



OWNERS AND SERVICE MANUAL

INNOVATIVE CONCEPTS IN ENTERTAINMENT INC.

10123 MAIN STREET, CLARENCE, NY 14031

SERVICE: 1-716-759-0360

FAX: 1-716-759-0884

E-MAIL: service@icegame.com

WEBSITE: www.icegame.com

TABLE OF CONTENTS

INTRODUCTION.....	PAGE 3
• GAME FEATURES	
• GAME PLAY	
PROGRAMMING.....	PAGE 4 - 5
• ENTERING SET-UP MODE	
• CHANGING GAME SETTINGS	
• PROGRAMMING MODES	
QUICK TROUBLESHOOTING.....	PAGE 6
MAINTENANCE & TROUBLESHOOTING.....	PAGE 7 - 11
• OPERATIONAL BACKGROUND	
• MECHANICAL REPAIR	
• MECHANICAL MAINTENANCE	
• ELECTRONIC & ELECTRICAL REPAIR	
PARTS LISTING.....	PAGE 12
SCHEMATICS.....	PAGE 13 - 14
WARRANTY INFORMATION.....	PAGE 15 - 16

INTRODUCTION

GAME FEATURES

BREAK THE BANK™ is a new and exciting “Coin Roll Down” game. The unique shape of the game makes this game stand out from the others. Revolving lights on the target playfields add to the attraction. The front “Bank Vault” scene adds a bit of cartoon like humor to the game.

BREAK THE BANK™ incorporates two separate coin roll down chutes that allow the game to be played by two players simultaneously. The whimsical audio game theme along with verbal comments from potential “bank robbers” amuse players as the game progresses.

The colorful cabinet decals, lighting and attractive “Marble Like” bank front are key features in attracting customers. The top and sides of the playfield are enclosed by glass panels, making game play visible, not only to the players, but also to potential players watching the game.

The game cabinetry is a unique plywood construction with a special overlay for a superior finish. All of the cabinet panels interlock together, are reinforced with cleats and are glued together to produce a strong cabinet that can handle abuse.

Loading tickets is a snap, with our easy pivot out door. This feature drastically reduces the time needed to load tickets, as well as making it much to service ticket jams or the dispenser.

The single center door makes emptying the cash box easier. Coins from both side of the game collect into one cash box, which can be pulled out and easily emptied.

The use of long life fluorescent and incandescent lighting provides for lower game maintenance, and greatly adds to the lively appearance of the game.

NOTE:

THIS GAME IS INTENDED FOR INDOOR USE ONLY.

ON THE BACK PANEL OF THE GAME: WARNING: SHOCK HAZARD - DO NOT OPEN. REFER SERVICING TO SERVICE PERSONNEL.

GAME PLAY

BREAK THE BANK™ is an electronic coin operated amusement game designed to be played by one or two players.

BREAK THE BANK™ is a game similar to the traditional coin roll down games already on the market. However, we have made this an even more exciting game. The object of the game is to break into the bank’s vault, and retrieve the “loot”.

As each coin is rolled down the chute, the player tries to “time” the coin, so that it stops the revolving light on the “BONUS” wedge on the wheel. When a coin stops the revolving light on the “BONUS” wedge on the wheel, the player is awarded 500 tickets. When a coin stops the revolving light on any other value on the wheel, that number of tickets is awarded to the player.

When the “BONUS” wedge on the wheel is lit, a bonus of 500 tickets is awarded, indicating that the burglar “Broke the Bank”. On the front display of the game, the bank vault doors open and a siren goes off, indicating that someone has “Broke the Bank”.

After the 500 tickets are paid out, the bank vault doors close and a new game starts.

When the game is played by two people, the game play stays the same. The only difference is that two players compete against each other to see who will win the 500 ticket bonus.

PROGRAMMING

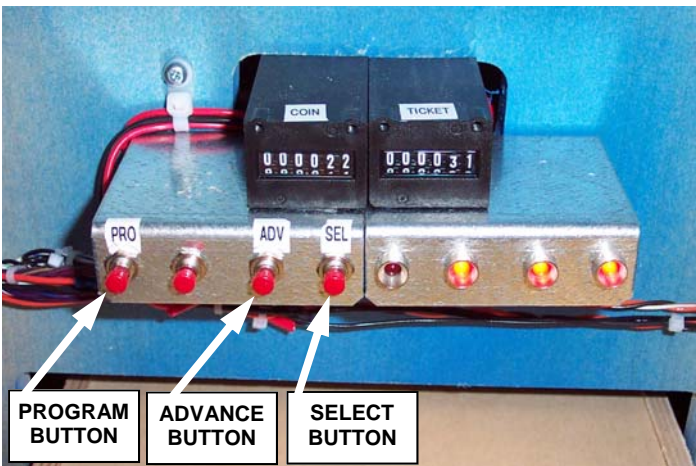
PROGRAMMING

This section will discuss subjects such as setting up credits, time per game, etc. The section below will show how to enter into the programming mode and how to adjust many of the game's operating parameters.

ENTERING SET-UP MODE

You must enter set-up mode to adjust all of the game features. This can be accomplished in the following manner:

1. Open the game's coin door. This is the lower door located in the center of the lower front of the cabinet.
2. Locate the Programming / Advance & Select buttons. They are located on the inside panel just above the Cash Box. (See photo below)



3. To enter programming, press the Program button once. Each programming mode is identified by the "LED lit" (mode 1, 1st LED lit, mode 2, 2nd LED lit; etc.). To exit programming, press the Program button once.

CHANGING GAME SETTINGS

When you press the Program button, you will be in the programming mode.

1. Each push of the Select button will advance you through the programming modes.
2. Push the Select button to keep you in that mode.
3. Pushing the Advance button will advance you through the settings for the mode you are in.
4. To exit and save your new settings, press the Program button once. You will now be in the normal game play mode.

MODE #1 VOLUME

This mode adjusts the volume from 0 to 5, 0 being the highest level and 5 being the lowest level. The default setting for this mode is 3.

