



rugged. interactive

High-9

Order and Installation Manual

For models from February 2021 onwards



Rugged Interactive

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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.
- Discuss graphic requirements and provide logos and branding guidelines.
- Approve graphics.
- 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.
- Sounds can be heard when the targets are hit.
- Reveal your new Rugged Interactive product to your guests and customers!



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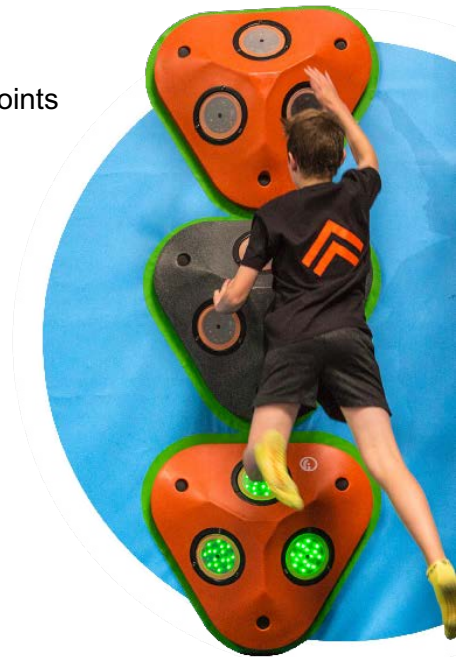
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1.3 – High-9 Overview

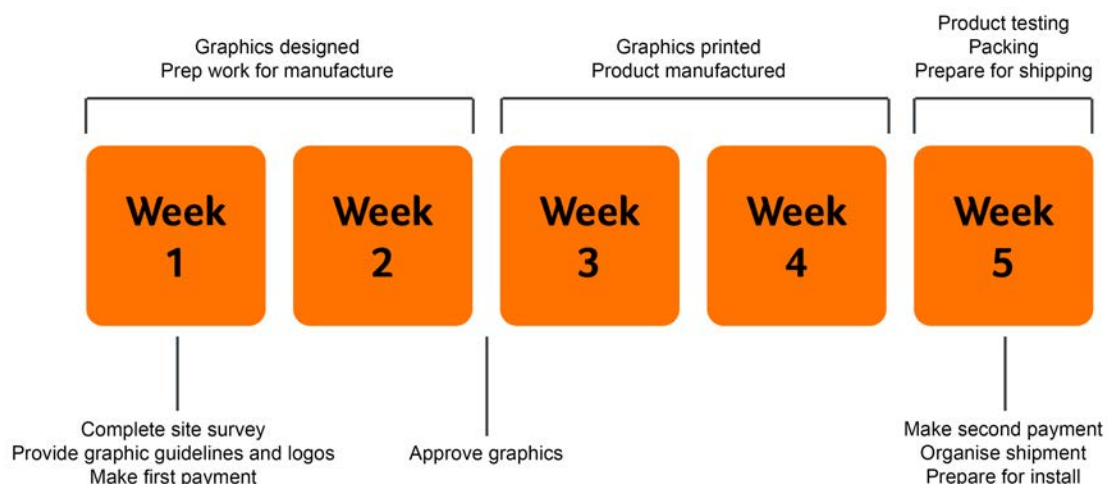
A trampolining height challenge to test bounce control and hand speed. Using multifaceted mouldings to engage on three levels. Players score points for every correct hit.

High-9 is available as a single or a Duo in which players compete individually or directly against another player to build a huge score.

A standard High-9 unit consists of 3 x mouldings, 1 x HUB display and sound unit with all the cables supplied. It is easy and quick to install to any suitable wall.



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
UK
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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 with leather soles or high heels.
- Do not use any tools that are not specifically recommended by the manufacturer.
- Do not use the surface of the trampoline 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 of your bounce 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 trampolines, 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 a single trampoline 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).
- Do not wear shoes with leather soles, high heels, sandals, boots or bare feet.
- 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 fall.
- 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.

3 x Mouldings. *	<input type="checkbox"/>
1 x Hub control box. *	<input type="checkbox"/>
4 x Control box mounting brackets including 12 x M5 x 12mm screws. *	<input type="checkbox"/>
1 x Set of connection cables (9). *	<input type="checkbox"/>
1 x Power lead. *	<input type="checkbox"/>
9 x Bungs. *	<input type="checkbox"/>
9 x M8 x 50 coach screws. *	<input type="checkbox"/>
9 x M8 x 25 washers. *	<input type="checkbox"/>
Poster with Velcro	<input type="checkbox"/>
1 x Spare Pod.	<input type="checkbox"/>
Manual.	<input type="checkbox"/>

* Please note, quantities are for a single High-9, if a High-9 Duo been ordered, double these quantities.

Also included if a Duo has been ordered:

1 x Two player launch box (MPL)	<input type="checkbox"/>
3 x 5m Cables for MPL	<input type="checkbox"/>

3.2 - Tools and Components List

Arrange the necessary tools and the team to install the product.

- Ladder.
- Spirit level.
- Socket Set.
- Industrial vacuum cleaner.
- Dustpan and brush.
- SDS impact drill.
- Cordless drill – with torque adjuster to avoid over-tightening the screws.
- A set of No.2 Pozi bits.
- A set of screwdrivers.
- A set of Hex keys



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3.3 - Installation Overview

Below is an overview of the steps needed to install High-9. 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: Cut holes in Plywood for cable access.

