

**VENDOR PRODUCT NOTIFICATION**

SUBJECT: Defective Lot of Kortek Monitors

DATE: 31 Jan 2018

PRODUCT: Kortek LCD Displays

MODEL: See Models in Table 1

REASON FOR VPN REVISION:Revision D – Release to Secondary Contact Information Update: 4th July 2019**APPLICABLE AREAS:**

All gaming jurisdictions.

SYMPTOM(S):

The monitor will intermittently fail to display video and black out.

CAUSE(S):

A/D board may have possible defect which will cause the LCD display to prematurely fail and not display any video. The affected units bear Kortek serial numbers 1602xxxxx through 1605xxxxx.

SOLUTION(S):

When the monitor is blacked out, inspect the machines with blacked out displays to determine if displays from the affected batch are in use. If an affected unit is identified, contact Kortek for a replacement A/D board. Replaced A/D boards should be marked with a check mark to identify that the unit has been updated with a new A/D boards. Any defective A/D boards should be labeled with the serial number of the monitor from which it was removed and returned to Kortek.

SCOPE OF SOLUTION:

This solution applies to machines with monitors and serial number range listed in Table 1.

[Table 1]

Size	IGT part number	KORTEK Model Name	KORTEK Model Name
10.1” DPP	81510804	KTB101DNIxx KTB101DPIxx	1602XXXXX ~ 1605XXXXX
	91162400		
	65519501		
21.5”	69974805	KTL215DP-xx	
	91485500	KTK215DGIxx	
23”	6997490x	KTL230DP-xx KTL230S-xx	
	6997500x		
	69970145		
	69970225		
	69970255		
27”	69976501	KTS270DPI01	
	69975405	KTS270DGI01	

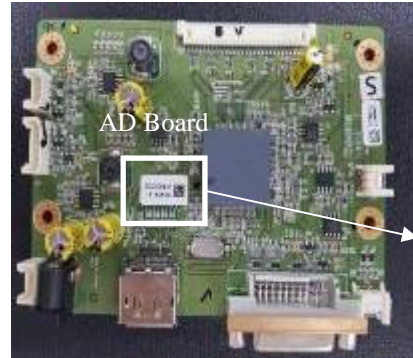
PARTS REQUIRED: One AD Board of a Defective Monitor.

This solution applies to machines with monitors and AD Board PN listed in Table 2.

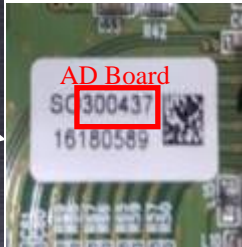
[Table 2]

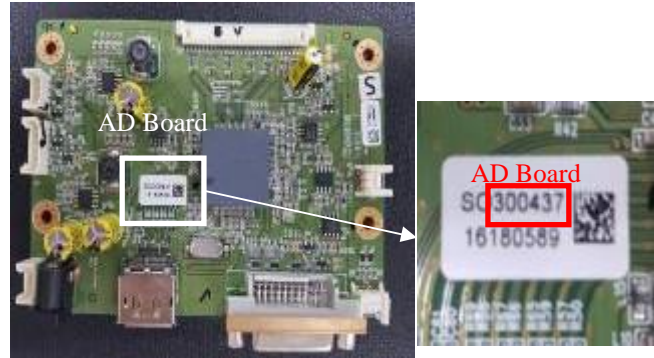
Size	IGT part number	AD Board PN	AD Board PN
10.1” DPP	81510804	300738	Ex) IGT Parts No. 69974805 - AD Board Parts No. : 300437
	91162400		
	6551950x		
21.5”	69974805	300437 & 300950	
	91485500		
23”	6997490x	300437 & 300950	
	6997500x		
	69970145	300051	
	69970225		
	69970255		
27”	69976501	300602	
	69975405		

AD Board



AD Board





To obtain parts, contact Kortek directly at:

Primary Contact Information:

Kortek (USA)
250 Vista Blvd. #104, Sparks, NV 89434
Phone Number: (775) 527-4241
Email: whlee@kortek.co.kr

Secondary Contact Information:

Kortek (Korea)
(22011) 26, Venture-ro24beon-gil, Yeonsu-gu, Incheon, Republic of Korea
Phone Number: +82-32-860-3131
Email: service@kortek.co.kr

Europe Contact Information

Kortek (EU) Service
European Technical Centre
Unit G, Stafford Park 12, Telford Shropshire, TF3 3BJ, United Kingdom
Phone Number: +44 (0)1952 237000
Email: kortekservice@emea.nec.com

DATE PARTS AVAILABLE:

Parts are available now.

TOOLS REQUIRED:

Screw driver (Screw Size: M3*6EA & M4*8EA)

Nut driver (Nut Size: M4PI)



Black Sharpie marker

Revision History:

A → B : Kortek(EU) Service Phone Number & E-Mail Change

B → C : Kortek(USA) Address Change

C → D : Kortek (Korea) Email Address Change

PROCEDURE:

NOTE: Refer to CN3160 for ESD protection guidelines

I. 10.1" monitor

1. Open the machine main door, power off the machine, and locate the monitor model name and serial number. Verify the affected monitor model name and serial number. See Figure 1.

