PICKLEBALL RIVALS

UNIS TECHNOLOGY
Operation Manual

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For parts and service

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Have Questions? Contact us!

UNIS SERVICE CENTER

Tel: 972-241-4263

Email: service@unispartsandservice.com

www.unispartsandservice.com

When contacting Service, you will need the following information
and the name of your authorized distributor.

INDOOR MACHINE

NAME: Pickleball Rivals Twin GMP	MAX POWER: 870W
MODEL: C-899	MIN POWER: 790W
S/N:	FREQUENCY: 50/60Hz
VOLTAGE: AC110V ~	DATE:
Guangdong UNIS Technology Co.,Ltd.	

CONTENT

Thank you for purchasing **Pickleball Rivals Twin GMP**. We hope you enjoy the product.

This manual contains valuable information about how to operate and maintain your game machine properly and safely. It is intended for the owner and/or personnel in charge of product operation. Carefully read and understand the instructions.

If you need any help during installation and setup please utilize this manual and troubleshooting guide. If the product fails to function properly, *non-technical personnel should under no circumstance attempt to service the machine*. Contact your distributor or manufacturer for help.

Before use, please read **IMPORTANT SAFETY INSTRUCTIONS**.

IMPORTANT SAFETY INSTRUCTIONS

To ensure the safe usage of this product, carefully read and understand these instructions before operating your game. Save these instructions for future reference.

Use this product only as described in this manual. Other uses not recommended may cause fire, electric shock or personal injury. Unplug the game from the outlet when not in use, when moving from one location to another, and before cleaning/servicing.

Explanations which require special attention are indicated by signs of warning. Depending on the potential hazardous degree, the terms: **NOTE**, **NOTICE**, and **WARNING** are used.

NOTE: A NOTE indicates useful hints or information about product usage.

NOTICE: A NOTICE indicates potential damage to product and how to avoid the problem.

WARNING: A WARNING indicates a potential for product damage or serious personal Injury.

It is important to understand the meaning of the following HAZARD SIGNS before continuing:

High Voltage and Shock Hazard:

High voltage can cause electric shock.

Turn off/unplug power before servicing.

High Temperature Hazard:

This part may cause scalding.

Do not touch. Surface may be hot.

No Touching Hazard:

This part may be hot or can cause electric shock.

Do not touch.

Use the following safety guidelines to help ensure your own personal safety and to help protect your equipment and surrounding environment from potential damage.

⚠This product is an indoor game machine. Do not install outdoors.

Avoid installing in the following places to prevent fire, electric shock, injury and/or machine malfunctioning:

- Places subject to rain/moisture, or places subject to high humidity.
- Places subject to direct sunlight, or places subject to extremely hot or cold temperatures to ensure that it is used within the specified operating range.
- Places where inflammable gas may be present or in the vicinity of highly inflammable/volatile chemicals or items that can easily catch fire.
- On unstable or sloped surfaces. The machine may topple or cause unforeseen accidents.
- Vicinity of fire exits, fire extinguishers etc that may block/prevent safety measures.

IMPORTANT NOTE:
ALL REPAIRS MUST BE DONE TO ORIGINAL MANUFACTURER SPECIFICATIONS. FAILURE TO DO SO VOID ALL WARRANTIES AND OPERATOR ASSUMES ALL RISKS.

Note: The contents of this manual may be updated without notice.

1. SPECIFICATIONS

Rated power supply: AC110V 50/60Hz; AC220V 50/60Hz;

Min. Power consumption: 790W
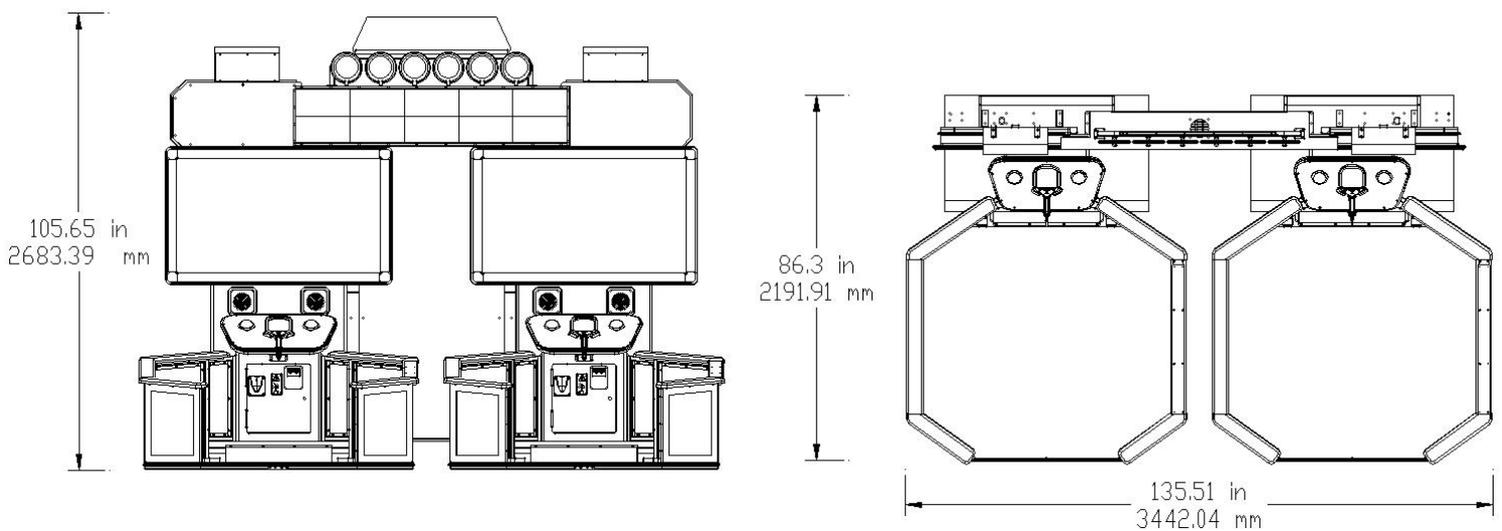
Max. Power consumption: 870W

Dimension: H105.65×W135.51×D 86.3 in

H2683.39×W3442.04 ×D2191.91 mm

Weight：Approximately 1212.54 lb/550 KG

Model No: C-899

⚠ **NOTICE** : After turning off the game, please wait at least 1 minute before restarting again.

Note: Game specifications are subject to change without notice.

2. CONTENTS OF THE ACCESSORY KIT

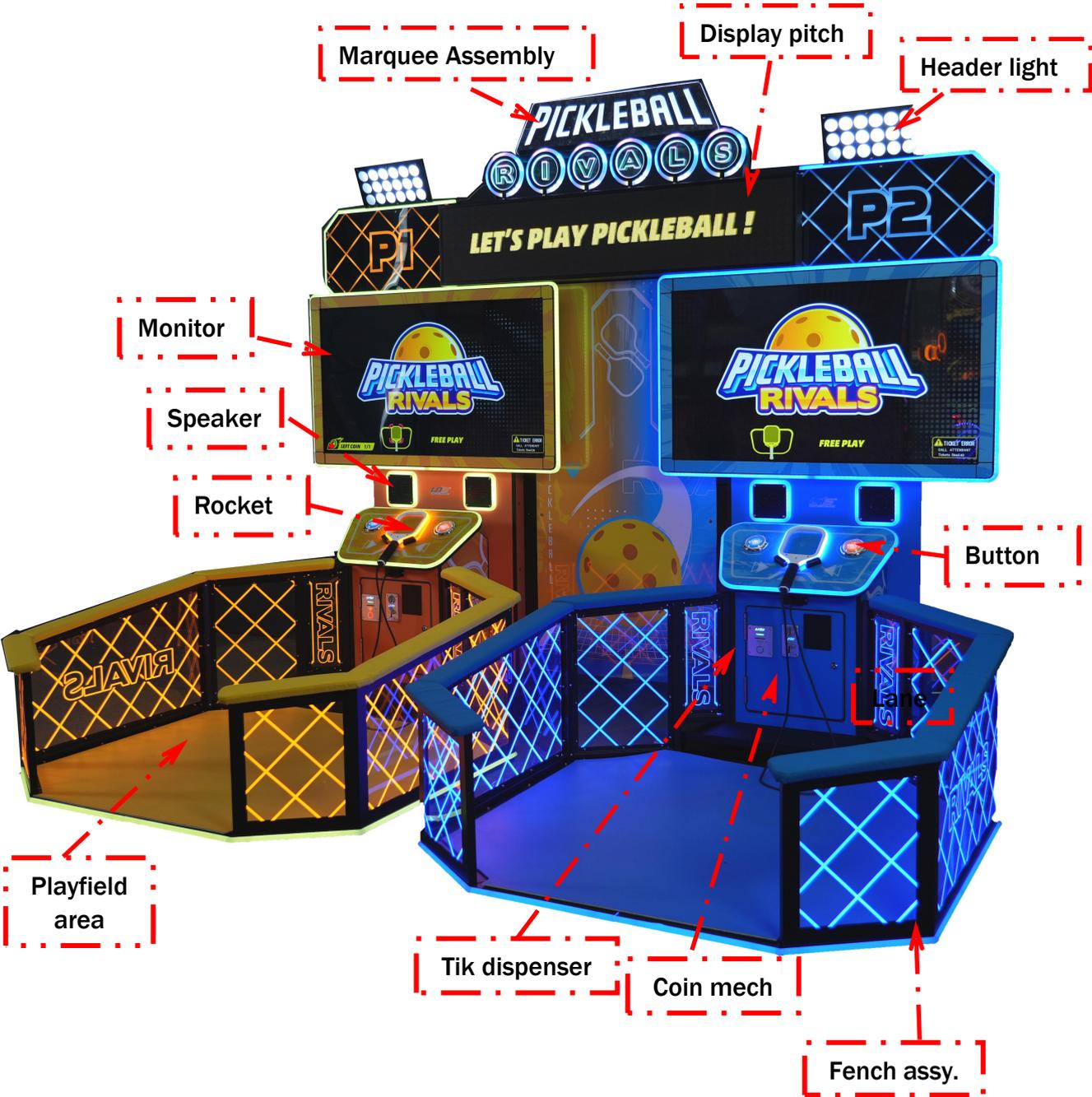Open the package and make sure all the items are included:

1.   Following accessories

No.	Code No.	Name	Qty	Picture
1	2.33.01.010020	Power cord 3X16AWG 1.8m	2	
2	4.14.40000976	Manual	1	
3	2.53.00171002	171A key	2	
4	2.53.00172002	171B key	2	
5	2.19.01.000030B	Fuse ϕ5x20mm T10A 250VAC	2	
6	206.1.2519.064	Rocket	2	/
7	2.33.02.000014	Network cable	1	

Note: Game specifications are subject to change without notice.