STEP 2: Mount High-9 mouldings.

STEP 3: Mount scoreboard.

STEP 4: Mount MPL (if Duo purchased).

STEP 5: Attach cables between pods in moulding and scoreboard.

STEP 6: Turn on High-9 system.

STEP 7: Test.

STEP 8: Check all is secured.

STEP 9: Stress relief cables.

STEP 10: Enjoy High-9!



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3.4 – Detailed Installation

Read this manual before installing High-9.

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 2 hours.
- 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.
- **IMPORTANT:** Take anti-static precautions.

Structure:

- Mount onto 18 mm plywood (12 mm minimum) mechanically mounted to a steel framework (50 mm box minimum). The plywood should be covered with foam-backed vinyl.
- Avoid clashing the steel uprights with the fixing holes.
- Do not fix to plasterboard faced partition. Avoid stud walls or unsupported portal infills.
- It is strongly recommended that the units are installed onto a wall that projects forward at least 0.3m over the edge of the trampoline. This ensures that users land in the middle of the trampoline bed.

Fixings:

- The manufacturer will supply fixings and plugs.
- Use hex-headed screws of 50-70 mm length (2") x M10 for a plywood structure.
- 10 x 35 'penny' washers to spread the load at each bolt head are recommended.
- All fixings must be tight and secure.

Installation Heights:

- Take into consideration individual trampoline park primary user groups and the relative bounciness of trampolines when determining the installation height.
- Recommended installation heights: See **Figure 3.4.2**.

Recommended Trampoline Bed Size:

- Single trampoline: Frame approx. 2.4 m x 2.4 m (bed approx. 1.9 m x 1.9 m)
- Only one High-9 unit should be installed per trampoline.

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.
- A leaderboard to go with each unit is highly recommended.

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

High-9 Installation

The High-9 units should be mounted onto a plywood wall using the supplied screws and three mounting points on each High-9 unit. Otherwise, use suitable wall fixings for a solid wall. **Figure 3.4.1** shows a typical High-9 installation.

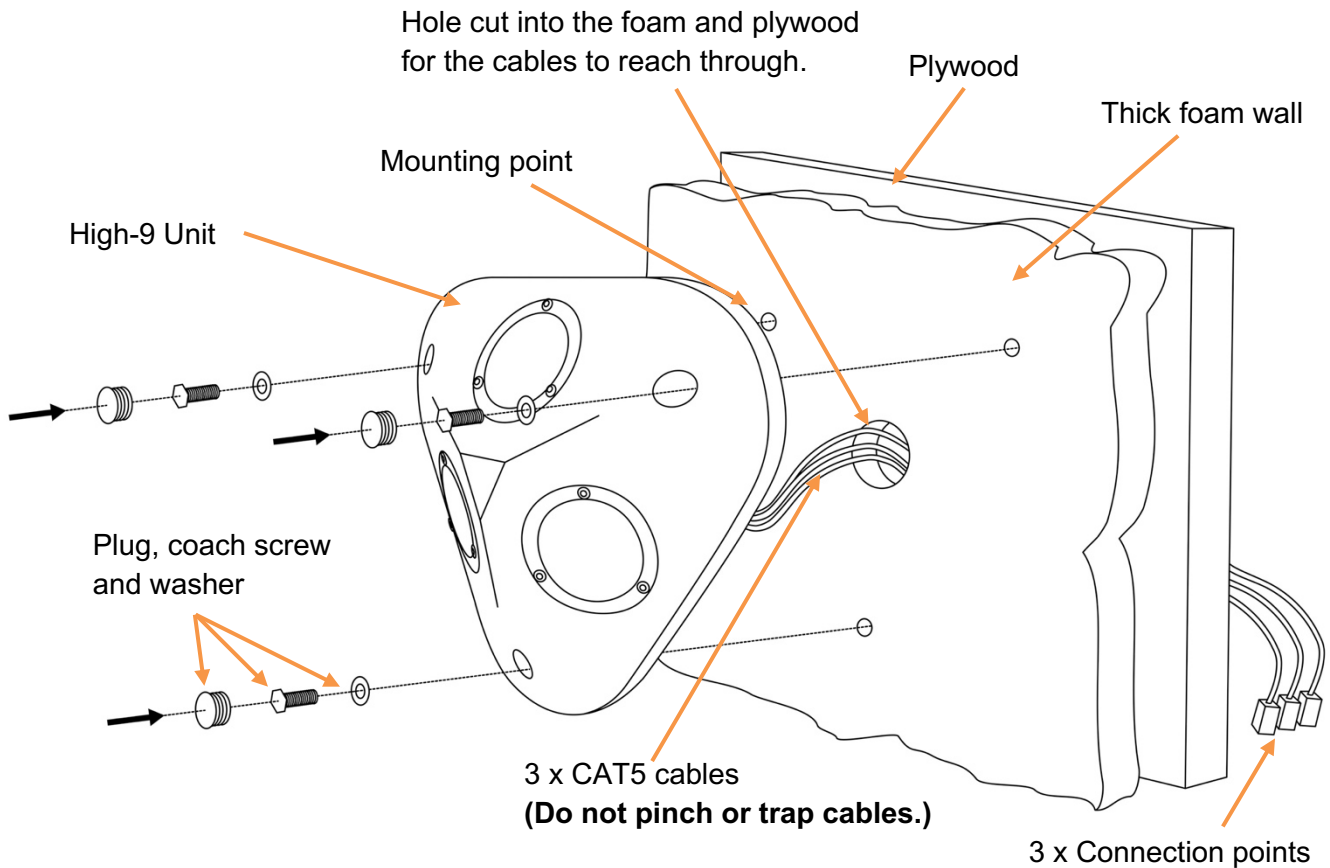


Figure 3.4.1: Typical High-9 Installation

It is firmly recommended that the units are installed onto a wall that projects forward at least 0.3 m over the edge of the trampoline. This ensures that users land in the middle of the trampoline bed.