NOTE: If power is removed from the PC Board, all other custom game settings will have to be re-entered.

MODE #2 JACKPOT MULTIPLIER

This mode is for the jackpot multiplier from 1 to 20, and multiplies by 25. (e.g. setting this mode to 8 gives a jackpot of 200) The default setting for this mode is 20.

MODE #3 NUMBER OF LOCKS

This mode is used to set the number of locks needed to get the jackpot. The setting range is from 1 to 4, where 4 is 4 locks needed and 1 is 1 lock needed. The default setting for this mode is 1.

MODE #4 GAME DIFFICULTY

This mode is for the ability window and the setting range is from 0 to 14, 0 being the easiest and 14 being the hardest. Suggested setting for this mode is 10. The default setting for this mode is 13.

MODE #5 WHEEL JACKPOT VALUES

This mode is used to set the values for the wheel ticket values. To enter this mode, press the Select button until all 4 LEDs light up. Press the Select button to advance through the wedges on the wheel. To change any of these values, press the Advance button. The "BONUS" value setting range is from 0 to 50, in increments of 5. The setting range for the remaining ring wheel values is from 0 to 9 in increments of 1.

IF YOU HAVE ANY QUESTIONS REGARDING SET-UP AFTER READING THIS SECTION, CALL OUR SERVICE DEPARTMENT BEFORE PROCEEDING AT:

I.C.E. SERVICE DEPARTMENT
716-759-0360

NORMAL BUSINESS HOURS ARE:
MONDAY – FRIDAY, 9:00 AM TO 6:00 PM EST

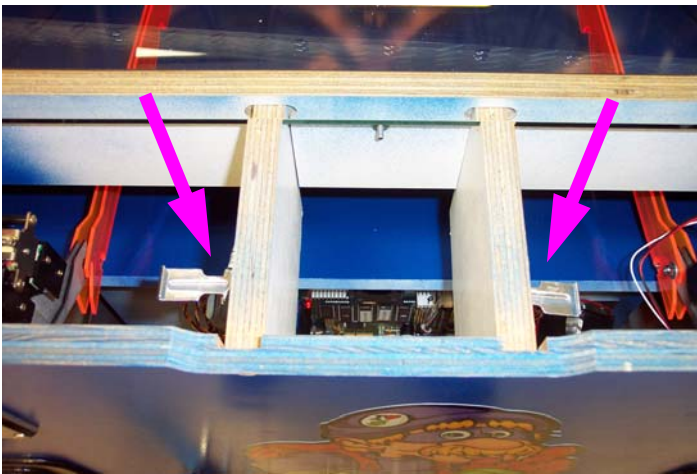
PROGRAMMING

PROGRAMMING

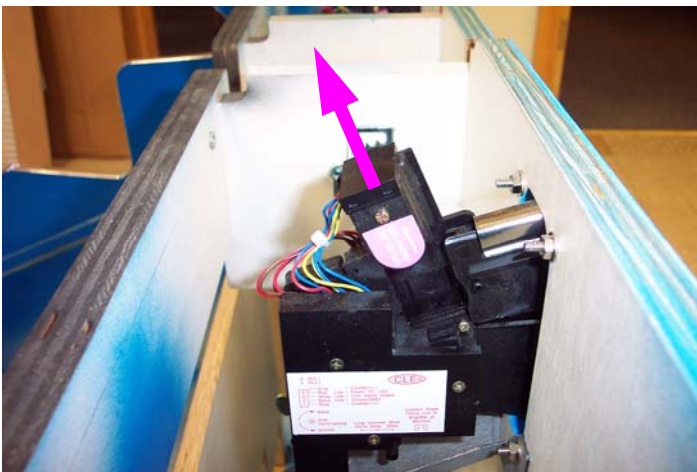
This section will discuss setting up the coin selectors. In order for the coin selectors to work properly, a "sample" of the coin or token that will be used for playing the game, must be placed in the optical comparator of each coin selector.

To accomplish this task, please perform the following:

1. Remove the rounded cover on the front of the game. To remove the cover, open the game's coin door. This is the lower door located in the center of the lower front of the cabinet.
2. Reach up underneath the cover and release the 2 latches that secure the cover to the game. (see photo below) Remove the cover.



3. Determine the type of coin or token that will be used to play the game.
4. Lift up the coin sensor holder.



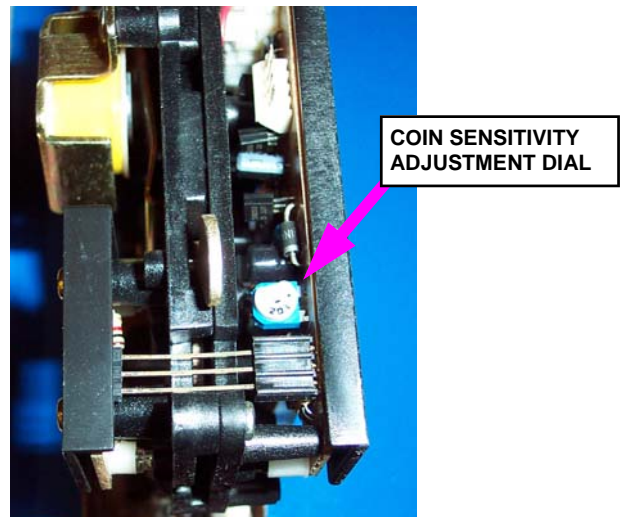
5. Insert your coin or token of choice.