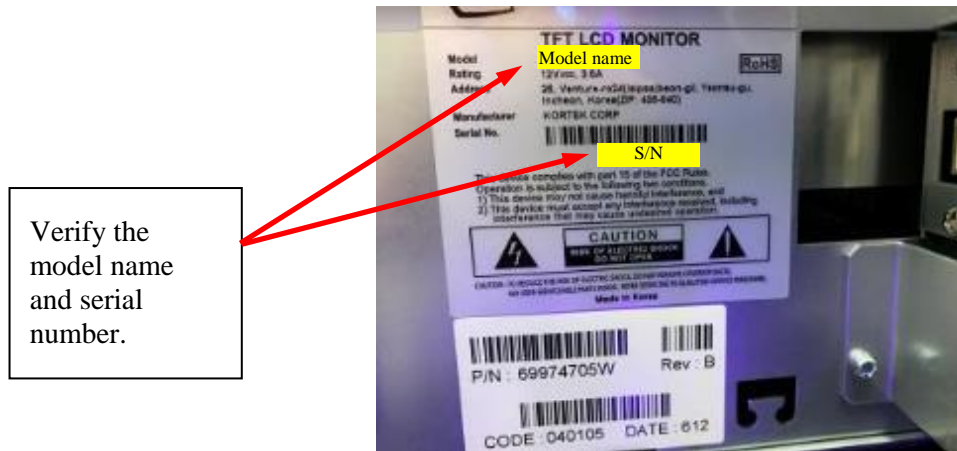


Figure 1

2. In case of 10.1" monitor (Refer to Appendix A for detail A/D board replacement procedure)

IGT part number: 81510804, 91162400, 65519501

Kortek model: KTB101DNIxx & KTB101DPIxx

- 1) Remove the cover
- 2) Locate the A/D board as shown in Figure 2.

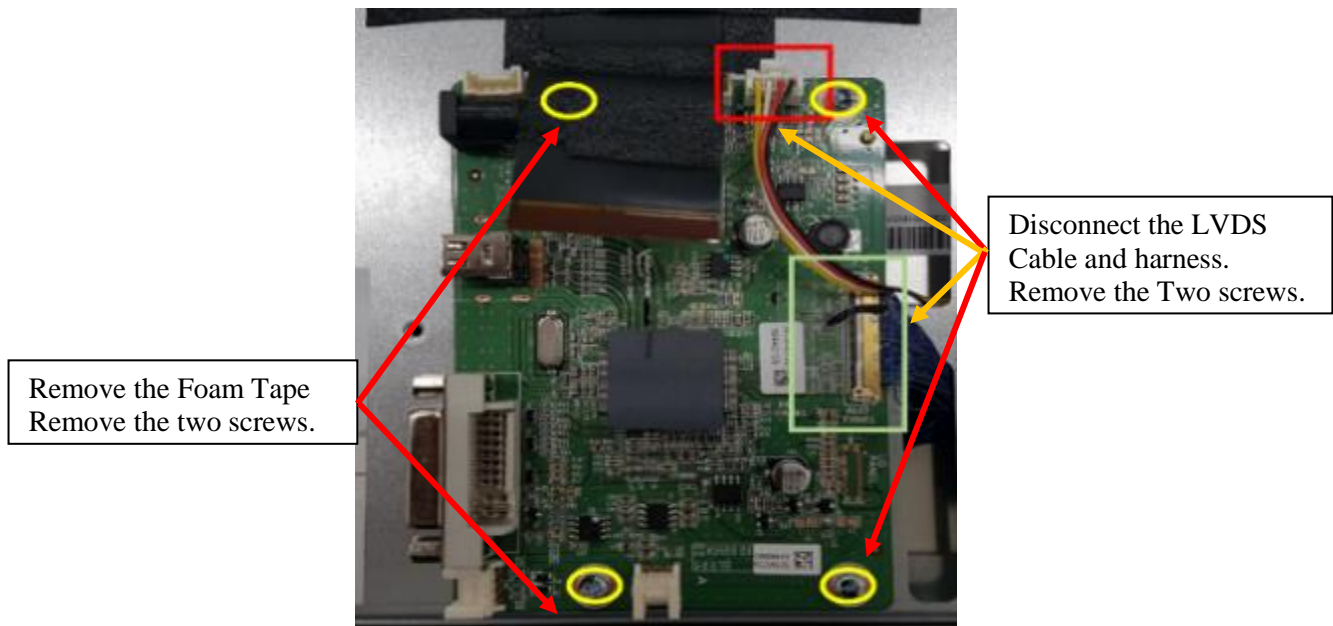


Figure 2.

- 3) Remove four screws mounting the A/D board to the chassis.

- 4) Unplug two harnesses from the A/D board.
- 5) Reconnect the two harnesses to the new A/D board.
- 6) Attach the new A/D board to the chassis using four screws removed in Step 3.
- 7) Reinstall the electronics cover with screws removed in Step 1.
- 8) Use the black Sharpie marker to mark the manufacturer label with a check mark next to the serial number to indicate the defective A/D board has been replaced. See Figure 3.

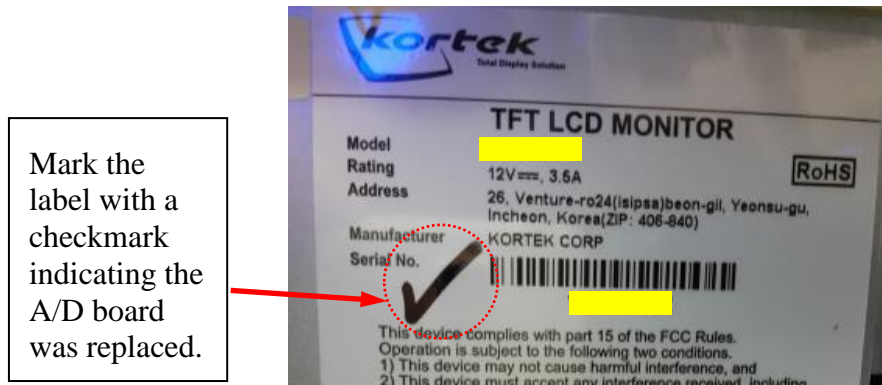


Figure 3.

II. 21.5" monitor

1. Open the machine main door, power off the machine, and locate the monitor model name and serial number. Verify the affected monitor model name and serial number. See Figure 4.



Figure 4

2. In case of 21.5" monitor (Refer to Appendix B for detail A/D board replacement procedure)
 IGT part number: 69974805, 91485500
 KorteK model: KTL215DP-xx, KTK215DGIxx
 - 1) Remove the cover
 - 2) Locate the A/D board as shown in Figure 5.

