

**VENDOR PRODUCT NOTIFICATION**

SUBJECT: Defective Lot of Kortek Monitors

DATE: 27 Jul 2017

PRODUCT: Kortek LCD Displays

MODEL: See Models in Table 1

**REASON FOR VPN REVISION:**

Revision B – Release to Europe Contact Information Update

**APPLICABLE AREAS:**

All gaming jurisdictions.

**SYMPTOM(S):**

LCD display may intermittently fail to display video and black out.

**CAUSE(S):**

The A/D board may have a defect which can 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:**

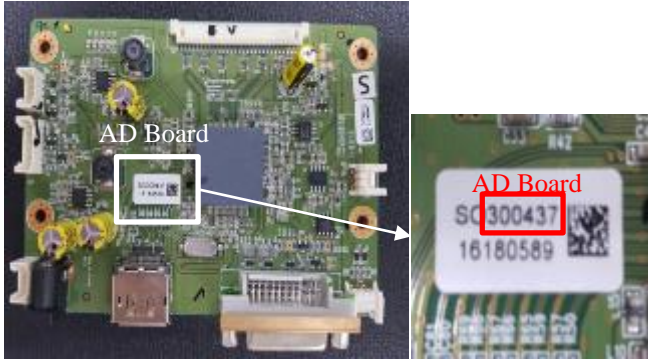
This solution applies to machines with monitors and serial number range listed in Table 1.

Size	IGT part number	KORTEK Model Name	Serial Number
10.1" DPP	81510804	KTB101DNIxx KTB101DPIxx	1602XXXXXX ~ 1605XXXXXX
	91162400		
	6551950x		
21.5"	69974805	KTL215DP-xx	
	91485500	KTK215DGIxx	
23"	6997490x	KTL230DP-xx KTL230S-xx	
	6997500x		
	69970145		
	69970225		
27"	69970255	KTS270DPI01 KTS270DGI01	
	69976501		
	69975405		

[ Table 1 ]

**PARTS REQUIRED:** One AD Board of a Defective Monitor.

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

[ Table 2 ]

**To obtain parts, contact Kortek directly at:**

Primary Contact Information:

Kortek (USA)  
 1312 CAPITAL BLVD #105, Reno. NV89502  
 Phone Number: (775) 527-4241  
 Email: [whlee@kortek.co.kr](mailto:whlee@kortek.co.kr)

Secondary Contact Information:

Kortek (Korea)  
 (22011) 26, Venture-ro24beon-gil, Yeonsu-go, Incheon, Republic of Korea  
 Phone Number: +82-32-860-3136  
 Email: [jmso@kortek.co.kr](mailto:jmso@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](mailto: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:**

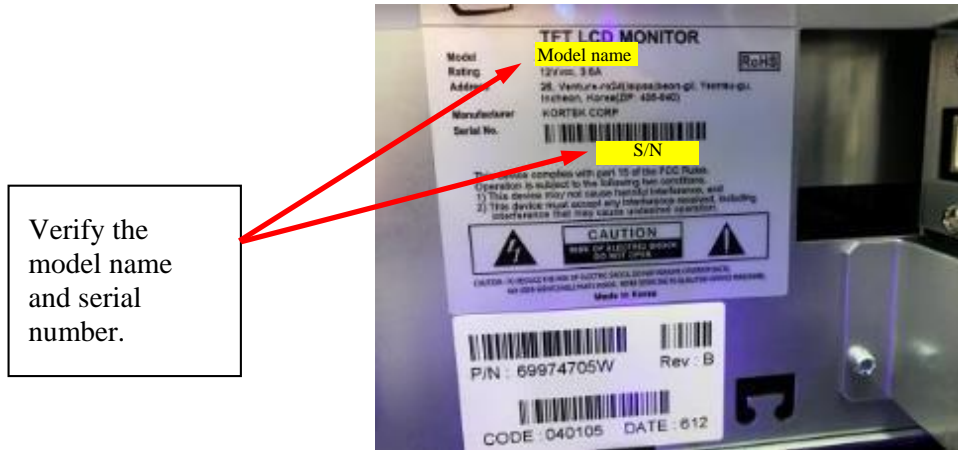
# A → B: KORTEK (EU) Service Phone Number & E-Mail Change

PROCEDURE:

**NOTE:** Follow proper ESD protection guidelines when working on equipment

**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.



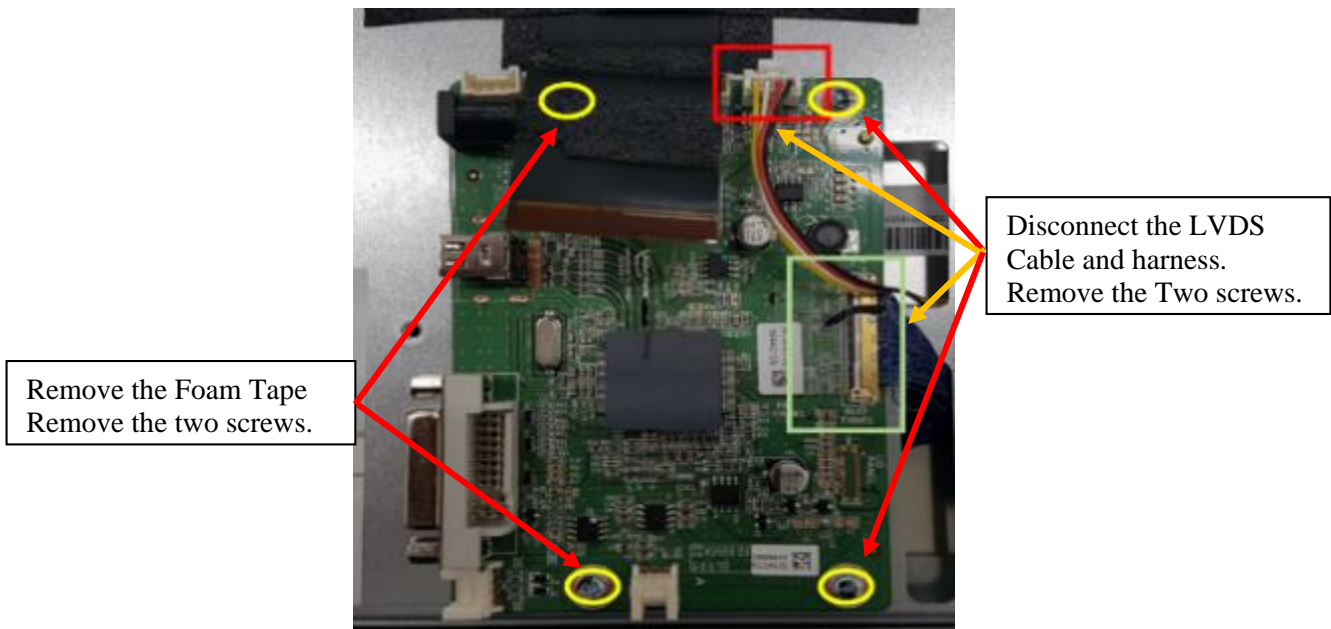
**Figure 1**

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

IGT part number: 81510804, 91162400, 65519501

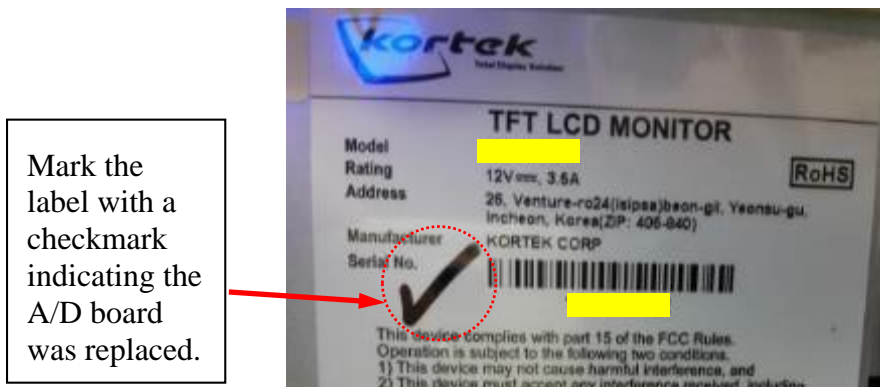
Kortek model: KTB101DNIxx & KTB101DPIxx

- 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) Disconnect the LVDS and converter harnesses from the A/D board and remove the four screws securing the A/D board to the monitor assembly. Retain the screws for later use. See Figure 2.
- 5) Install the new A/D board PN 300738 with the four screws removed in Step 4 and reconnect the LVDS and converter harnesses. See Figure 2.
- 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

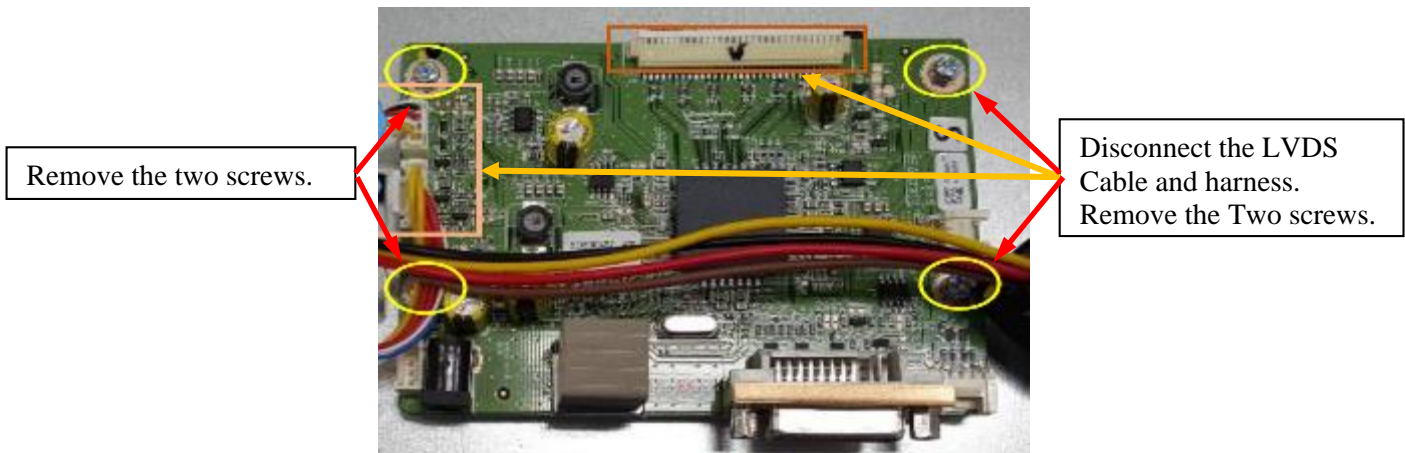
1. Open the machine main door, power off the machine, and locate the monitor model name and serial number. Verify the affected monitor model name and serial number. See Figure 4.



