



Candy House Operation Manual



Product Name: Candy House

About manual

This user manual helps users understand the detailed use information and precautions of the company's product [Candy House]. This user manual can also help users solve general problems encountered when using this product [Candy House]. Users can also learn more about this product in other ways, and hope that users can put forward valuable comments and suggestions.

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1. Important Notes

1. 1 Placement Notes



Notes

This machine is designed for indoor use only. Do not install or operate the machine outdoors.

When placing the machine indoors, please avoid the following conditions:

- Areas exposed to water leakage, excessive humidity, or high temperatures.
- Locations exposed to direct sunlight or excessive dust.
- Areas near flammable, volatile, or hazardous materials.
- Uneven, unstable, or frequently vibrating surfaces.
- Areas near emergency exits, fire extinguishers, or other fire safety equipment

1. 2 Moving & Transportation Precautions



Notes

This machine is a precision mechanical device. Please observe the following precautions during handling and transportation:

- Before moving the machine, disconnect the power plug and ensure the power cable is not damaged.
- Before moving the machine, adjust the levelling feet to the highest position.
- When using a forklift, make sure the forks are inserted at the designated lifting points only.
- During transportation, secure the machine using the castor wheels only. Do not use the levelling feet for transportation support.
- The glass panels and display screen are fragile. Avoid strong vibration or impact during handling.



1. 3 Operating Precautions



Notes

To ensure player safety and prevent damage to the machine during inspection or maintenance, please follow the instructions below:

- Before operating the machine, ensure the earth/ground wire is properly connected to prevent electric shock or short circuits.
- Before connecting the machine to the power supply, confirm that the voltage is either 110V or 220V as specified. Incorrect voltage may result in fire or electric shock.
- Always switch off the power before carrying out maintenance work to avoid electric shock or short circuits.
- Do not touch the power plug with wet hands, as this may cause electric shock.
- Do not place any objects near the power cable to avoid fire hazards.
- When unplugging the power supply, hold the plug itself. Do not pull the power cable, as this may damage the cable and cause fire or electric shock.
- If the power cable is damaged, please contact the supplier for replacement.
- Do not use fuses or spare parts other than those specified by our company.
- Without authorisation from our company's staff, do not dismantle, modify, replace, or alter any part of the machine.
- Please carry out regular inspection and maintenance of the machine.
- After positioning the machine, check that all accessories and connections are securely fitted, and firmly fasten the levelling foot bolts.
- For any operation or procedure not covered in this manual, please contact our after-sales service centre and follow the guidance provided by our technical support team.



2. Machine Introduction



Product Name	Candy House
Product Size	L928*W1049*H2456(mm)
Rated Power	Max Power:462 W Min Power:429 W
Rated Voltage	AC220V
Rated Frequency	50/60Hz

3.How to Play

1. Insert coins/tokens.
2. Press the Start button to move the arm above the turntable.
Press the Scoop button to activate the scoop and collect the prize onto the pusher platform.
3. Press the Scoop button again to release the prize from the scoop onto the pusher platform.
4. Any prize pushed off the platform will be awarded to the player.

4. Accounts Management

4.1 Review the accounts

Screen Display	Function Description
Coin count	How many coins have been inserted into the machine
Total games	How many games have been played on the machine

4.2 Reset counters

Screen Display	Function Description
Clear records	Clear all machine records

5. Basic settings

Screen Display	Function Description	Range value	Default value
Coins per game	Number of coins per game	1~10	3
Game time	Duration per game	0~60	30



6. Factory Settings

Screen Display	Function Description	Range value	Default value
Free Games	Free Games	Open	Close
	Close free games	Close	
Demo music	Demo music ON	Open	Open
	Demo music OFF	Close	
Up/Down Speed	Set the speed of the up/down motor	0-6	5
Left/Right Speed	Set the speed of the left/right motor	0-6	3
Language Selection	Display Chinese menu	Chinese	Chinese
	Display English menu	English	
Factory Reset	Restore all settings to factory defaults		

7. Machine Test

7.1 Manual Test

Screen Display	Function Description
Arm Up/Down Test	Manually test arm up/down movement
Arm Left/Right Test	Manually test arm left/right movement
Prize Motor Test	Manually test prize motor
Scoop Test	Manually test scoop up/down movement
Turntable & Pusher Test	Manually test turntable and pusher movement
Lights Test	Manually test lights
Signal Test	Manually test signal



7.2 Automatic Test

Screen Display	Function Description
Arm Up	Automatically test arm upward movement
Arm Down	Automatically test arm downward movement
Arm Left	Automatically test arm left movement
Arm Right	Automatically test arm right movement
Prize Door Open	Automatically test prize door opening
Prize Door Close	Automatically test prize door closing
Turntable Reset	Automatically test turntable reset
Scoop Reset	Automatically test scoop reset
Start Button	Automatically test start button
Scoop Button	Automatically test scoop button
Prize Drop	Automatically test prize drop
Coin Signal	Automatically test coin signal
Anti-Shake Signal	Automatically test anti-shake signal