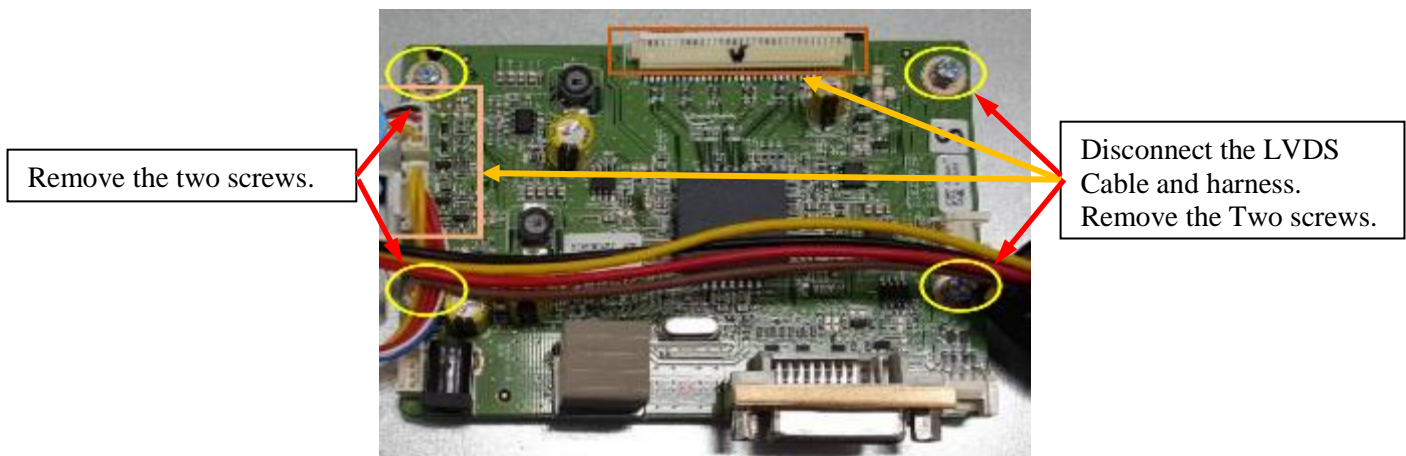


Figure 5.

- 3) Remove four screws mounting the A/D board to the chassis.
- 4) Unplug three harnesses from the A/D board.
- 5) Reconnect the three harnesses to the new A/D board.
- 6) Attach the new A/D board to the chassis using four screws removed in Step 3.
- 7) Reinstall the electronics cover with screws removed in Step 1.
- 8) Use the black Sharpie marker to mark the manufacturer label with a check mark next to the serial number to indicate the defective A/D board has been replaced. See Figure 6.

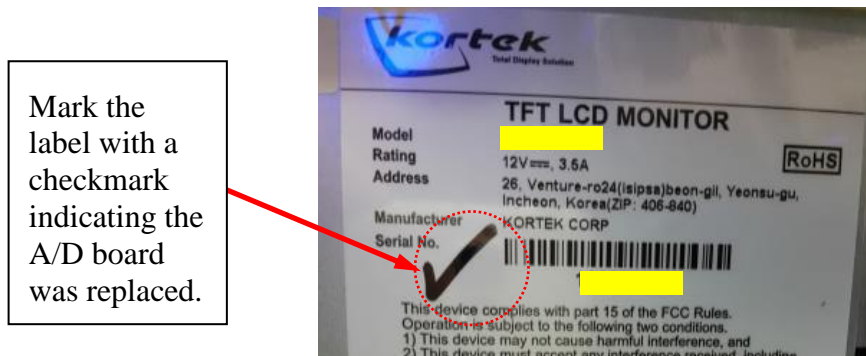


Figure 6.

III. 23" monitor

1. Open the machine main door, power off the machine, and locate the monitor model name and serial number. Verify the affected monitor model name and serial number. See Figure 7.



Figure 7

2. In case of 23" monitor (Refer to Appendix C for detail A/D board replacement procedure)
IGT part number: 69975005x, 6997490x, 69976605, 69970145, 69970225, 69970255
Kortek model: KTL230DP-xx, KTS230DPI-01, KTL230S-xx

1) Remove the cover

2) Locate the A/D board as shown in Figure 8, 9

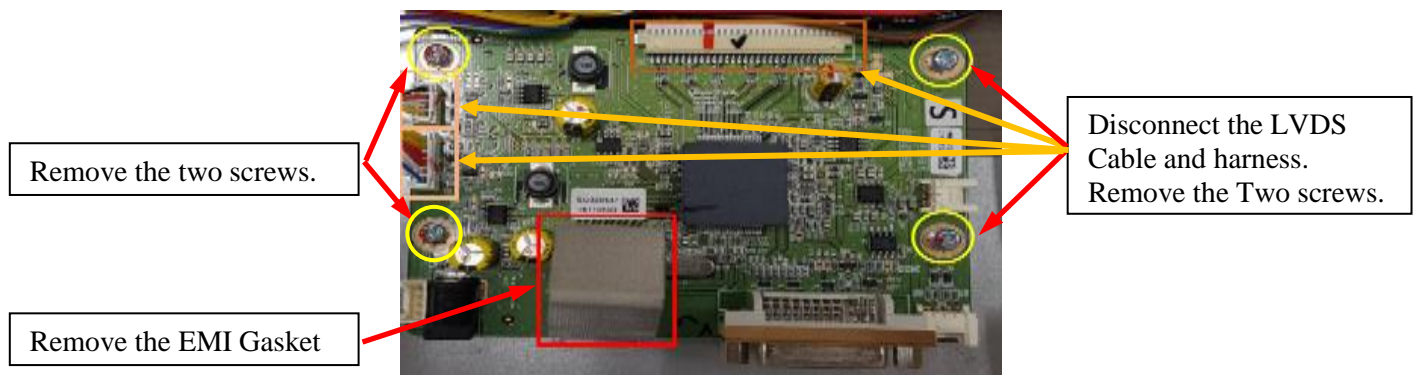


Figure 8. (69974805/KTL230DP-0x)