**Figure 4**

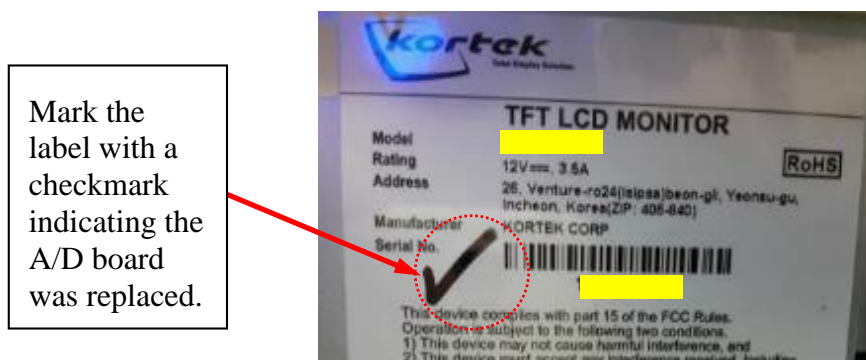
2. In case of 21.5” monitor (Refer to Appendix B for detail A/D board replacement procedure)  
 IGT part number: 69974805, 91485500  
 Kortek model: KTL215DP-xx, KTK215DGIxx

- 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) Disconnect the LVDS and converter harnesses from the A/D board and remove the four screws securing the A/D board to the monitor assembly. Retain the screws for later use. See Figure 5.
- 5) Install the new A/D board PN 300437 & 300950 with the four screws removed in Step 4 and reconnect the LVDS and converter harnesses. See Figure 5.
- 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.

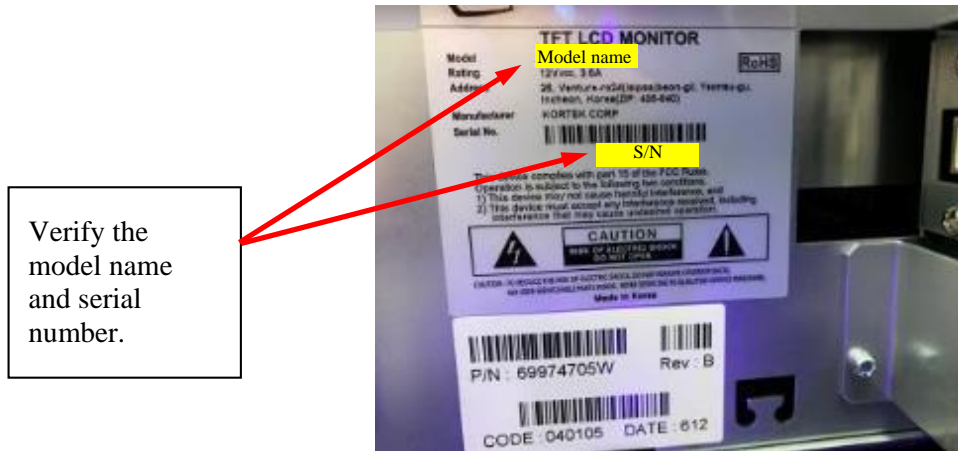


Figure 7

2. In case of 23" monitor (Refer to Appendix C for detail A/D board replacement procedure)  
 IGT part number: 6997500x, 6997490x, 69976605, 69970145, 69970225, 69970255  
 Kortek model: KTL230DP-xx, KTL230S-xx

- 1) Remove the cover
- 2) Locate the A/D board as shown in Figure 8, 9

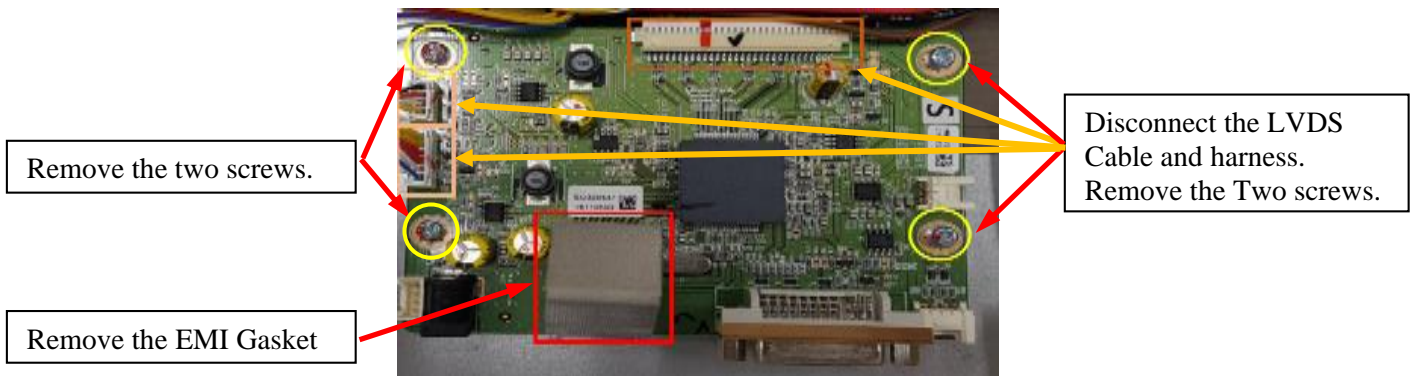


Figure 8. (69974805/KTL230DP-0x)