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. Once the High-9 unit has been mounted to the wall, connect the CAT5 cables from the Display Box to the corresponding connection points that exit through the wall from each High-9 unit.

It is recommended that the lower High-9 unit is installed between 50 cm and 100 cm above the trampoline bed, measured from the bottom edge of the High-9 unit. The space between each High-9 unit is recommended to be between 0 cm and 5 cm. **Figure 3.4.2** shows these recommended installation heights.

NOTE: Individual trampoline park primary user groups and the relative bounciness of trampolines should be taken into consideration when determining the installation height.

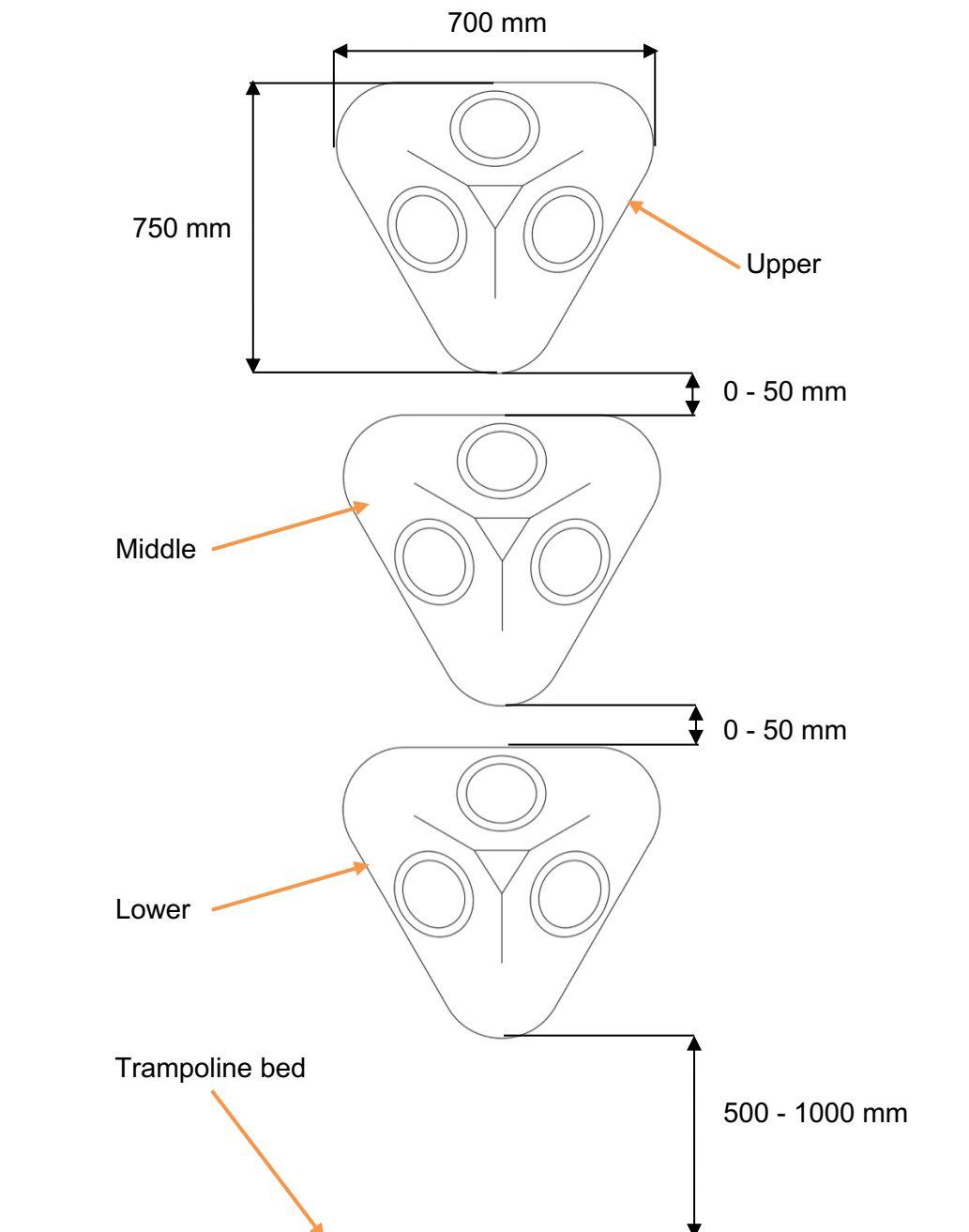
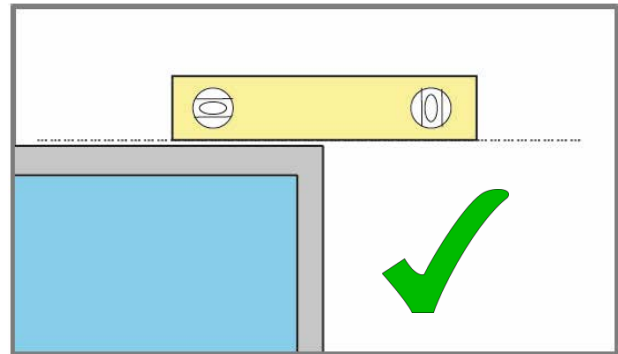
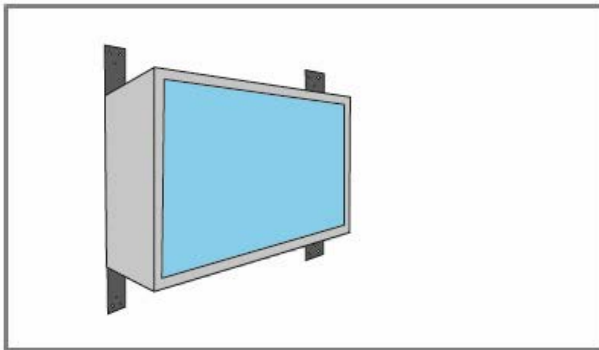