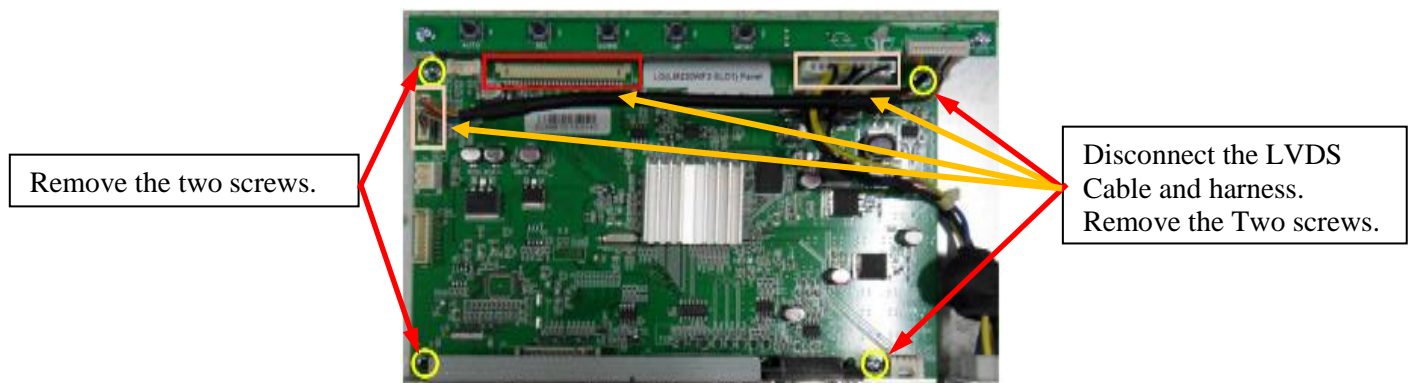


Figure 9. (91485500/KTL230S-05)

- 3) Remove four screws mounting the A/D board to the chassis.
- 4) Unplug three harnesses from the A/D board.
- 5) Reconnect the three harnesses to the new A/D board.
- 6) Attach the new A/D board to the chassis using four screws removed in Step 3.
- 7) Reinstall the electronics cover with screws removed in Step 1.
- 8) Use the black Sharpie marker to mark the manufacturer label with a check mark next to the serial number to indicate the defective A/D board has been replaced. See Figure 10

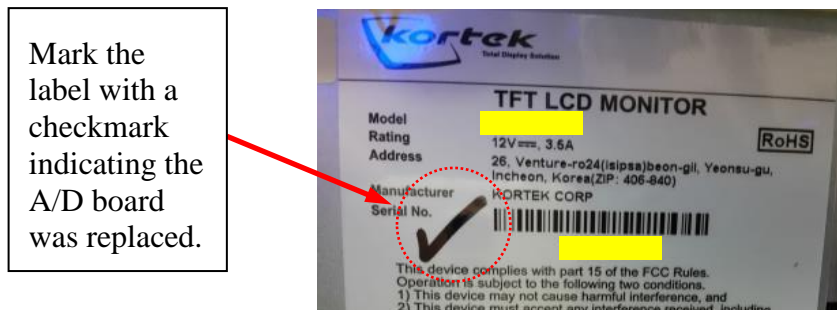


Figure 10

IV. 27" monitor

1. Open the machine main door, power off the machine, and locate the monitor model name and serial number. Verify the affected monitor model name and serial number. See Figure 11.



Figure 11

2. In case of 27" monitor (Refer to Appendix D for detail A/D board replacement procedure)

IGT part number: 69976505, 69975405

Kortek model: KTS270DPI01, KTS270DGI01

1) Remove the cover

2) Locate the A/D board as shown in Figure 12, 13

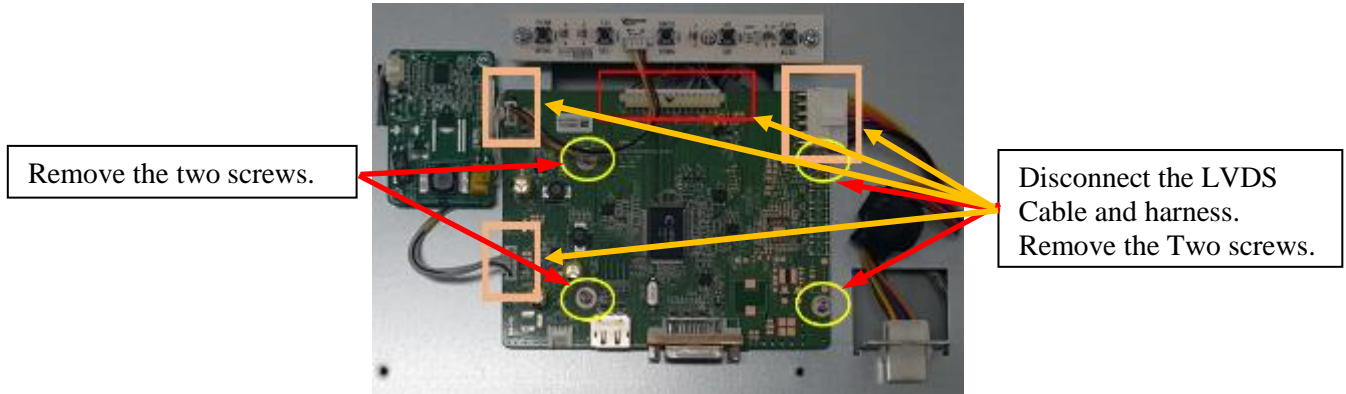


Figure 12 (69975405/KTS270DGI01)