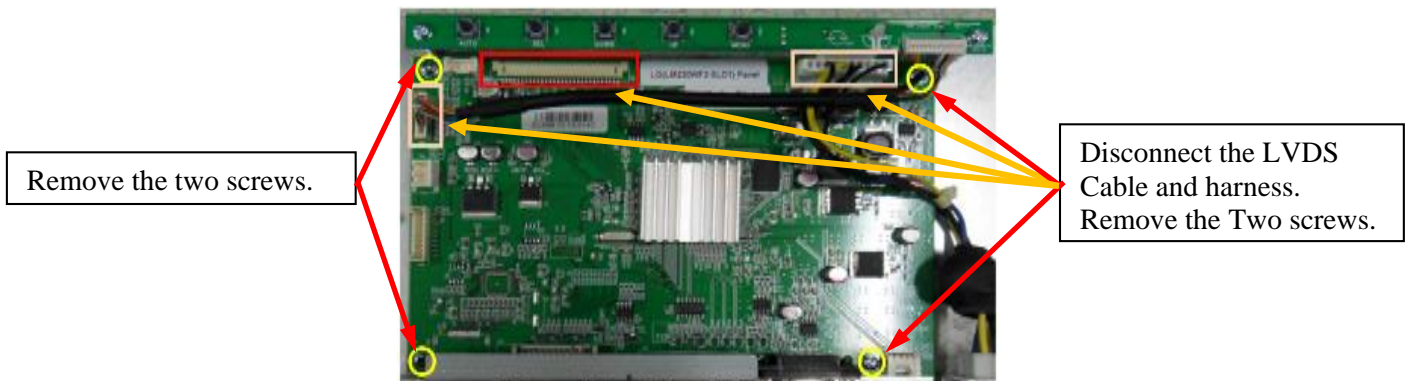
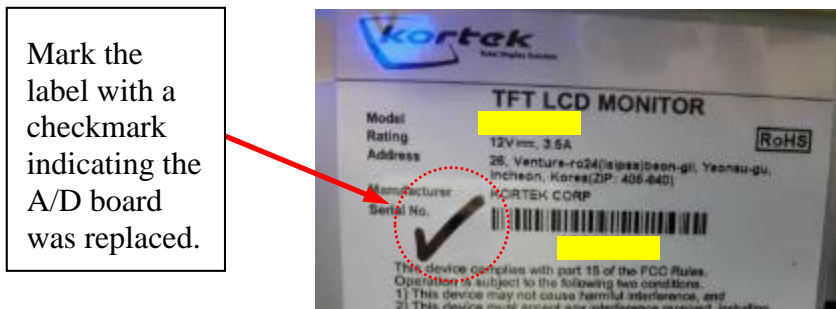


Figure 9. (91485500/KTL230S-05)

- 3) Remove four screws mounting the A/D board to the chassis.
- 4) Disconnect the LVDS and converter harnesses from the A/D board and remove the four screws securing the A/D board to the monitor assembly. Retain the screws for later use. See Figure 9.
- 5) Install the new A/D board with the four screws removed in Step 4 and reconnect the LVDS and converter harnesses. See Figure 8, 9.
- 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



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

**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.



Verify the model name and serial number.

**Figure 11**

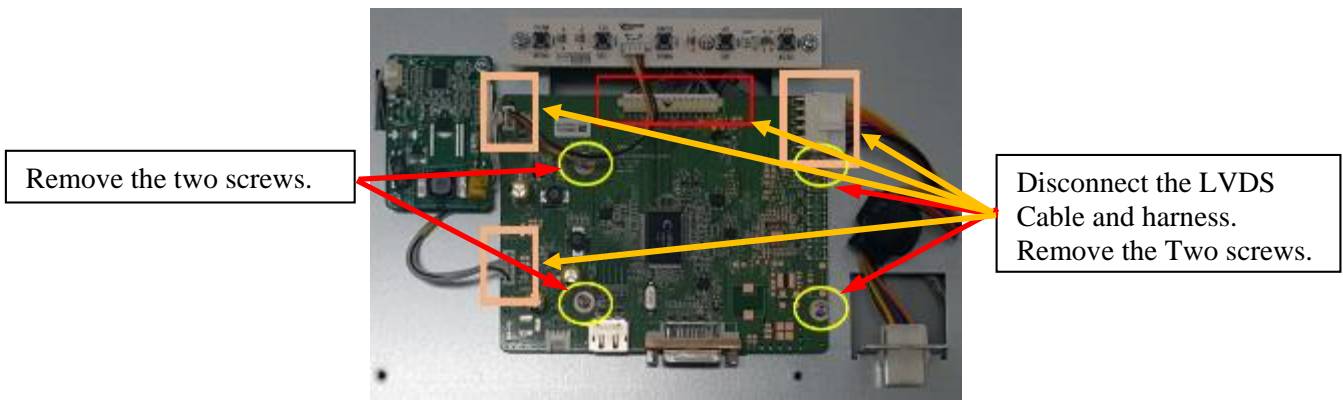
2. In case of 27” monitor (Refer to Appendix D for detail A/D board replacement procedure)

