



Kiosk with BNA Enclosure



Kiosk with Wall Mount



Kiosk with Pedestal

15301 BETMAKERS SST:

KIOSK with BNA ENCLOSURE, WALL MOUNT or PEDESTAL

USER SERVICE MANUAL

Version History

Dec. 2021 V 0.1 Release Version

ISSUE NUMBER	DATE	ECN	COMMENTS	APPROVED
01	01-12-2021	5789	INITIAL RELEASE	L..DICKSON
02	07-03-2022	5896	ADDITION OF FCC NOTATION. ADDITION OF 400W TO POWER SUPPLY (2.1.3 Electrical).	L.DICKSON
03	24-08-2022	6045	UPDATE TO MANUAL DUE TO TIMCO FCC FEEDBACK	L.DICKSON
04	29-08-2022	6055	UPDATE TO MANUAL DUE TO TIMCO FCC FEEDBACK. MINOR UPDATE TO CHAPTER 3 & 9 STEP DETAILS & IMAGES.	L.DICKSON

Who Should Use This Manual

This guide is intended for those responsible for the installation and use of the Kiosk.

It contains information on:

- Installation and set-up instructions
- Operational requirements
- Kiosk Hardware Component Overview

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Notices

Note: For any safety-related incident that occurs related to this machine, the field personnel involved must immediately follow regular Safety Incident Reporting and contact the following department:

Neo Products Pty Ltd.

62-66 Pacific Drive

Keysborough, VIC 3173

Phone (03) 9701 1511

The System Services Representative (SSR) should check the following:

1. Ensure that the Kiosk is plugged into a properly grounded outlet.
2. Ensure that the ground wires are properly secured at each end and not pinched.

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SAVE THESE INSTRUCTIONS

Chapter 1 - Safety Information – READ THIS FIRST

Read the following information before operating the equipment.

Definitions of Hazard Levels:

The word **DANGER** indicates the presence of a hazard that has the potential of causing death or serious personal injury.

The word **CAUTION** indicates the presence of a hazard that has the potential of causing moderate or minor personal injury.

Chapter 1 - Safety Information

Danger Notices

DANGER: To prevent a possible shock from touching two surfaces with different protective ground (earth), use one hand, when possible, to connect or disconnect signal cables.

DANGER: Overloading a branch circuit is potentially a fire hazard and a shock hazard under certain conditions. To avoid these hazards, ensure that your system electrical requirements do not exceed branch circuit protection requirements. Refer to the information that is provided with your device or the power rating label for electrical specifications.

DANGER: An electrical outlet that is not correctly wired could place hazardous voltage on the metal parts of the system or the devices that attach to the system. It is the responsibility of the customer to ensure that the outlet is correctly wired and grounded to prevent an electrical shock.

DANGER: When working on or around the system, observe the following precautions:

Electrical voltage and current from power, telephone, and communication cables are hazardous.

To avoid a shock hazard:

- If Neo Products supplied a power cord, connect power to this unit only with the Neo Products provided power cord. Do not use the Neo Products provided power cord for any other product.
- Do not open or service any power supply assembly.
- Do not connect or disconnect any cables or perform installation, maintenance, or reconfiguration of this product during an electrical storm.
- The product might be equipped with multiple power cords. To remove all hazardous voltages, disconnect all power cords.
- Connect all power cords to a properly wired and grounded electrical outlet. Ensure that the outlet supplies proper voltage and phase rotation according to the system rating plate.
- Connect any equipment that will be attached to this product to properly wired outlets.
- When possible, use one hand only to connect or disconnect signal cables.
- Never turn ON any equipment when there is evidence of fire, water, or structural damage.
- Sharp edges, corners and joints may be present in and around the system. Use care when handling equipment to avoid cuts, scrapes and pinching.
- Route all cords away from sharp edges, corners and points, moving parts and heated surfaces, to prevent damage to the cable insulation. Never route cables through openings that do not have smooth well-rounded surfaces or with bushings.
- Protect all cords against physical damage. Never allow objects to be placed on or against the cords, or on surfaces that contact the cords. Ensure cords are positioned not to be stepped on, tripped over, or subjected to damage or stress.
- Inspect the power cord thoroughly and periodically. Do not use the Kiosk if the cord is damaged.
- Grasp the plug to remove it from the outlet. Do not unplug by pulling on the cord.
- Never handle equipment by its cord.
- Fully insert the plug into the outlet.

DANGER: The AC main power cord from the Kiosk is the disconnect means from AC mains.

DANGER: The AC mains power cord of the Kiosk is used as the disconnect means of the AC disconnect box. Disconnect this cord before servicing the AC disconnect box.

DANGER: Hazardous voltage present. Voltages present a shock hazard, which can cause severe injury or death.

DANGER: Heavy equipment – personal injury or equipment damage might result if mishandled. Before lifting the unit consult the manual to determine the weight of the equipment and then perform a risk assessment to determine the most appropriate method for lifting / transporting the equipment.

DANGER: Professional movers are to be used for all relocation activities. Serious injury or death may occur if systems are handled and moved incorrectly.

DANGER: Serious injury or death can occur if loaded lift tool falls over or if a heavy load falls off the lift tool. Always completely lower the lift tool load plate and properly secure the load on the lift tool before moving or using the lift tool to lift or move an object.

Caution Notices

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

CAUTION: Energy hazard present. Shorting might result in system outage and possible physical injury. Remove any jewellery before servicing.

CAUTION: For safety when running the printer test, make sure hair is pulled back and personal articles such as ties, necklaces, or bracelets do not get caught in the moving print head.

CAUTION: Hazardous moving parts nearby.

CAUTION: Turn off or remove the fan's connection to power before attempting to service the fan. Ensure the fan has stopped moving before servicing.

CAUTION: The socket-outlet must be installed near the equipment and must be easily accessible.

CAUTION: This product is equipped with a 3-wire (two conductors and ground) power cable and plug. Use this power cable with a properly grounded electrical outlet to avoid electrical shock.

