



SILVERBALL



Operating Instructions



T A B

A U S T R I A

Industrie- und Unterhaltungs-
elektronik Gesellschaft m.b.H.



Thank you for having chosen the

SILVERBALL

from among the many game machines available on the market.

For greatest satisfaction in using the SilverBall, please read the operating instructions carefully.

Please keep this manual where you can find it quickly when necessary.

Our hotline is at your service for any further questions.

Call +43 / 72 29 / 78 0 40 - (ext.) 250

Mr. Robert Gritzer will be happy to assist you.

SilverBall instructions

(PM, HJP - 28.11.2000)

Although we have devoted great attention to composing the texts and illustrations, it is impossible to exclude all possibility or error.

The manufacturer assumes neither legal responsibility nor any form of liability for possible erroneous information and its consequences.

We welcome suggestions for improvement, and would appreciate having any errors brought to our attention.

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Installation instructions

Safety provisions for the user:

The machine must only be operated in dry rooms and plugged into a protective contact socket installed in conformity with the relevant standards.

Before bringing into operation, the machine should be allowed to reach room temperature.

Verify the mains voltage before plugging in the machine!

The machine is designed for an altering voltage of 230V with 50 Hz and its power consumption equals 160 W.

Device may only be operated with a 3,15A fuse.

If parts of the housing are broken, wires protrude, the machine catches fire or the monitor is smashed, the machine must be shut off immediately and the power plug pulled out.

Defective or bare cables (especially the mains plug) and plug connections must be replaced.

IMPORTANT!

In such cases, make sure that the machine cannot be touched or plugged back in!

Next to other devices a negative effect on performance may occur.

Pay attention to the Microsoft-licence agreements in the software manual.





Initial operation

Each machine has already been tested at the plant and is delivered with initial settings already programmed.

We recommend waiting 15 minutes before bringing into operation for the first time so that the machine can reach the optimal operation temperature.

However, temperature differences can change the touch-screen settings so that they are no longer correct. Therefore, when a machine is brought into operation for the first time, we recommend **ALWAYS** observing the following procedure:

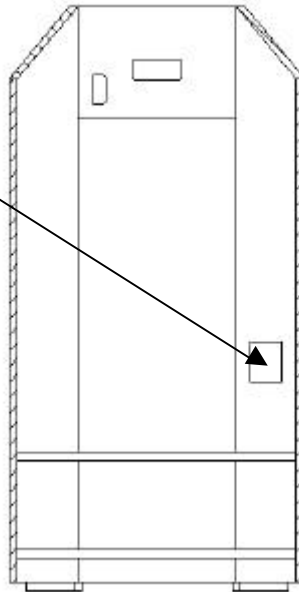
- 1) **Turn on the machine** (with the switch located on the back), the program starts automatically.
- 2) **Open the front cover and turn on the test switch**, the SilverBall test mode appears on the screen.
- 3) **Set test picture**; tap the "General" point, then the "Testpicture" point and the test image will appear. Using the monitor controls, located on the right side of the housing, next to the monitor, set the image with the greatest possible height and width. As soon as the result is satisfactory, tap the testpicture so that you go back to the test mode, "General" point.
- 4) **Calibration of the touch-screen**; tap the "Calibration" point. Sit in a perfectly straight way, well-centred position, at a 90° angle in front of the machine. Now follow exactly the instructions, which appear on the monitor.
- 5) You can best check the precise calibration in the strategy game "Get 5". Exit in accordance with point 6 and select "Get 5" from among the strategy games. If the result is not satisfactory, please repeat the process described under points 2 -4.
- 6) **Setting the volume**; under the "General" point in the submenu "Set volume" you can adjust the volume for the game mode and the stand-by mode by using the +/- buttons.
- 7) Via the **"Back" button** you come to the test mode main menu, turn off the test switch, and the play area is automatically restarted.