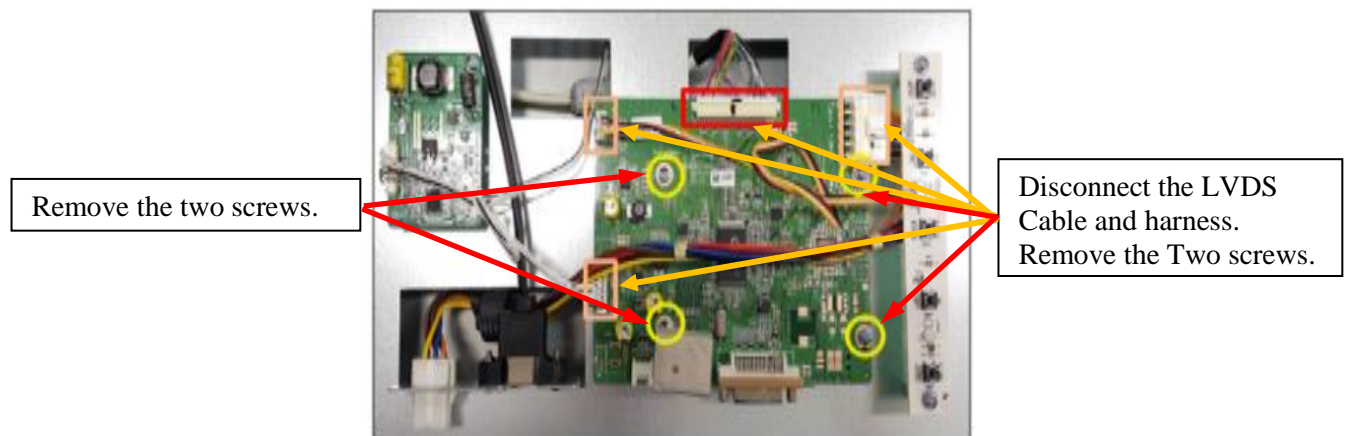


Figure 13. (69976505/KTS270DPI01)

3) Remove four screws mounting the A/D board to the chassis.

4) Unplug three harnesses from the A/D board.

5) Reconnect the three harnesses to the new A/D board.

6) Attach the new A/D board to the chassis using four screws removed in Step 6.

7) Reinstall the electronics cover with screws removed in Step 1.

8) Use the black Sharpie marker to mark the manufacturer label with a check mark next to the serial number to indicate the defective A/D board has been replaced. See Figure 14.

Mark the label with a checkmark indicating the A/D board was replaced.

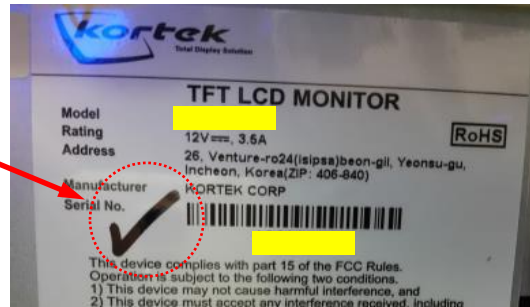


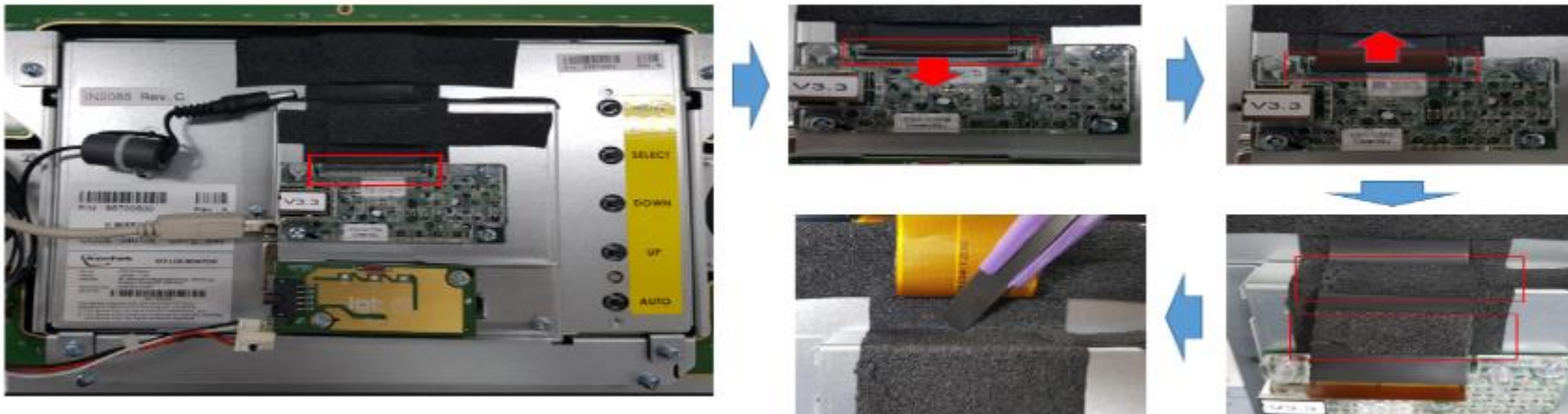
Figure 14

Appendix A : 10.1” Detail A/D board replacement procedure

1. Disconnect input cables (DC Cable, DP Cable, USB “B” Type Cable, DVI Cable, LED Board Cable)



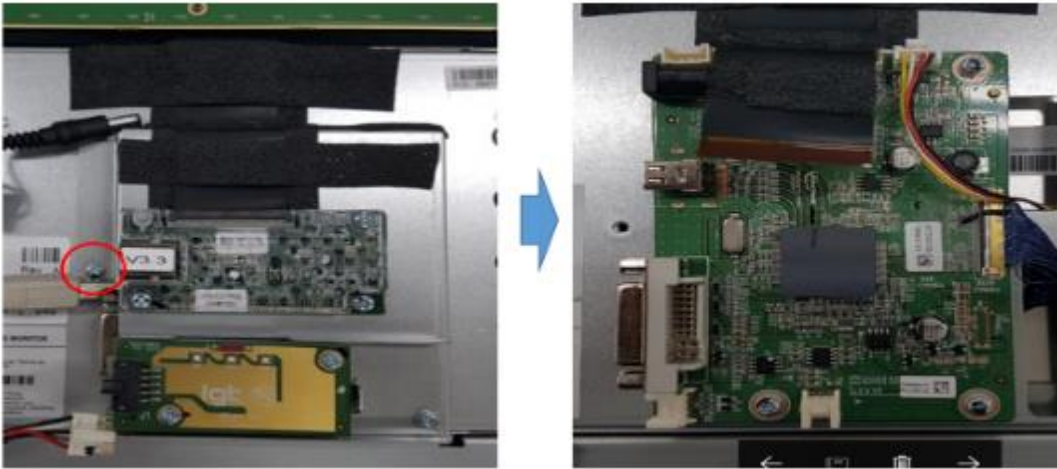
2. Disconnect input cables (Touch Controller flexible cable)