Electronic Emission & Safety Notices

Neo Products cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product.

Properly shielded and grounded cables and connectors must be used in order to meet emission limits. Neo Products is not responsible for any radio or television interference caused by using other than recommended cables and connectors or by unauthorized changes or modifications to this equipment.

Unauthorized changes or modifications could void the user's authority to operate the equipment.

Federal Communications Commission Statement (FCC)

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE 1: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. In cases where the manual is provided only in a form other than paper, such as on a computer disk or over the Internet, the information required by this section may be included in the manual in that alternative form, provided the user can reasonably be expected to have the capability to access information in that form.

NOTE 2: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Cable Ferrite Requirement

All cable ferrites are required to suppress radiated EMI emissions and must not be removed.

Electrostatic Discharge (ESD)

Attention: ESD damage can occur when there is a difference in charge between the part, the product, and the service person. No damage will occur if the service person and the part being installed are at the same charge level.

ESD Damage Prevention

Anytime a service action involves physical contact with logic cards, printed circuit boards (PCBs), modules, back-panel pins, or other ESD sensitive (ESDS) parts, the service person must be connected to an ESD common ground point on the product through the ESD wrist strap and cord. The ESD ground clip can be attached to any frame ground, ground braid, green wire ground, or the round ground prong on the AC power plug. Coax or connector outside shells can also be used.

Handling Removed Cards

Logic cards removed from a product should be placed in ESD protective containers. No other object should be allowed inside the ESD container with the logic card. Attach tags or reports that must accompany the card to the outside of the container.

Chapter 2 - Product Description

2.1 Physical Specifications and Operating Environment

The Kiosk is designed to be installed in an indoor, temperature controlled environment.

2.1.1 Mechanical

	Kiosk
Dimensions	16" (L) x 22" (W) x 32" (H) Kiosk + BNA Enclosure 16" (L) x 14" (W) x 56" (H) Kiosk + Wall Mount 28" (L) x 14" (W) x 63" (H) Kiosk + Pedestal
Net Weight	103lbs (Kiosk + BNA Enclosure) 147lbs (Kiosk + Wall Mount) 176lbs (Floor Pedestal)
Weight (including pallet)	125lbs (Bench Mount) 169lbs (Kiosk + Wall Mount) 198lbs (Floor Pedestal)

2.1.2 Environmental

Temperature:	Storage:	32°F to 122°F
	Operating:	32°F to 86°F
Relative Humidity:	Storage:	8% to 80% non-condensing
	Operating:	20% to 80% non-condensing

2.1.3 Electrical

- Mains Input: Mains Input to 100-240V AC, 400W, 50-60Hz.
- A dedicated circuit for each Kiosk is not required.
- A grounded power outlet with IEC cable for connection to the Kiosk Pedestal is required.

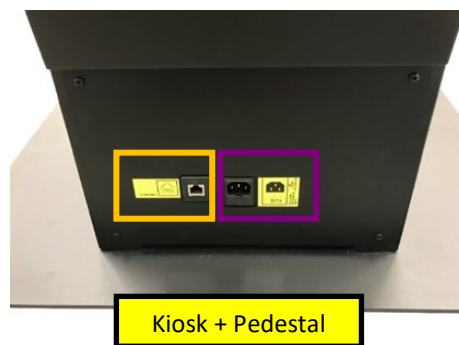
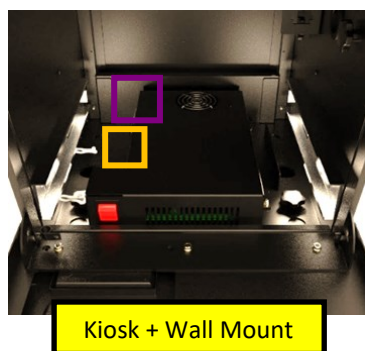
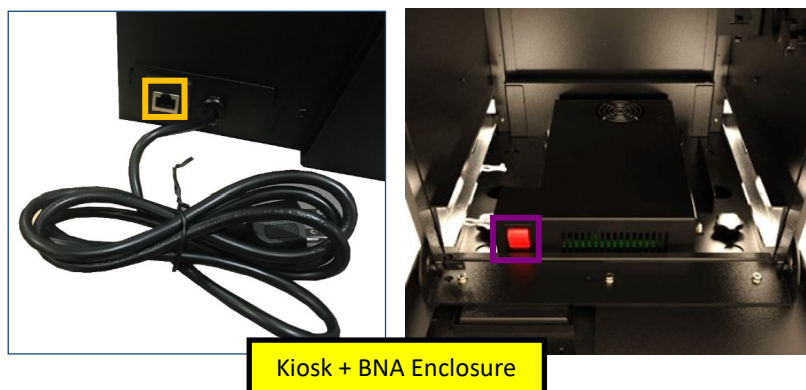
2.1.4 Communications

Item	Frequency	Power dB
WiFi	2.412GHz & 5.825GHz	0.04
4G LTE	0.71GHz & 2.6GHz	0.158
NFC	13.56MHz	0.05

2.2 Power connection / Cable Access

The Kiosk is connected to power using and earthed IEC cable provided.

Power and Network connection for all variants can be accessed by the following locations:



= Ethernet connection

= Power on/off switch

Chapter 3 - Printer Module

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

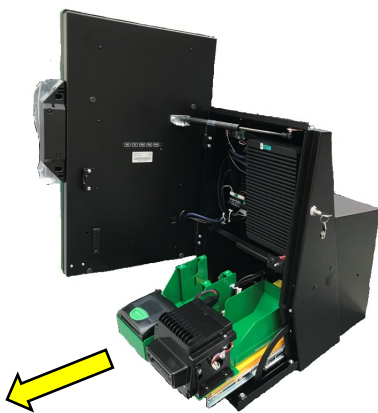
Replacing the Printer Module (Kiosk + BNA Enclosure)

1



STEP 1 Unlock and open the LCD Screen Door and Lower Door by unlocking the Lock at the Right-hand side of the Kiosk using the key provided.

