



Candy House Operation Manual



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Placement Notes

This machine is designed for indoor use only. Do not install or operate the machine outdoors. When placing the machine indoors, please pay attention to the following:



notes

1. Do not place in humid areas.
2. Keep away from direct sunlight
3. Do not place flammable, volatile chemicals or hazardous substances around the machine.
4. Be careful not to place it near emergency exits or around fire-fighting facilities.
5. Install the machine on flat ground; sloped floor are prohibited.

Operating Precautions

During the placement, inspection and maintenance of the machine, please pay attention to the following precautions to ensure the personal safety of players and staff, as well as to avoid damage to the machine:



Notes

1. Make sure to turn off the machine power before maintenance work. All operations must be carried out under power-off condition to prevent electric shock and accidents caused by short circuit.
2. Touch the power plug only with dry and insulated hands to avoid electric shock accidents
3. Do not plug in or pull out the power plug repeatedly and abruptly, so as to prevent short circuit and electric shock accidents.
4. Do not lay power cables, ground wires, or other cables on walkways, to prevent the wires from being easily damaged due to exposure, which could cause electric shock or short circuit accidents.
5. Keep flammable materials and clutter away from power cables to avoid fire accidents.
6. When unplugging the power cable, hold the plug firmly. Never pull the wire forcibly, otherwise it will damage the cable and lead to fire or electric shock.
7. If the power cable is damaged, contact the supplier for replacement. Do not replace it privately to avoid causing malfunctions or damage to the machine's components.
8. Do not use fuses or parts other than those specified by the manufacturer.
9. Ensure that all electronic wires and components of the machine are connected correctly and securely, and check screws are properly fastened.
10. Without the developer's permission, do not disassemble, replace, or modify the machine. Improper handling may cause damage or malfunction, affecting the personal safety of players and bystanders.
11. Regularly inspect and maintain the machine, and keep it clean to extend its service time.
12. For any operation not stated in this manual, please consult the supplier's after-sales department for guidance, and follow the instructions provided.

1.Gameplay

After inserting enough coins to reach the required credits, the screen will display "Start Game". Within the allotted game time, move the joystick to position the claw directly above the desired prize. Release the joystick, then press the start button to make the claw grab the prize. The claw will then rise and move over the prize chute before releasing the prize, allowing the player to collect it.

2. Parameter setting

Press the setting button in standby mode to enter the menu, and the screen display is as follows:

Account Management
QuickSet
AdvanceSet
Test
Factory
SysInfo
Exit

After entering the menu options, press the up and down keys on the keypad to switch between the options and parameters that need to be modified.

1.Account Management

Machine Account

Coins: Record the number of coins inserted by players.

Games: Record the number of times players play the game.

Gifts: Number of gift wonned

01ClawWin: Record the number of times Claw 01 has dispensed a prize.

02ClawWin: Record the number of times Claw 02 has dispensed a prize.

03ClawWin: Record the number of times Claw 03 has dispensed a prize.

ErrOut: Number of incorrect prize payouts.

清除账目: 清除所有账目。

2.Quick Set

Conin/Game: Number of coins required per game. Range: 1~99, default: 2 coin.

Round/Gm: How many games can be played per coin insertion. Default: 1 game.

WinRate

01WinRate: Set the payout count for Claw 01.

02WinRate: Set the payout count for Claw 02.

03WinRate: Set the payout count for Claw 03.

01 Claw Strength

C1Force: The value for the claw's strong grab strength.

C2Force: The value for the claw's weak grab strength.

BigTime: How long the strong grab lasts (takes effect after "Weak at Top" is disabled).

TopPull: How much extra distance the claw pulls upward; the claw's pull/tension force.

Top2Wk: When turns on, the claw only becomes weak after reaching the top. Default: Disabled.

Positioning: Set the drop position of the prize. The claw must pass beyond the prize chute opening. Avoid setting too small, otherwise the prize may drop before reaching the chute.

CableLength: The length for the claw to descend to the bottom. Default: 17.

02 Claw Strength

C1Force: The value for the claw's strong grab strength.

C2Force: The value for the claw's weak grab strength.

BigTime: How long the strong grab lasts (takes effect after "Weak at Top" is disabled).

TopPull: How much extra distance the claw pulls upward; the claw's pull/tension force.

Top2Wk: When enabled, the claw only becomes weak after reaching the top. Default: Disabled.

Positioning: Set the drop position of the prize. The claw must pass beyond the prize chute opening. Avoid setting too small, otherwise the prize may drop before reaching the chute.

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03 Claw Strength

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3.AdvanceSet

Prize Mode: 1.Guaranteed Grab 2.Fixed 3.Vending 4.Capsule

Default: Guaranteed Grab

Guaranteed Grab: If no prize has been awarded after reaching the required number of plays, the machine will continue to use a strong (high-power) claw on every subsequent play until a prize is successfully won.

Fixed: If no prize has been awarded after reaching the required number of plays, the machine will grant one additional strong grab attempt. If that attempt still fails to win a prize, the counter resets to zero and the process begins again.

Vending: When Vending Mode is enabled, if the required number of plays is reached without a win, the player will be granted free plays (with strong grab) repeatedly until a prize is successfully won.

Capsule: When Gacha Mode turns on, the player will receive one bonus capsule (gacha ball) with every paid game played.

Game Time: Game time per play, in seconds. Range: 30–60. Default: 30 seconds.

Air Catch: When enabled, pressing the start button while the claw is descending allows the claw to grab mid-air. Default: Enabled.

Move Speed:

Left/Right Speed: Speed of the left/right motor. Range: 40–100. Default: 70.

