



rugged. interactive

NinjaTrac

Order and Installation Manual

For models from February 2022 onwards



Rugged Interactive

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Updated 13/01/2023



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Section 1 – Ordering Process

1.1 - Need to Know

Installation manual purpose and limitations

This manual is intended to provide guidance only, the installation of the Rugged Interactive product will be under your control. You will be responsible for making sure, upon completion of the installation, it is safe to use. As always, we are here to support you, please get in touch if you are in any doubt.

Regulations

Some countries and states have regulations which may be applicable to the Rugged Interactive products, it is your responsibility to check that the product complies with such regulations. This should be conducted during the planning phase for the installation location.



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1.2 - Order and Installation Checklist

- Contact the Rugged Interactive sales team or a partner / distributor to begin the process.
- Confirm the invoice and delivery address along with date required (lead time is at least 5 weeks), VAT number required for export customers.
- Complete site survey.
- Send purchase order or confirm order.
- Make first payment.
- Make second payment (required a week before dispatch).
- Schedule time and team members for installation.
- Before install, confirm all tools and components are prepared.
- Organise shipment (Customer collection or delivery organised by Rugged Interactive).
- Receive your order.
- Install the product.
- Test and complete installation checklist.
- Train the team on how to use the product.
- Reveal your new Rugged Interactive product to your guests and customers!



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1.3 - NinjaTrac Overview

Add an exciting, interactive element to your indoor play centre. NinjaTrac is a versatile test of speed, fitness and accuracy, encouraging competition and the motivation to “ninja run” for longer. Players race down the course, being sure to hit the pods on the way as every missed pod will incur a 10 second time penalty, before hitting the final pod to stop the timer.

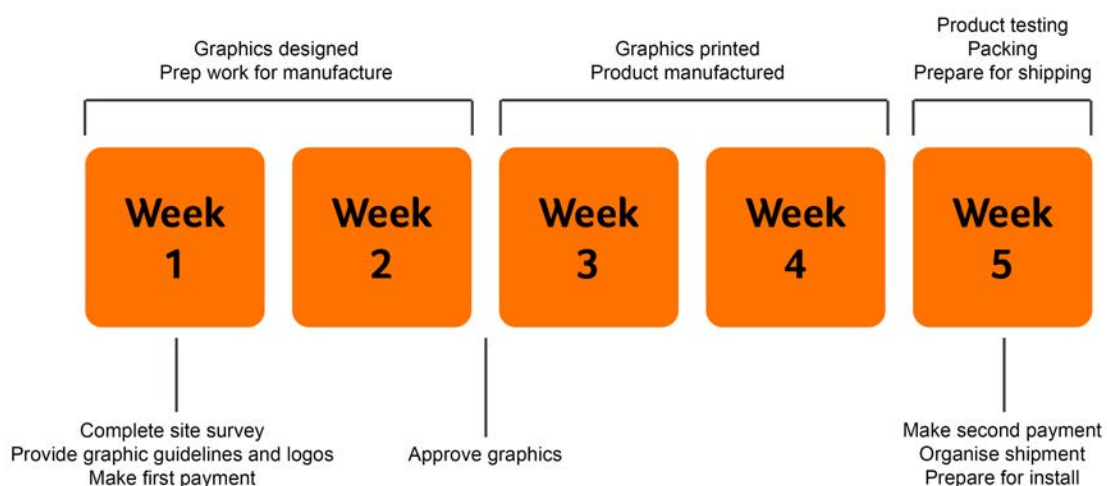
The fastest times will top the leaderboard, so be quick!

Featuring the ability to position the pods at the installers’ discretion to give users a challenge.

The use of creative backing graphics will make NinjaTrac a compelling and eye-catching feature.



1.4 - Order and Installation Timeline



*We do our best to ensure orders are ready on a five-week lead time, however during busy periods or for large orders, the lead time may be longer than outlined here. Lead time will also be affected by graphics guidelines, approval and payment delays.



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1.5 - Getting Started

New Parks

During the design process for the new park, incorporate the intended products into the design, product specifications can be found within this manual for the relevant product and CAD files can be supplied upon request.

Existing Parks

When retrofitting existing parks, all specifications can be found within this manual or CAD files are available at request. If further information is required, please get in touch and we will be able to provide further information and guidance.

1.6 - Place Order

To begin the order process with Rugged Interactive:

Email:

Sales@rugged-interactive.co.uk

Or call the Sales Office:

+44 (0) 7585 955 184

HQ/Production Address:

Unit 1 Callywith Court
Callywith Ind. Estate,
Bodmin,
Cornwall
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Sales Office Address:

Rugged Interactive,
Future Space,
UWE North Gate,
Filton Road,
Bristol,
UK
BS34 8RB



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Section 2 - Safety Guidelines

2.1 Installation Safety Guidelines

Before installing any Rugged Interactive product, please read the following:

Dos:

- Ensure that a Site Survey form has been completed prior to installation.
- Have ready suitable equipment, tools and/or man power.
- Observe correct manual handling techniques whilst moving and installing the equipment.
- If being installed onto a wall, the product **MUST** be mounted onto a wall of a construction capable of supporting its weight and gameplay. If possible, avoid stud walls or unsupported portal infills. If in doubt always contact a suitably qualified surveyor to check.
- Visually check the product for any signs of damage, component failure and/or missing parts.
- To prevent electric shock, keep all electric components away from contact with water.
- Ensure to take anti-static precautions.
- Wear appropriate clothing: do not wear loose clothing or jewellery.
- Long hair should be tied back.
- Tidy back loose cables that could become a tripping hazard.
- Ensure that the playing area is clear.
- Immediately inform Rugged Interactive for maintenance advice if you have concerns.

Don'ts:

- Do not wear shoes unsafe for play within a ninja run.
- Do not use any tools that are not specifically recommended by the manufacturer.
- Do not use the surface of a trampoline or other unstable surface to balance ladders or alike.
- Do not distract others while they are installing the product.

2.2 In Play Safety Guidelines

Please ensure you read the following points before using the equipment:

This activity can be great fun, but it can also be dangerous. There is a risk of serious injury if care is not taken when using the equipment. Use of this equipment is physically demanding: this is a high-impact, full body activity which requires intense focus, awareness of your body's strengths and limitations, awareness of the environment around you and extreme caution.