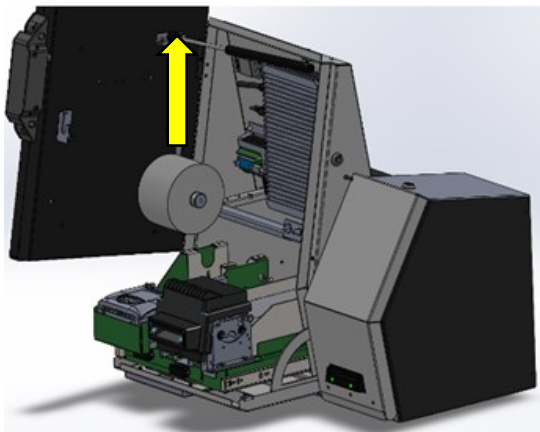
2



STEP 2 Pull out the peripheral tray towards the operator.

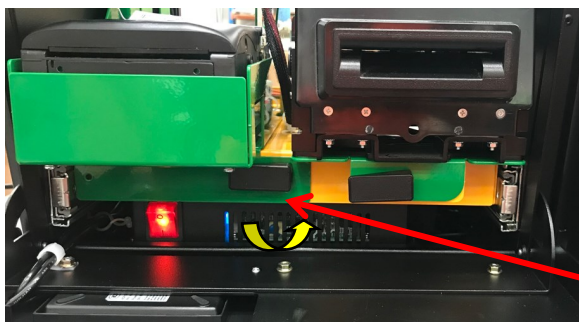
Note: BNA Enclosure removed for clarity.

3



STEP 3 Remove the paper spindle & paper roll from the roller supports and un-feed from the Printer.

4



STEP 4 Undo the Latch Swell to disengage the green Printer tray.

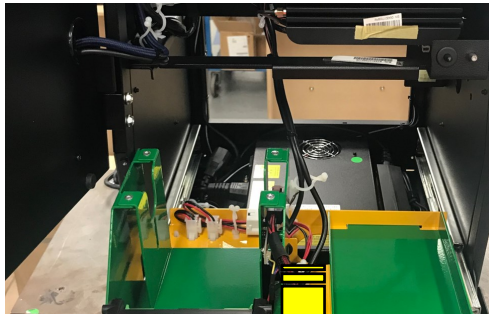
Latch Swell.

Chapter 3 - Printer Module

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

Replacing the Printer Module (Kiosk + BNA Enclosure continued)

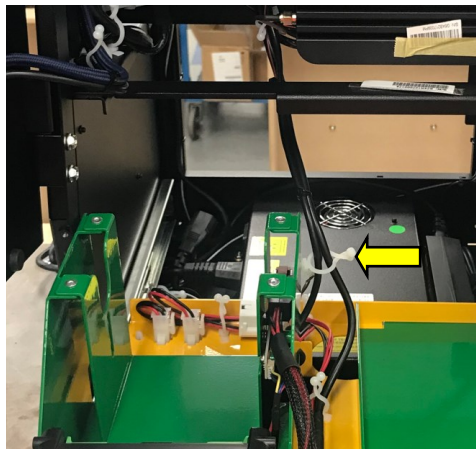
5



STEP 5 Partially slide out the Printer tray from the peripheral tray as the Printer loom will limit complete removal.

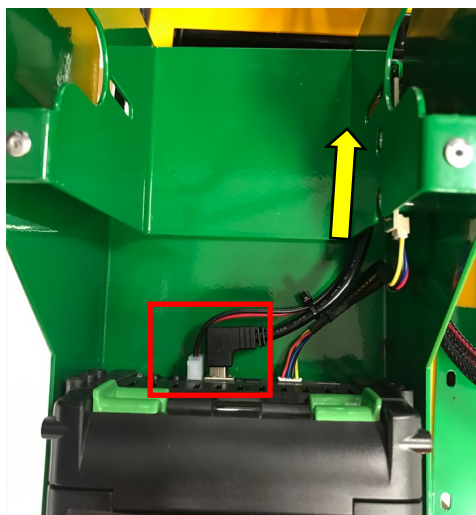
The Printer loom can be accessed after partial slide—refer to next Step.

6



STEP 6 Unclip the 1x Cable Tie Twist Lock located at the side of the Printer Tray as shown.

7



STEP 7 Remove the 2x Power Connector located at the back of the Printer.

Gently pull the 2x looms from the Printer Mount.

The Printer Module can then be removed from the Kiosk.

To re-install the replacement Printer Module, follow Steps 1 to 7 in reverse.

Chapter 4 - MSR

Replacing the MSR Module (Kiosk + BNA Enclosure)

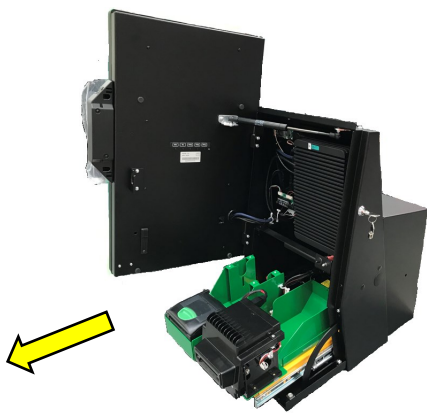
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 Unlock and open the LCD Screen Door and Lower Door by unlocking the Lock at the Right-hand side of the Kiosk using the key provided.

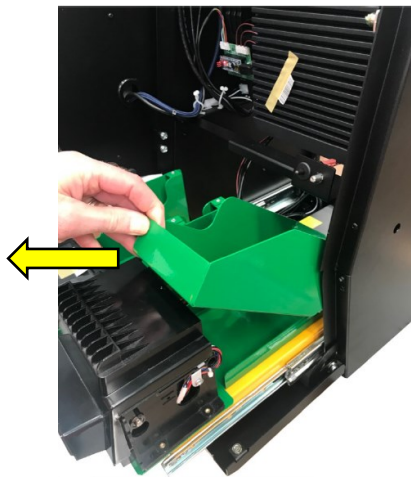
2



STEP 2 Pull out the peripheral tray towards the operator.