Brief operating instructions

Program Update

Each machine is tested at the factory and is delivered in pre-set condition. When changing to a new software version, the machine requires updating. In the case of an update from version 1 - 4 to version 6, please attach the enclosed Microsoft software licence to the back right side of the inside of the machine.



Updating the machine

The SilverBall Software is located on the permanently installed hard disk in the machine's PC. During an update the hard disk in the mobile rack is copied to the installed hard disk.

Operating steps

- Turn off the device
- Open the backside of the cabinet.
- Open the PC's front cover.
- Insert the update-disk into the mobile rack of the PC.
- Turn on the device
- Copying process is started automatically (duration app. 15-20 min.)
- Harddisk is checked and if necessary new set up. This can result in a reboot of the device.
- Copying of general data (GENERAL)
- Copying of language-dependent data (f.e. GERMAN, ENGLISH, FRENCH)
- Copying of configuration-dependent data and data for the advertisement function



- Waiting for message "Switch off SilverBall, Remove update disk, and switch on"
- Turn off the device
- Remove update-disk from mobile rack
- Turn on the device
- Checking process is started automatically (duration ca. 3-6 min, process similar to copying process)
- Waiting for message "Hard disk ok, switch SilverBall off and on"
- Turn off the device
- Turn on the device
- Switch to test mode and calibrate touch-screen
- activate all desired settings in the test mode
- Switch back to play area
- Close PC and cabinet

After copying the data, the hard disk automatically checks the contents the next time the machine is turned on.

Later on, the checking procedure can also be started manually (see Brief Operating Instructions page 7 or Description of the machine page 10)

After an update, the touch-screen has to be realigned and recalibrated.

Key options

By switching the test mode and simultaneous pressing a certain button you are able to enter the following programs:

- ⇒ **Player 1A:** Touch-screen calibration
- ⇒ **Player 1B:** Touch-screen test
- ⇒ **Player 1C:** Testpicture

The test switch is located on the front, to the left below the cover. The test functions are precisely described in the help menu.

Immediately after turning on the machine, during the boot-sequence, you can enter the following program:

- ⇒ **Player 2 all 3 buttons:** Harddisk check
- ⇒ **Player 1A+2A:** In the case of an update data is not saved and new reloaded

With switched test mode switch, during boot-sequence, you can enter the following program:

- ⇒ **Player 2A:** Touch-screen linearisation and following calibration





Interlink

Interlink offers the possibility of linking two SilverBall machines via a cable. This allows most games to be played directly against partner playing on the second machine.

Installation of the InterLink-cable:

1. Switch off the SilverBall machine.
2. Open the backside of the cabinet.
3. Open the PC fastening.
4. Draw the InterLink-cable through the ventilation opening of the machine.
5. On the backside of the PC there is a 25 pole SUB-D socket, into which you have to insert and screw in the InterLink-cable.
6. Repeat the steps 1 - 5 on the second SilverBall machine.
7. Close PC fastening and backside of both machines.
8. Switch on the machines.

The machines automatically recognise the InterLink-cable and activate the InterLink mode for the games available.

Tournament mode

The tournament game in SilverBall is a competition that permits the players to play over a certain time period for a prize (in form of merchandise prizes).

Two games are played per tournament, and it is possible to set the same game twice. The tournament starts as soon as you press the tournament start button in the main menu.

ChampionsNet

ChampionsNet is the world-wide SilverBall network.

For each game, there is a national and an international high score list, whose entries are valid for 30 days.

Thus you can measure yourself nationally and internationally in your favourite game.

The world's 10 best players of all time are listed in the "Hall of Fame".

The high score list can also be consulted on the Internet under: www.championsnet.net.

You can find a precise description of the settings in the software manual.

Email function

In all SilverBall machines equipped with ChampionsNet, there is an additional e-mail function available enabling you to send e-mail messages directly from the SilverBall.

You'll find a detailed description of functions and settings in the software manual.





SilverBall Internet Browser

In all SilverBall machines equipped with ChampionsNet, you can additionally activate the SilverBall Internet Browser. This will allow you to surf the World Wide Web (WWW), chat and even send SMS`s and web mails straight from the SilverBall.