Figure 3.4.2: High-9 Orientation and Installation Heights

High-9 Display / Score Box (HUB) Installation

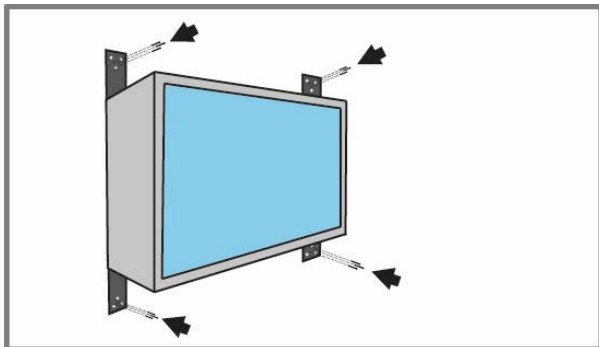
- Fix HUB using any suitable self-tapping or wood screws into the surface material. The HUB can be recessed to be flush with the surface or affixed on top of the foam-backed vinyl if necessary.
- A central position is recommended for easy comparison of scores.
- **Note:** Cables exit is at the rear of the display 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.

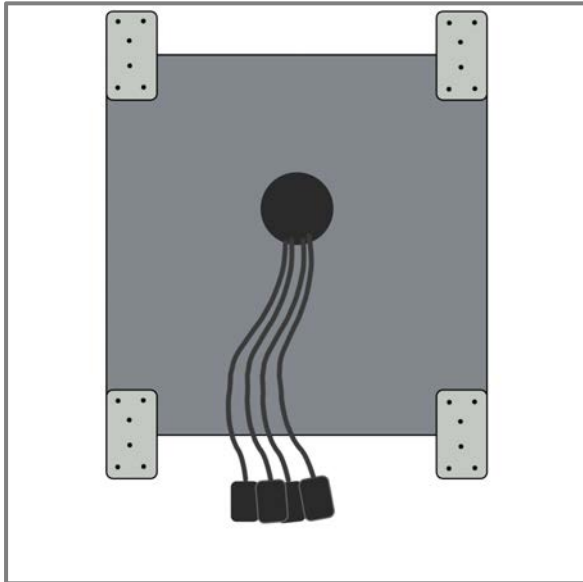
Note: Make sure everything is tight and secure and that no cables are trapped.

Pods to Score Box (HUB) Installation

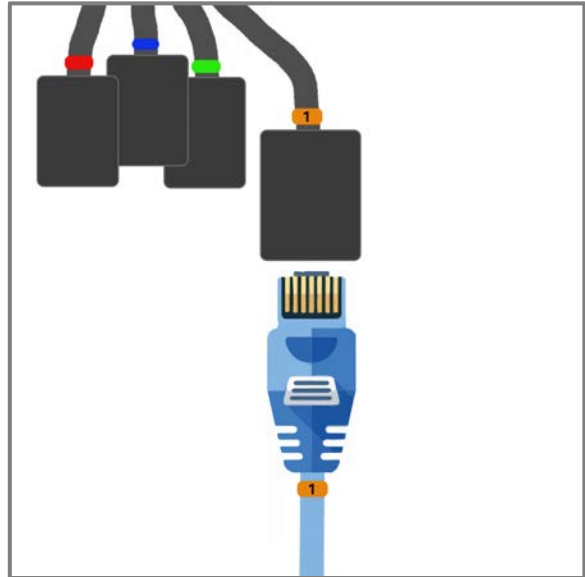
Notes:

- All supplied CAT5 cables will be numbered. Attach correctly numbered cable to the designated hanging cable from the back of the HUB.
- Each pod on the High-9 moulding will also have a numbered hanging cable. Connect the corresponding CAT5 cable to the correct number.

01



Attach CAT5 cables from the pods to HUB.