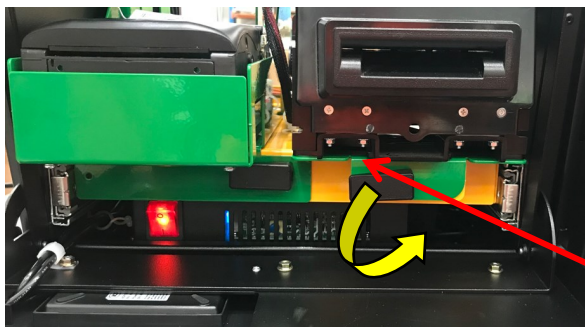
Note: BNA Enclosure removed for clarity.

3



STEP 3 Remove the Betslip Tray.

4



STEP 4 Undo the Latch Swell to disengage the green MSR Module.

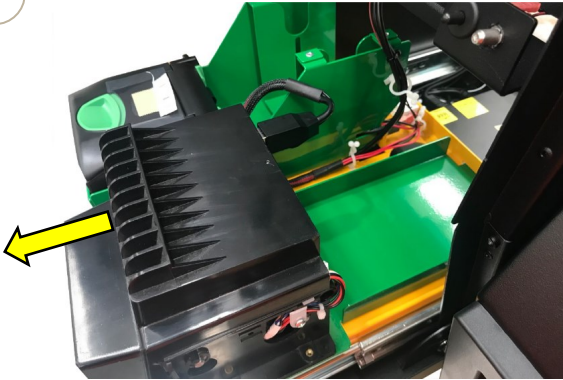
Latch Swell.

Chapter 4 - MSR

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

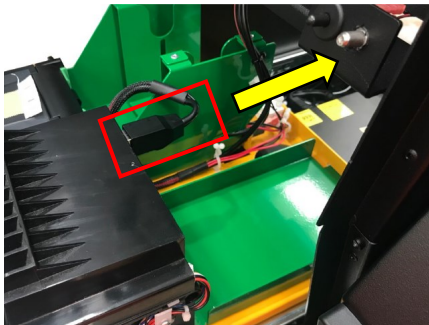
Replacing the MSR Module (Kiosk + BNA Enclosure continued)

5



STEP 5 Remove the MSR Module from the peripheral tray.

6



STEP 6 Unplug the power connector.

7



STEP 7 Remove & retain 4x Pan Head Screws fastening the MSR Module from the MSR Tray.

To re-install the replacement MSR Module, follow Steps 1 to 7 in reverse.

Chapter 5 - BNA Cash Box / Module

Replacing the BNA Module (Kiosk + BNA Enclosure)

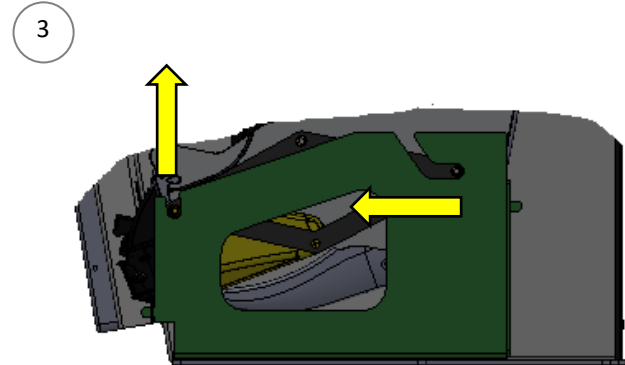
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.



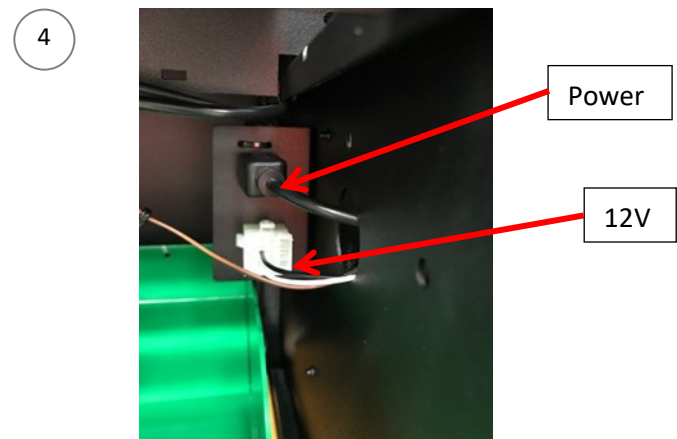
STEP 1 Unlock and open the BNA Module door by unlocking the Lock on the top of the BNA Module using the key provided.



STEP 2 Grasp the handle and pull the BNA Cash Box outwards from the mount bracket.



STEP 3 Lift & pull the front of the BNA Module forward to disengage the Mount Bracket from the front pin nesting.



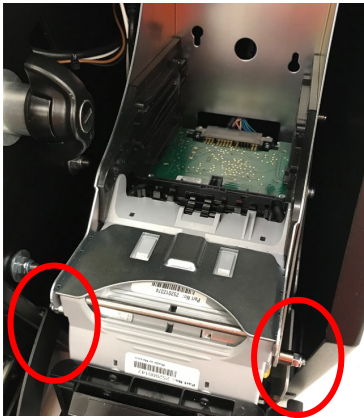
STEP 4 Before completely removing BNA Module, unplug the USB and Power Looms from the BNA Connectors.