Cutting back cover top frame 1point foam tape

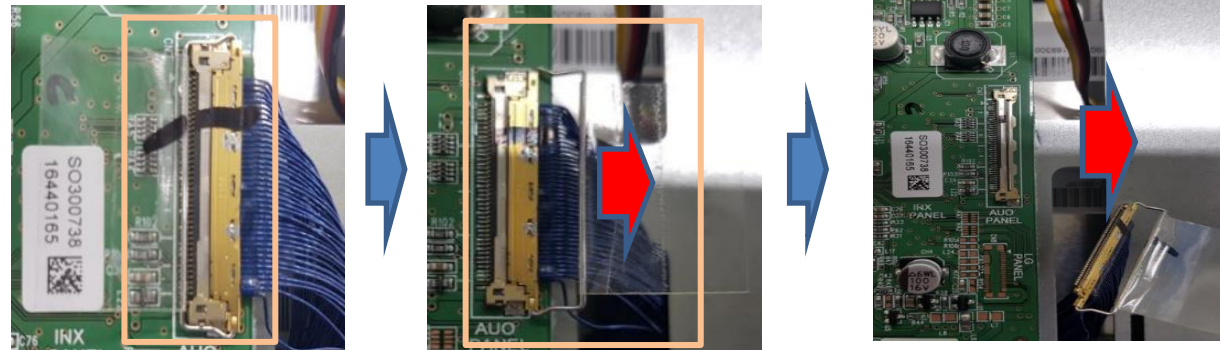
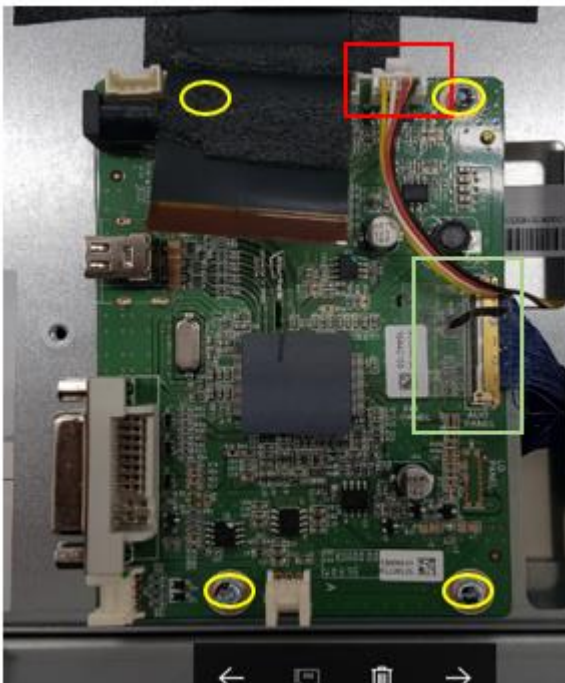
Remove 2point of foam tape




3. Disassemble Rear Cover



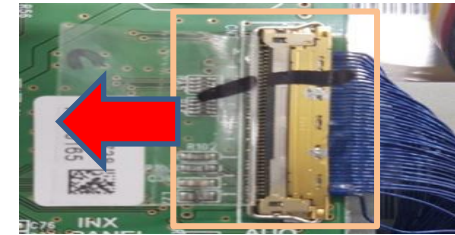
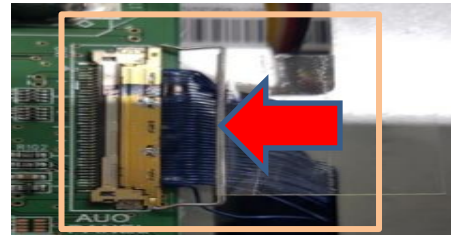
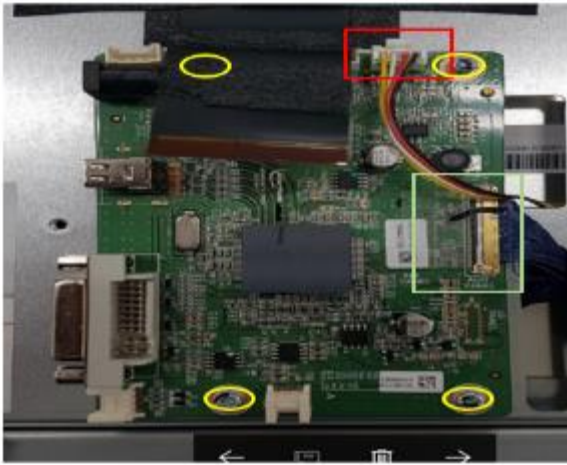
Disassemble 1 point of screw to separate rear cover

4. Disassemble AD Board



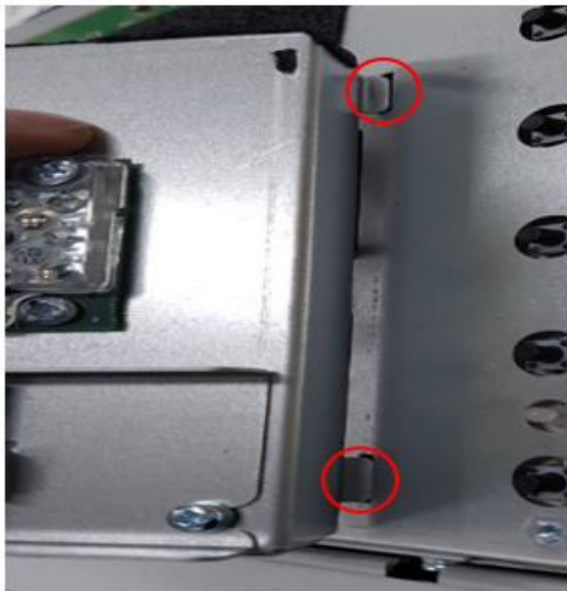
- 1) Disconnect 1 point connector from AD Board 
- 2) Disconnect 1 point LVDS connector from AD Board 
- 3) Move the lock bracket up
- 4) Disassemble 4 point screw 