Dos:

- Before beginning any exercise program, it is recommended that you consult with your doctor.
- Children under the age of 7 years must always be supervised by an adult (over 16 years) when using the equipment and/or recommended accessories.
- Visually check the equipment before using it for any signs of damage, component failure or loose cables that could become a tripping hazard. Report any concerns, e.g. loose or damaged equipment, to a member of staff immediately.
- Ensure you familiarise yourself with any additional facility rules that may apply.
- Ensure that the play area in front of the equipment is clear before attempting to participate.
- Only participate if you are in good physical condition. Participate only within your capabilities / recommended exercise level.
- Wear appropriate clothing.
- Remove all items from your pockets prior to participation.
- Long hair should be tied back.
- Before use, loosen up with warm up exercises and stretches.
- Practice being in control before using the equipment. Always remain in control. Uncontrolled jumps or falls are likely to result in injuries to yourself and/or others.
- Only those participating are allowed in the activity area. If waiting to participate, stand back at a safe distance from the equipment.
- Make sure you have control before leaving the obstacles or activity equipment.
- Report any unusual or inappropriate behaviour to a member of staff immediately.
- If you get tired, leave the equipment / activity area and take a break.
- If you feel any pain, dizziness, nausea or any other abnormal symptoms, STOP YOUR WORKOUT IMMEDIATELY. Consult your doctor immediately. Incorrect or excessive training may lead to injuries.

Don'ts:

- No more than one active user on the equipment within one lane at any one time.
- Do not attempt to use any of the equipment without undertaking instruction / training carried out by an appropriate instructor.
- Do not participate if you are unwell or have any pre-existing medical conditions including heart, back, neck, bone and/or muscle conditions.
- Do NOT work to exhaustion.
- Do not participate if you are or maybe pregnant.
- Do not wear loose clothing or jewellery (including studs and watches). Clothing should not have any hard or sharp points (such as buckles, studs, toggles or alike).
- No food, drink or chewing gum during participation.
- No phones or cameras in the activity area.
- Do not leave clothing or personal belongings around the activity areas.
- Do not participate under the influence of alcohol and/or drugs.
- Do not attempt any move beyond your own skill level.
- Never attempt flips or other extreme moves unless you know you are capable and have had the appropriate training.
- No double flips, triple flips, diving or gainers, even if you are capable.
- Do not distract others while they are using the equipment.
- Do not attempt to catch anyone who may trip up.
- Do not sit, lie, stand or rest under the activity equipment and/or surrounding padding/mats.
- Never lean on, jump on, climb, grab, or lift any safety pads or safety nets.
- Do not use any accessories that are not specifically recommended by the manufacturer. These might cause injuries or cause the equipment to fail.



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Section 3 - Installation

3.1 - Parts List

Please check off the received parts for the installation and alert Rugged Interactive immediately if anything is missing.

- | | |
|--|--------------------------|
| 1 x Control Box | <input type="checkbox"/> |
| 1 x Hub Box * | <input type="checkbox"/> |
| 9 x Pods* | <input type="checkbox"/> |
| 27 x No8 x 20 screw - for use with PODs* | <input type="checkbox"/> |
| 9 x CAT5 cables numbered 1-9 (20m)* | <input type="checkbox"/> |
| 1 x DATA cable Black 30m (Control to Hub)* | <input type="checkbox"/> |
| 1 x Spare Pod | <input type="checkbox"/> |
| 1 x Touchscreen Mounting Box | <input type="checkbox"/> |
| 1 x Speaker Mount | <input type="checkbox"/> |
| 1 x Speaker Cable (control to Speaker) | <input type="checkbox"/> |
| 1 x TV Extender cable 30m (Control to Large TV remote extender box)* | <input type="checkbox"/> |
| 1 x HDMI lead 0.5m (TV to remote extender box)* | <input type="checkbox"/> |
| 1 x HDMI Remote Extender box* | <input type="checkbox"/> |
| 1 x Installation Manual | <input type="checkbox"/> |
| 1 x 15.6" Touch Screen inc power supply and power lead (installed into mounting box) | <input type="checkbox"/> |
| 1 x Active Speaker | <input type="checkbox"/> |
| 1 x Large TV inc power cable* | <input type="checkbox"/> |
| 1 x Large TV mount* | <input type="checkbox"/> |

* Parts doubled if a Duo is purchased.

Required Tools

- Cordless drill – with torque adjuster to avoid over-tightening the screws.
- A set of No.2 Pozi bits.
- A set of screwdrivers.
- Jigsaw.
- A set of Hex keys
- SDS impact drill



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3.3 - Installation Overview

Below is an overview of the steps needed to install NinjaTrac. More detail for the process is provided in the following pages. Please read through ALL of this prior to beginning the installation and if you are in any doubt, contact Rugged Interactive.

If you have any concerns on how or what the product is installed to, contact a structural engineer prior to beginning the installation.

STEP 1: Mark out position for the pods, control box and screens (touchscreen and display screen). The touchscreen must be within 3m of the control box. Large display screen must be within 30m of the control box.

STEP 2: Cut necessary holes.

STEP 3: Mount control box.

STEP 4: Run cables from hubs to pods.

STEP 5: Mount pods.

STEP 6: Mount screens and connect.

STEP 7: Turn on and test.

STEP 8: Check all is secured.

STEP 9: Stress relief cables.

STEP 10: Enjoy NinjaTrac!



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3.4 – Detailed Installation

Read this manual before installing NinjaTrac.

Installation Guidelines:

- Complete the **Site Survey** form prior to delivery and/or installation.
- Send a completed **Installation Checklist** after any installation to Rugged Interactive.
- A typical installation should take 2 people about 1 day.
- No obstructions or protrusions in the installation area: e.g., skirting boards, pipes, cables and wiring conduits.
- Avoid trapped and/or pinched cables.
- Use good practice when running data cables to and from products, external pods and sensors. Support long cables at least every 50 cm and provide adequate strain relief for connection points.
- To prevent electric shock, keep all electric components away from contact with water.
- Do not exceed maximum cable lengths.
- **IMPORTANT:** Take anti-static precautions.

Structure:

- The units must be mounted to a construction capable of supporting its weight and gameplay.
- Mount onto plywood (12 mm minimum) or equivalent.
- Units should be installed as flush as possible to the wall or embedded in a purpose-made cut-out. Adequate holes will need to be cut during installation to provide clearance for cable access to rear.
- Avoid clashing the steel uprights with the fixing holes.
- Do not fix to plasterboard faced partition. Avoid stud walls or unsupported portal infills.

Fixings:

- The manufacturer will supply fixings.
- All fixings must be tight and secure.

Installation Heights:

- Take into consideration the primary user groups for the park and the height / curvature of the wall when determining the installation height, using 5th percentile as guidance (within reason) bearing in mind for users under certain heights are likely to have a chaperone.
- Layout of the pods are at the discretion of the installer / park constructor.
- The display screen should be mounted at a suitable height away from the gameplay area but easily visible.
- The Touchscreen should be at a height and in a location that is easy for participants to use.