IGT part number: 69976501, 69975405

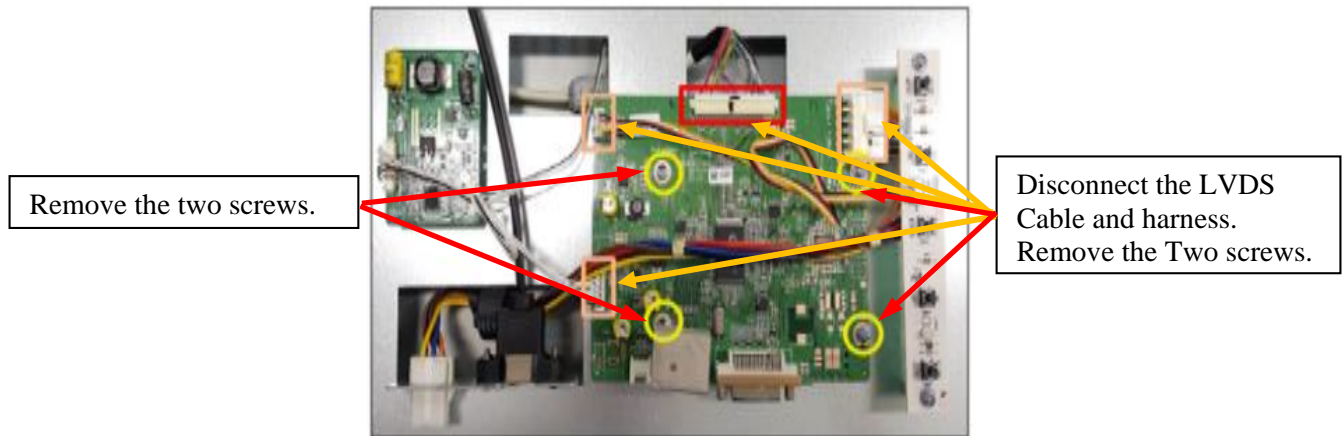
Kortek model: KTS270DPI01, KTS270DGI01

- 1) Remove the cover
- 2) Locate the A/D board as shown in Figure 12, 13





**Figure 12 (69975405/KTS270DGI01)**



**Figure 13 (69976501/KTS270DPI01)**

- 3) Remove four screws mounting the A/D board to the chassis.
- 4) Disconnect the LVDS and converter harnesses from the A/D board and remove the four screws securing the A/D board to the monitor assembly. Retain the screws for later use. See Figure 12 & 13.
- 5) Install the new A/D board PN 300602 with the four screws removed in Step 4 and reconnect the LVDS and converter harnesses. See Figure 12&13.
- 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.



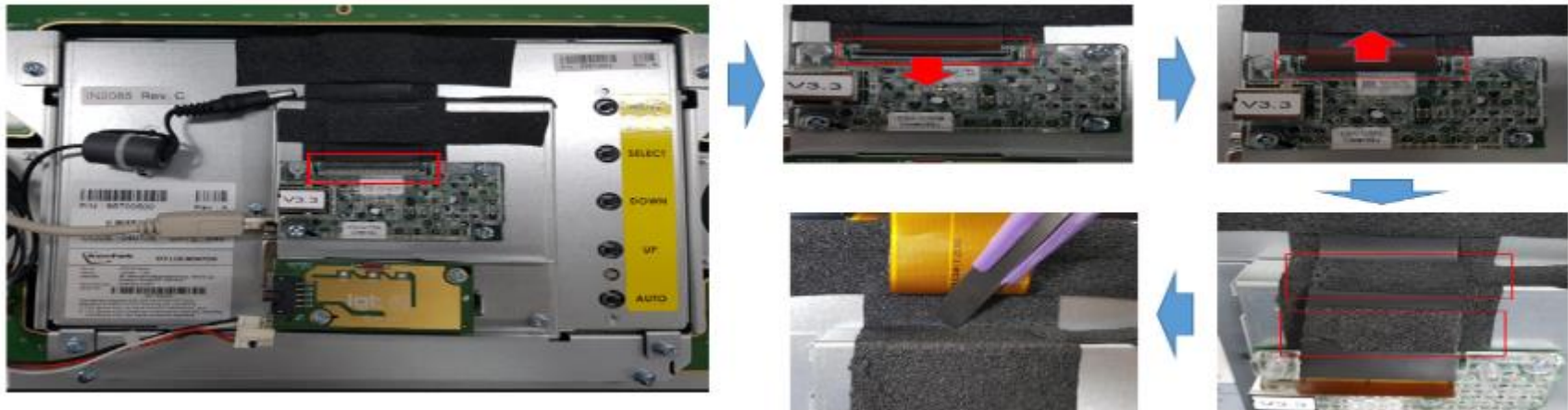
**Figure 14**

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)