Chapter 5 - BNA Cash Box / Module

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

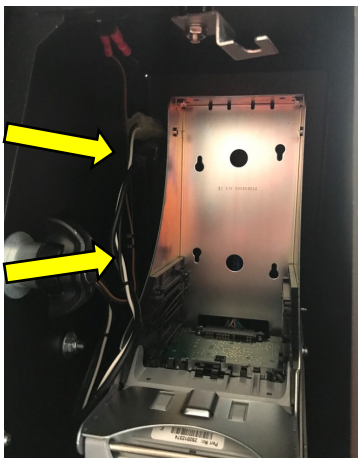
Replacing the BNA Module (Kiosk + BNA Enclosure continued)

5



STEP 5 Lift & pull the rear of the BNA Module out of the BNA enclosure.

To re-install the replacement BNA Module, follow Steps 1 to 5 in reverse.



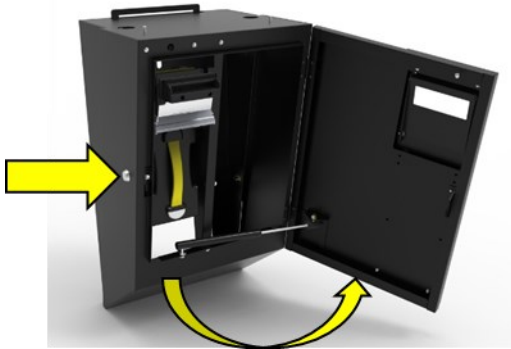
NOTE: Feed the BNA Module back into the BNA enclosure ensuring the loom and connectors to not interfere with fitment. Guide the loom & connectors to the LH side of the BNA enclosure.

Chapter 6 - BNA Cash Box / Module

Replacing the BNA Module (Kiosk + Wall Mount)

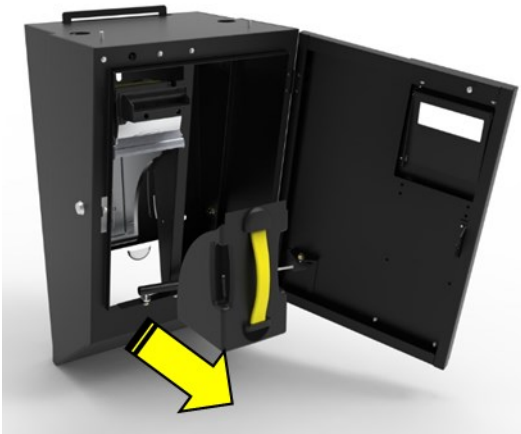
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 Unlock and open the BNA Module door by unlocking the Lock on the Left-hand side of the Pedestal using the key provided.

2



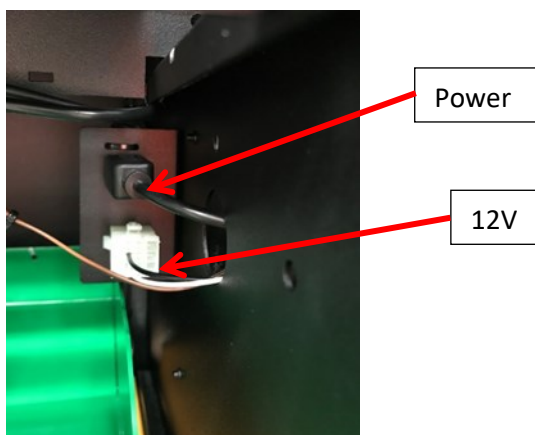
STEP 2 Grasp the handle and pull the BNA Cash Box upwards and out of the mount bracket.

3



STEP 3 Access the BNA Module by remove & retaining 5x M4x8 Pan Head Screws fastening the BNA Mount Bracket to the base (4x) and vertical brace (1x).

4



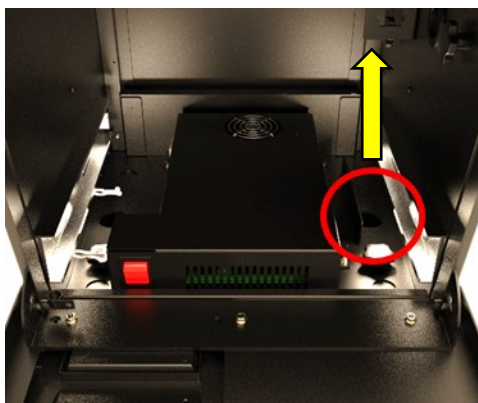
STEP 4 Before completely removing BNA Module, unplug the USB and Power Looms from the BNA Harness.

Chapter 6 - BNA Cash Box / Module

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

Replacing the BNA Module (Kiosk + Wall Mount continued)

5



STEP 5 Once the looms are unplugged, the Looms are removed through the hole in the Main Frame.

To re-install the replacement BNA Module, follow Steps 1 to 5 in reverse.

Chapter 7 - BNA Cash Box / Module

Replacing the BNA Module (Kiosk + Pedestal)

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



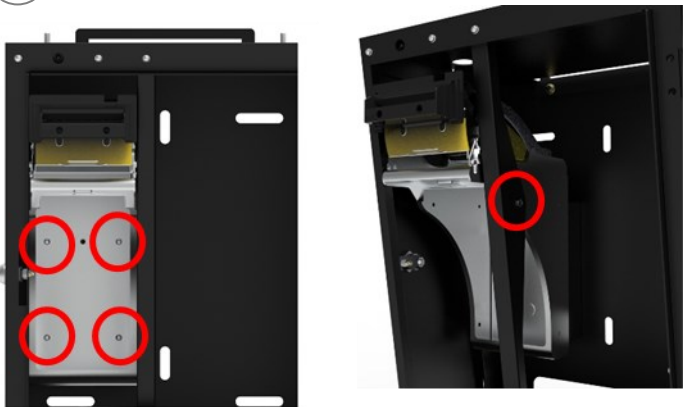
STEP 1 Unlock and open the BNA Module door by unlocking the Lock on the Left-hand side of the Pedestal using the key provided.