6. Release the coin sensor holder. Be sure that the coin or token is properly seated.



7. Test the coin selector before replacing the front cover. If the coin selector does not recognize the coin, or allows coins other than the "compared" coin, a coin sensitivity adjustment can be made.
8. Locate the coin sensitivity adjustment dial on the rear of the unit. To increase sensitivity, turn the dial counter-clockwise. To decrease sensitivity, turn the dial clock-wise. (see photo below)



QUICK TROUBLESHOOTING

PROBLEM	PROBABLE CAUSE	SOLUTION
NO POWER	BAD FUSE AT POWER MODULE GAME UNPLUGGED TRIPPED CIRCUIT BREAKER DAMAGED POWER CORD	INSPECT MAIN FUSES CHECK POWER CORD CHECK BREAKER BOX REPLACE CORD
GAME WILL NOT TAKE COINS / TOKENS	NO COIN / TOKEN IN COIN COMPARITOR BAD HARNESSING OR CONNECTOR BAD MAIN P.C. BOARD	INSERT COIN / TOKEN BEING USED CHECK AND REPAIR REPAIR OR REPLACE
COINS DO NOT SCORE POINTS	BAD COIN SENSOR	REPLACE COIN SENSOR
GAME HAS NO SOUND	BAD SPEAKER VOLUME LEVEL SET INCORRECTLY BAD HARNESSING OR CONNECTOR BAD MAIN P.C. BOARD	REPLACE SPEAKER(S) CHECK SERVICE MANUAL FOR VOLUME SETTING PROCEDURES CHECK AND REPAIR CHECK, REPAIR OR REPLACE AS NECESSARY.
TICKET DISPENSER DOES NOT WORK OR WORKS IMPROPERLY	BAD HARNESSING BAD TICKET DISPENSER DISPENSER OUT OF TICKETS BAD MAIN P.C. BOARD OPTICAL SENSOR ON DISPENSER DIRTY	CHECK AND REPAIR REPAIR OR REPLACE ADD TICKETS CHECK, REPAIR OR REPLACE AS NECESSARY CLEAN SENSOR
VAULT DOORS DO NOT OPEN WHEN JACKPOT IS WON	BAD MOTOR BROKEN "O" RING	CHECK, REPAIR OR REPLACE AS NECESSARY REPLACE "O" RING
GAME LOSES SOUND DURING GAME PLAY	STATIC ELECTRICITY	RESET POWER TO GAME

MAINTENANCE & TROUBLESHOOTING

MECHANICAL REPAIR

IMPORTANT: USE ONLY ICE REPLACEMENT PARTS WHEN SERVICING YOUR GAME. USING NON-ICE APPROVED PARTS COULD VOID YOUR WARRANTY, AND COULD CAUSE SERIOUS DAMAGE TO THE GAME OR INJURY TO OTHERS.

IF YOU HAVE ANY QUESTIONS REGARDING REPAIR AFTER READING THIS SECTION, CALL OUR SERVICE DEPARTMENT BEFORE PROCEEDING AT:

I.C.E. SERVICE DEPARTMENT

716-759-0360

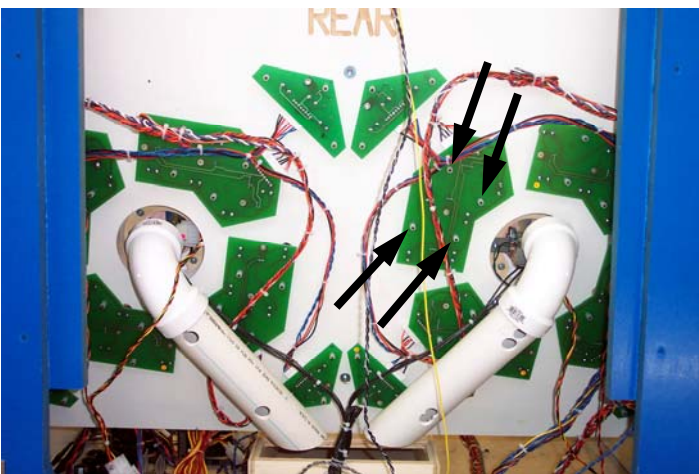
NORMAL BUSINESS HOURS ARE:
MONDAY – FRIDAY, 9:00 AM TO 6:00 PM EST

LIGHT BULB REPLACEMENT

WARNING: TURN OFF THE GAME POWER BEFORE REPLACING LIGHT BULBS

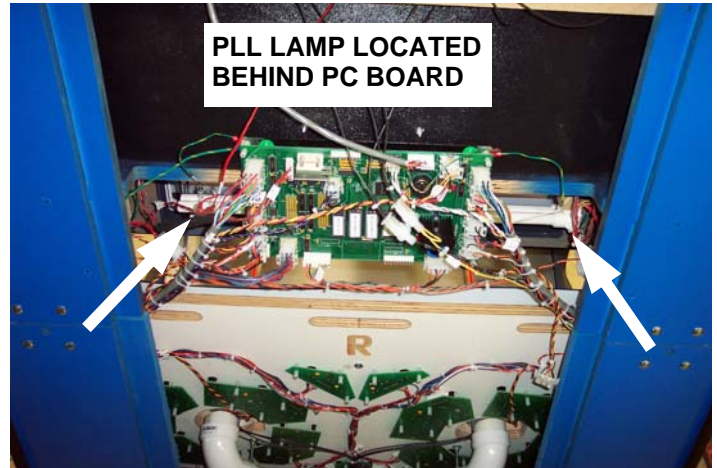
PRIZE WHEEL LIGHTS

- Remove the rear panel from the game. Locate the PC Board where the light bulb is not working. Remove the PC Board by unscrewing the white hexagon spacers that secure the PC Board to the game. Replace the light bulb. Re-attach the PC Board to the game.
- REPLACEMENT BULB: 2005



FRONT DISPLAY LIGHT

- Remove the rear panel from the game. Locate the PL-L lamp and remove the clips that retains the lamp. Press the red button by the end of the bulb that plugs in and lift the bulb out. Replace with new bulb. Replace clip.
- REPLACEMENT BULB: 8312



“BREAK THE BANK” MARQUEE LIGHTS

- Remove the “Bank Front” cover from the game by removing the 8 screws that attach the cover to the game. Remove the retaining clips from the PL-L fluorescent bulbs. Press the red button by the end of the bulb that plugs in and lift the bulb out. Replace with new bulb.
- REPLACEMENT BULB: 8312



BANK GUARD SHADOW LIGHTS

- Remove the rear panel from the game. Unscrew the “Coin Art” panel and remove from game. Locate the burned out bulb and replace.
- REPLACEMENT BULB: 2005

SEE PHOTO ON NEXT PAGE

MAINTENANCE & TROUBLESHOOTING

CLEANING

Regular cleaning of the game will keep it looking new and greatly enhance its appeal.