You'll find a detailed description of functions and settings in the software manual.



Description of the machine

SilverBall is an ergonomically designed upright-standing machine made out of coated particleboards.

The machine contains an electronic coin acceptor, a 20" VGA monitor (with touch-screen) and a complete PC system.

Operating elements

Most of the games in the SilverBall are played via the touch-screen.

For certain games, the push buttons are used, which is announced before the games starts (there are 2 x 3 push buttons on the unit).

The test switch is located on the front, to the left below the cover. The test functions are precisely described in the help menu.

By switching the test mode and simultaneous pressing a certain button you are able to enter the following programs:

- ⇒ **Player 1A:** Touch-screen calibration
- ⇒ **Player 1B:** Touch-screen test
- ⇒ **Player 1C:** Testpicture

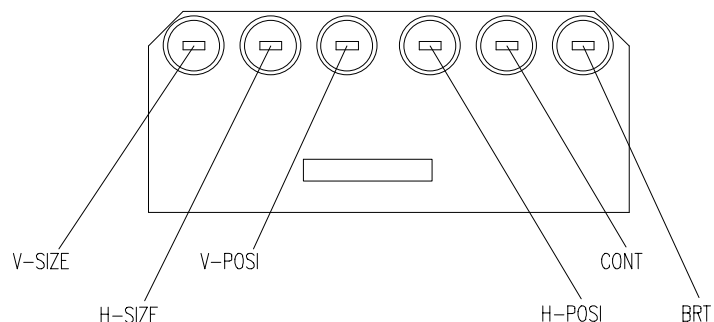
Immediately after turning on the machine, during the boot-sequence, you can enter the following program:

- ⇒ **Player 2 all 3 buttons:** harddisk check
- ⇒ **Player 1A+2A:** In the case of an update, data is not saved and new reloaded.

With switched test mode switch, during boot-sequence, you can enter the following program:

- ⇒ **Player 2A:** Touch-screen linearisation and calibration

The control unit for adjusting brightness, contrast and image geometry for the monitor is located to the right behind the coin acceptor.



ATTENTION:

Every time you adjust the image-geometry settings, the touch-screen needs to be recalibrated (see operating instructions page 5).



PC-system components in the SilverBall

PC system (133 MHz) with PCI-Bus and min. 32MB RAM.
VGA graphics display adapter 640 x 480 Pixel resolution, High Color.
16-Bit sound card with integrated AF amplifier.
2 GB harddisk with a mobile rack
TAB-Interface card
Touch-Screen Controller

Options

Smiley bill acceptor

NV-1, NV-2 and NV-4

Magnetic card reader

Up from version 3.5 the machine may be operated with a bill acceptor or a magnetic card reader. For using a magnetic card reader an additional cable has to be installed in the device.

VDAI data printer

For printing data on a VDAI printer you may order a VDAI add-on kit. Using a VDAI printer is possible from version 3.5 and higher. Setup for VDAI is located in the SilverBall test mode ⇒ Hardware settings.

Instructions for installing the VDAI data printer cable:

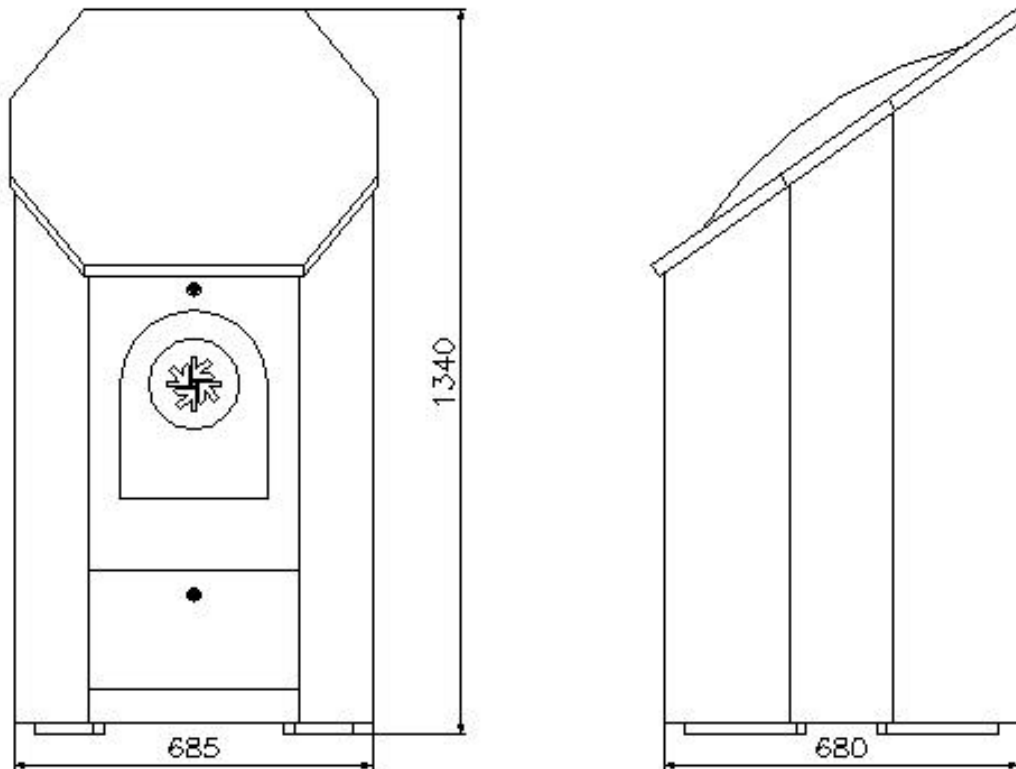
Material:

1x VDAI add-on kit 360.134-271

Mount the clamping sleeve for the cash door switch in the cash area on the upper right.
Connect the 25 pole SUB-D plug to the InterLink port on the PC chassis.
Solder the black and the yellow cable to the associated cables in the cable harness.
These are located below the coin acceptor interface and are isolated with a heat-shrinkable tube.



Unit dimensions and weight



Weight: 87kg
Packaging: 77 x 77 x 145
Packaging with pallet 80 x 80 x 145



EG-Konformitätserklärung

Dokument-Nr.: QZ 1000/005/01/310599

Hersteller: TAB Austria
 Industrie- und Unterhaltungselektronik Gesellschaft m. b. H.

Anschrift: A - 4052 Ansfelden
 Österreich
 Tel. 07229/78040, Fax 07229/78660

Produktbezeichnung: SPIELAUTOMAT
 Type: SILVERBALL STANDGERÄT

Das bezeichnete Produkt stimmt mit den Vorschriften folgender Europäischer Richtlinien überein:

- Richtlinie: 73 / 23 / EWG
 Richtlinie des Rates zur Angleichung der Rechtsvorschriften der Mitgliedstaaten , betreffend elektrischer Betriebsmittel zur Verwendung innerhalb bestimmter Spannungsgrenzen, geändert durch RL 93 / 68 / EWG .
- Richtlinie: 89 / 336 / EWG
 Richtlinie des Rates zur Angleichung der Rechtsvorschriften der Mitgliedstaaten über die elektromagnetische Verträglichkeit geändert durch die RL 91 / 263 / EWG, 92 / 31 / EWG, 93 / 68 / EWG und 93 / 97 / EWG.

Die Übereinstimmung des bezeichneten Produktes mit den Vorschriften der Richtlinien wird nachgewiesen durch die Einhaltung der relevanten Abschnitte folgender Normen:

	Dokumentbezeichnung	Ausgabedatum
Harmonisierte Europäische Normen:	EN 50081-1	1992
	EN 50082-1	1992
	EN 60950	1997

Ausstellender Bereich: GF

Geschäftsführer: Ing. Siegfried Dettl *Siegfried Dettl*

Ort, Datum: Ansfelden, am 31. Mai 1999

Rechtsverbindliche Unterschrift / Stempel:

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 Telefon: 07229 / 78040-0*
 Telefax: 07229 / 78660

Die Erklärung bescheinigt die Übereinstimmung mit den genannten Richtlinien, beinhaltet jedoch keine Zusicherung von Eigenschaften.