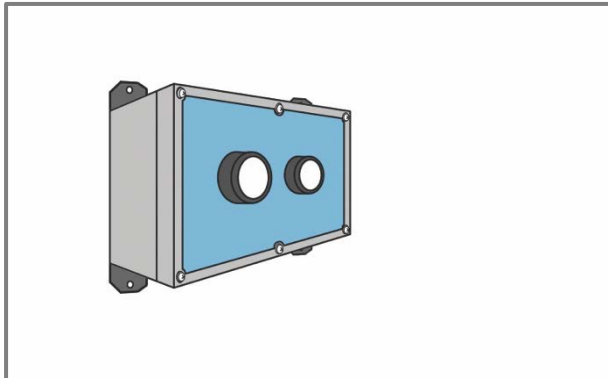


The hanging cables will be numbered from 1 to 9, match the number on the CAT5 cable to the correct hanging cable from the HUB and then to the matching number on the hanging cable on the moulding. Hanging cables will also be labelled for the MPL.

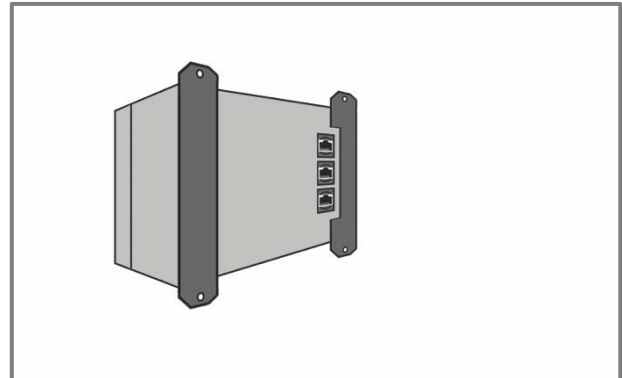
Multiplayer Launch Box (MPL) Installation

- Fix MPL using any suitable self-tapping or wood screws into the surface material. The MPL can be recessed to be flush with the surface or affixed on top of the foam-backed vinyl if necessary.
- A central position is recommended for easy start for both units.

01

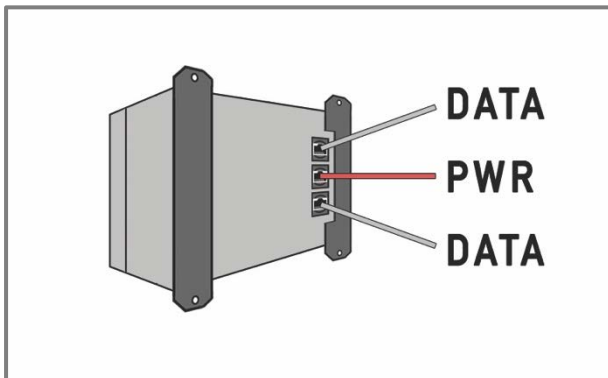


MPL front.



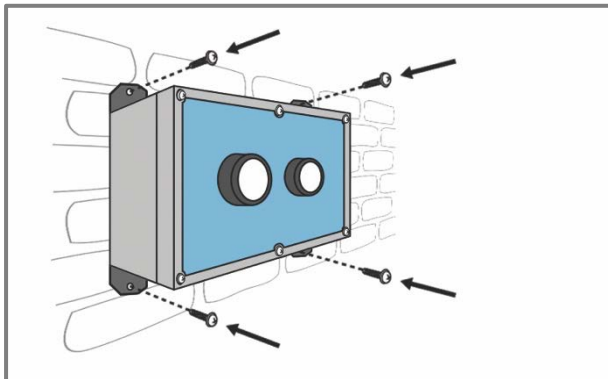
MPL back.

02



Plug in the appropriate CAT5 connections.

03



Use appropriate fixings to mount the MPL to the wall. Make sure everything is tight and secure and that no cables are trapped.

CAT5 Cable Connections

Notes:

- The MPL power cable (PWR) can be connected to either unit.
- Cables come out the back of each unit.