Clean the glass portions of your **BREAK THE BANK™** with a standard window cleaner such as Windex®.

Clean the cabinet sides with a good cleaner such as Fantastik® or Formula 409® and a soft rag. A mild soapy solution can also be used.

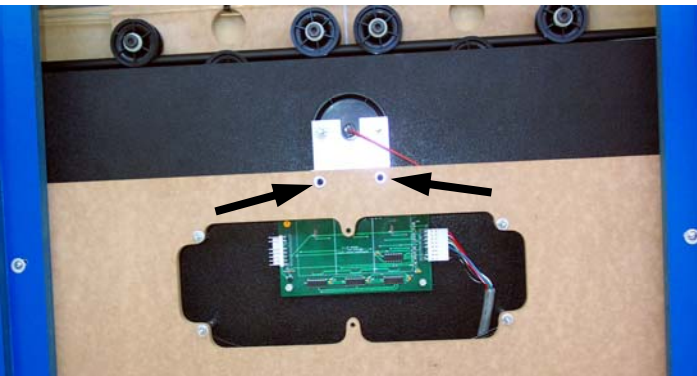
NOTE: DO NOT USE ALCOHOL, THINNERS OF ANY KIND, OR PINBALL PLAY FIELD CLEANERS ON ANY OF THE CABINET SURFACES. ESPECIALLY THE DECALS.

Never spray cleaner directly on surface of game. Spray cleaner onto rag and wipe clean.



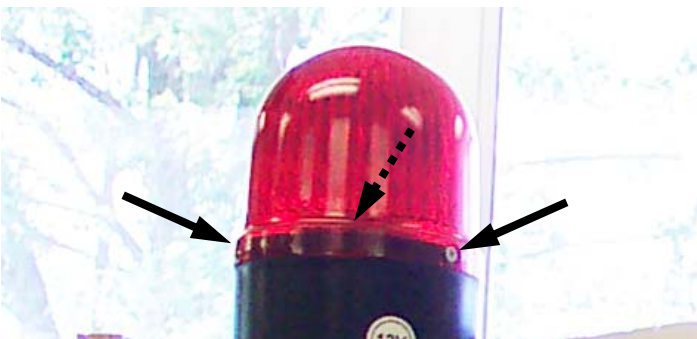
STROBE LIGHT

- Remove the rear panel from the game. Unscrew the Strobe light, unplug and remove from game. Replace the entire strobe light unit.
- REPLACEMENT LIGHT: SX2535



BEACON LIGHT

- Remove the 3 screws that attach the cover to the light base. Replace bulb.
- REPLACEMENT BULB: 2798



STOPLIGHT FLASH BULBS

- See STOPLIGHT OPTO SENSOR REPLACEMENT

MAINTENANCE & TROUBLESHOOTING

ELECTRONIC AND ELECTRICAL REPAIR

The following section will describe repair procedures and trouble shooting hints for the game electronics.

Please read the section "Operational Background" in the beginning of Maintenance and Trouble Shooting to get a good understanding of the game's basic operating parameters.

WARNING: EXERCISE CAUTION WHENEVER WORKING WITH ELECTRONICS, THEY CAN BE VERY SUSCEPTIBLE TO DAMAGE FROM SHORT CIRCUITING, OR PHYSICAL ABUSE. ALWAYS UNPLUG THE GAME WHEN WORKING ON HIGH VOLTAGE AREAS OF THE GAME, SUCH AS THE TRANSFORMER.

USE EXTREME CAUTION WHEN USING VOLTME-TERS TO DO CIRCUIT CHECKS IF THE GAME POWER HAS BEEN LEFT ON.

ALWAYS REMOVE THE BATTERY BACK-UP POWER WHEN WORKING ON THE GAME. THIS IS NECESSARY AS SOME CIRCUITS ARE CONSTANTLY UNDER POWER FROM THE BATTERY.

WHEN USING A VOLTMETER, BE SURE IS SET TO THE CORRECT VOLTAGE OR RESISTANCE RANGE BEFORE USING. THIS CAN PREVENT POSSIBLE DAMAGE TO THE PC BOARD OR MISDIAGNOSIS.

ALWAYS REMOVE POWER TO THE GAME WHEN PLUGGING OR UNPLUGGING PC BOARDS.

IT IS NECESSARY TO USE ICE REPLACEMENT PARTS TO CONTINUE WARRANTY COVERAGE. USE OF NON-ICE APPROVED PARTS WILL NOT ONLY VOID YOUR WARRANTY, BUT COULD CAUSE SERIOUS HARM TO THE GAME, OR CAUSE SERIOUS BODILY INJURY.

IF YOU HAVE ANY QUESTIONS REGARDING REPAIR AFTER READING THIS SECTION, CALL OUR SERVICE DEPARTMENT BEFORE PROCEEDING AT:

I.C.E. SERVICE DEPARTMENT

716-759-0360

NORMAL BUSINESS HOURS ARE:
MONDAY – FRIDAY, 9:00 AM TO 6:00 PM EST

FUSES

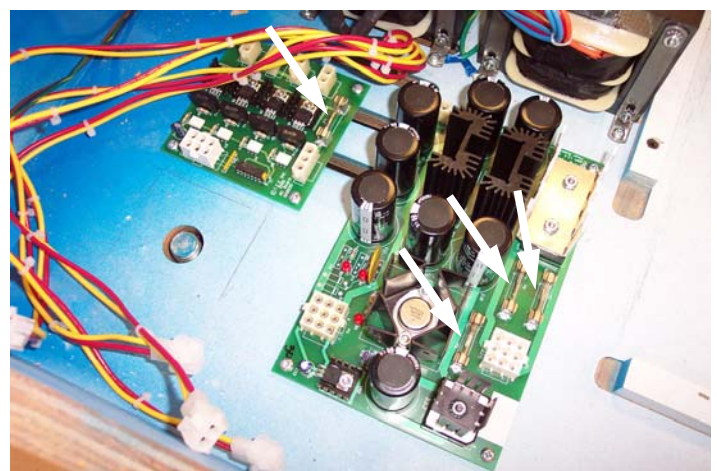
Fuses are the first items that should be checked when the game is inoperable or works incorrectly. There are 5 fuses in the game.