Die Sicherheitshinweise der mitgelieferten Produktdokumentation sind zu beachten.

Industrie- und Unterhaltungselektronik Gesellschaft m. b. H.
 A-4052 Ansfelden, Haider Straße 40, Tel. 0 72 29/78 0 40-0*, Fax 0 72 29/78 6 60, E-mail: sales@tab.at, UID-Nr.: ATU38169003
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Correcting errors

Malfunction	Cause of error	Remedy
Touch-screen functions only partially	<ul style="list-style-type: none"> • Connection cable from the touch-screen to the PC is defective (the part plugged in at the PC). • faulty machine earthing 	<ul style="list-style-type: none"> • Replace connection cable • Check machine earthing, or earth the machine
Upon start-up, message generated: MEMORY TEST FAIL	<ul style="list-style-type: none"> • Memory defective 	<ul style="list-style-type: none"> • Replace PC
Upon start-up, message generated: NO SOUND CARD FOUND!!!	<ul style="list-style-type: none"> • Possibly bad contact with the sound card. 	<ul style="list-style-type: none"> • Replace PC
white screen	<ul style="list-style-type: none"> • Graphic display adapter defective 	<ul style="list-style-type: none"> • Replace PC
After PC replacement touch-screen doesn't work.	<ul style="list-style-type: none"> • Possibly totally de-calibrated 	<ul style="list-style-type: none"> • Calibrate touch-screen.
Upon start-up, message generated: DISK BOOTH FAILURE, INSERT	<ul style="list-style-type: none"> • Keyswitch on the mobile rack not locked. 	<ul style="list-style-type: none"> • Lock keyswitch on the hard disk mobile rack.
Touch-screen doesn't function and/or LED on the touch-screen controller is blinking.	<ul style="list-style-type: none"> • Touch-screen controller or touch-screen cable defective 	<ul style="list-style-type: none"> • Check cable connection between touch-screen and controller or replace defective controller or PC.
Monitors displays horizontal lines after the warm-up phase.	<ul style="list-style-type: none"> • Wrong sync setting on the monitor. 	<ul style="list-style-type: none"> • Set sync controller on monitor chassis (upper left on the chassis)
No function	<ul style="list-style-type: none"> • Mains plug isn't plugged in • Mains switch not turned on • Mains fuse burned through 	<ul style="list-style-type: none"> • Plug in mains plug • Turn on mains switch • Install new fuse
No image	<ul style="list-style-type: none"> • Mains cable not plugged in at monitor. • Video line not plugged in • Monitor defective 	<ul style="list-style-type: none"> • Check power supply of the monitors and plug connections. • Plug in video line • Replace monitor
No sound	<ul style="list-style-type: none"> • Volume control not opened • Audio cable not plugged in • Speaker defective 	<ul style="list-style-type: none"> • Open volume control • Plug in video line • Replace speaker
One or more keys don't function.	<ul style="list-style-type: none"> • Faston plug not plugged in. • Key not correctly assembled or defective. 	<ul style="list-style-type: none"> • Check plug connections • Check or replace key
Coin is wrongly counted	<ul style="list-style-type: none"> • Wrong values programmed 	<ul style="list-style-type: none"> • Check programme setting
Inserted coins fall through	<ul style="list-style-type: none"> • No voltage to the coin acceptor • Coin acceptor dirty • Coin channel not occupied • Coin acceptor defective 	<ul style="list-style-type: none"> • Check power supply • Clean coin acceptor • Change programming • Replace coin acceptor
Poor coin acceptance	<ul style="list-style-type: none"> • Coin acceptor dirty 	<ul style="list-style-type: none"> • Clean coin acceptor
Counter doesn't work	<ul style="list-style-type: none"> • Counter defective 	<ul style="list-style-type: none"> • Replace counter



Errors during copying process

Different error messages may appear during the copying routine. Below is a list of possible messages:

HARDLOCK DONGLE NOT CONNECTED

The dongle must be connected for copying. Check the dongle connection.