3. PART NAME

Key Components

Marquee Assembly

Display pitch

Header light

Monitor

Speaker

Rocket

Button

Lane

Playfield area

Tik dispenser

Coin mech

Fench assy.

4. SET UP & INSTALLATION
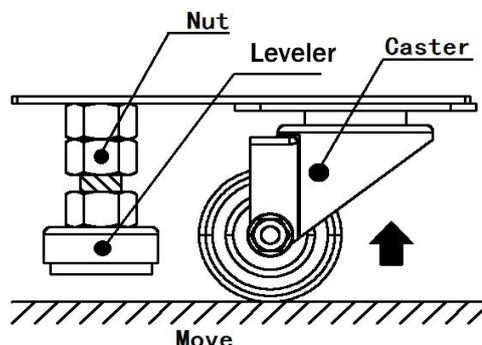

⚠ NOTICE

We do not recommend using power tools as they may cause damage.

⚠ This product is an indoor game machine. Do not install outdoors.

- Refer to IMPORTANT SAFETY INSTRUCTIONS (Pg. 3) for places to avoid.
- Place the unit on a dry level surface.
- Ventilation openings in the back of the unit must not be obstructed by objects or by wall.

4.1 Transporting the Game

If you need to move the game, adjust the levelers back to an "up" position.

⚠ NOTICE

- Be careful not to damage the machine during transport.
- Always unplug the game before moving.
- Keep the machine in upright position during transport.
- For longer distance transport, package the game properly to prevent damages.

4.2 Level Adjustment

Install this game on a flat surface. If the game is installed on an unsuitable floor, it could cause game malfunction.

To secure the game, loosen the nut, utilize wrench to adjust the leveler down until it touches the floor, lifting the casters off the ground by 0.2 in/5mm. Repeat the same for all levelers.
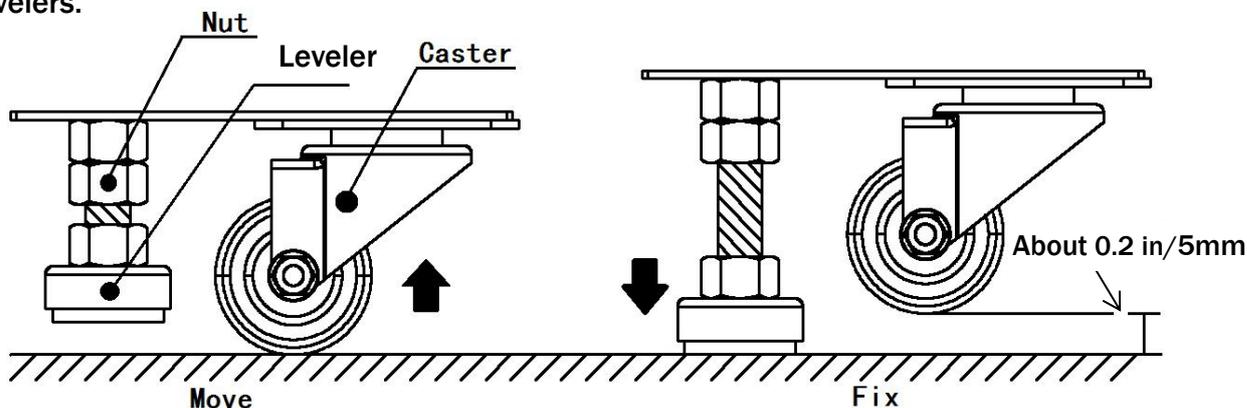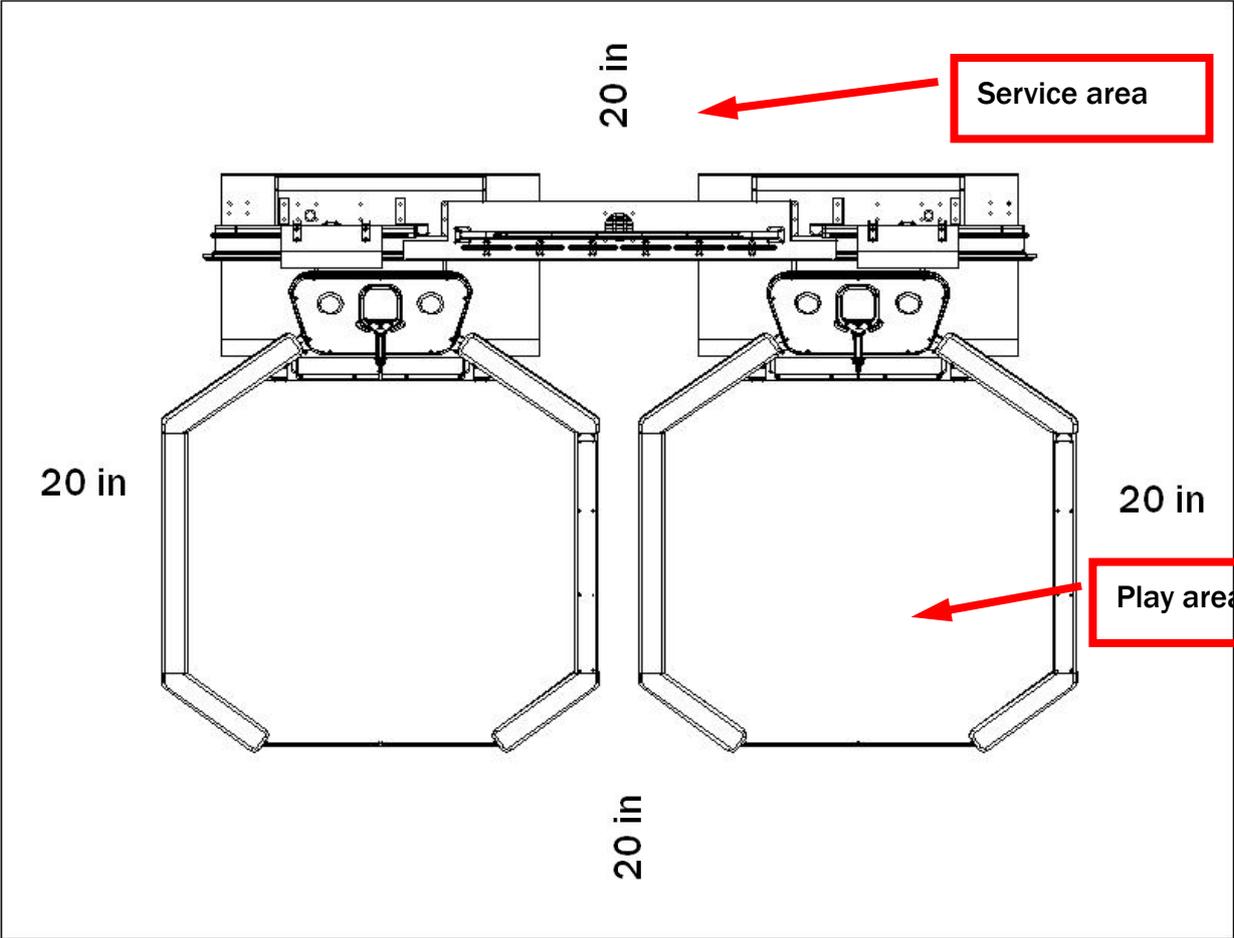

⚠ NOTICE

Make sure the machine is level.

4.3 Play Zone

This machine requires space for playing and for maintenance as shown below.