2



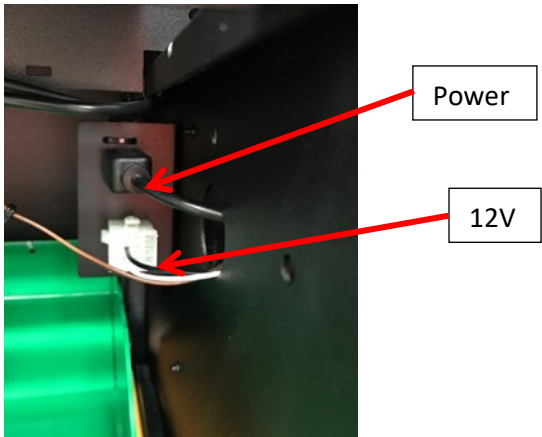
STEP 2 Grasp the handle and pull the BNA Cash Box upwards and out of the mount bracket.

3



STEP 3 Access the BNA Module by remove & retaining 5x M4x8 Pan Head Screws fastening the BNA Mount Bracket to the base (4x) and vertical brace (1x).

4



STEP 4 Before completely removing BNA Module, unplug the USB and Power Looms from the BNA Connectors.

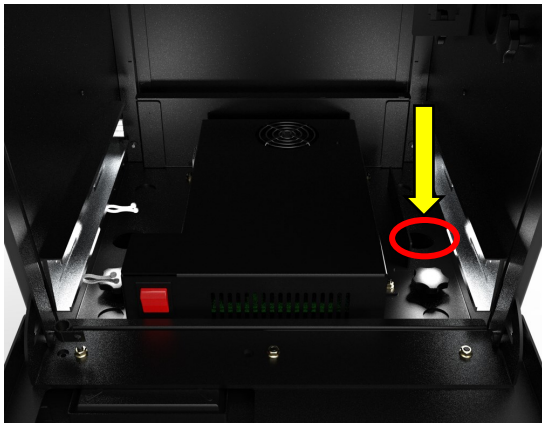
Note: Image for reference only.

Chapter 7 - BNA Cash Box / Module

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

Replacing the BNA Module (Kiosk + Pedestal continued)

5



STEP 5 Once the looms are unplugged, the Looms are removed through the hole in the Main Frame.

Note: Parts removed for clarity.

To re-install the replacement BNA Module, follow Steps 1 to 5 in reverse.

Chapter 8 - BNA Bill Validation Module

Removing the BNA Bill Validation (all variants)

1



STEP 1 To remove the BNA cash box, open the BNA Module door by unlocking the Lock using the key provided (BNA Enclosure shown).

2



STEP 2 Hold the Bill Validation Module and gently push the steel rod downwards to disengage & remove from the BNA Bracket. Guide the small tabs on the Module past the slots on the BNA Bracket.

To re-install the replacement BNA Bill Validation, follow Steps 1 to 2 in reverse.

Chapter 9 - Power Supply

Replacing the Power Supply (all variants)

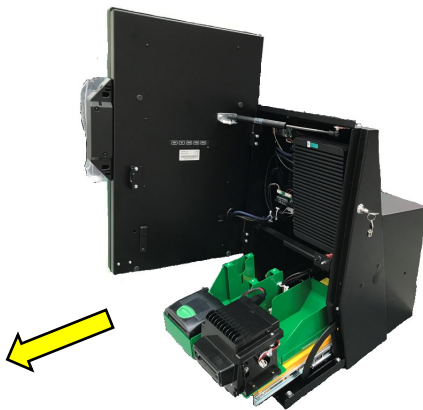
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 To remove the Power Supply, unlock and open the LCD Screen Door and Lower Door by unlocking the Lock at the Right-hand side of the Kiosk using the key provided.

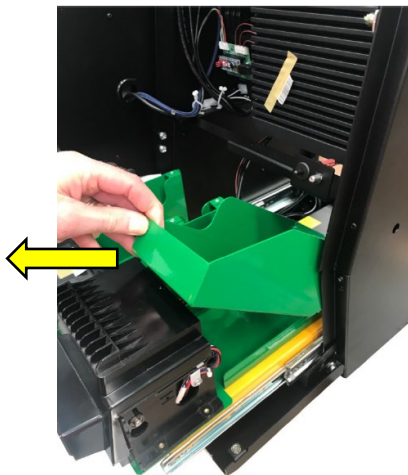
2



STEP 2 Pull out the Printer / MSR Module peripheral tray until it reaches stop.

Note: BNA Enclosure removed for clarity.

3



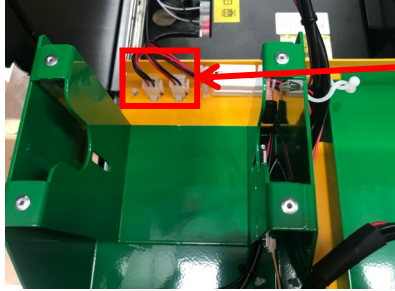
STEP 3 Remove Betslip Tray.

Chapter 9 - Power Supply

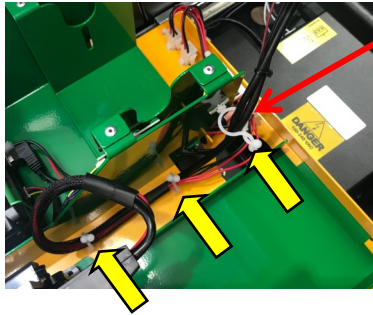
Replacing the Power Supply (all variants)

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

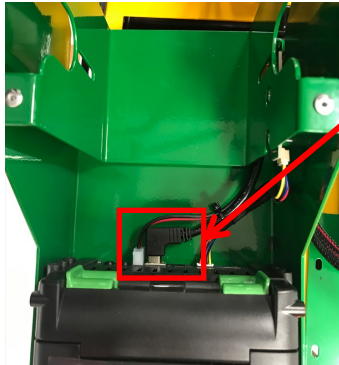
4



STEP 4 Remove the 2x Power Connector located at the back of the Printer Tray.