One fuse is located in the Power Mod which is located in the lower left side in the rear of the cabinet.

To check or service the fuse, **FIRST REMOVE THE POWER CORD. FAILURE TO DO SO COULD RESULT IN SERIOUS INJURY OR DEATH.** Using a small flat blade screwdriver, pry down the fuse block cover. Remove the fuse block from the power mod. Pull the fuse from the fuse block and test the fuses. Be sure to replace the fuses with the same type and value.



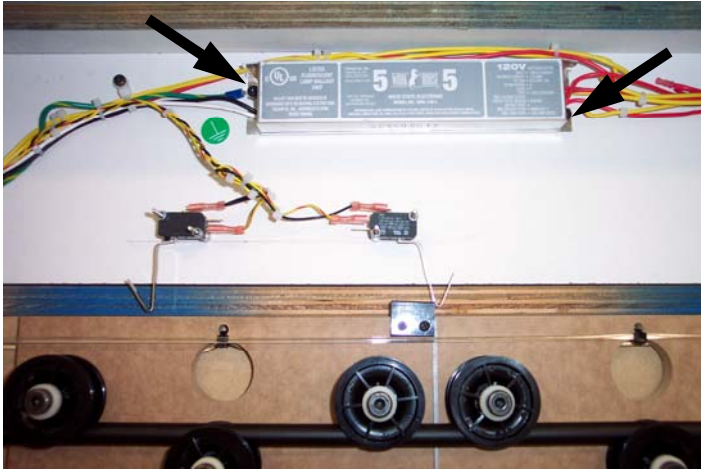
Three fuses are located on the Power Supply PC Board, and one fuse is located on the AC Power PC Board. Using a small flat blade screwdriver, pry the fuse from the fuse holder. Remove the fuse from the fuse holder and test each fuse as required. the fuses. Be sure to replace the fuses with the same type and value.



MAINTENANCE & TROUBLESHOOTING

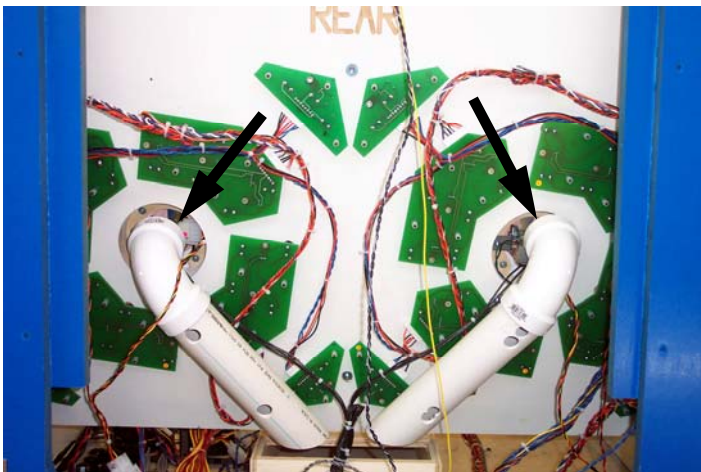
BALLAST

- Remove the rear panel from the game. Unscrew the ballast and unplug the wire harness. Replace the ballast “.
- REPLACEMENT BALLAST: SX8449X

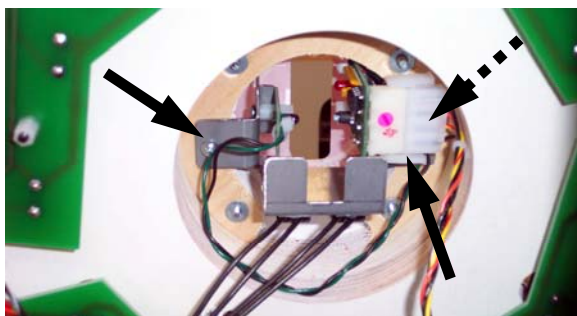


STOPLIGHT OPTO SENSOR

- Remove the rear panel from the game. Remove the “coin chute elbow” from the score wheel panel, to replace the Opto sensor that is not working.



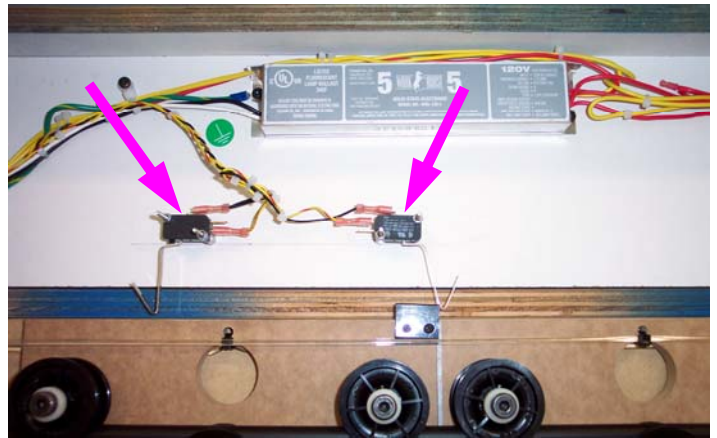
- Unplug the harness from the Opto Sensor PC Board. Remove the 2 screws that attach the sensor bracket to the wheel panel.