Leave space around the game upon installation:
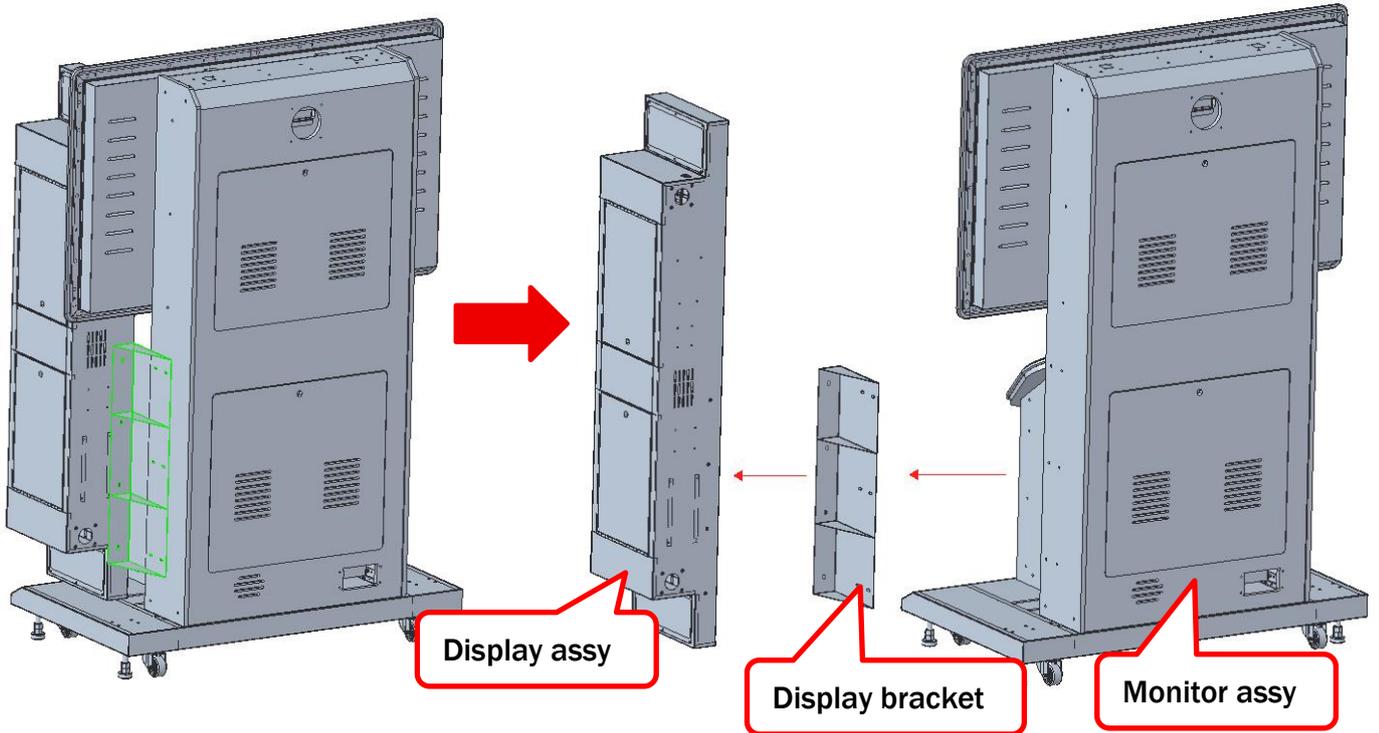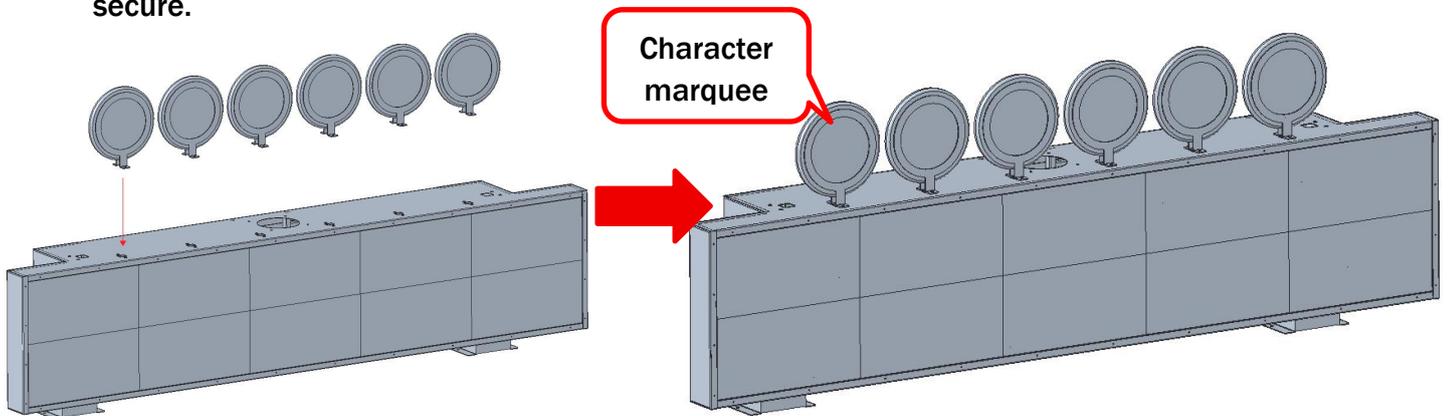
Service area: 20 in

NOTICE

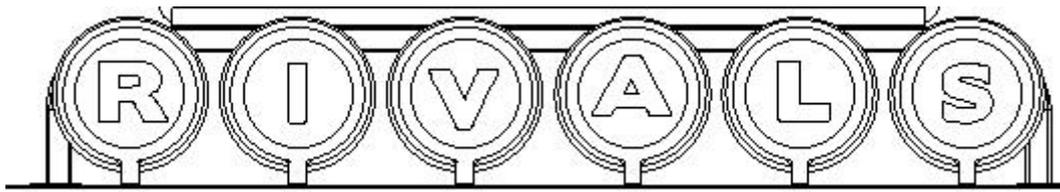**Your unit must be leveled to operate properly.**

4.4 Machine Installation

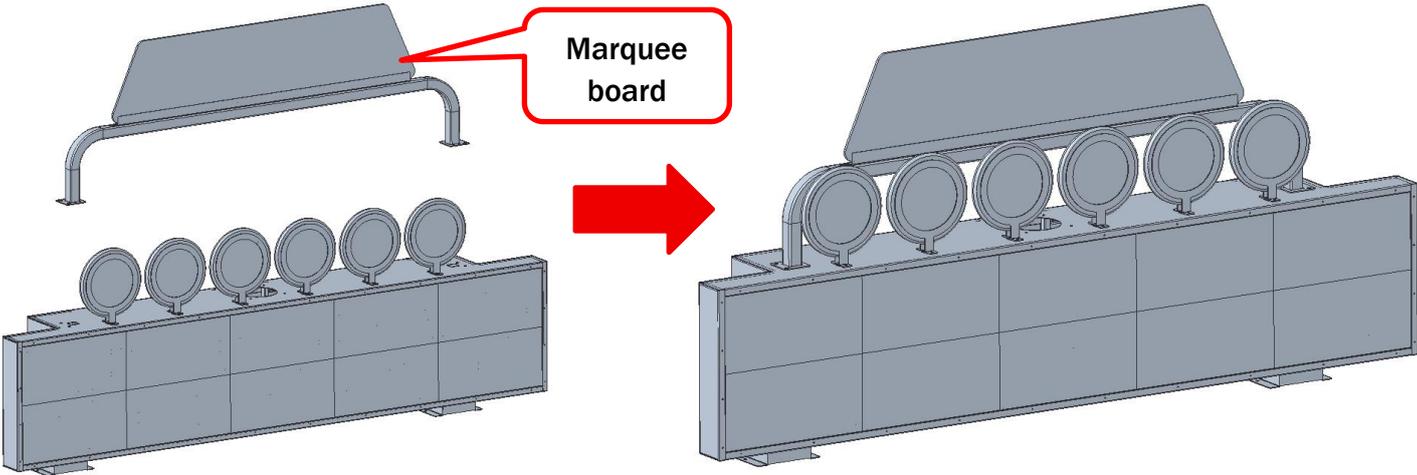**Step 1 Loosen screws to take Display assy and fix bracket out.**

Display assy

Display bracket

Monitor assy

Step 2 Locate Display assembly. Install character marquee. Utilize M5*16 screws set to secure.

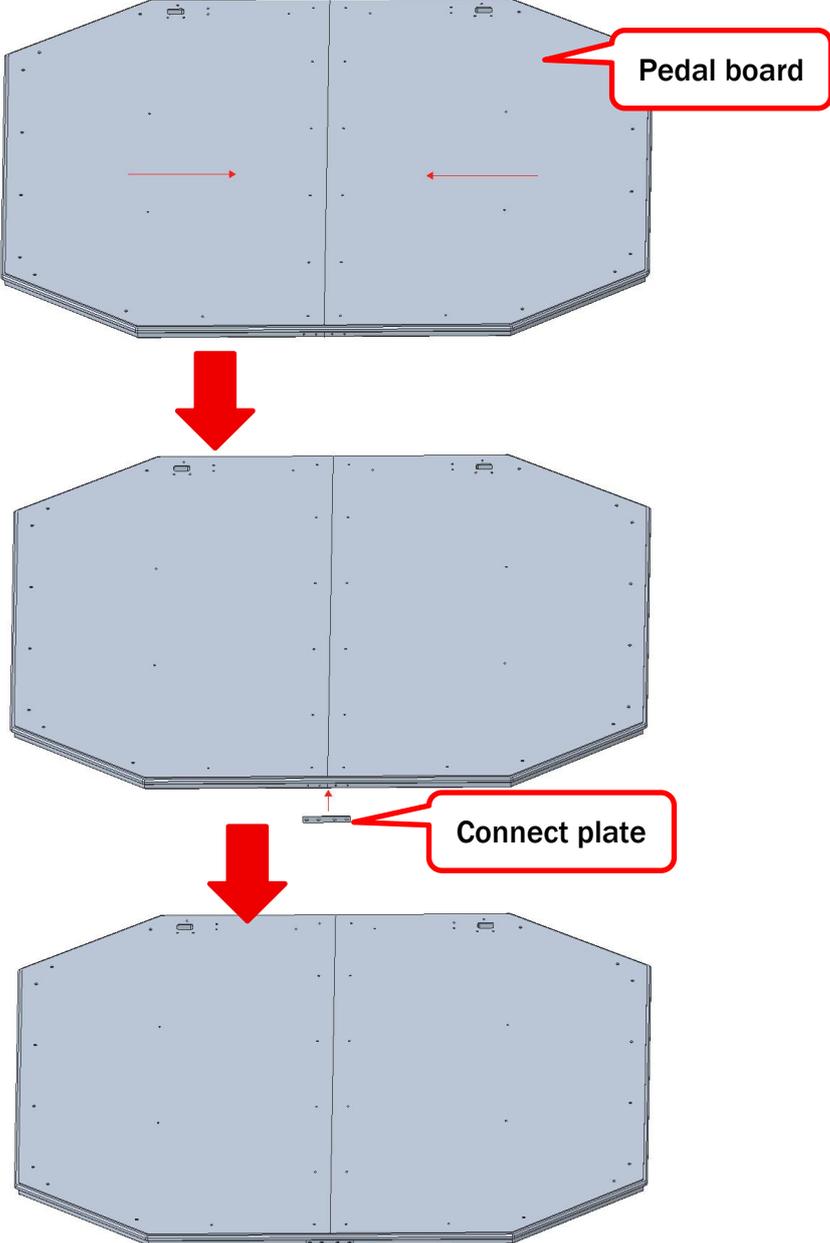Character marquee

Character Order:

Step 3 Install Marquee board to the display assembly. Utilize M5*16 screws set to secure.