WRONG DONGLE CONNECTED

Wrong dongle connected.

UNKNOWN CONFIGURATION

The update hard disk does not support the unit configuration, please have this checked by TAB.

OVERWRITE PROTECTION

Check the hard disk configuration, otherwise please have this checked by TAB.

PARTITION ERROR

The hard disk that is being updated cannot be partitioned. There is a fault on either the hard disk or the hard disk cable.

NO TOUCHSCREENPROGRAMM

The program for the 25 point-calibration of the touch-screen was not found. Please make an update.

TOUCHSCREEN CALIBRATION FAILED

The 25 point-calibration failed. Please check the touch-screen controller or replace the controller.

MASTERDISK ERROR

An error has occurred while reading the update hard disk. There is a fault on either the update hard disk or, possibly, the mobile rack and associated hard disk cable.

SLAVEDISK ERROR

An error has occurred while reading the hard disk that is being updated. There is a fault on either the hard disk or the hard disk cable.

MASTER COPY FILES ERROR

An error has occurred while reading the update hard disk. There is a fault on either the update hard disk or, possibly, the mobile rack and associated hard disk cable.

SLAVE COPY FILES ERROR

An error has occurred while reading the hard disk that is being updated. There is a fault on either the hard disk or the hard disk cable.





NOT COMPLETELY UPDATED

The update procedure was not completely executed. Please repeat the update procedure.

CHECK FILES ERROR

The content of the hard disk is not as specified. Execute the update procedure to rectify this. If the error occurs immediately after an update routine, there is a fault on either the hard disk or the hard disk cable.





SilverBall replacement parts list

Modules:

- 1.) Housing
- 2.) Monitor covering
- 3.) Monitor
- 4.) PC parts
- 5.) Customer-specific / Additional features

1.) Housing:

1 Housing "enzianblau" SilverBall-upright complete or	210.071-570
1 Housing TAB SB Max "Wurzelnuss" (light)	210.071-578
1 Deep-drawn Logo SilverBall	373.200-920
1 Sticker Logo TAB front, DM 17cm, SilverBall upright	001.112-055
2 Fluorescent lamp 7W/230V for logo illumination	410.840-100
1 Input unit for fluorescent lamp SilverBall	410.840-132
2 Lamp base for fluorescent lamp for SilverBall	410.840-133
1 Cable harness SilverBall upright Version 2	360.110-634
3 Wire end sleeve 0,75mm ² isolated	730.010-210
1 Cash box plastic black SilverBall upright	361.110-123
1 Meter 12V-DC with diode for SilverBall upright	950.260-195
1 Money chute for coins galvanised SilverBall upright	361.070-537
1 Plexi blue for logo illumination SilverBall upright	672.165-750
1 Touch-screen controller external SilverBall	462.930-101
1 Cable power supply external controller	360.134-263
1 Touch-screen controller internal SilverBall	462.930-102
1 Cable for internal touch-screen controller 1,5m	360.134-260
1 Handle flushing plastic black	675.080-200
1 Barrier bracket with hook 49mm galvanised	675.196-175
1 Barrier bracket back panel SilverBall upright	675.196-152
1 Barrier bracket straight adjustable galvanised	675.196-150
3 Lock cylindrical 35 mm	675.191-400
2 Lock cylindrical 28 mm	675.191-470
2 Road wheel DM 50mm	650.120-615
1 Sticker fuse 3,15A	001.125-600
1 Mains filter 4A incl. 2x fuse 3,15A	671.115-507
1 Jack plug 3,5 mm	731.114-320
1 Face plate plastic black	464.065-231
1 Coin acceptor spacer maxi SilverBall	464.065-232
1 Coin acceptor CF330	464.138-510
1 NRI Adapter assembled (Mars CF to NRI-use)	360.010-210
2 Spacer 6mm DA 8mm, DI 4,2mm	022.011-707