Operating Environment:

- Keep out of direct sunlight; bright sunlight can affect the LED pod sensors.
- Keep indoors and dry.
- Optimum ambient temperature: 5°C to 30°C. Avoid extreme fluctuations of temperature.

Other Recommendations:

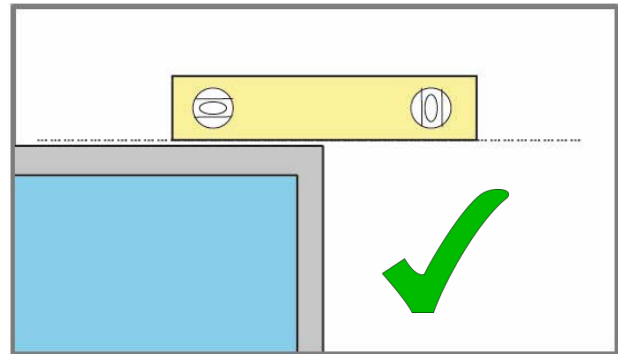
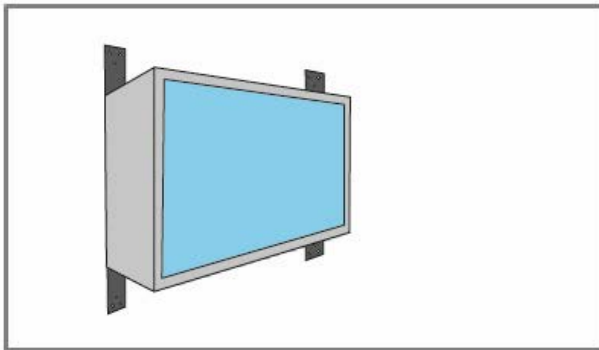
- Instruction / training carried out by an appropriate instructor to all new users.
- A waiting / spectating area positioned nearby is advised.

IF YOU ARE IN ANY DOUBT, CALL RUGGED INTERACTIVE DIRECTLY ON +44 (0) 1726 833 882.

HUB and Control Box Installation

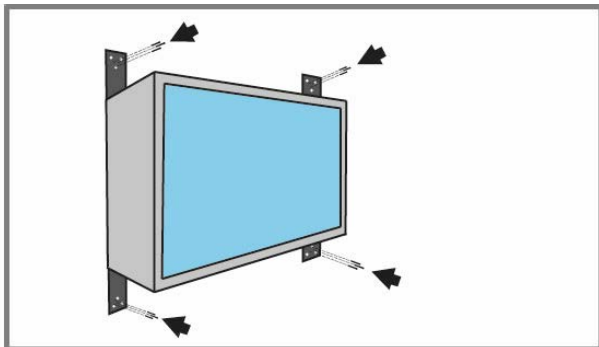
- Fix HUB or Control Box using any suitable self-tapping or wood screws into the surface material.
- Both boxes can be mounted in a position that is out of the activity zone.
- The HUB must be within 60m of the Control Box.
- **Note:** Cables exit is at the rear of the Box.

01



Hold the main body in place, and ensure it is level.

02



Use appropriate fixings and mount the display box to the wall.

Note: Make sure everything is tight and secure and that no cables are trapped.

NinjaTrac Installation

Pods:

Pods should be mounted onto a wall using the three 6 mm mounting points on each pod using the supplied wood screws. **Figure 3.4.1** shows a typical Pod installation.