Marquee board

Step 4 Install L&R pedal board together. Utilize connect plate and M5*20 screws set to secure.
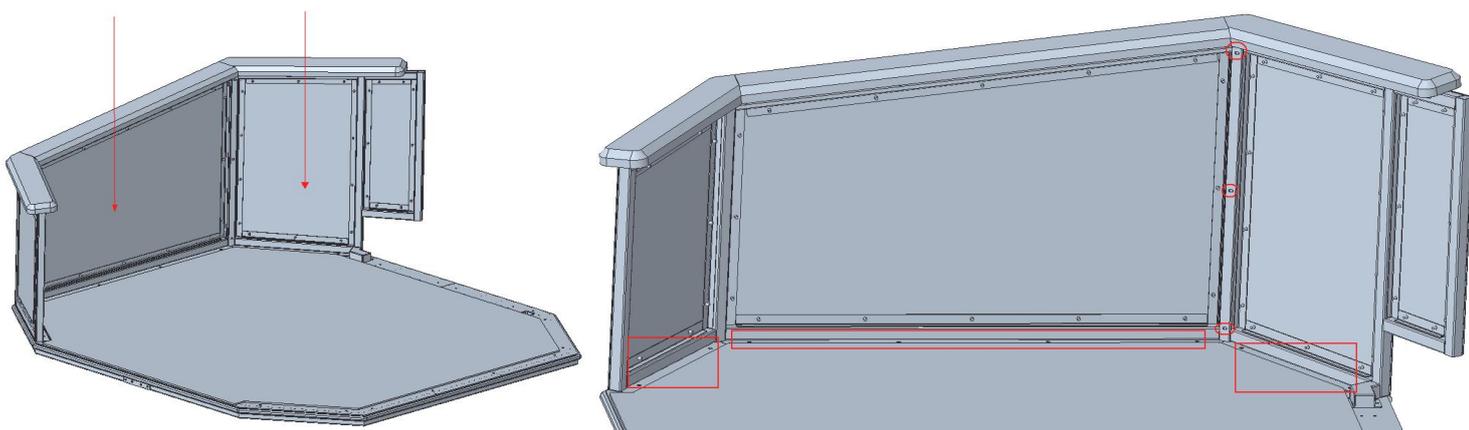
Pedal board

Connect plate

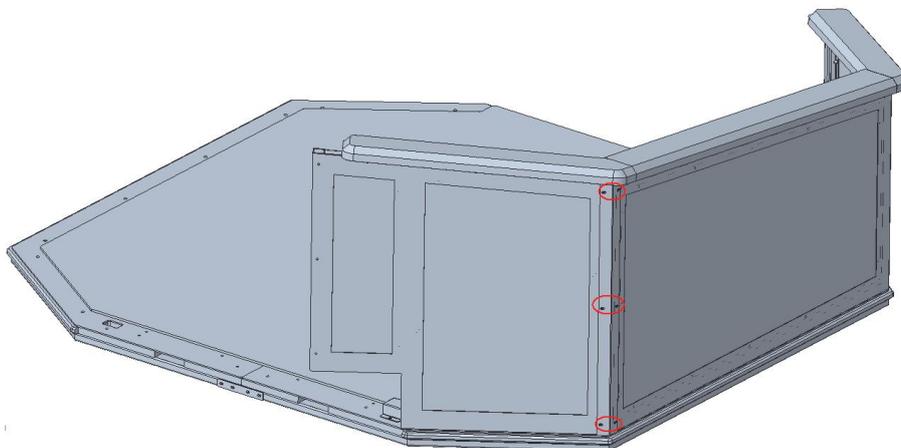**Step 5 Place mat to the step pedal. P1 is yellow mat; P2 is blue mat.**
NOTE: The mat color matches the fence color;
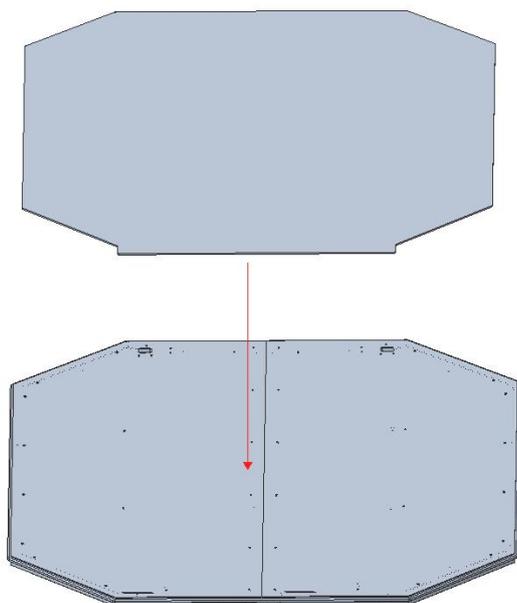
Step 6-1 Install L side fence 1&2. Utilize M6*35 bolt set to secure inner side.

Step 6-2 Utilize M4*12 hexagon screws and fence connect plate to secure fence outer side.

Step 7 Install R side fence as step 6 instruction.
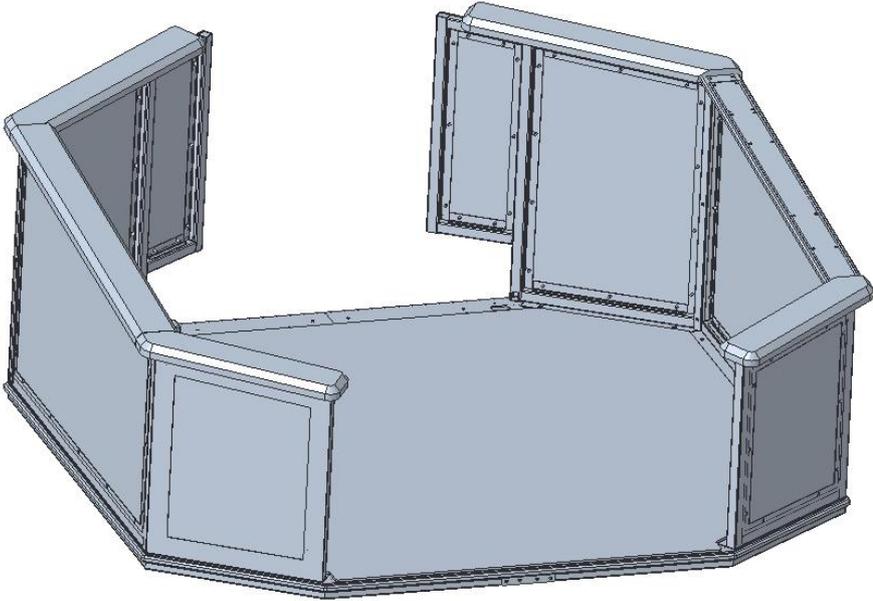
Step 8 Organize the wiring harness around the fence, ensuring it extends through the other end of the cover plate. Install the cover plate and secure it using M4*12 hex socket screws.