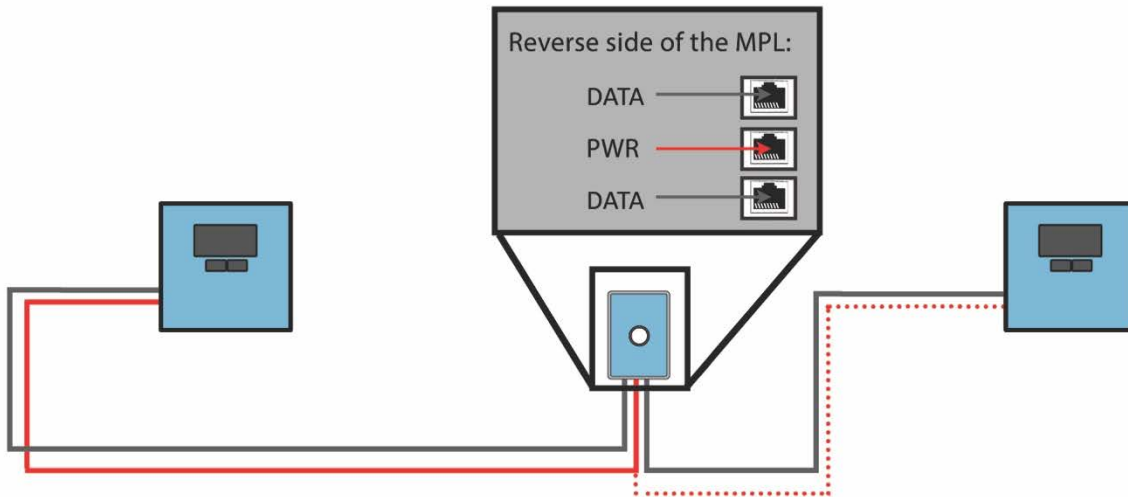


Figure 3.4.3: MPL Wiring Diagram

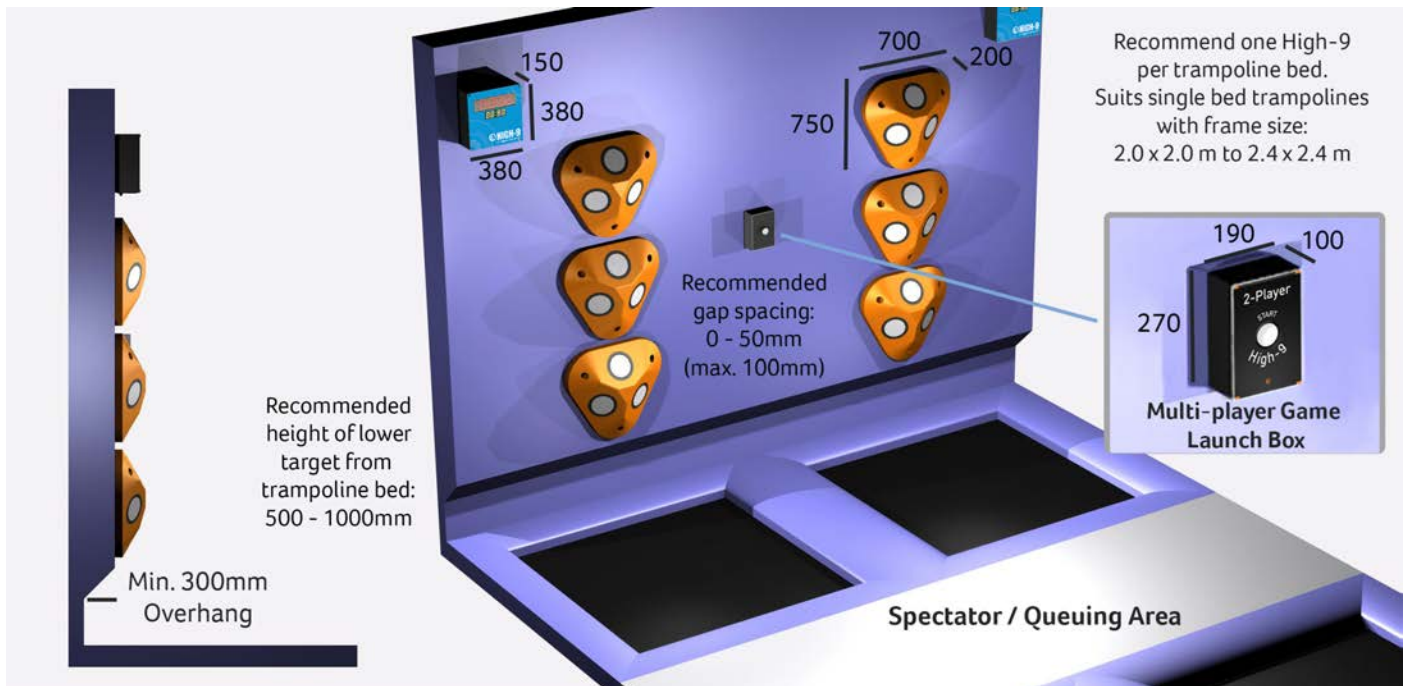


Figure 3.4.4: Typical High-9 Installation

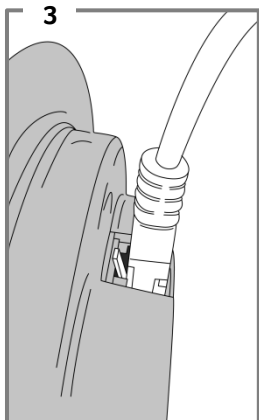
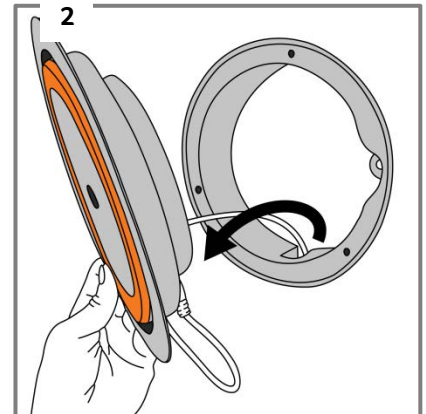
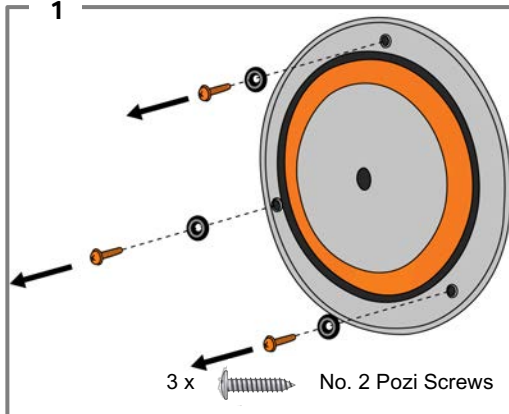
Pod Removal and Installation

Removing the Pods

Read this manual before removing or installing any pods.

Do not worry which order the pods come off in. They can be refitted in any order.