5. Re-Assemble AD Board

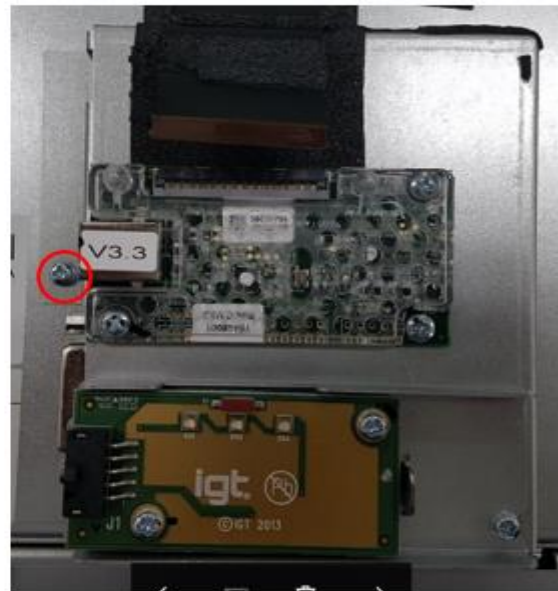


- 1) Connect LVDS connector to AD Board
 - 1-1) Connect LVDS Cable
 - 1-2) Move the lock bracket AD Board side
- 2) Assemble 4 points of screw
- 3) Connect 1 point connector from AD Board

6. Re-Assemble Rear Cover



Put it in the hole. Assemble



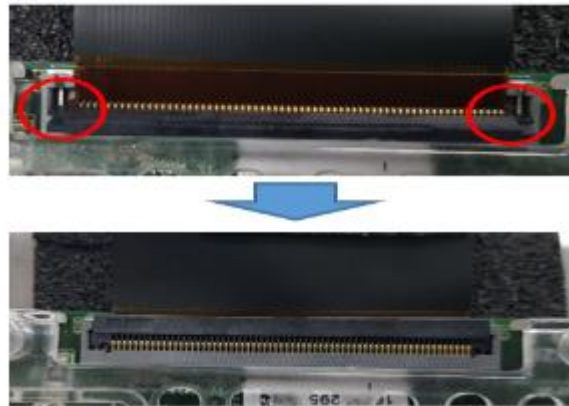
1 point of screw to assemble rear cover

7. Re-Apply Foam Tape



Re-Attach foam tape on the location in the picture

8. Re-Connect Touch Cable

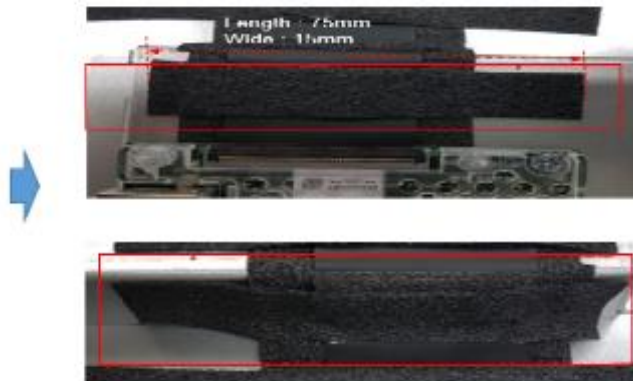


1) Connect touch cable

2) Check Touch cable lock Point

3) Cover the Cap

9. Re-Apply Foam Tape

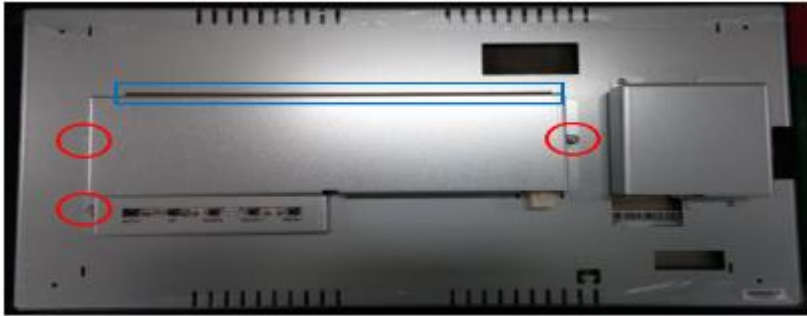



Re-Attach foam tape on the location in the picture


► Rework Completed

Appendix B : 21.5" Detail A/D board replacement procedure

1. Disassemble Rear Cover




1) Detach EMI Tape applied at upper side of the rear cover 

2) Disassemble 3 Nuts to separate rear cover 

2. Disassemble AD Board




1) Disconnect the OSD & Power connectors 


2) Disassemble 4 Screws 


3) Disconnect the LVDS connector 

4) Separate AD Board

3. Apply the new AD Board to the monitor by assembling 4 Screws. 

4. Re-Connect OSD & Power & LVDS Cable to the new AD Board.  

5. Re-Assemble Rear Cover to the monitor by assembling 3 Nuts. 

6. Attach EMI Tape again at the upper side of the rear cover 



► Rework Completed

Appendix C-1: 23" KTL230DP-0x Detail A/D board replacement procedure

1. Disassemble Rear Cover



Disassemble 3 Screws to separate rear cover



2. Disassemble AD Board



1) Disconnect the OSD & Power connectors



2) Disassemble 4 Screws



3) Disconnect the LVDS connector



4) Separate AD Board

3. Re-Connect LVDS Cable to the new AD Board.



4. Apply the new AD Board to the monitor by assembling 4 Screws.



5. Re-Connect OSD & Power Cable to the new AD Board.



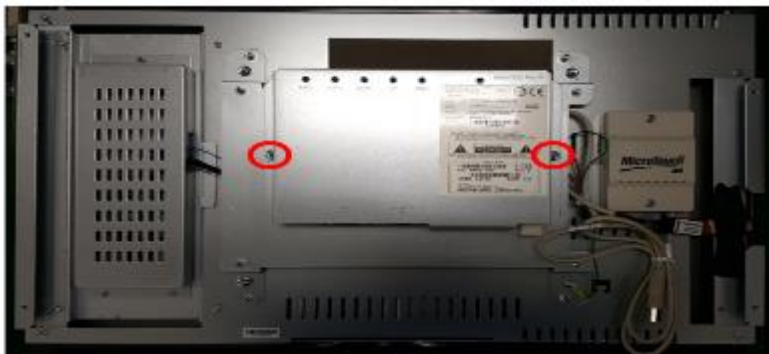
6. Re-Assemble Rear Cover to the monitor by assembling 3 Screws.