Cover plate
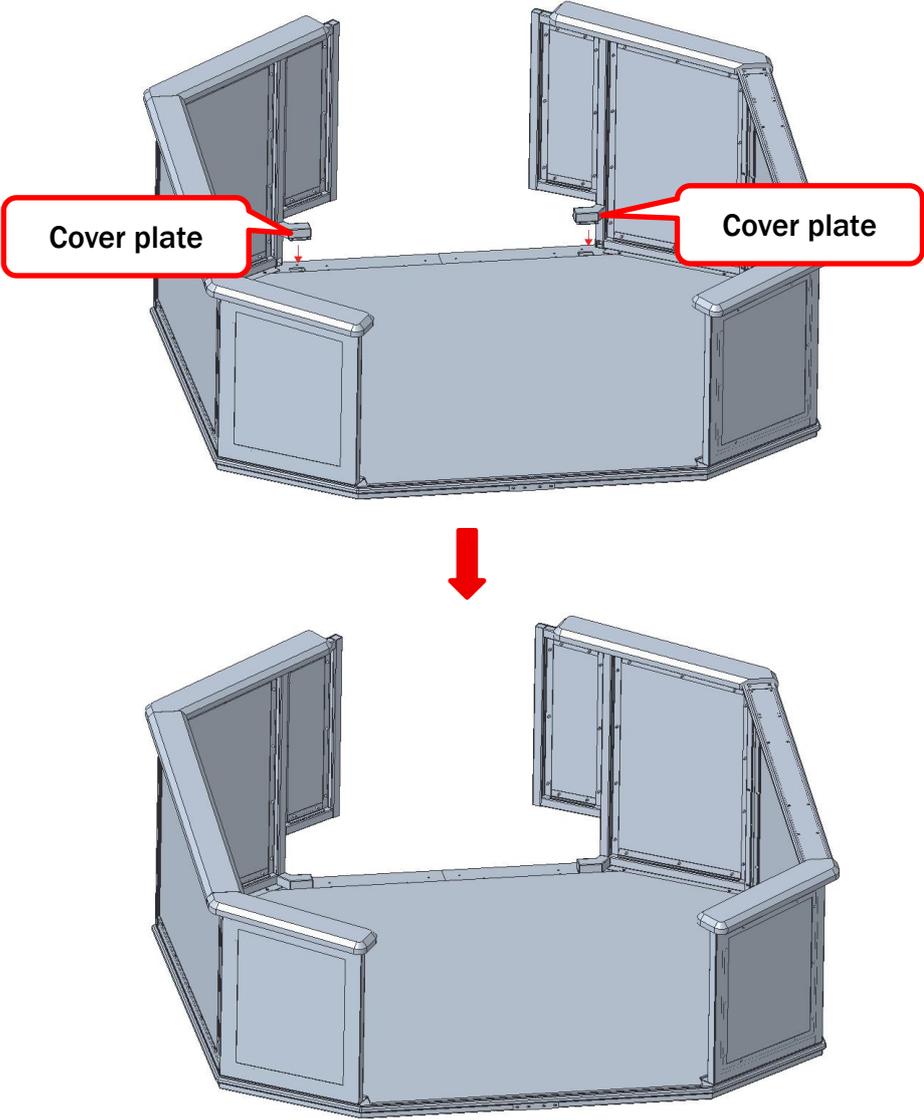
Cover plate

Step 9 Install Fence assembly with the monitor assembly. Connect the connectors.
NOTE: Left is P1 yellow side; Right is P2 blue side.
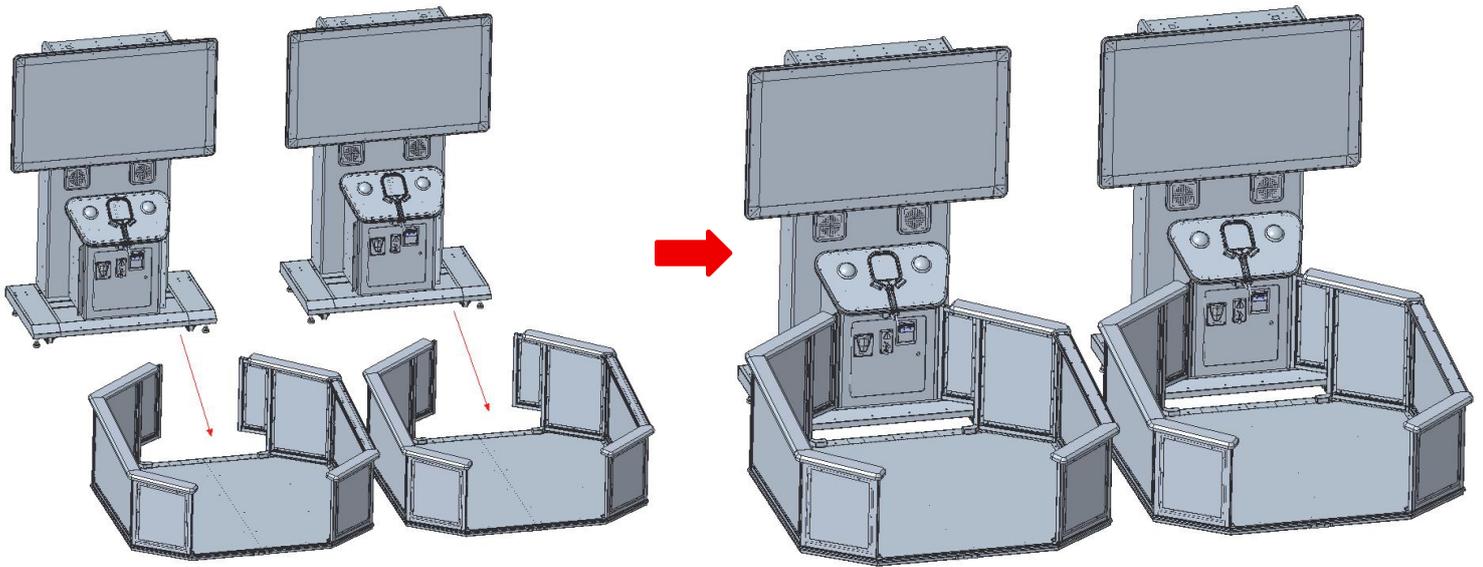
Step 10 Install cover plate. Utilize M4*16 hex screws to secure.

Cover plate
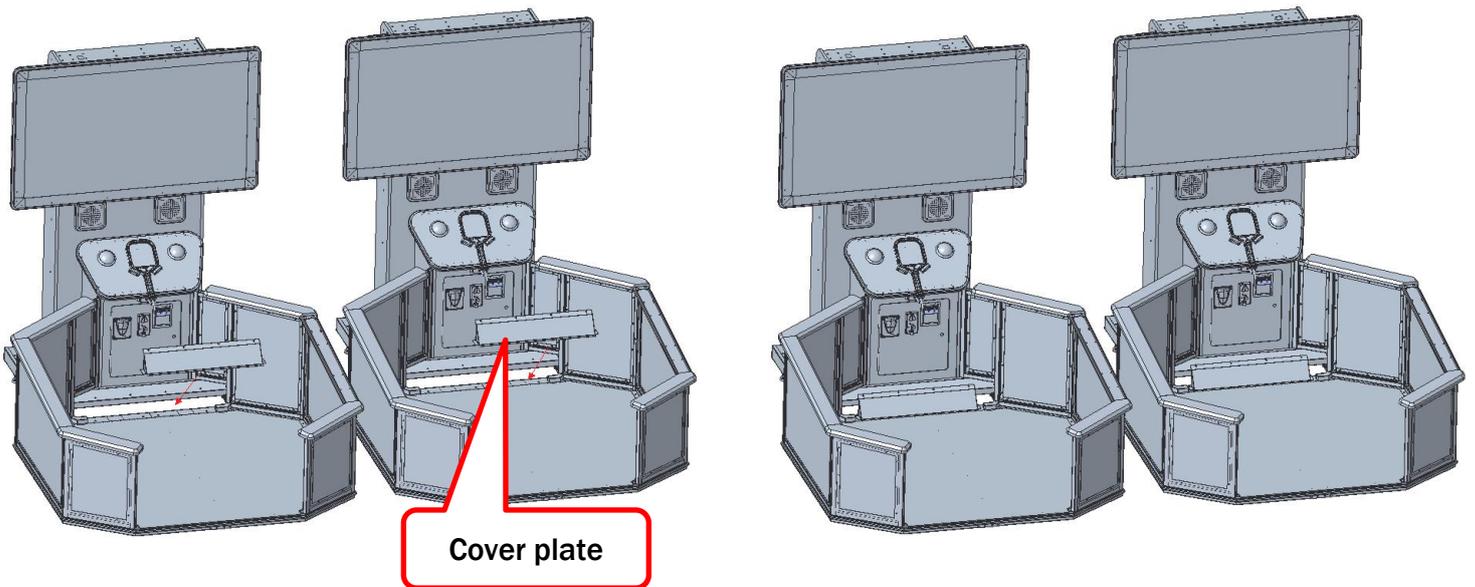
Step 11 Install side connect plate. Utilize M5*25 screws to secure.

Side connect plate
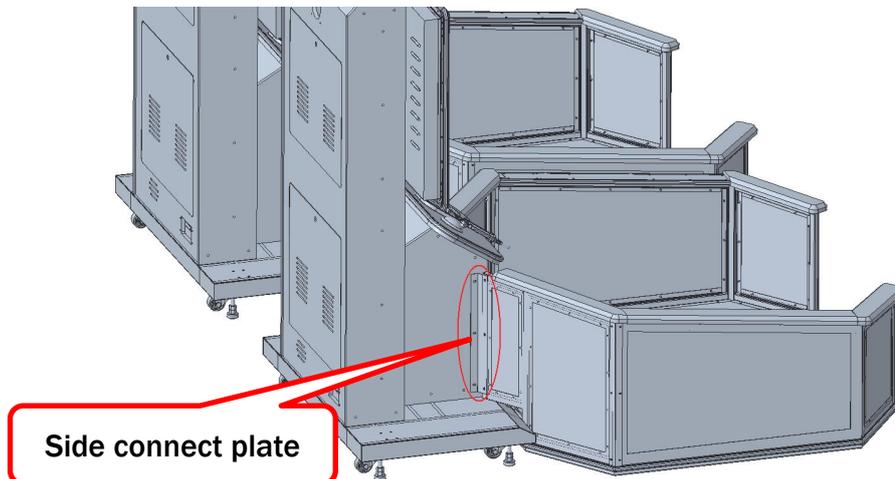
Step 12 Install Display assembly to the top of the cabinet. Utilize M6*35 bolt set to secure.

Display assembly
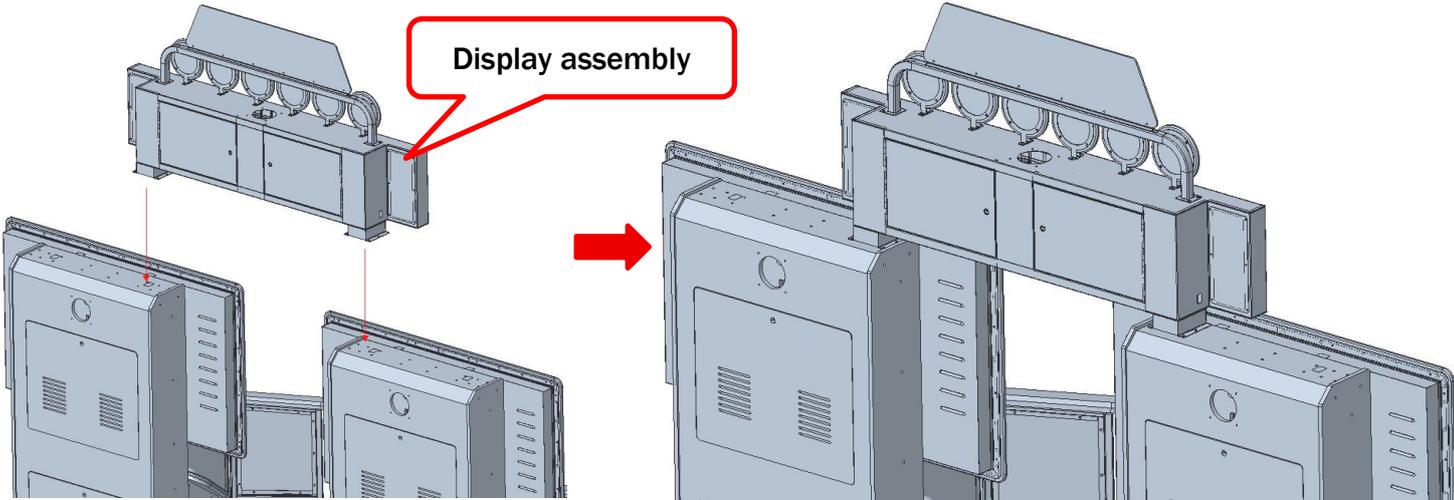
Step 13 Install side marquee. Utilize M6*35 bolt set to secure.