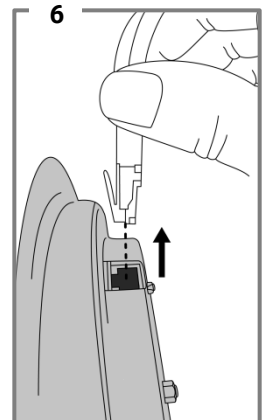
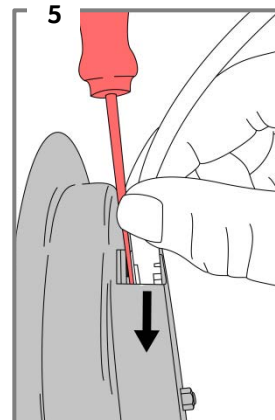
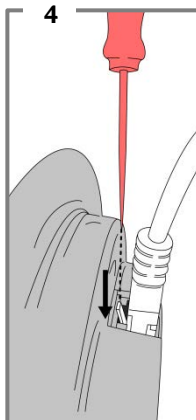
Retain all screws & washers.



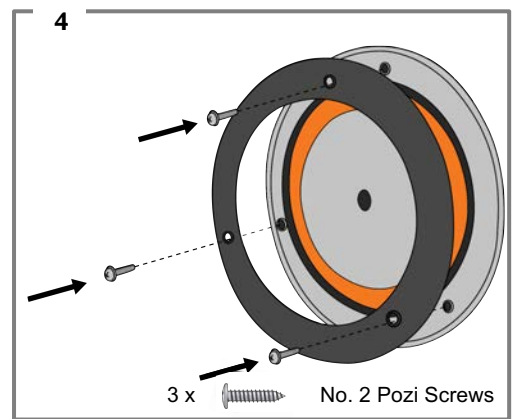
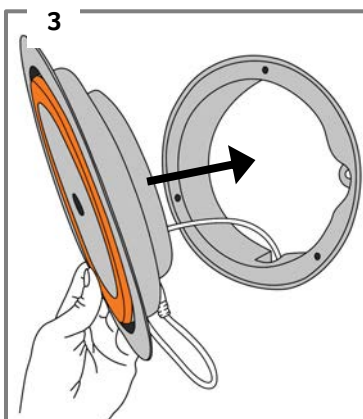
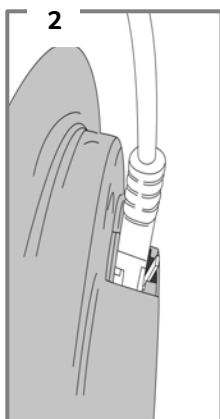
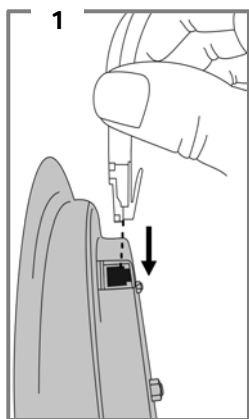
NOTE:

To remove the CAT5 cables, you may require a flat blade screwdriver to release the clip.

Remove the CAT5 cables **CAREFULLY**.



Installing the Pods



Ensure the clip is firmly connected. A click should be heard when inserted correctly.

The securing ring **MUST** be fitted to the new pods.



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Section 4 - How to Use

On power up, High-9 will sound a 'laugh' and will turn to its idle state. Initially the dot matrix on the display box will display the **Hub Software Version Number** for the High-9 unit.

High-9 has **one program**:

1. **High-9** – 1 minute

Hit any QuickStart pod to start the program.

At the end of a program, the score will be shown on the display box.

NOTE: At any time, if the High-9 unit behaves unexpectedly, wait for at least 20 seconds for the unit to reset to its idle state.



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Section 5 - Programs Guide

High-9

- Summary:** For repetitive exercise, stamina building and core stability.
- Gameplay:** The bottom 3 pods will appear **green**. After 3 seconds, the same pods will appear **yellow**, then after another 3 seconds, the pods will change to **red**. After 3 more seconds the bottom 6 pods will appear **green**, then **yellow**, then **red**. After 3 more seconds, all 9 pods will appear **green**, then **yellow**, then **red**. This rotation of pod clusters will repeat.
- On selection of any illuminated pod, the light will turn out. Once all lit pods are cleared, the next set of lit pods will appear.
- Aim:** To clear as many illuminated pods as quickly as possible within the given time limit to gain a high score.
- Scoring system:** +3 points for each **green pod** hit
+2 points for each **yellow pod** hit
+1 point for each **red pod** hit
- Duration:** 1 minute

NOTE: At any time, if the High-9 unit behaves unexpectedly during gameplay, wait for at least 20 seconds for the unit to reset to its idle state.



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High-9 System Specifications

Dimensions and Weights:

	Approx. Shipment Details		Fully Assembled Details	
	Size (mm)	Weight	Size (mm)	Weight
High-9 (single moulding)	-	-	750 x 200 x 700	8 kg
Display / Score Box (HUB) (single unit)	-	-	380 x 75 x 380	3 kg
MPL (single unit)	-	-	270 x 100 x 190	1 kg
High-9 (3 x mouldings, 1 x HUB)	750 x 450 x 750 (2 x boxes)	18 kg (per box)	-	-
High-9 Duo (6 x mouldings, 2 x HUB, 1 x MPL)	750 x 450 x 750 (4 x boxes)	18 kg (per box)	-	-

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 wall 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.