► Rework Completed

Appendix C-2: 23" KTL230S-05 Detail A/D board replacement procedure

1. Disassemble Rear Cover




Disassemble 2 Nuts to separate rear cover

2. Disassemble AD Board




1) Disconnect the OSD & Power connectors 

2) Disassemble 4 Screws on AD Board 


3) Disassemble 2 Screws on OSD Board to make a space for disconnecting LVDS cable 


4) Disconnect the LVDS connector 

5) Separate AD Board

3. Apply the new AD Board to the monitor by assembling 4 Screws. 

4. Re-Connect OSD & Power & LVDS Cable to the new AD Board.  

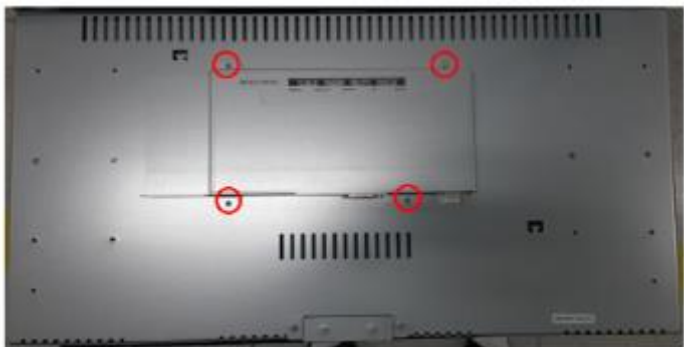
5. Apply OSD Board to the monitor by assembling 2 Screws. 


6. Re-Assemble Rear Cover to the monitor by assembling 2 Nuts. 

► Rework Completed

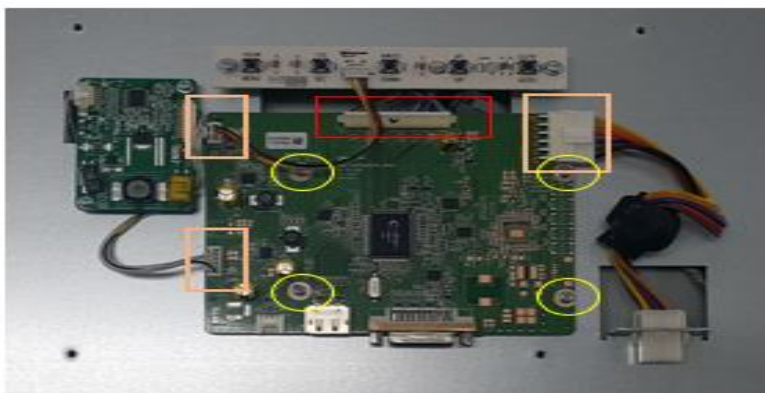
Appendix D-1: 27" KTS270DGI01 Detail A/D board replacement procedure

1. Disassemble Rear Cover




Disassemble 4 Screws to separate rear cover 

2. Disassemble AD Board





1) Disconnect the OSD & Power connectors 

2) Disassemble 4 Screws 


3) Disconnect the LVDS connector 

4) Separate AD Board

3. Re-Connect LVDS Cable to the new AD Board. 

4. Apply the new AD Board to the monitor by assembling 4 Screws. 

5. Re-Connect OSD & Power Cable to the new AD Board. 

6. Re-Assemble Rear Cover to the monitor by assembling 4 Screws. 

► Rework Completed.

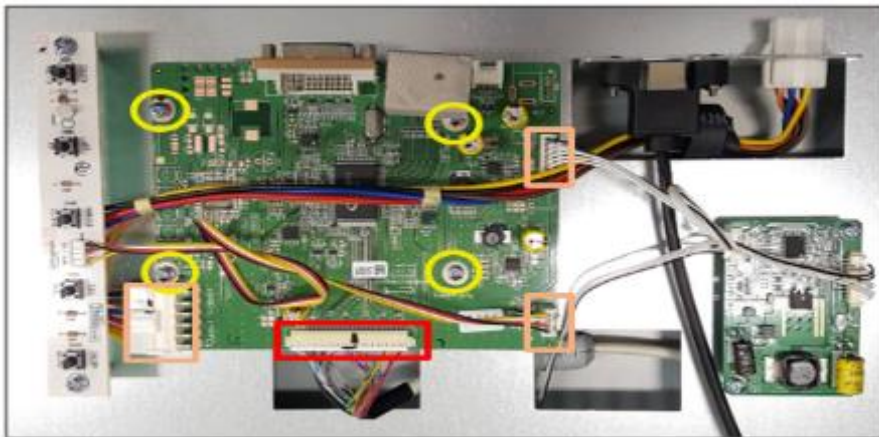
Appendix D-2: 27" KTS270DPI01 Detail A/D board replacement procedure

1. Disassemble Rear Cover



Disassemble 5 Screws to separate rear cover ○

2. Disassemble AD Board



- 1) Disconnect the OSD & Power connectors □
- 2) Disassemble 4 Screws ○
- 3) Disconnect the LVDS connector □
- 4) Separate AD Board

3. Apply the new AD Board to the monitor by assembling 4 Screws. ○

4. Re-Connect OSD & Power & LVDS Cable. □ □

5. Re-Assemble Rear Cover to the monitor by assembling 5 Screws. ○

► Rework Completed