Side marquee
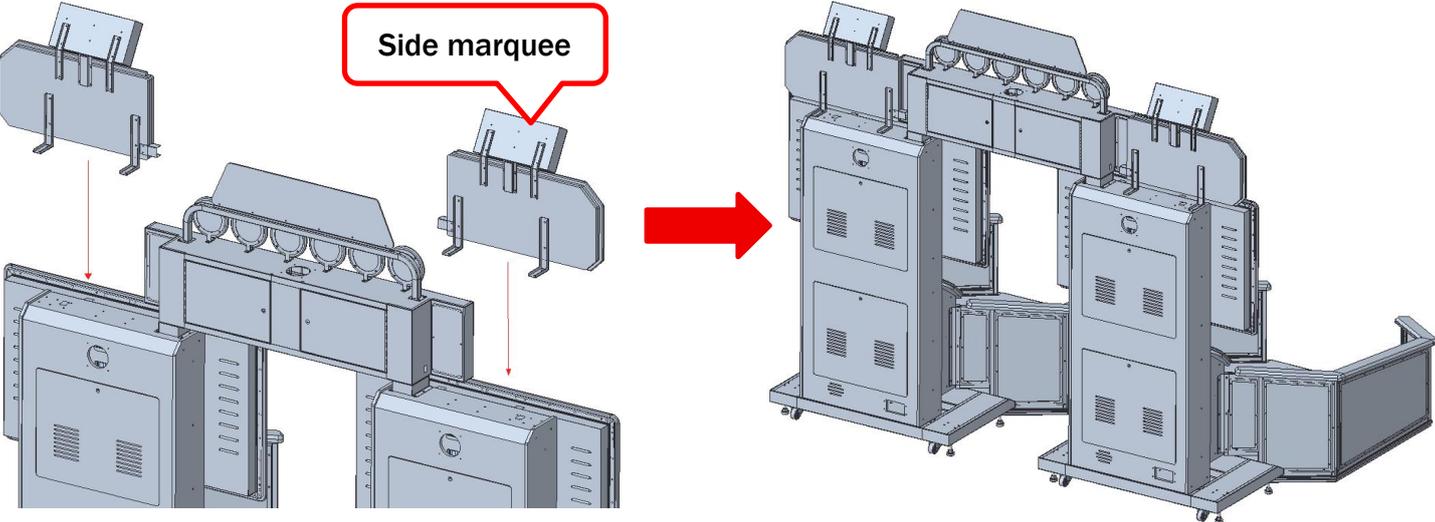
Step 14 Install middle board. Utilize M6*35 bolt set to secure.
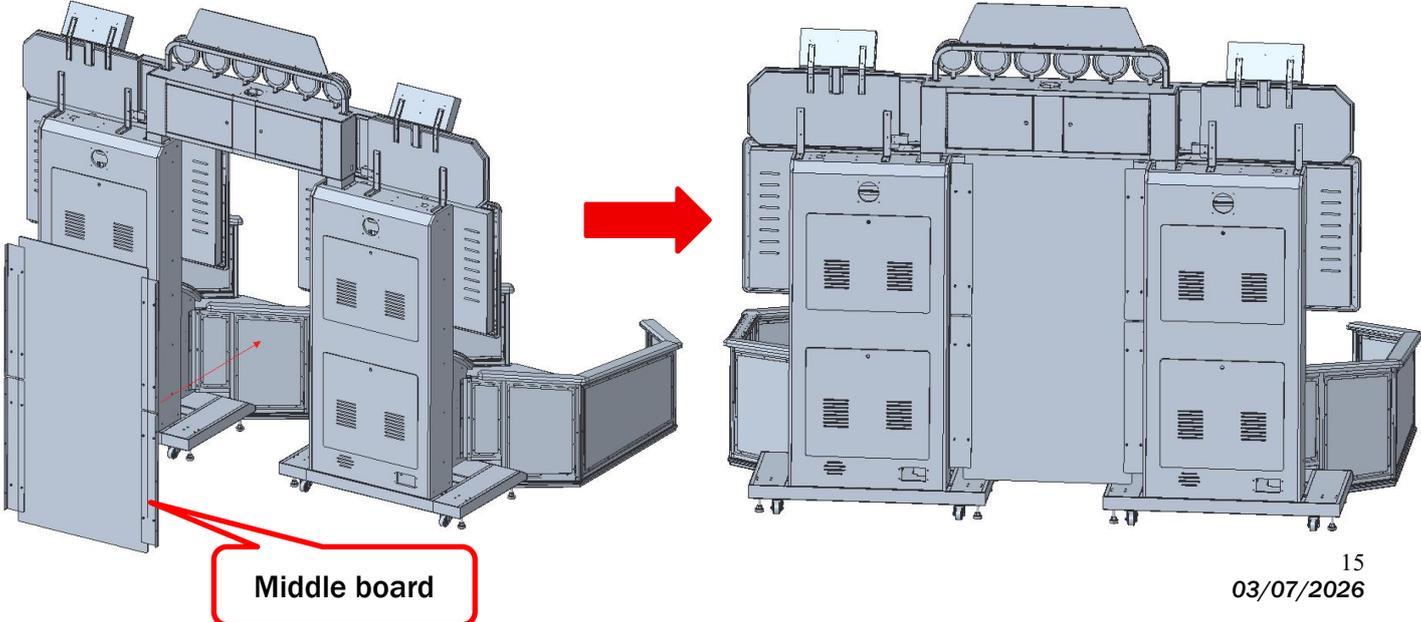
Middle board

Step 15 Utilize M5*25 screws and mid connect plate to secure Middle board bottom side.

Mid connect plate
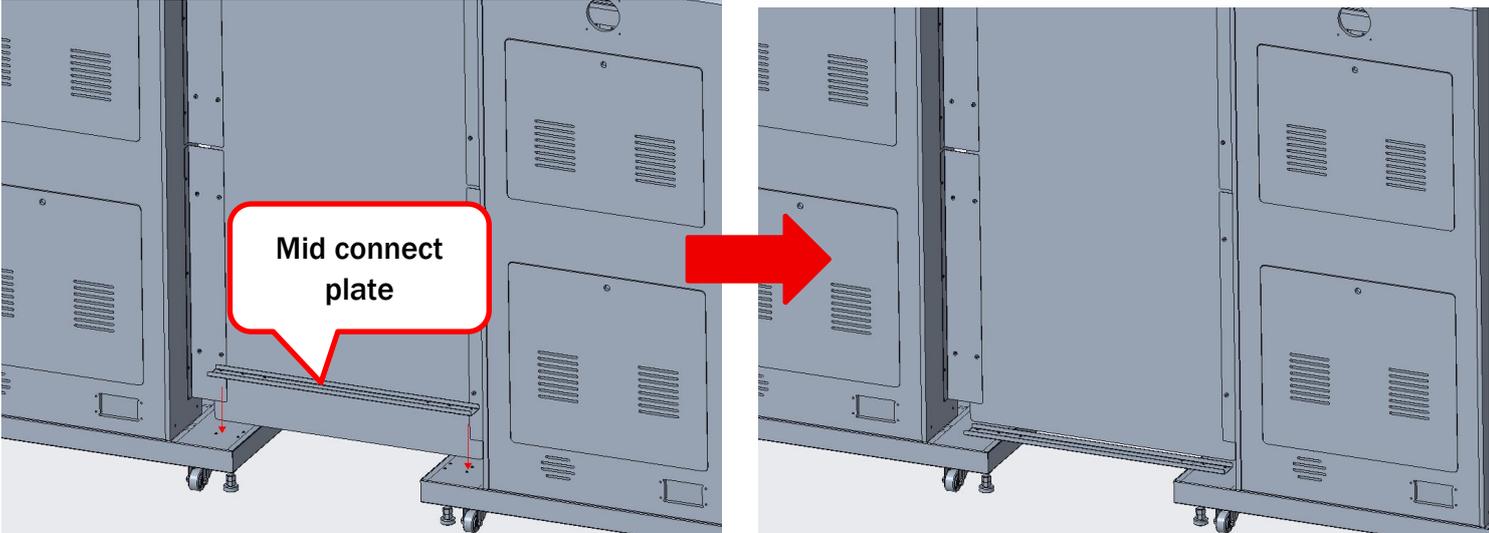
Finish!
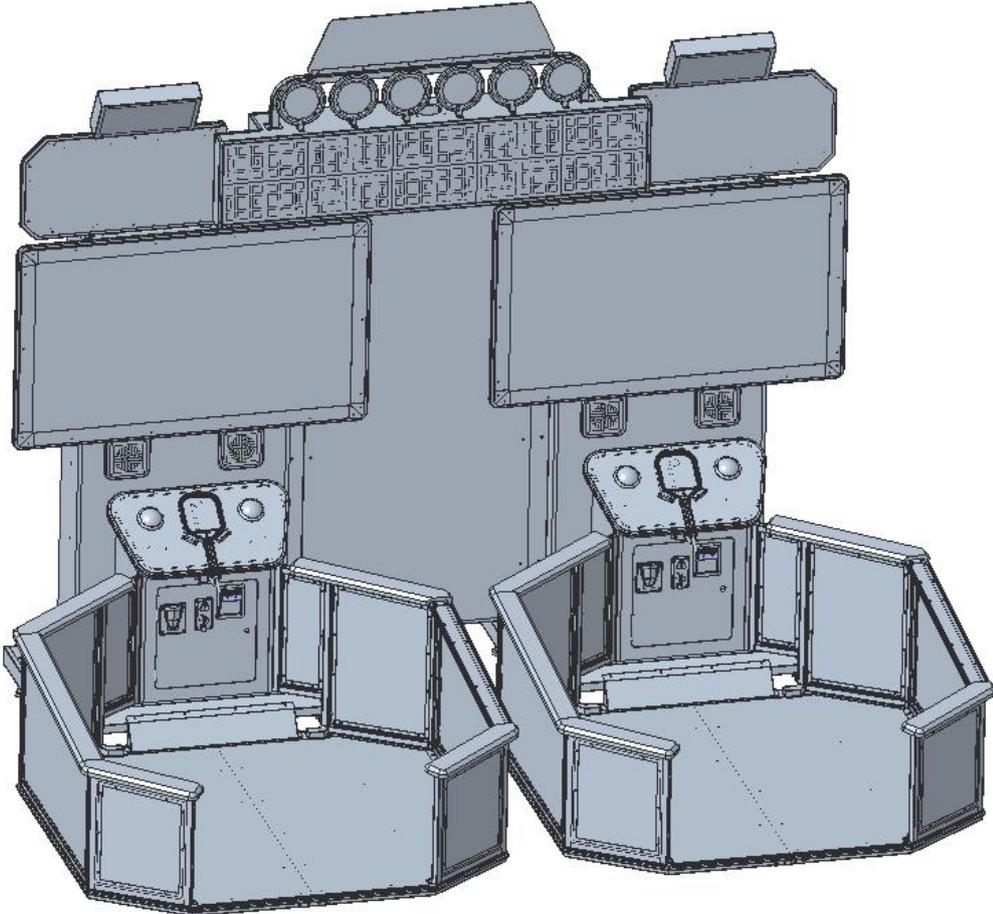
4.5 Card Reader Installation Safety Notice