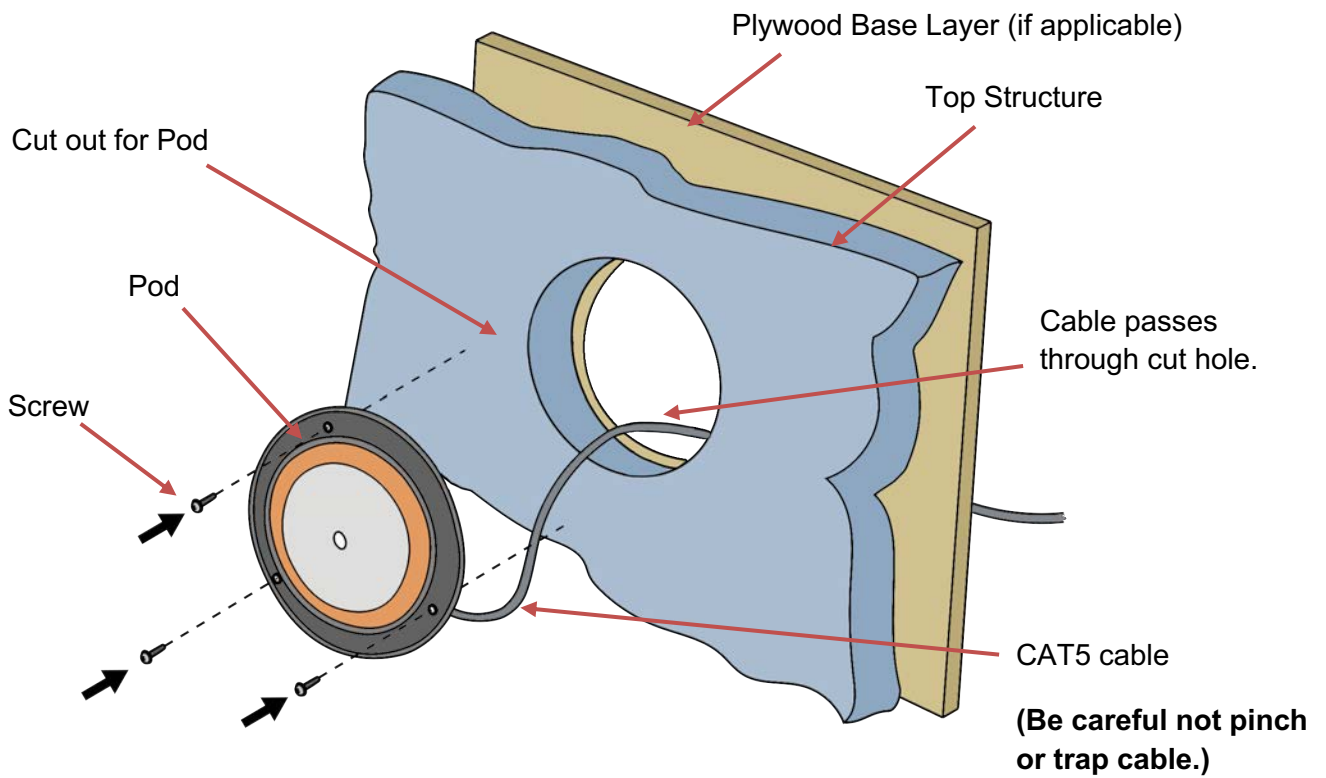


Figure 3.4.1: Typical Pod Installation

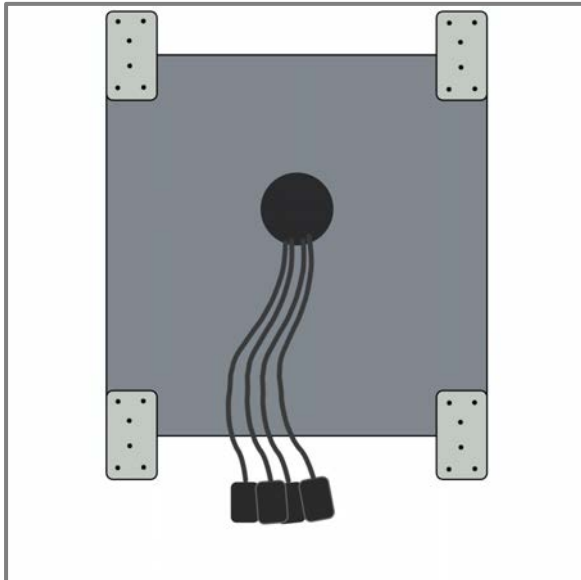
NOTE: Please use good practice when running data cables to and from products, external pods and sensors. Support long cables at least every 50 cm and provide adequate strain relief for connection points.

Pods to Score Box (HUB) Installation

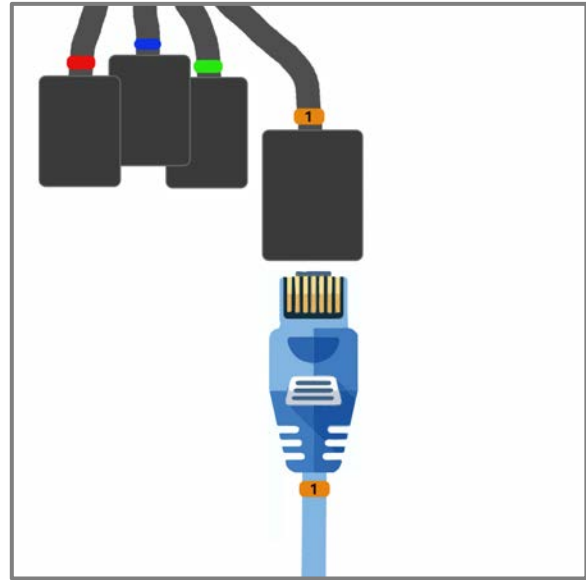
Notes:

- All supplied CAT5 cables will be numbered. Attach correctly numbered cable to the designated Hanging cable exiting the rear of the HUB.

01



Attach CAT5 cables from the pods to HUB.

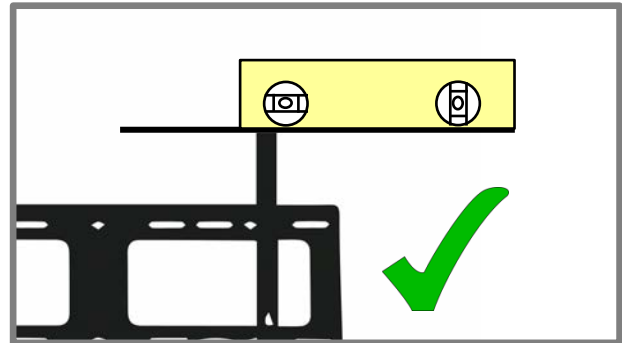
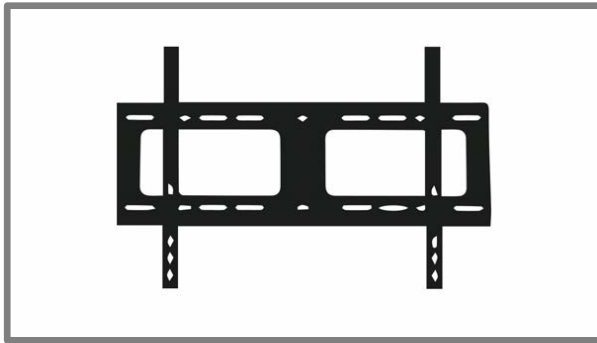


The hanging cables will be numbered from 1 to 9 per lane, match the number on the CAT5 cable to the correct hanging cable from the HUB. A hanging cable will also be labelled DATA for connecting to the Control Box.

Large Display Screen Installation

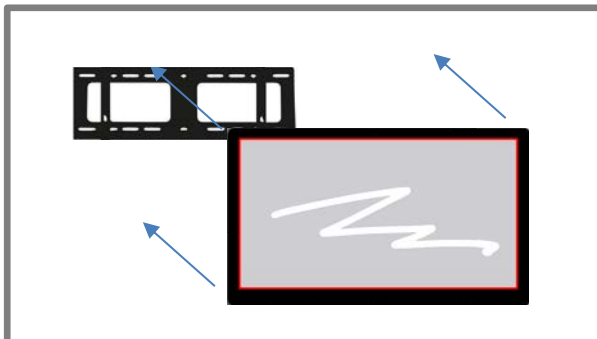
- The screen should be installed in suitable a position, these screens will display the in-game scores.
- Screens should be positioned in easily visible positions that users will not come into contact with.
- The Screen must be within 30m of the Control Box.
- The screens are connected to a small splitter via HDMI, the splitter will need to connect via CAT5 cable to the Control Box.

01



Install the supplied screen mount to a suitable position. Use suitable screws. Ensure it is firmly attached and level.

02



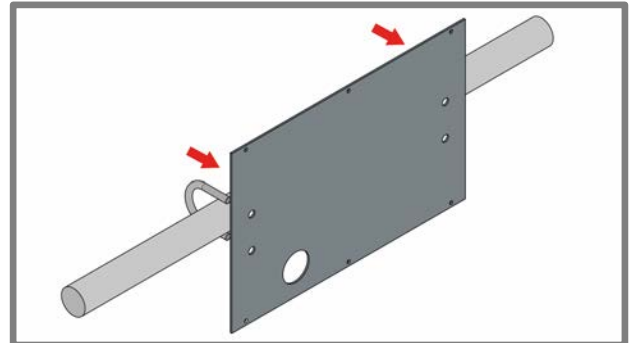
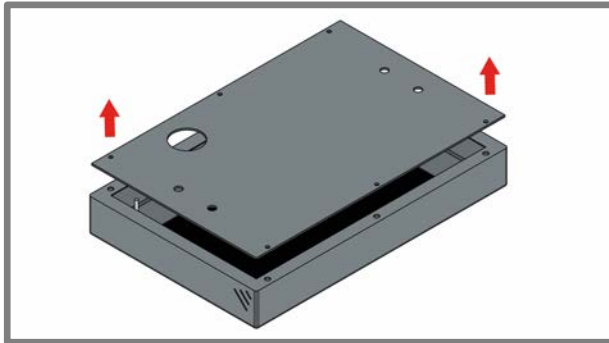
Attach the second part of the screen mount to the screen.