Unclip the 3x Cable Tie Twist Locks located on the side of the Printer Tray as shown. Use Side Cutter Pliers to remove the cable ties from the wiring loom back to the USB port (if required).

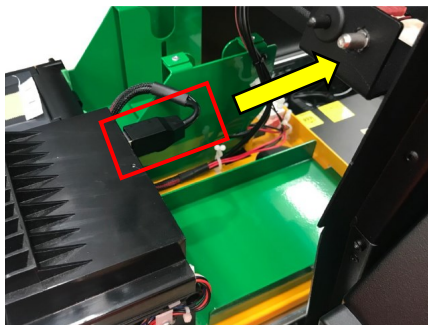


Remove the 2x Power Connector located at the back of the Printer.

Gently pull the 2x looms from the Printer Mount.

The Printer Module can then be removed from the Kiosk.

5

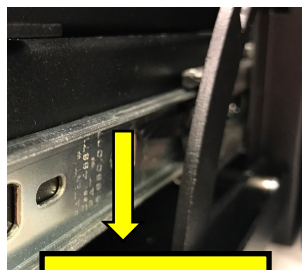


STEP 5 Unplug the power connector from the MSR.

6



LH Side Draw Slide



RH Side Draw Slide

STEP 5 To completely remove the peripheral tray, the safety tabs on the drawer slide needs to be released.

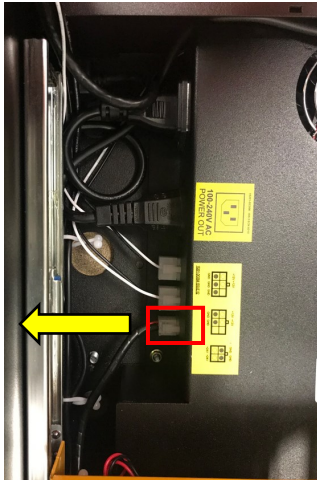
With two (2) hands, lift up the LH Side safety tab & push down the RH Side safety tab.

Chapter 9 - Power Supply

Replacing the Power Supply (all variants)

CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

7



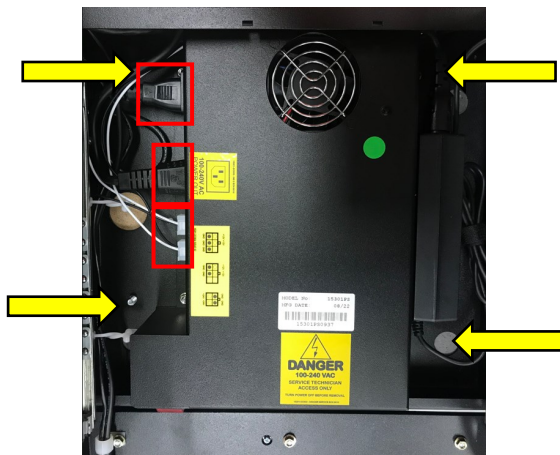
STEP 7 Remove the 1x Power Connector located on the LH Side of the Power Supply unit.

8



STEP 8 Completely remove the peripheral tray and store.

9



STEP 9 Disconnect the 4x plugs from the Power Supply.

Remove & retain 4x nuts fastening the Power Supply to the Base.

To re-install the replacement Power Supply, follow Steps 1 to 9 in reverse.

Chapter 10 - Proximity Sensor

Replacing the Proximity Sensor (all variants)

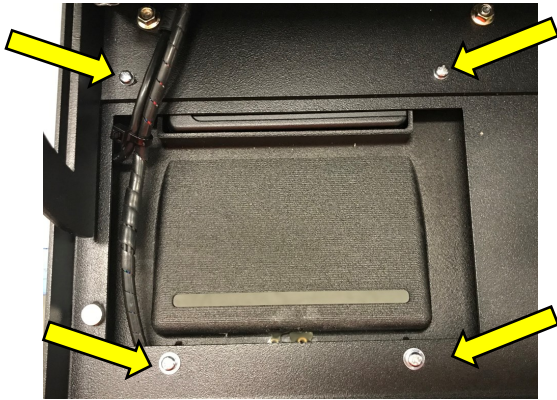
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 To remove the Proximity Sensor, unlock and open the LCD Screen Door and Lower Door by unlocking the Lock at the Right-hand side of the Kiosk using the key provided.

2



STEP 2 Remove & retain 4x Pan Head Screws fastening the Printer Fascia from the rear of the Lower Door.

3



The Proximity Sensor is glued into the Fascia replacement.

STEP 3 Remove the Proximity Sensor plug from the Printer Fascia.

Remove & replace Proximity Sensor.

To re-install the replacement Proximity Sensor, follow Steps 1 to 3 in reverse.

Chapter 11 - NFC Reader

Replacing the NFC Reader (all variants)

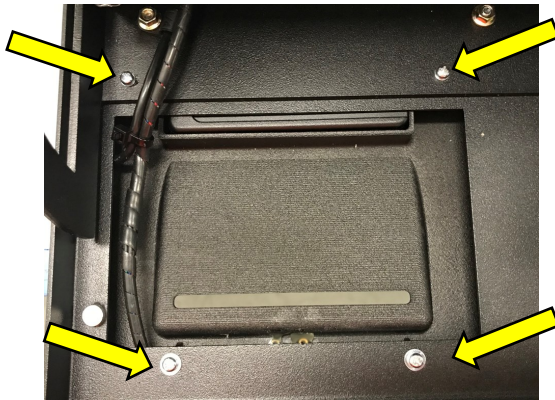
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



STEP 1 To remove the NFC Reader, unlock and open the LCD Screen Door and Lower Door by unlocking the Lock at the Right-hand side of the Kiosk using the key provided.