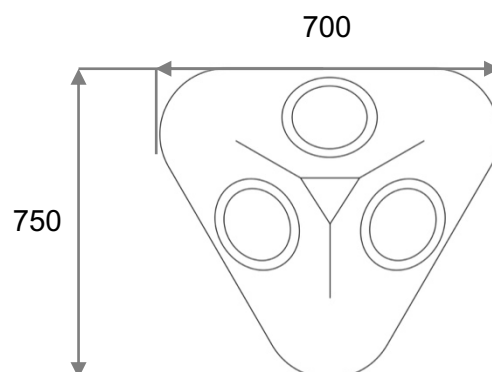


Figure 1: High-9 Moulding Dimensions and Recommended Orientation
(Dimensions in mm)



■ 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



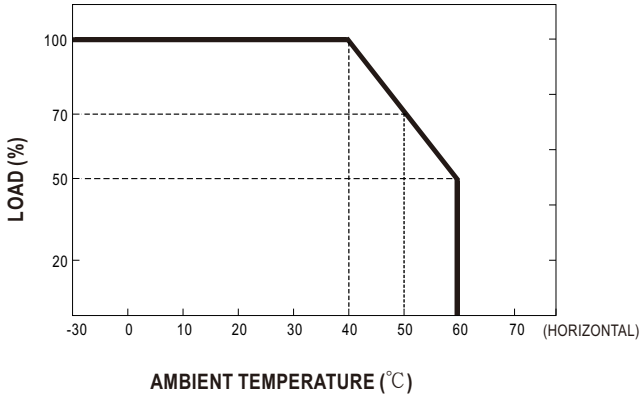
Power Supply Specification

SPECIFICATION

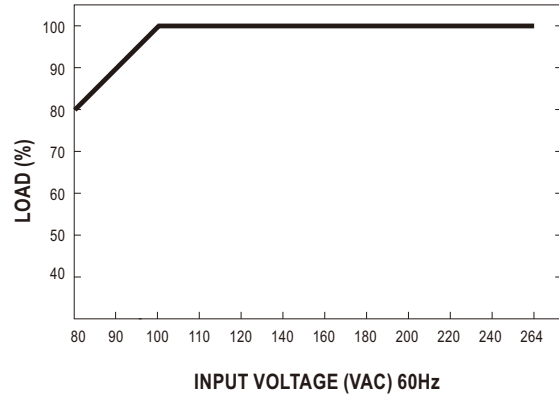
PRODUCT		GSM60B12-P1J	
OUTPUT	SAFETY MODEL NO.	GSM60B12	
	DC VOLTAGE <small>Note.2</small>	12V	
	RATED CURRENT	5A	
	CURRENT RANGE	0 ~ 5A	
	RATED POWER (max.)	60W	
	RIPPLE & NOISE (max.) <small>Note.3</small>	100mVp-p	
	VOLTAGE TOLERANCE <small>Note.4</small>	± 3.0%	
	LINE REGULATION <small>Note.5</small>	± 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

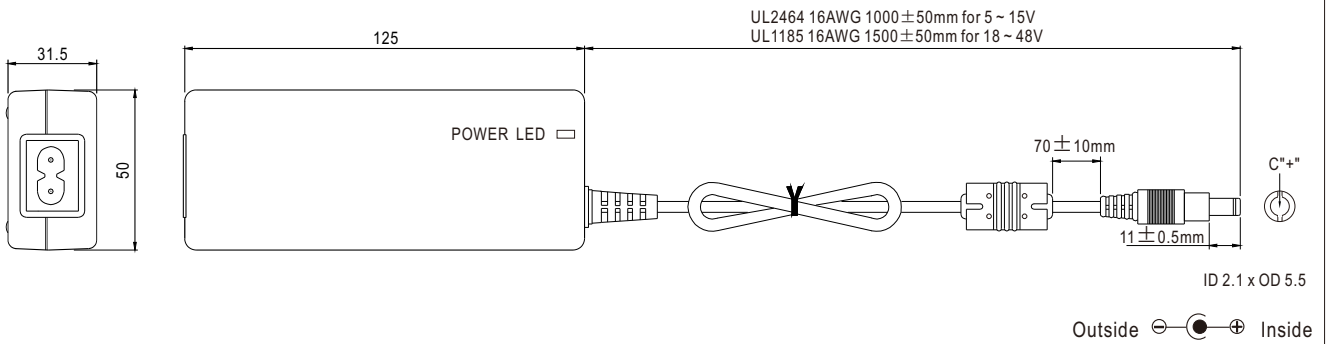


Static Characteristics



Mechanical Specification

Case No. GSM60B Unit:mm



Plug Assignment

Standard plug: P1J

P1J	
P/N	OUTPUT
CENTER	+



Rugged Interactive

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High-9 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 weight and 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.
- Bolt cover inserts are secure in place.

Check 2: Power up.

- All pods light up.
- Text appears on the hub display and is as expected. *E.g. High-9.*
- Sound volume is at a suitable level*.

Check 3: Start High-9 via any pod.

- Program counts down from 3 and starts.
- 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 4: Select High-9 via the MPL (*High-9 Duo only*).

- Program counts down from 3 and starts on both High-9 units simultaneously.
- 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 on both units.

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 scoreboard. The volume control (a small black dial) can be seen edge of the box in between the speakers. 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 High-9, 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.