Line the screen to the mount and connect. Ensure it is securely mounted in place.

Touchscreen Installation

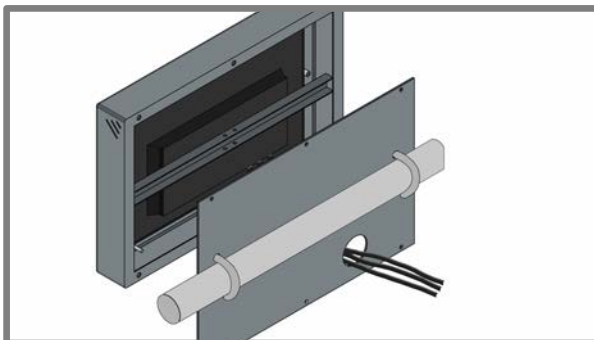
- The touchscreen is used to start the games and to add names to the leaderboard.
- The touchscreen should be positioned in an easy to reach location.
- The touchscreen must be within 3 meters of the control box.
- The touchscreen requires a HDMI and USB connection from the Control Box.

01



Remove the backplate from the Touchscreen Box and attach it to the horizontal scaffold pole using supplied U-Clamps and nuts provided.

02



Feed the USB, HDMI and power cable through the hole in the backplate and attach to the touchscreen.



Stress relieve the cables inside the box. Pass cable ties through the supporting bar. It should look as above.

NinjaTrac Order and Installation Manual: *Installation*



Avoid trapping cables and align the front to the backplate



Insert and tighten screws. Ensure all is tight and secure.

NOTE: This is the control panel for the system and will required to start games and for leaderboard data entry.

Connecting the NinjaTrac System

- All cables will be supplied.