⚠ Take precaution to assure that all wiring voltages are confirmed prior to installation of card reader. All warranties are void if not properly installed resulting in logic board damage.

Important: This game is pre-wired to AAMA standards. It is highly recommended to utilize this wiring for Card reader installation.

5. HOW TO PLAY

5.1 Insert coins/tap/swipe card to play.

5.2 Each game is won by reaching 3 points first.

   If the score is tied at 2-2, play continues until one side gains a 2-point lead to win.

5.3 Select game mode(Solo Challenge/Twin battle/Twin battle).

5.4 Select your character.

5.5 Select your court.
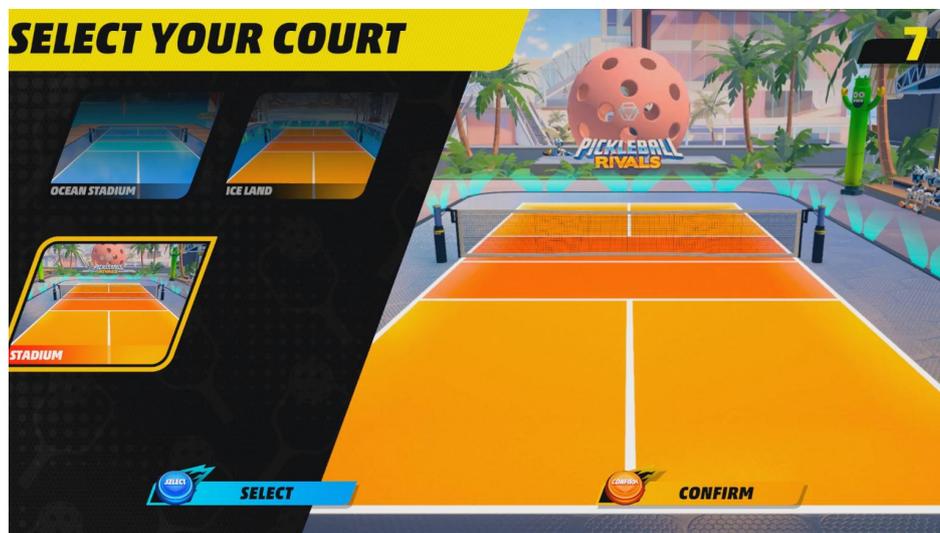
5.6 Pick up paddle and play.
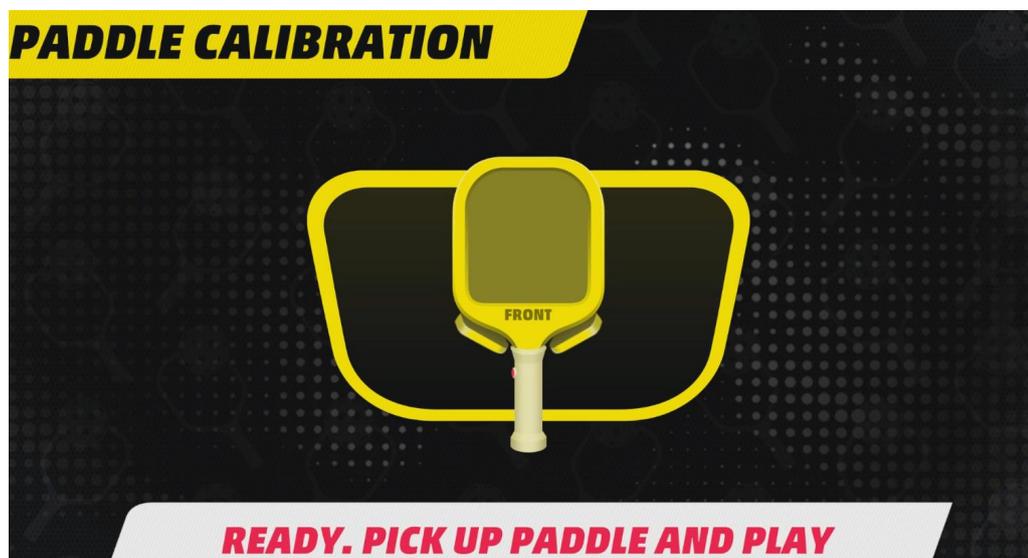
5.7 Swipe your paddle and move your body to control character.

5.8 Game over and result display.
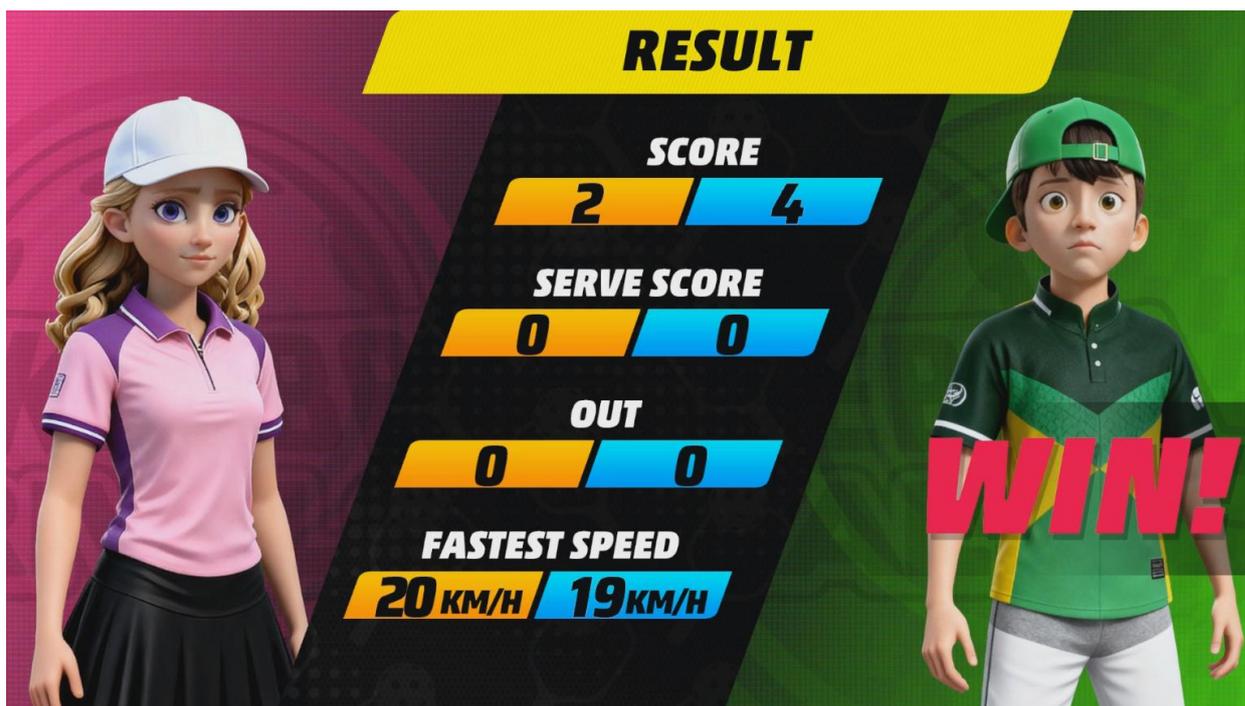
6. GAME OPTION

6.1 Adjustment button instruction
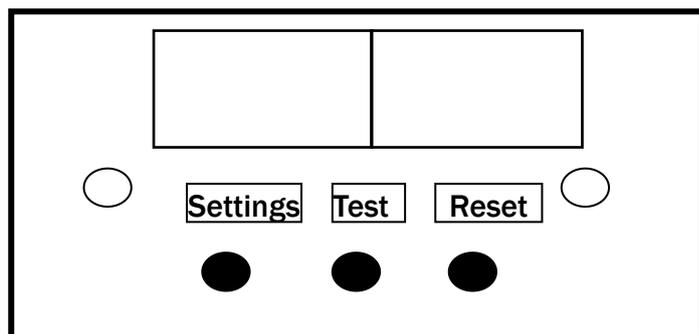
Open the coin door and there is a meter panel. Press Settings button to enter into the setting menu.