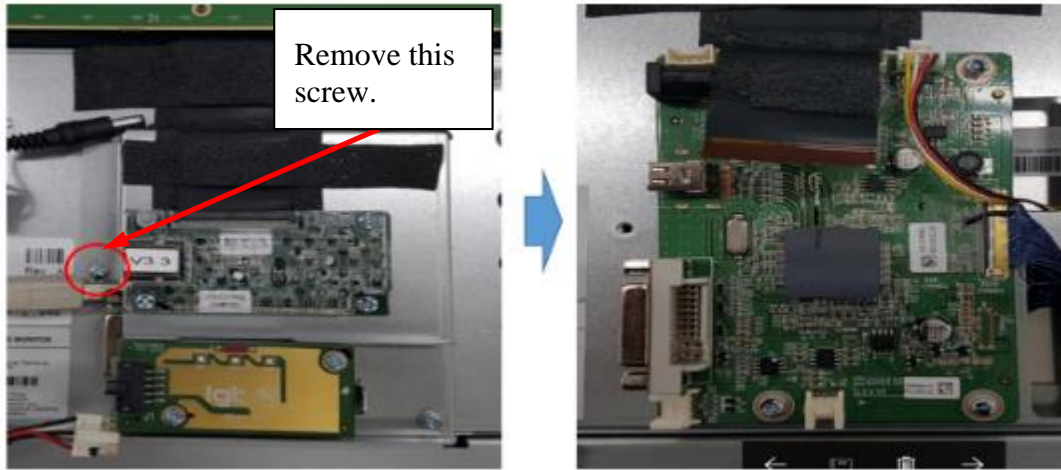
2. Disconnect input cables (Touch Controller flexible cable)



Cutting foam tape to remove rear cover

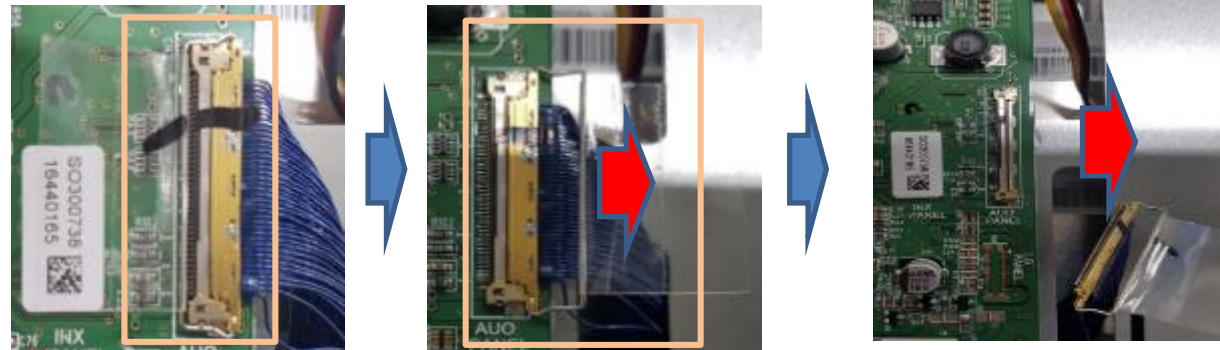
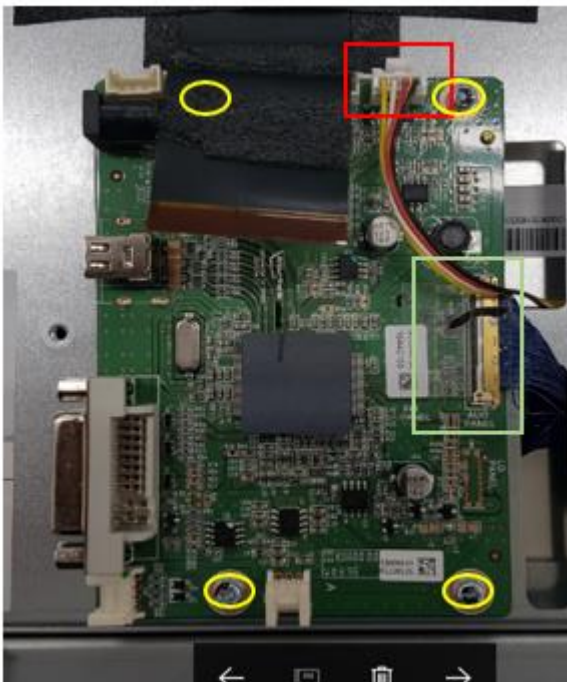
Detach Foam tapes on two sides (Red)

### 3. Disassemble Rear Cover



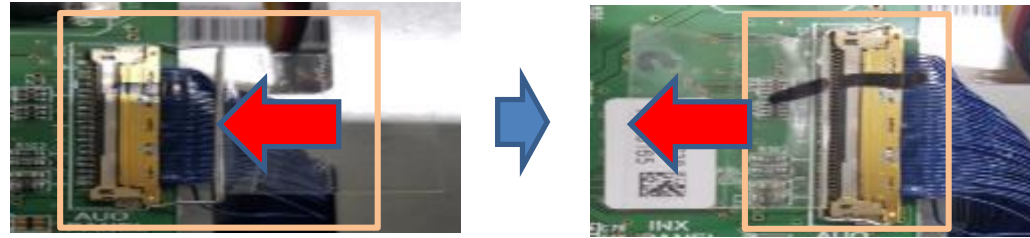
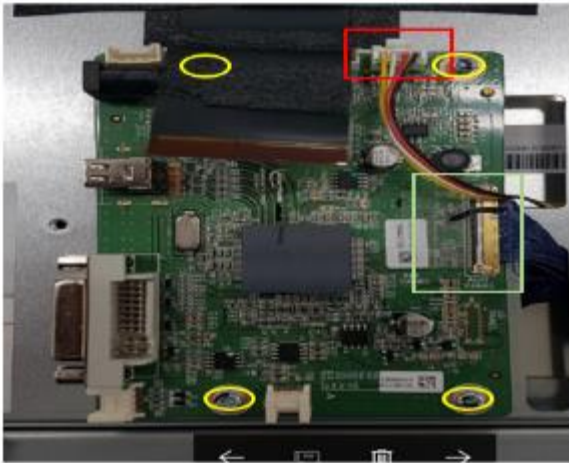
Disassemble 1 point of screw to separate rear cover