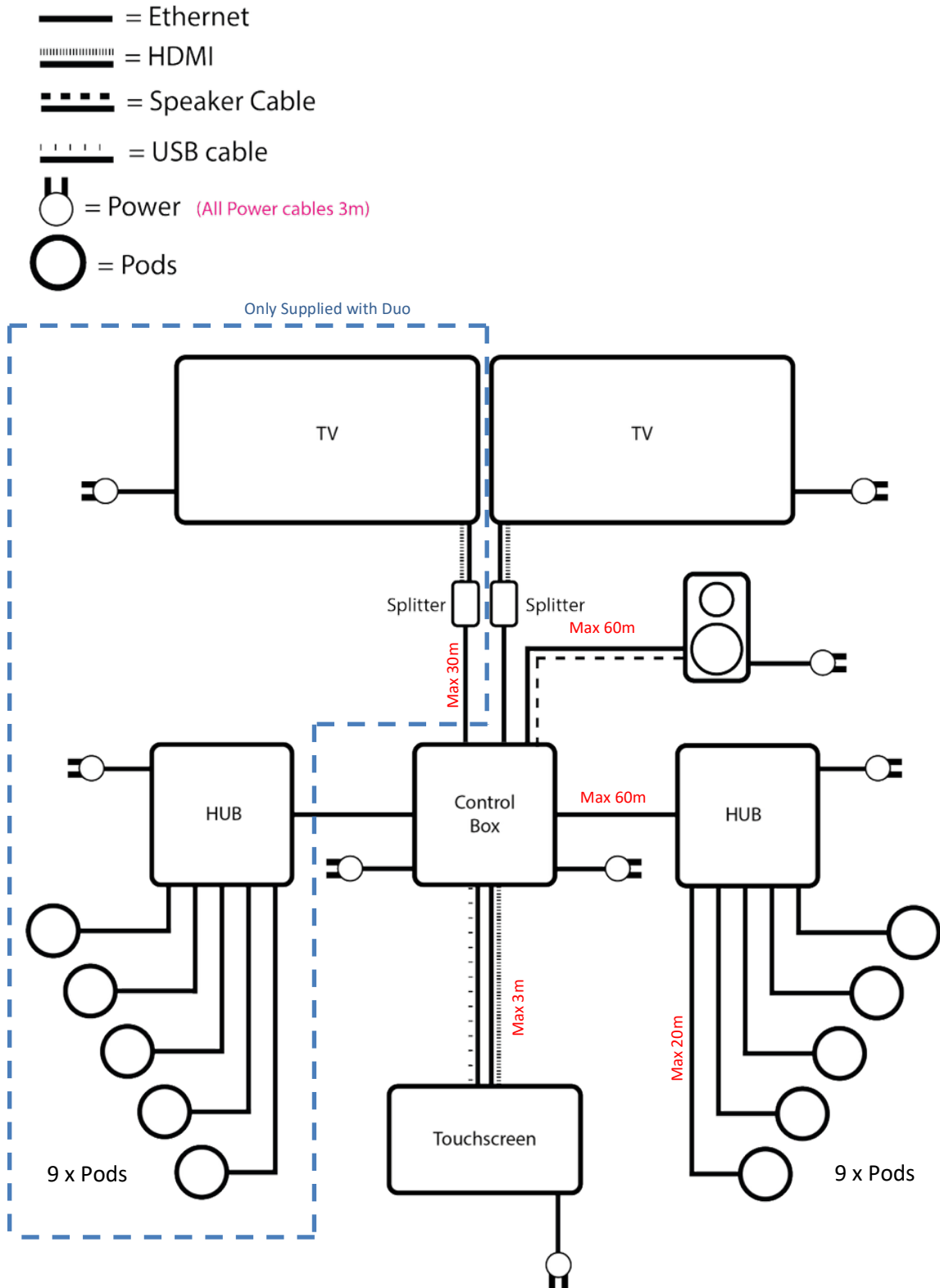


Figure 3.4.2: Typical NinjaTrac Installation

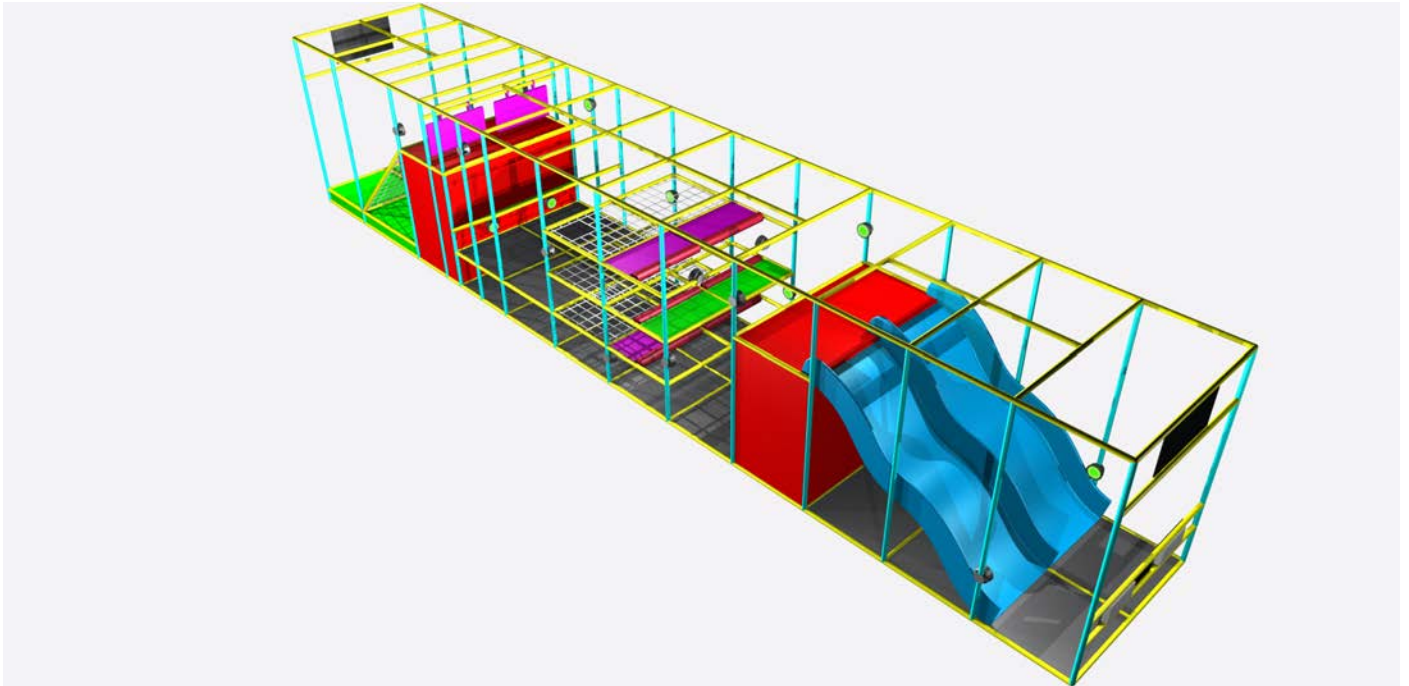


Figure 3.4.3: Typical NinjaTrac Duo Installation

Note, the touchscreen must be at the start of the course for game start and data entry, the touchscreen must be within 3m of the Control Box and the display screen within 30m of the Control Box.



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Section 4 - How to Use

On power up, NinjaTrac will boot up and screens will begin the display before turning to its idle state.

NinjaTrac has **one program**:

1. **NinjaTrac**– Speed,

Enter names and begin the game via the touchscreen.

At the end of a game, the score will be shown on the display screen.

Check the leaderboard to see where you stand.

NOTE: At any time, if the NinjaTrac behaves unexpectedly, wait for at least 30 seconds for the unit to reset to its idle state.



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Section 5 - Programs Guide

NinjaTrac

- Summary:** A game encouraging speed and reactions for enhancing soft play centres and ninja runs within FECs. Make your way through the ninja run pressing the pods as you go, reach the red pod (last pod) as quickly as possible and stop the timer. Any missed pods will incur a time penalty. Optimised for two players in which two participants race to the end.
- Gameplay:** All pods will appear **green** in lane 1 and **blue** in lane 2 (where applicable for two lanes/players) with one **red** pod at the end of the run. Complete the ninja run and press all **green/blue** pods en route to the end of the run. Hit the **red** pod to stop the timer. Each missed **green/blue** pod will incur a 10 second penalty.
- Aim:** Reach the end as quickly as possible to get the fastest time.
- Scoring system:** +10 second for each pod missed.
- Duration:** Unlimited

NOTE: At any time, if NinjaTrac behaves unexpectedly during gameplay, wait for at least 30 seconds for the unit to reset to its idle state.



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NinjaTrac System Specifications

Dimensions and Weights:

| | Approx. Shipment Details | | Fully Assembled Details | |
|--|--------------------------|--------|-------------------------|--------|
| | Size (mm) | Weight | Size (mm) | Weight |
| Pod (<i>single unit</i>) | - | - | 205 Ø x 40 | 1 kg |
| Control Box (HUB) (<i>single unit</i>) | - | - | 380 x 75 x 380 | 6 kg |
| Touchscreen Box | - | - | 450 x 60 x 300 | 4 kg |
| Display Screen | - | - | 1120 x 80 x 650 | 10 kg |

Power Supply:

AC: 110-230V, 50-60Hz, 13A

Warranty:

1 year on electronics. 3 years on all other parts.

Regulatory Requirements:

CE Approved.

Operating Environment:

Indoors: keep dry and out of direct sunlight.

Mount to a structure of a suitable construction.

Optimum ambient temperature: 5°C to 30°C. Avoid extreme temperature fluctuation.

Other:

All parts designed for easy maintenance. Replacement LED pods can be swapped out by staff in seconds

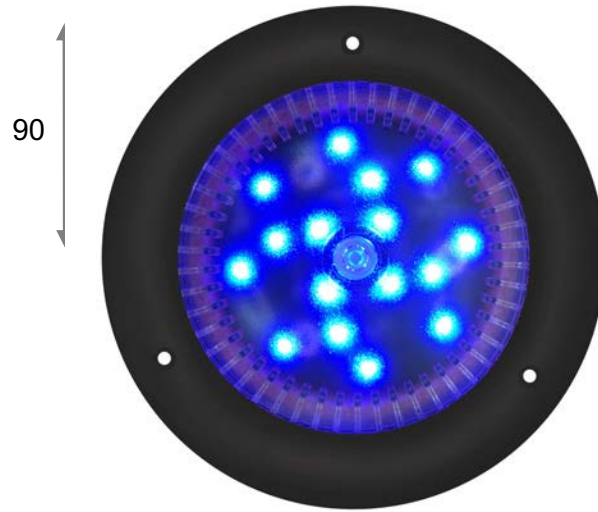


Figure 1: Pod Mounting Points
(Dimensions in mm)