8. System Information

Screen Display	Function Description
Version	Software version
Date	Update date



10. Troubleshooting

Code	Fault Message	Possible Cause	Solution
E0	Arm Up Fault	Up/down motor not working	Check motor
		Upper sensor faulty	Replace sensor
		Upper sensor cable loose	Check sensor wiring
E1	Arm Down Fault	Up/down motor not working	Check motor
		Lower sensor fault	Replace sensor
		Lower sensor cable loose	Check sensor wiring
E2	Arm Left Fault	Left/right motor not working	Check motor
		Left sensor faulty	Replace sensor
		Left sensor cable loose	Check sensor wiring
E3	Arm Right Fault	Left/right motor not working	Check motor
		Right sensor faulty	Replace sensor
		Right sensor cable loose	Check sensor wiring
E4	Prize Door Open Fault	Prize motor not working	Check motor
		Open-position sensor faulty	Replace sensor
		Open-position sensor cable loose	Check sensor wiring
		Prize motor not working	Check motor



E5	Prize Door Close Fault	Close-position sensor faulty	Replace sensor
		Close-position sensor cable loose	Check sensor wiring
E7	Scoop Reset Fault	Scoop motor not working	Check motor
		Scoop sensor not detected	Replace sensor
		Scoop sensor cable loose	Check sensor wiring

E8	Turntable Reset Fault	Turntable not working	Check turntable motor
		Turntable sensor not detected	Check sensor
		Turntable sensor cable loose	Check sensor wiring
E9	Prize Drop Sensor Fault	Sensor dirty	Clean sensor
		Prize not remove	Remove prize
EA	Left & Right Sensors Triggered Simultaneously	Left or right sensor cable loose	Check sensor wiring
		Sensor dirty	Clean sensor
EB	Up & Down Sensors Triggered Simultaneously	Upper or lower sensor cable loose	Check sensor wiring
		Sensor dirty	Clean sensor
EC	Machine Shake Alarm	Machine being shaken	Automatically resets after 5 seconds
		Anti-shake device stuck	Adjust anti-shake device
ED	Coin Acceptor Fault	Incorrect DIP switch setting	Reset DIP switch
		Coin acceptor faulty	Check or replace coin acceptor



11. Upgrade Instructions

11.1 Upgrade Method

- 1.Power off the machine.
- 2.Insert the SD card into the SD card slot on the main board.
- 3.Power on the machine. The indicator light on the main board will flash.
- 4.When the indicator stops flashing, the upgrade is complete.
- 5.Power off the machine and remove the SD card.
- 6.Power on the machine again to resume normal gameplay.

12. Main Board Interface

Power Supply CN5557-8P						
Board Label	Color	Function Description	Pin No.	Pin No.	Function Description	Color
12V	Yellow	Power Supply 12V	5	1	Power Supply 12V	Yellow
G	Black	Power Supply GND	6	2	Power Supply GND	Black
G	Black	Power Supply GND	7	3	Power Supply GND	Black
FRV	Yellow	Power Supply 12V	8	4	Power Supply 12V	Yellow
Input P12545-40P						
Board Label	Color	Function Description	Pin No.	Pin No.	Function Description	Color
1	Blown	Arm Upper Sensor Signal	1	2	Arm Lower Sensor Signal	Orange
3	Green	Arm Left Sensor Signal	3	4	Arm Right Sensor Signal	Blue
5	Purple	Prize Door Open Sensor Signal	5	6	Prize Door Close Sensor Signal	Grey
7	White	Scoop Reset	7	8	Turntable Reset	



		Sensor Signal			Sensor Signal	
9	Green	Prize Detection Sensor Signal	9	10	Coin Acceptor Signal	White
11	Orange	Scoop Button	11	12	Release Button	Blue
13	Brown/ White	Pusher Front Sensor Signal	13	14	Pusher Middle Sensor Signal	Green
15		Pusher Rear Sensor Signal	15	16	Bill Acceptor Signal	Blue
17	Brown		17	18	Anti-Shake Device	Grey
19	Green		19	20		Pink
21	Purple		21	22		Green
23	Blue		23	24	Keyboard Fault Clear Button / Pin 5	Brown/ White
25	Blue	Keyboard Up Button / Pin 4	25	26	Keyboard Down Button / Pin 10	Blue/ White
27	Green	Keyboard Left Button / Pin 6	27	28	Keyboard Right Button / Pin 7	Green/ White
29	Yellow	Keyboard Setting Button / Pin 8	29	30	Keyboard Confirm Button / Pin 9	Red
5V	Red	Sensor 5V	31	32	Keypad GND	Black
5V	Red	Coin Counter Sensor 5V	33	34		Black
5V	Red	5V	35	36		Black
5V	Red	5V	37	38		Black
5V	Red	Sensor 5V	39	40		Black



VolumeCN3 VH-3P		
Pin No.	Function Description	Color
1	Potentiometer	Black
2		White
3		Red