### 4. Disassemble AD Board



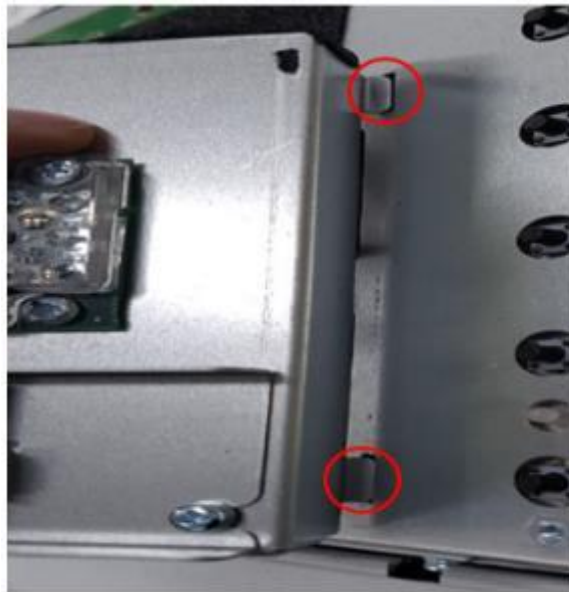
- 1) Disconnect 1 point connector from AD Board
- 2) Disconnect 1 point LVDS connector from AD Board
- 3) Move the lock bracket up
- 4) Disassemble 4 point screw

## 5. Re-Assemble AD Board

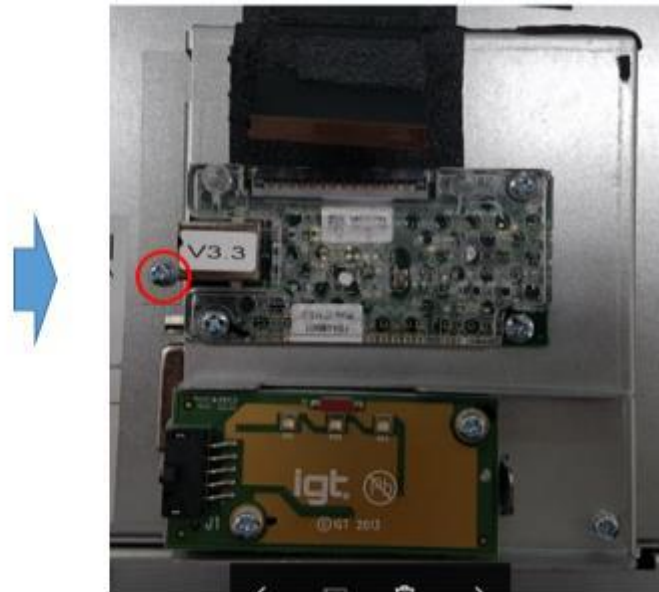


- 1) Connect LVDS connector to AD Board 
  - 1-1) Connect LVDS Cable
  - 1-2) Move the lock bracket AD Board side
- 2) Assemble 4 points of screw
- 3) Connect 1 point connector from AD Board

## 6. Re-Assemble Rear Cover

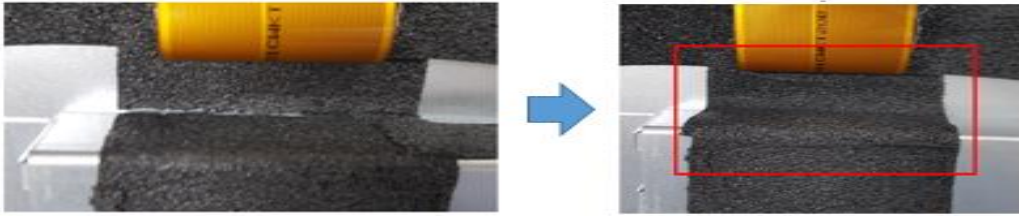


Put it in the hole. Assemble



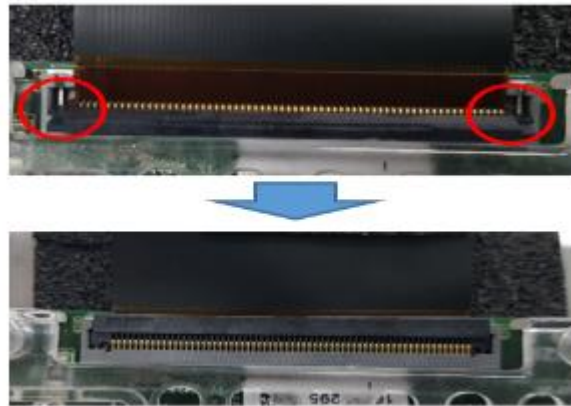
1 point of screw to assemble rear cover

### 7. Re-Apply Foam Tape



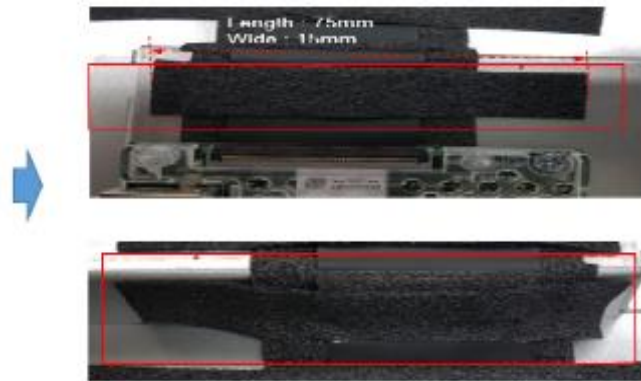
Re-Attach foam tape on the location in the picture

