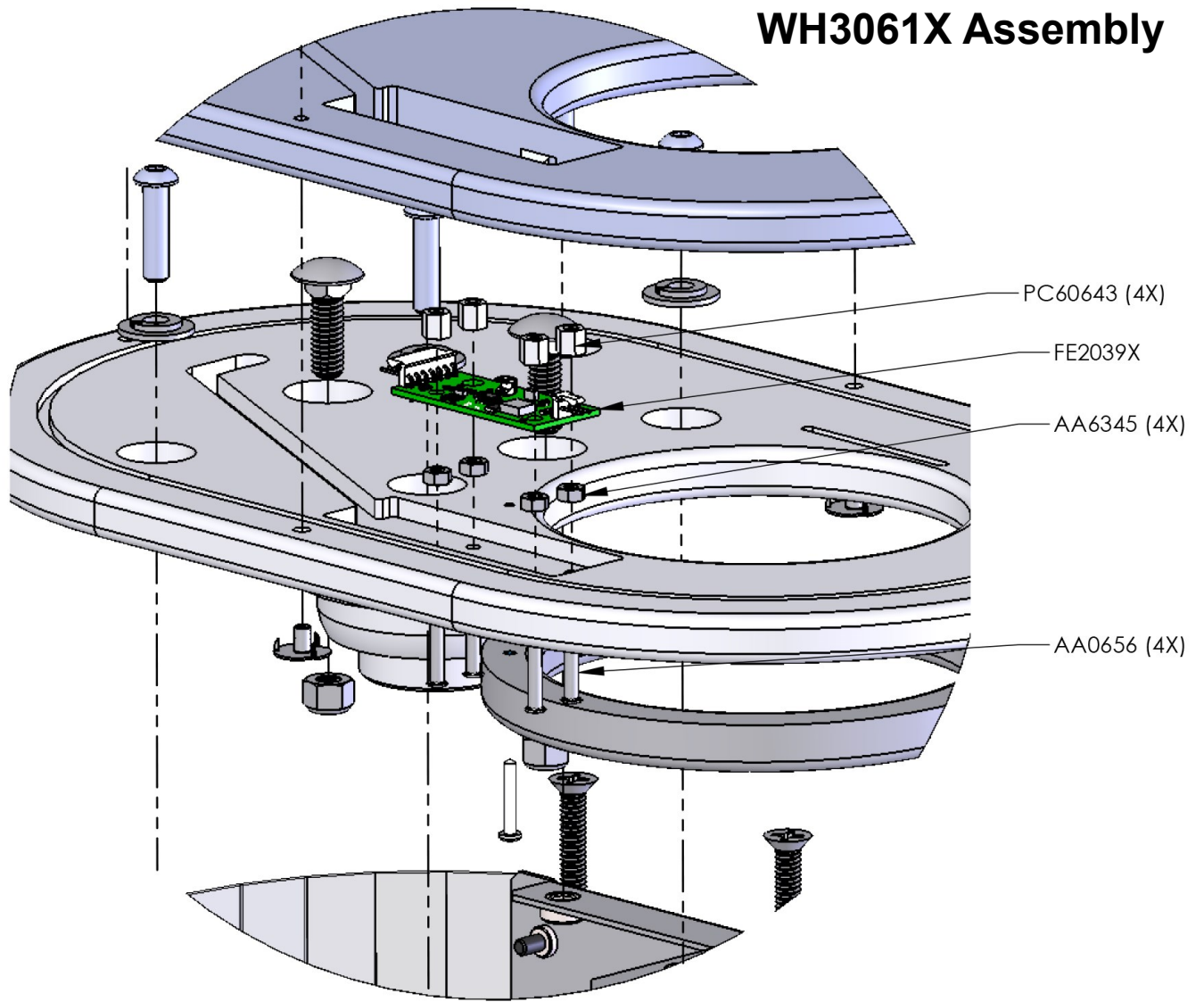
WH3061X Assembly



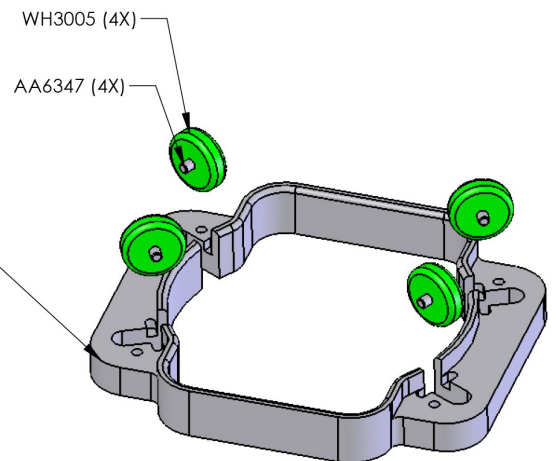
WH3061X Assembly



WH3061X Assembly



WH1217X



WH3034X

Recommended Spares List

WH1234X	ASY (SOLENOID)
E01357	5"X5" LED RGB DOT MATRIX (32X32)
WH2008	MOTOR
WH1214X	ASY (HAMMER PISTON)
WH4002	URETHANE BELT .125 X .375 X 88-3/4
WH4001	TIMING BELT 300XL037 3/8" X 30" 150 TEETH
WH3008	NET
WH3024	Basket Ball 3.8" w/Ice logo
E00210WHX	HARNESS (HOOP SENSOR)
E08973	SWITCH MOMENTARY ACTION (CHER
TL2009WHX	ASY (SLIP RING)
E00038	FUSE SLOW BLOW 4A
E02025	FUSE SLOW BLOW 2.5A
MON42/47PSLED	POWER SUPPLY (42/47 ESTECOM LED
WN2010	POWER SUPPLY (5VDC, 40A) SP-200-5
IA2010	POWER SUPPLY +12VDC 10A (ROHS)
E08982RBX	ASY (PIR MOTION SENSOR)
FE2039WHX	PCBA (SENSOR) (BLUE)
RB2009TLX	PCBA (OPTO SENSE)
WH2011X	PCBA (FUSE BOARD)
WH2039X	PCBA (WHEEL POSITION SENSOR)
WH2134X	PCBA (MAIN)
WH2135X	PCBA (WHEEL CONTROLLER)
WH2136X	PCBA (HOOP MATRIX)
WH2139X	PCBA (WHEEL)
WH2168SLX	AMP & HARNESS (AMP POWER 38 INCH, WIRES)
ZS2006	AMP only
WR2032BX	PCBA (DISPLAY AS 4 DIGIT)



WARRANTY POLICY

I.C.E. Inc warrants all components in new machines to be free of defects in materials and workmanship for the period listed below:

- 180 days on Main PCB's, Computers & Motors
- 1 year on all LCD monitor panels
- 90 days on all other electronic and mechanical components
- 30 days on all I.C.E. repairs and parts purchases

I.C.E. Inc shall not be obligated to furnish a warranty request under the following conditions:

- Equipment or parts have failed through normal wear and tear
- Equipment has been subjected to unwarranted stress, abuse or neglect
- Equipment has been damaged as a result of arbitrary repair/modification

Products will only be covered under warranty by obtaining an I.C.E. authorized RMA #. To obtain an RMA # please provide I.C.E. tech support with the game serial # or original I.C.E. invoice # and a detailed description of the failure or fault symptoms.

I.C.E. Inc will assume no liability whatsoever for costs associated with labor or travel time to replace defective parts. All defective warranty covered components will be replaced with new or factory refurbished components equal to OEM specifications.

I.C.E. Inc will cover domestic UPS ground, or comparable shipping costs during the warranty period. International or expedited shipments are available for an additional charge. To obtain credit defective parts must be returned to I.C.E. Inc, at the customer's expense, within 30 days. After 30 days a 15% re-stocking fee will apply to all returns.

ICE distributors are independent, privately owned and operated. In their judgment, they may sell parts and/or accessories other than those manufactured by I.C.E. Inc. We cannot be responsible for the quality, suitability or safety of any non-I.C.E. part or modification (including labor) that is performed by such a distributor.

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