1	Locking bracket 50x21x21mm galvanised	210.221-515
3	Keyway for lock DM 19mm galvanised	675.046-100
2	Key ring Nr.8027	675.191-610
2	Ring for keys DM 22 mm	675.191-630
1	Mains cable 2,5m with earthed angle plug and straight AC power socket	360.141-830
2	Lift-of hinge for SilverBall	023.999-075
2	Loudspeaker 8Ohm/40W DM 131mm for SilverBall upright	412.120-251
2	Loudspeaker protective guard, black 135x135mm	412.120-252
2	Loudspeaker covering paper black 136x136mm	412.085-502
1	Software licence WIN95 COA up from V.5 + SilverBall Max	831.100-005
4	Spacer for printed board	022.011-510
5	Cable support	021.911-014
1	Transport protection for PC SilverBall upright	840.206-300
1	Coin acceptor NRI (depending on currency)	464.138- . . .
1	Cable for mains supply external touch controller	360.110-640
1	Cable tie Panduit demountable	141.110-130

2.) Monitor covering:

1	Monitor covering complete SilverBall upright	210.072-574
1	Monitor covering SilverBall	462.913-018
1	Foam strip seal SK 6x8	364.191.310
1	Sticker logo SilverBall oval, 9x4cm Evotec	001.112-050
2	Push button round red DM 51mm high/low profile	771.200-730
2	Push button round green DM 51mm high/low profile	771.200-731
2	Push button round yellow DM 51mm high/low profile	771.200-732
1	Support angle gas compression spring SilverBall upright	023.218-015
1	Spacing role brass DM 10/5,3mm nickel-plated	022.011-711
1	Locking bracket for monitor covering SilverBall upright	675.196-180
1	Gas compression spring monitor covering SilverBall upright	471.116-060

3.) Monitor:

1	Monitor 20" VGA Kortek	462.013-030
1	Touch-screen 20" for SilverBall	462.930-100
2	Monitor clamping sleeve SilverBall	022.130.058
1	Connector housing 2 pole Mat'n lock	735.027-100
2	Feed for printed board in plug- in form	414.164-101
1	Adhesive tape 25mm/10m black tesaflex 4163	364.114-503
1	Adhesive tape 50mm/10m black tesaflex 4163	364.114-515
1	Ground strap 22 cm for PC-SilverBall	360.130-755



4.) PC parts:

1 PC complete without dongle for SilverBall upright	831.000.000
1 PC plug main supply for Computer-LW	831.900-100
1 PC chassis for SilverBall CE complete	831.900-025
1 PC Mainboard up to 266 Mhz for SilverBall	831.000-011
6 Spacing slam 20mm, IG M3 SW 5,5mm	022.011-601
1 Spacing slam 20mm, IG M3 plastic	022.011-602
1 PC sound card for SilverBall	831.200-010
1 PC graphic card for SilverBall	831.100-010
1 PC cooling fan for CPU SilverBall	831.900-030
1 Mobile rack HDD AT	831.900-010
1 PC hard disk	831.000-015
4 PC RAM 8MB 72 pin	831.300-011
2 PC RAM 16MB 72 pin SIMM	831.300-013
1 PC RAM 32MB DIMM 168 pin 66 Mhz	831.300-014
1 PC AC power supply Moretec 200W, MPU 200-PE	831.600-015
1 PC CPU AMD	831.000-010
1 PC CPU Intel Pentium 133 Mhz	831.000-012
1 Printed board I/O Controller SB-3 Rev.0 assembled	414.164-044
1 PC HDD cable	831.900.011
1 Mounting bracket for SilverBall controller	022.080-203
1 Capacitor 22nF 63V RM 5mm	550.022-050
1 Cable 1 pole shielded 0,25 12cm long	360.110-034
1 Socket connector Chinch Monacor T706 for SilverBall PC	731.120-750
1 Connector Chinch Monacor T700 for SilverBall PC	731.120-755
1 PC mounting plate SilverBall	022.080-177
4 Grommet for SilverBall medium type B 20x15 AG/IG M6	213.078-381
1 Power supply connector Monacor T252 for SilverBall PC	735.015-031
2 Blank panel for PC-slot	022.080-204
1 EMV locking plate (EMI Clips)	364.191-350