### 8. Re-Connect Touch Cable



- 1) Connect touch cable
- 2) Check Touch cable lock Point
- 3) Cover the Cap

### 9. Re-Apply Foam Tape

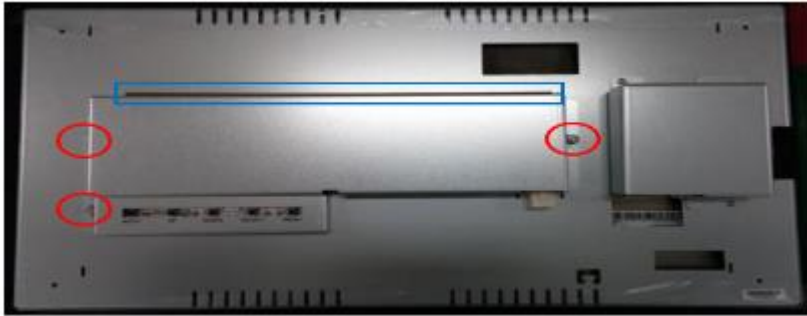



Re-Attach foam tape on the location in the picture


► 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 

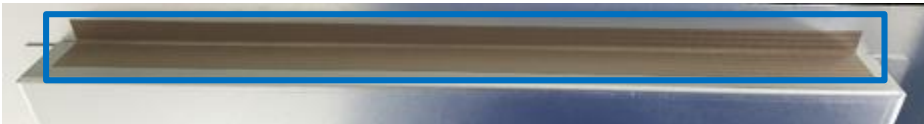
4) Separate AD Board

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. Reconnect the LVDS and converter harnesses. 

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.

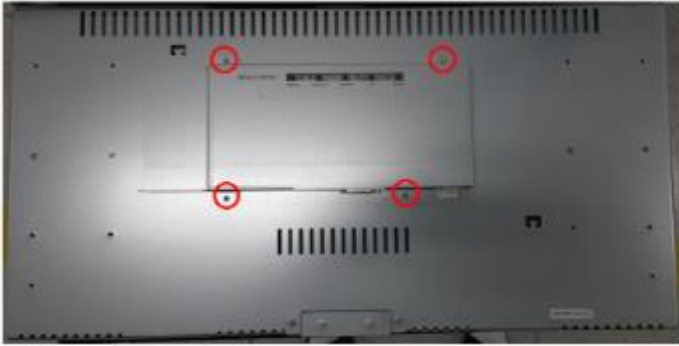
5. Apply OSD Board to the monitor by assembling 2 Screws.


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

► Rework Completed

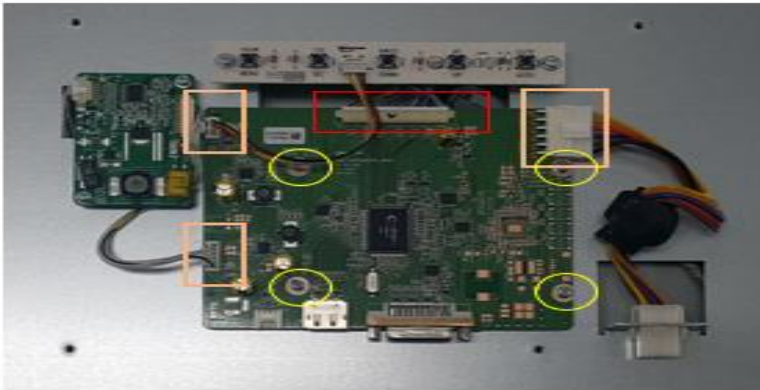
## Appendix D-1: 27" KTS270DGI01 Detail A/D board replacement procedure

### 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.

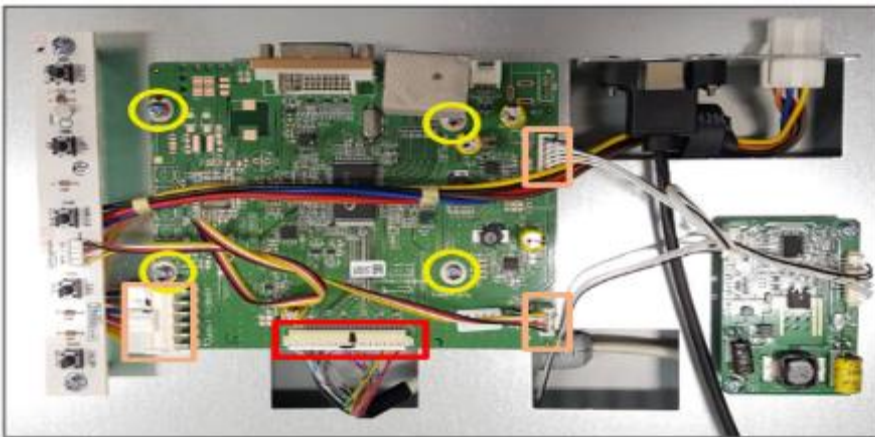
## Appendix D-2: 27" KTS270DPI01 Detail A/D board replacement procedure

### 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