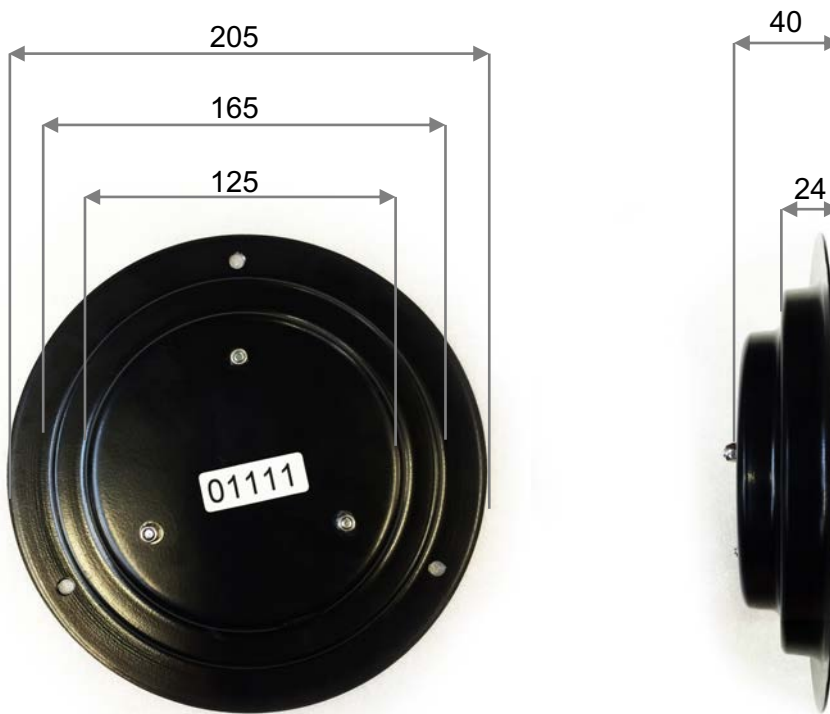


Figure 2: Pod Dimensions
(Dimensions in mm)



■ Features

- Universal AC input / Full range
- 2 pole AC inlet IEC320-C8
- Medical safety approved (2 x MOPP between primary to secondary)
- Suitable for BF application with appropriate system consideration
- Low leakage current <50uA
- No load power consumption<0.1W
- Energy efficiency level VI(Except 5~9V for Level V)
- Comply with EISA 2007/DoE,NRCan, AU/NZ MEPS, EU ErP and meet CoC Version 5
- Built-in active PFC function
- High efficiency up to 91.5%
- Fanless design with -30~+60°C working temperature
- Class II power (without earth pin)
- Protections: Short circuit / Overload / Over voltage / Over temperature
- Fully enclosed plastic case
- LED indicator for power on
- 100% full load burn-in test



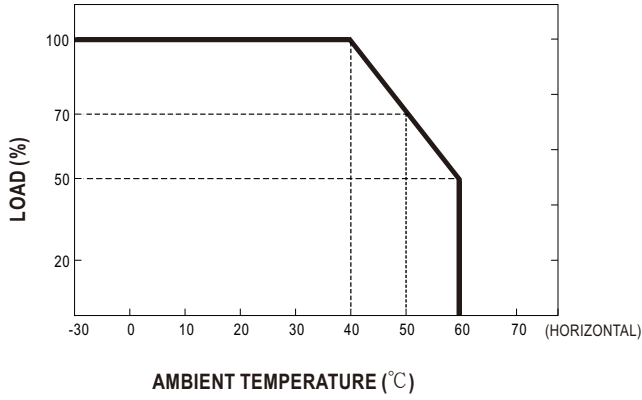
Power Supply Specification

SPECIFICATION

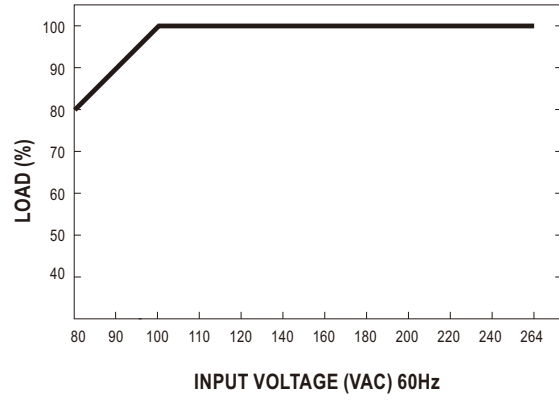
| | | | |
|-----------------------------------|---|---|--|
| PRODUCT | | GSM60B12-P1J | |
| OUTPUT | SAFETY MODEL NO. | GSM60B12 | |
| | DC VOLTAGE <small>Note.2</small> | 12V | |
| | RATED CURRENT | 5A | |
| | CURRENT RANGE | 0 ~ 5A | |
| | RATED POWER (max.) | 60W | |
| | RIPPLE & NOISE (max.) <small>Note.3</small> | 100mVp-p | |
| | VOLTAGE TOLERANCE <small>Note.4</small> | ± 3.0% | |
| | LINE REGULATION <small>Note.5</small> | ± 1.0% | |
| | LOAD REGULATION | ± 3.0% | |
| | SETUP, RISE TIME <small>Note.6</small> | 1000ms, 30ms / 230VAC 1500ms, 30ms / 115VAC at full load | |
| HOLD UP TIME (Typ.) | 50ms / 230VAC 15ms / 115VAC at full load | | |
| INPUT | VOLTAGE RANGE <small>Note.7</small> | 80 ~ 264VAC 120 ~ 370VDC | |
| | FREQUENCY RANGE | 47 ~ 63Hz | |
| | EFFICIENCY (Typ.) | 88% | |
| | AC CURRENT (Typ.) | 1.4A / 115VAC 1A / 230VAC | |
| | INRUSH CURRENT (Typ.) | 30A / 115VAC 65A / 230VAC | |
| | LEAKAGE CURRENT(max.) | Touch current < 50µA/264VAC | |
| PROTECTION | OVERLOAD | 105 ~ 160% rated output power Protection type : Hiccup mode, recovers automatically after fault condition is removed | |
| | OVER VOLTAGE | 12.6 ~ 16.2V Protection type : Shut down o/p voltage, re-power on to recover | |
| | OVER TEMPERATURE | Shut down o/p voltage, re-power on to recover | |
| | WORKING TEMP. | -30 ~ +60°C (Refer to "Derating Curve") | |
| ENVIRONMENT | WORKING HUMIDITY | 20% ~ 90% RH non-condensing | |
| | STORAGE TEMP., HUMIDITY | -40 ~ +85°C, 10 ~ 95% RH | |
| | TEMP. COEFFICIENT | ± 0.03% / °C (0 ~ 40°C) | |
| | VIBRATION | 10 ~ 500Hz, 2G 10min./1cycle, period for 60min. each along X, Y, Z axes | |
| SAFETY & EMC (Note. 8) | SAFETY STANDARDS | ANSI/AAMI ES60601-1 / ES60601-1-11, TUV EN60601-1 / 60601-1-11 approved | |
| | ISOLATION LEVEL | Primary-Secondary: 2xMOPP | |
| | WITHSTAND VOLTAGE | I/P-O/P:4KVAC | |
| | ISOLATION RESISTANCE | I/P-O/P:100M Ohms / 500VDC / 25°C / 70% RH | |
| | EMC EMISSION | Compliance to EN55011(CISPR11) class B, EN61000-3-2,3, FCC PART 15 class B,CAN ICES-3(B)/NMB-3(B) | |
| | EMC IMMUNITY | Compliance to EN61000-4-2,3,4,5,6,8,11, EN55024, EN60601-1-2, EN61204-3 medical level, criteria A | |
| OTHERS | MTBF | 720K hrs min. MIL-HDBK-217F(25°C) | |
| | DIMENSION | 125*50*31.5mm (L*W*H) | |
| | PACKING | 0.32Kg; 40pcs/13.8Kg/1.05CUFT | |
| CONNECTOR | PLUG | See page 3 ; Other type available by customer requested | |
| | CABLE | See page 3 ; Other type available by customer requested | |
| NOTE | <ol style="list-style-type: none"> All parameters are specified at 230VAC input, rated load, 25°C 70% RH ambient. DC voltage: The output voltage set at point measure by plug terminal & 50% load. Ripple & noise are measured at 20MHz by using a 12" twisted pair terminated with a 0.1uf & 47uf capacitor. Tolerance: includes set up tolerance, line regulation, load regulation. Line regulation is measured from low line to high line at rated load. Length of set up time is measured at first cold start. Turning ON/OFF the power supply may lead to increase of the set up time. Derating may be needed under low input voltages. Please check the derating curve for more details. The power supply is considered as an independent unit, but the final equipment still need to re-confirm that the whole system complies with the EMC directives. For guidance on how to perform these EMC tests, please refer to "EMI testing of component power supplies." (as available on http://www.meanwell.com) | | |