- Remove the Opto Sensor PC Board by unscrewing the 2 white spacers. Replace the Opto Sensor PC Board and reassemble in reverse order.
- REPLACEMENT OPTO SENSOR PC BOARD: RB2009AX

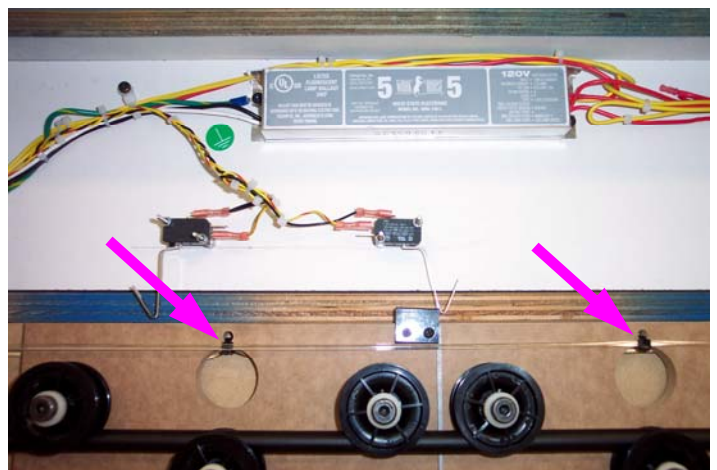
VAULT DOOR SWITCHES

- Remove the rear panel from the game. Unplug the wire harness from the switch. Unscrew the switches and replace.
- REPLACEMENT SWITCH: 211



VAULT DOOR “O” RING

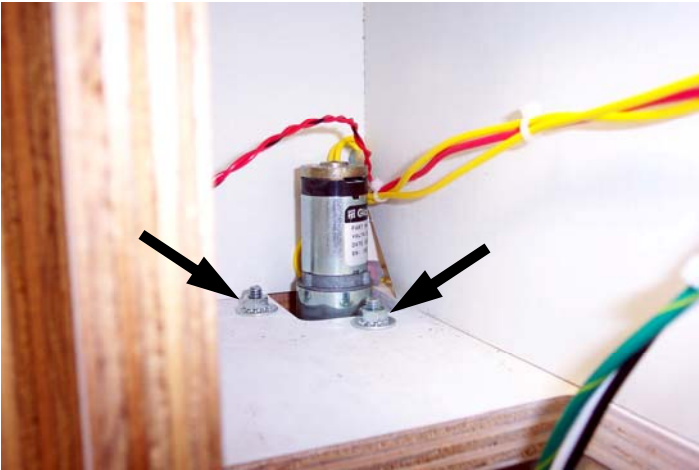
- Remove the rear panel from the game. Cut the 2 wire ties that secure the “O” ring to the vault doors. (**NOTE:** one vault door is attached to the “O” ring from one side of the “O” ring and the other vault door is attached to the other side of the “O” ring. After the “O” ring is replaced, the vault doors **MUST** be attached in the same manner) Remove the “O” ring and replace. Re-attach the “O” ring to the vault doors with new wire ties.
- REPLACEMENT “O” RING: SX4001



MAINTENANCE & TROUBLESHOOTING

VAULT DOOR MOTOR

- Remove the rear panel from the game. Locate the motor in the upper left side of the game. Remove the "O" ring from the pulley on the motor. Unscrew the 2 carriage bolts and remove the motor. Unplug the harness from the motor.
- Remove the pulley and the mounting plate from the motor. Replace the motor and reassemble in reverse order.
- REPLACEMENT MOTOR: CS2008X



TICKET DISPENSER

Refer to the supplied service manual for all information other than software settings.

OVERVIEW

IF YOU HAVE ANY QUESTIONS REGARDING REPAIR AFTER READING THIS SECTION, CALL OUR SERVICE DEPARTMENT BEFORE PROCEEDING AT:

I.C.E. SERVICE DEPARTMENT

716-759-0360

NORMAL BUSINESS HOURS ARE:

MONDAY – FRIDAY, 9:00 AM TO 6:00 PM EST

PARTS LISTINGS

MECHANICAL PARTS

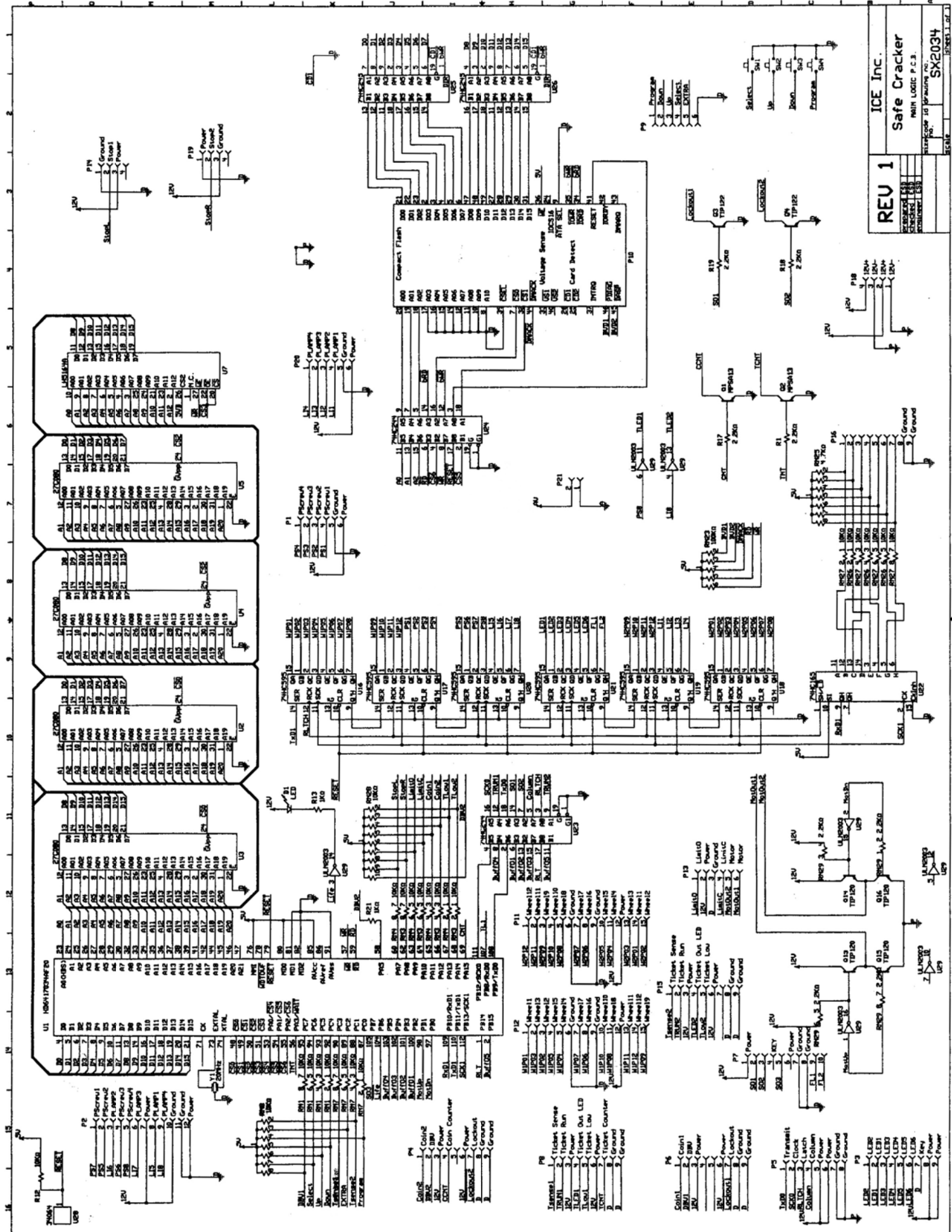
211	Low Ticket Micro Switch
2790	Beacon Light
2798	Bulb, 12V, 20W
8312	Bulb, PL-L
8395	Bulb #192
AR2130X	2D Bulb Socket Assembly
BW2017	Light Clip Base
BW2018	Light Clip
FP2007	Speaker, 4" Round
HH5005	Ticket Dispenser
HR1019	Leveler Foot - White
SX2535	Strobe, Small Red
SX4001	O-Ring Belt
TT5001	Coin Mech (Electronic Roll Down Acceptor)
TX2007X	Power Mod