6.2 Setting menu
6.2.1 Main menu

Options
Basic Setting
Customized Setting
Ticket Setting
Linking Setting
Input Test
Output Test
Paddle Calibration

Options
Game Reset
Date/Time Setting
About This Game
Bookkeeping
Daily Record
Update LED Videos
Back to game

6.2.2 Basic Setting

Options	Adjustment Value	Default
Free Play	OFF_ON	OFF
Out Of Tickets	Store in memory_Call Attendant	Store in memory
Demo Music	OFF_ON	ON
Volume	0-100&	80%
BGM Volume	0-100&	80%
SE Volume	0-100&	100%
VO Volume	0-100&	100%
Coins	1-10	2
Tournament Payment Mode	OFF_ON	ON
Coins to Advance	1-10	2
Pay Mode	Insert Coins_Tap/Swipe Card_Insert Coins & Tap/Swipe Card	Insert Coins
Game Logo	Padel Rivals_Pickleball Rivals	Pickleball Rivals

6.2.3 Customized Setting

Options	Adjustment Value	Default
Mode Select Time	5-20	8
Character Select Time	5-20	8
Venue Select Time	5-20	8
Game Time	40-600	180
Win Goal	3-11	3
Tie Mode	OFF_ON	OFF
Win By (Points)	2	2
Game Difficulty	Easy _ Medium _ Hard	Medium
Challenger Mode	OFF_ON	ON
Challenger Join Time	5-20	5
Top Ranking	OFF_ON	ON
Number of Top Players	5-20	10
Machine LED RGB	Random_Red_Blue_Yellow_Green_Cyan_Purple	Yellow
Back&Save		
Back		

6.2.4 Ticket Setting

Options	Adjustment Value	Default
Ticket(s) Out	OFF_ON	ON
Divided By 2	OFF_ON	ON
Fixed Ticket(s) Mode	OFF_ON	OFF
Fixed Ticket(s)	1-100	6
Custom Ticket(s)	OFF_ON	OFF
Pay Out	5-50%	30%
1st Ticket(s)	1-100	5
2nd Ticket(s)	1-100	3
Mercy Ticket(s)	1-100	1
Tournament Reward Mode	OFF_ON	ON
Preliminary Ticket(s)	1-100	2
Semi-Final Ticket(s)	1-100	5
Final Ticket(s)	1-100	10
Winner Prize Ticket(s)	1-100	50
Back&Save		
Back		

6.2.5 Linking Setting

Options	Adjustment Value	Default
Linking Mode	OFF_ON	ON
Machine ID	1-4	1
IP Mode	DHCP_Static	DHCP
Linking Wait Time	5-20	8
Linking Players	1-4	2
Back&Save		
Back		

6.2.6 Input Test

Options
Coin
Ticket Out
Ticket Feedback
Single Player Button
Multi player Button
Paddle Button
Racket Magnetic Induction Switch
Back

6.2.7 Output Test

Options
Ticket Drive
L Channel
R Channel
Single Player Button Light
Multi player Button Light
Paddle Light
Box Decorative Light

Options
Guardrail Acrylic Light
Platform Bottom Light（RGB）
Monitor Side Light（RGB）
Box Light（RGB）
Paddle Vibration
Back

6.2.8 Paddle Calibration

Notice: Please Lay The Paddle Flat On The Designated Area Of The Control Panel.

Do Not Lift The Paddle During Calibration
Calibrating...

Press Any Button To Confirm Calibration
Calibration Complete

Notice: Please Lift The Paddle And Move It In All Directions For Sensor Testing

Calibration:

Test
Back
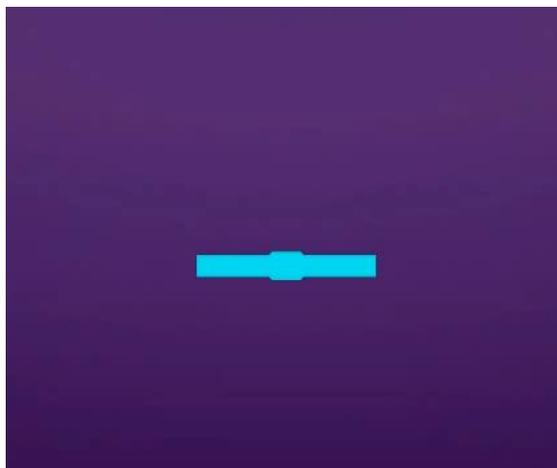
6.2.9 Date/Time Setting

Options
Year
Month
Day
Hour(24)
Minute
Second
Back&Save
Back

6.2.10 About This Game

Options
CPU
Motherboard
HDD
RAM
Display Adapter
Monitor
Screen
Version
Press Any Button On The Counter To Back

6.2.11 Game Reset

Options	Adjustment Value
Factory Restore	CANCEL_CLEAR
Reset Basic Setting	CANCEL_CLEAR
Reset Customized Setting	CANCEL_CLEAR
Reset Ticket Setting	CANCEL_CLEAR
Clear All Records	CANCEL_CLEAR
Clear Owed Ticket(s)	CANCEL_CLEAR
Clear Unused Coins	CANCEL_CLEAR
Back	

6.2.12 Bookkeeping

Player	Coins	Ticket(s)	Payout	Continue Play	Service Coins

Non Resettable Points

Back

6.2.13 Daily Record

Player	Coins	Ticket(s)	Payout	Continue Play	Service Coins

Clear

Back

6.2.14 Update LED Videos

Check USB

Exist File

Copy Files：Setout

Back

7. TROUBLESHOOTINGS

7.1 Common Problem
Please confirm that all connectors fit tightly.

Symptom	Possible Cause	Recommended action
Game will not start	Frame assembly connector is loose.	Check connector.
	Frame assembly fault	Contact with UNIS Service.
Power off	Circuit protector make power SW in off state.	Turn on power SW again. If appeared again and again, machine has anomaly. Please contact with UNIS Service.
Card reader not working	The connector is loose.	Check connector.
	Card reader fault.	Check with card reader manufacturer.
No ticket dispensing	Out of ticket.	Add ticket and press reset button
	Ticket jamming.	Remove the jammed tickets and press reset button.
	The connector is loose.	Plug the connector tightly.
No sound	Low volume	Raise the volume.
	Connector loose.	Check connector.
	Speaker fault.	Check speaker.
	POT installation error.	Install POT correctly.
	POT fault.	Change POT.
	Audio cable problem.	Reconnect the audio cable or change it.

If you see following error signs showing on the display, please try the recommended action.

Display	Possible Cause	Recommended action
IO Error	The connection part of the IO board and PC are loose.	Check and reconnect the loose ports of the PC or IO board.
	Cable quality problem	Change the cable after checking the connection between IO board and PC.
	Cable became loose during transportation.	Check and reconnect the loose cables of the PC or IO board.
	IO board is faulty.	Reboot the game after checking U disk connection and cable problem, if the problem remains unresolved, please call the service department for assistance.
TICKET ERROR CALL ATTENDANT Tickets Owed:	Out of ticket.	Refill ticket
	Loose connection of the ticket dispenser's cables.	Check and reconnect the loose cables to the ticket dispenser.
	Ticket dispenser is faulty.	Change the ticket dispenser.
	Ticket jam.	Remove jammed tickets.
MACHINE ID ERROR	Machine ID is wrong	Enter settings menu to reset machine ID.
Gyro Error	Loose connection of the gyro.	Check and reconnect the loose cables of gyro.
	Gyro is broken.	Check the connection, if the problem remains unresolved, please call the service department for assistance.

7.2 System Recovery Operation (NOTE: Do not disconnect power during this process.)

1. Turn off the game. Remove recovery stick from the machine. (Note: This process may take up to 60 minutes) Insert the recovery stick into the port at the back of the computer.
2. Restart PC to enter the system recovery screen as shown.
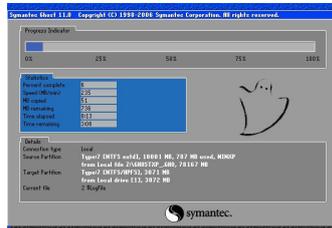
3. The game will automatically start recovery.

4. Once system recovery is partially finished (as shown below), and the ICON appears, remove the recovery stick from the computer. The game will continue the install process.

OK to remove the recovery stick.

5. Assure that the recovery stick has been properly secured for future use.

WARNING: The recovery stick should only be used to fix software errors. Using it for other purposes may cause unexpected results and damages.

8. MAINTENANCE & INSPECTION

8.1 Safety Check

Check the points listed before operating the machine. These checks are necessary for safe machine operation:

1.   Test game before operation each day.
2.   Conduct monthly routine checks of game components to ensure good working condition.
3.   Check the machine regularly for dust and clean when necessary.

Note: Parts and components require preventative maintenance to maintain proper operation.

8.2 Handling Precautions

When installing or inspecting the machine, be very careful and pay attention to ensure that the player can enjoy the game safely.

Inappropriate handling running counter to the cautionary matters can cause personal injury or damage to the machine.

⚠ **NOTICE** ---

We do not recommend using power tools as they may cause damage.