■ Derating Curve

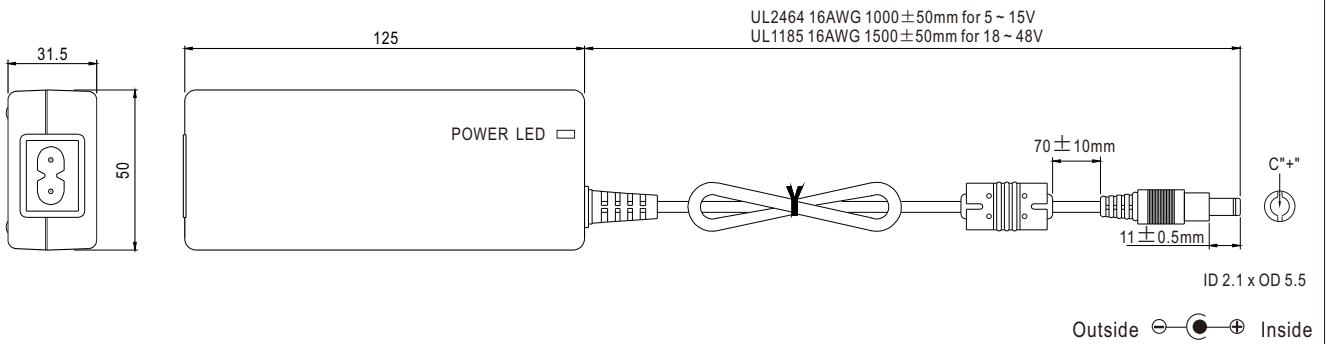


■ Static Characteristics



■ Mechanical Specification

Case No. GSM60B Unit:mm



■ Plug Assignment

Standard plug: P1J

| P1J | |
|--------|--------|
| P/N | OUTPUT |
| CENTER | + |



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NinjaTrac Installation Checklist

Please complete this checklist after any installation:

Check 1: Pre-power up checks.

- Mounted onto a wall of a construction capable of supporting its gameplay.
- All fixings are tight and secure.
- No signs of damage, component failure and/or missing parts.
- No trapped and/or pinched cables.
- No loose cables that could become a tripping hazard.
- All long cables are supported at least every 50 cm.
- Adequate strain relief provided for connection points.
- Kept out of direct sunlight during the day.
- All electric components away from contact with water.
- Protective plastic sheet from each pod removed.

Check 2: Power up.

- All pods light up.
- Text appears on the display and is as expected. *E.g. NinjaTrac.*
- Sound volume is at a suitable level*.
- Large display screen is displaying graphics.
- Touchscreen operational and responsive.

Check 3: Select Start via the touchscreen.

- Program counts down from 3 and begins.
- All pods active and operational.
- Check all pods for colours: red, green, blue.
- Sounds can be heard when the lights are hit.
- Program plays as described in the Programs Guide.

Check 5: Ready for use.

Play area is clear.

Instruction / training carried out by an appropriate instructor to all new users.

If anything unexpected occurs or problems persist after troubleshooting, call Rugged Interactive directly on +44 (0) 1726 833 882.

* The volume can be adjusted on the speakers. The volume control can be located on the rear of the speaker. Rotate clockwise for volume up, counter-clockwise for volume down.



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Next Steps

Train team members

Train your team members on how to use NinjaTrac, having knowledge of the gameplay will help them encourage users. Inspire them to cheer and celebrate with the customers when they achieve high scores.

Maintenance

General care and maintenance procedures for your Rugged Interactive product.

1. Inspect the product daily for any signs of damage or loose components. Repair or tighten as applicable.
2. Turn on the product, check the LEDs and sound is working as expected.
3. Start a game, check all pods/sensors work and react as expected. Please refer to the manual for instructions on gameplay.
4. If a pod has seven (7) or fewer working LEDs, we recommend replacing the pod.
5. We suggest non-solvent glass cleaning spray, avoid spraying directly onto the pods. Use a non-abrasive microfibre cloth and extremely light pressure when wiping the product. Too much pressure will scratch the graphics panel.
6. Only use accessories recommended by the manufacturer with the products. Accessories not recommended could cause serious damage.
7. Every three months check the fixings are tight.
8. Once a year, check the structure supporting the product is still solid.
9. We recommend turning the products off when they are not in use (close of business), this will help to extend the life of the product.

Marketing

With this being such an eye-catching product, it is excellent for use in posts on social media, either featuring in photos or videos.

If you would like any help, guidance or examples of using this product in your marketing campaign, please contact Rugged Interactive and we will be able to assist with this.



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Congratulations!

Congratulations on your new Rugged Interactive product! Your customers are going to love this, and it is a great addition to your venue!

If there is anything we can assist with or if you would be interested in information about any other Rugged Interactive products, then please do not hesitate to get in contact.