ELECTRICAL & ELECTRONIC PARTS

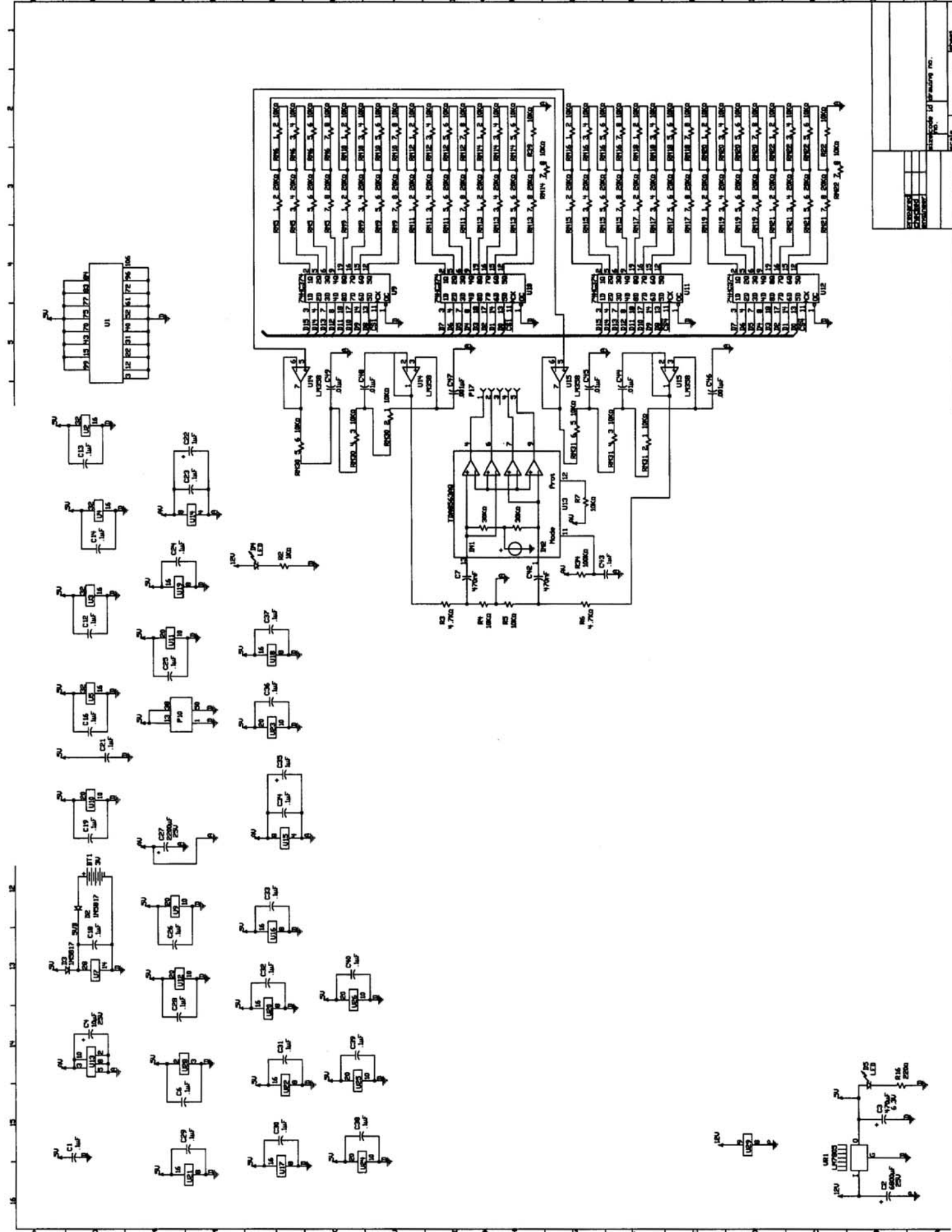
CA2008WX	Motor
SX8449X	Ballast Assembly (WH-5)
RB2009AX	Opto PC Board
SX2034X	Main PC Board
SX2035X	AC PC Board
WS2032X	Display PC Board