5.) Customer-specific / Additional features:

1 Power unit ÖVE for acceptor 14VDC	511.114-124
1 Bill acceptor NV 2 universal	010.100-510
1 Bill acceptor NV 4 universal	010.100-515
1 Bill acceptor NV 5 universal	010.100-516
1 Cable harness acceptor SilverBall Baby	360.110-632
1 Clamping sleeve for acceptor NV-2 version 2	022.080-167
1 Clamping sleeve acceptor NV-4/NV-5 SilverBall upright	022.080-171
1 Money chute acceptor NV-2 galvanised SilverBall upright	361.070-539
1 Money chute acceptor NV-4/NV-5 galvanised SilverBall upright	361.070-540
1 Lock with lever KABA Gemini	675.191-355
1 Barrier bracket SilverBall KABA	675.196-151
1 Installation kit for touch-screen 20" SilverBall	462.930-110
1 Cable harness VDAI add on kit	360.134-271



1 PC modem PCI internal 56k analog	831.800-050
1 Theft protection galvanised for rear of the device	022.195-550
1 Burglar protection blue RAL5010	361.060-100
1 Burglar protection SilverBall-Max black	361.060-101





Warranty and Liability

1. Complaints concerning new machines delivered by us must be communicated to the seller in writing at the latest within eight days after receipt of the product.
2. With regard to concealed defects, complaints may only be raised immediately after their discovery, however no later than three months after receipt of the product.
3. If a third party repairs or tries to repair the delivered good, all complaints are excluded; the same applies if the customer has undertaken unqualified interventions on the delivered good. If the stickers or seals on machine parts are removed or damaged, the warranty expires for this part.
4. Complaints must be raised in writing or by fax. All warranty claims are excluded if TAB is not informed about any defects in the product in a timely manner in accordance with the provisions contained in the preceding points.
5. With regard to justified complaints, the customer is first entitled to repair of the defects. The customer must send the defective product back to TAB. Instead of performing the repair, TAB is entitled to deliver a replacement unit. If, in the event of a justified complaint, the product is not repaired within 4 weeks after receipt of the product at TAB and if the repair product or the replacement unit is not within the same time period transferred to the transporter for sending to the customer (at TAB's expense), the customer is entitled, at his option, to demand a reduction of the purchase price or to rescind the contract.
6. The preceding paragraphs contain the entire warranty for the product and all other warranty claims of any kind are excluded. This does not apply for damage claims from characteristic assurances, which should guarantee the customer against the risk of consequential damages caused by defects.
7. Damages based on impossibility of performance, positive breach of an obligation, culpa in contrahendo and unlawful act are excluded both against ourselves and against our vicarious agents, in the absence of intentional or grossly negligent acts.
8. No warranty claims of the customer are transferable.





9. Used devices are sold under the exclusion of all warranty claims.

10. "TAB" is a registered company name. TAB holds the copyright on the products delivered by TAB. The customer may use and resell these products only within the framework of an orderly business establishment.

11. All recourse claims, as these are understood in section 12 PHG, as well as any disclaimer of liability in accordance with section 8 fig. 3 PHG, are excluded.





In case of any irregularities in the unit, check all voltages and plug connections!

If an error still isn't corrected, please call our hotline.

+43 / 72 29 / 78 0 40 - (ext.) 250