2



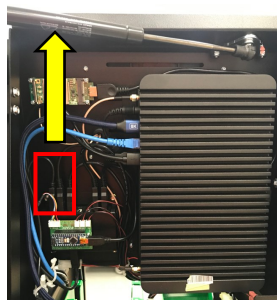
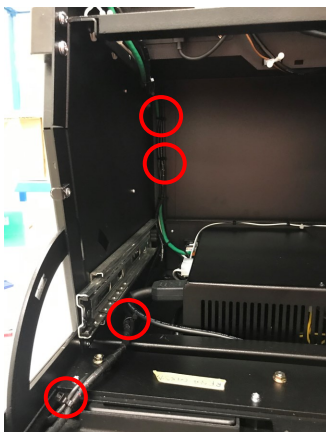
STEP 2 Remove & retain 4x Pan Head Screws fastening the NFC Reader Fascia from the rear of the Lower Door.

3



STEP 3 Remove NFC Reader from the rear of the Printer Fascia.

4



STEP 4 Use Side Cutter Pliers to remove the cable ties from the wiring loom back to the USB Port.

Undo the Cable Tie Twist Locks (where applicable).

To re-install the replacement NFC Reader, follow Steps 1 to 4 in reverse.

Chapter 12 - LCD Screen

Replacing the LCD Screen (all variants)

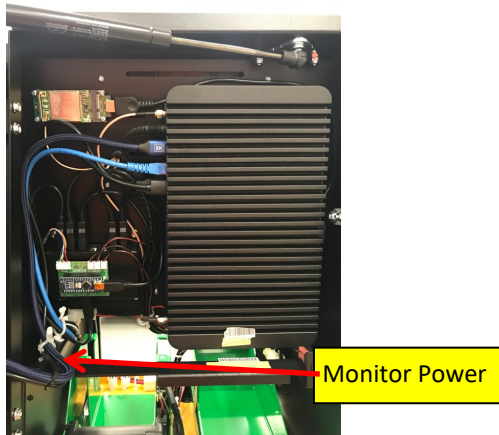
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

1



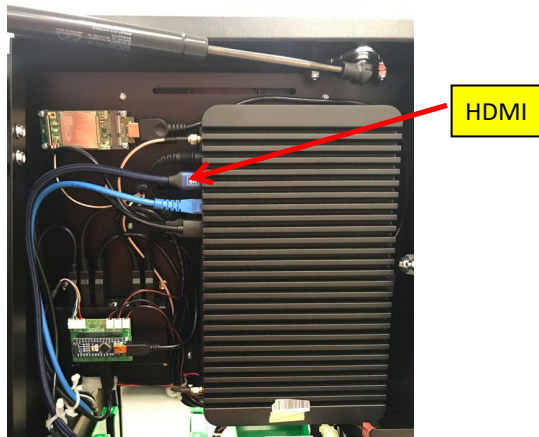
STEP 1 To remove the LCD Screen, unlock and open the LCD Screen Door by unlocking the Lock at the Right-hand side of the Kiosk using the key provided.

2



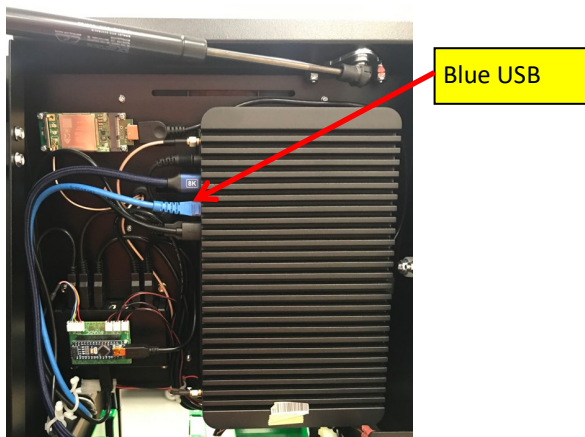
STEP 2 On the inside of the Kiosk, disconnect the monitor power lead connector located on the Left-hand side.

3



STEP 3 Disconnect the HDMI from the NUC PC.

4



STEP 4 Disconnect the blue USB plug from the NUC PC. (located behind the front USB plug).

Chapter 12 - LCD Screen

Replacing the LCD Screen (all variants)

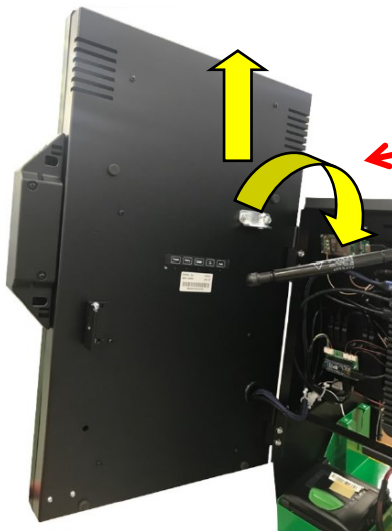
CAUTION: Servicing of this product or unit is to be performed by trained service personnel only.

5



STEP 5 Use Side Cutter Pliers to remove the cable ties from the wiring loom back to the USB Port. Undo the Cable Tie Twist Locks (where applicable).

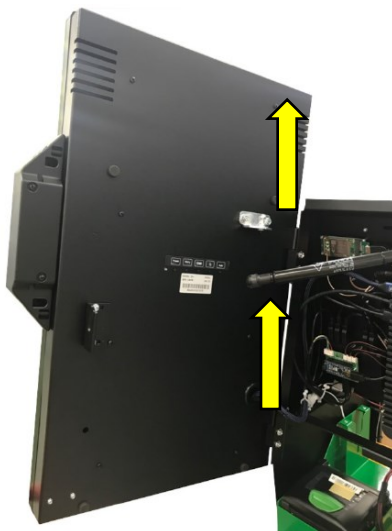
6



STEP 6 Disconnect the Gas Strut from behind the rear of the LCD Screen.

Use a small flat screwdriver to unclip to securing tab on the Gas Strut.

7



STEP 7 Lift the LCD Screen from the 2x Hinge Pins.

To re-install the replacement LCD Screen, follow Steps 1 to 7 in reverse.