GRAPHICS & DECALS

SX7012	Decal - Instructions
SX7050	Decal - Left Side
SX7051	Decal - Right Side



ICE Inc.
Safe Cracker
 MAIN LOGIC P.C.B.
 Size: 4.5" x 6.5" (approx)
REV 1
 Checked: []
 Produced: []
 Part No. **SX2034**
 Date: []



REV. 1	DATE	BY
REV. 2	DATE	BY
REV. 3	DATE	BY
REV. 4	DATE	BY
REV. 5	DATE	BY
REV. 6	DATE	BY
REV. 7	DATE	BY
REV. 8	DATE	BY
REV. 9	DATE	BY
REV. 10	DATE	BY
REV. 11	DATE	BY
REV. 12	DATE	BY
REV. 13	DATE	BY
REV. 14	DATE	BY
REV. 15	DATE	BY
REV. 16	DATE	BY
REV. 17	DATE	BY
REV. 18	DATE	BY
REV. 19	DATE	BY
REV. 20	DATE	BY
REV. 21	DATE	BY
REV. 22	DATE	BY
REV. 23	DATE	BY
REV. 24	DATE	BY
REV. 25	DATE	BY
REV. 26	DATE	BY
REV. 27	DATE	BY
REV. 28	DATE	BY
REV. 29	DATE	BY
REV. 30	DATE	BY
REV. 31	DATE	BY
REV. 32	DATE	BY
REV. 33	DATE	BY
REV. 34	DATE	BY
REV. 35	DATE	BY
REV. 36	DATE	BY
REV. 37	DATE	BY
REV. 38	DATE	BY
REV. 39	DATE	BY
REV. 40	DATE	BY
REV. 41	DATE	BY
REV. 42	DATE	BY
REV. 43	DATE	BY
REV. 44	DATE	BY
REV. 45	DATE	BY
REV. 46	DATE	BY
REV. 47	DATE	BY
REV. 48	DATE	BY
REV. 49	DATE	BY
REV. 50	DATE	BY
REV. 51	DATE	BY
REV. 52	DATE	BY
REV. 53	DATE	BY
REV. 54	DATE	BY
REV. 55	DATE	BY
REV. 56	DATE	BY
REV. 57	DATE	BY
REV. 58	DATE	BY
REV. 59	DATE	BY
REV. 60	DATE	BY
REV. 61	DATE	BY
REV. 62	DATE	BY
REV. 63	DATE	BY
REV. 64	DATE	BY
REV. 65	DATE	BY
REV. 66	DATE	BY
REV. 67	DATE	BY
REV. 68	DATE	BY
REV. 69	DATE	BY
REV. 70	DATE	BY
REV. 71	DATE	BY
REV. 72	DATE	BY
REV. 73	DATE	BY
REV. 74	DATE	BY
REV. 75	DATE	BY
REV. 76	DATE	BY
REV. 77	DATE	BY
REV. 78	DATE	BY
REV. 79	DATE	BY
REV. 80	DATE	BY
REV. 81	DATE	BY
REV. 82	DATE	BY
REV. 83	DATE	BY
REV. 84	DATE	BY
REV. 85	DATE	BY
REV. 86	DATE	BY
REV. 87	DATE	BY
REV. 88	DATE	BY
REV. 89	DATE	BY
REV. 90	DATE	BY
REV. 91	DATE	BY
REV. 92	DATE	BY
REV. 93	DATE	BY
REV. 94	DATE	BY
REV. 95	DATE	BY
REV. 96	DATE	BY
REV. 97	DATE	BY
REV. 98	DATE	BY
REV. 99	DATE	BY
REV. 100	DATE	BY

Manufactured by
 100%
 100%
 100%
 100%

Warranty

I.C.E warrants all components in the **BREAK THE BANK™** game to be free of defects in materials and workmanship for a period of ninety days from the date of purchase.

This warranty does not cover items damaged due to normal wear and tear, subjected to abuse, improperly assembled by the end user, modified, repaired, or operated in a fashion other than that described in the service manual.

If your **BREAK THE BANK™** game fails to conform to the above-mentioned warranty, I.C.E.'s sole responsibility shall be at its option to repair or replace any defective component with a new or remanufactured component of equal to or greater O.E.M. specification.

I.C.E. will assume no liability whatsoever, for costs associated with labor to replace defective parts, or travel time associated therein.

I.C.E.'s obligation will be to ship free of charge, replacement parts by domestic U.P.S. Ground, U.S. mail, or other comparable shipping means. Any express mail or overnight shipping expense is at the cost of the purchaser.

Products will be covered under warranty only when:

- The serial number of the game with the defective parts is given.
- The serial number of the defective part, if applicable, is given.
- Defective parts are returned to I.C.E., shipping pre-paid, in a timely fashion, if requested by I.C.E.
- A copy of the sales receipt is available as proof of purchase upon request of I.C.E.

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



WARRANTY

ICE Inc warrants that all of its products will be free from defects in material and workmanship.

When placing a warranty request, please be prepared to provide the following information:

- Serial Number of Game or Bill of Sale
- Machine Type
- A Detailed Description of the Equipment Fault Symptoms

ICE product, including Cromptons, Sam's Billiards, Uniana and Bell Fruit is warranted as follows:

- 180 days on the Main PCB and Computers
- 180 days on Motors
- 90 days on all other components (i.e. DBV's, Ticket Dispensers, etc)
- 30 days on repaired items
- 3 years on all Crane Harnessing
- 9 Months on Printers

ICE Inc shall not be obligated to furnish a warranty request under the following conditions:

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

ICE Inc will assume no liability whatsoever for costs associated with labor to replace defective parts or travel time associated therein.

All defective warranty covered components will be replaced with new or factory refurbished components equal to OEM specifications. ICE Inc will cover all domestic UPS ground, or comparable shipping means, freight costs during the warranty period. Expedited shipments are available for an additional charge.

Defective parts are returned to ICE Inc, at the customer's expense, in a timely fashion.

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

I.C.E. Parts/Service Dept.
Innovative Concepts in Entertainment
10123 Main St.
Clarence, NY 14031
Phone #: (716) - 759 - 0360
Fax #: (716) - 759 - 0884