Front/Back Speed: Speed of the front/back motor. Range: 40–100. Default: 70.

Up/Down Speed: Speed of the up/down motor. Range: 40–100. Default: 80.

4. Test

Auto Test: Tests the operation of various crane components.

Test Count: Total number of tests performed.

Win Signal: Number of times the prize detection photo-eye (win sensor) was triggered during testing.

Coin Signal: Number of times the coin acceptor was triggered during testing.

Man Test: Manually tests the operation of various crane components.

01 Claw Motor

Test Gantry FB: Tests whether the crane's forward/backward movement motor and microswitches are functioning properly.

Test Gantry LR: Tests whether the crane's left/right movement motor and microswitches are functioning properly.

Test Gantry UD: Tests whether the claw's up/down movement motor and microswitches are functioning properly.

Sensor Test: Tests whether the prize detection photo-eye is functioning properly.

02 Claw Motor

Gantry Forward/Back: Tests whether the gantry's forward/backward movement motor and microswitches are functioning properly.

Gantry Left/Right: Tests whether the gantry's left/right movement motor and microswitches are functioning properly.

Crane Up/Down: Tests whether the claw's up/down movement motor and microswitches are functioning properly.

Sensor Test: Tests whether the prize sensor is functioning properly.

03 Claw Motor

Gantry Forward/Back: Tests whether the gantry's forward/backward movement motor and microswitches are functioning properly.

Gantry Left/Right: Tests whether the gantry's left/right movement motor and microswitches are functioning properly.

Crane Up/Down: Tests whether the claw's up/down movement motor and microswitches are functioning properly.

Sensor Test: Tests whether the prize sensor is functioning properly.

Coin Test: Tests whether the coin acceptor is functioning properly.

Joystick Test: Tests whether the joystick is functioning properly.

Sound Test: Tests whether the gantry's left/right movement motor and microswitches are functioning properly.

5. Factory

Standby Mus: Whether to play music while the machine is in standby mode. Default: On.

Free Games: When turn on, allows free gameplay without inserting coins. Default: Off.

Language: Switches the machine language between Chinese and English. Default: Chinese.

Factory Reset: Resets all parameters to factory default values. Default: Off.

6. SysInfo

Version: xxx software version

Info:Information parameters

Date: Software update date

7. Exit

Exit Menu and Return to Game Screen.

3、Troubleshooting

Fault display	Error manifestation	Possible Cause	Solution
Claw Up Fault	Claw cannot go up or down	1. Poor connection of gantry	Reconnect the gantry connector
		2. Rope reversed or slipped off the wheel	Enter machine test mode and reroute the rope
		3.Up gear worn out / slipping	Replace the gear
		4. Up motor broken	Replace the motor
		5. Motherboard broken	Replace the motherboard
	Claw keeps pulling up after reaching the top until error occurs	1. Poor connection of gantry	Reconnect the gantry connector
		2. Upper limit microswitch broken	Replace the microswitch
		3. Motherboard broken	Replace the motherboard
Claw Down Fault	Claw cannot go up or down	1. Poor connection of gantry	Reconnect the gantry connector
		2. Rope got stuck, unable to trigger the switch	Adjust the rope to ensure smooth movement
		3. Upper limit microswitch broken	Replace the microswitch
		4. Motherboard broken	Replace the motherboard
Gantry Left&Right Fault	After moving gantry to center and powering on, gantry does not move	1. Poor connection of gantry	Reconnect the gantry connector
		2. Left/right movement gear worn out / slipping	Replace the gear
		3. Left/right movement motor broken	Replace the motor
		4. Motherboard broken	Replace the motherboard
	After moving gantry to center and powering on, the motor keeps running even after hitting the microswitch until error occurs	1. Poor connection of gantry	Reconnect the gantry connector
		2. Left stop microswitch broken	Replace the microswitch
		3. Motherboard broken	Replace the motherboard

Gantry Front Fault	After moving gantry to center and powering on, gantry does not move	1. Poor connection of gantry	Reconnect the gantry connector
		2. Forward/backward movement gear worn out / slipping	Replace the gear
		3. Forward/backward movement motor broken	Replace the motor
		4. Motherboard broken	Replace the motherboard
Gantry Back Fault	After moving crane to center and powering on, the motor keeps running even after hitting the microswitch until error occurs	1. Poor connection of gantry	Reconnect the gantry connector
		2. Forward/backward stop microswitch broken	Replace the microswitch
		3. Motherboard broken	Replace the motherboard
Please Do Not Shake the Machine	Machine shaking	1. Someone is shaking the machine	The alarm will automatically clear when shaking stops
		2. Anti-shake device is stuck	Adjust the anti-shake device
Please Take the Prize	Prize sensor error	1. Prize not taken out, sensor blocked	Take the prize out
		2. Sensor detection distance adjusted too far	Readjust the detection distance of the sensor
		3. Poor connection of sensor cable	Reconnect the sensor connector
		4. Black sticker for the sensor missing	Re-stick the sticker in alignment with the sensor position
		5. Sensor broken	Replace the sensor
Coin Acceptor Error	Coin Acceptor Error	1. Coin acceptor signal setting error	Set the coin acceptor switch to the "NO" position
		2. Coin acceptor broken	Replace the coin acceptor

4. Software Update



Update 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.

5. Instructions of Motherboard Connections

P15 Console

1	IN23 Capsule Signal	2	IN22 Service Button
3	IN21 Setting Button	4	IN18 Shake Alarm
5	IN17 Joystick Right	6	IN16 Joystick Left
7	IN15 Joystick Back	8	IN14 Joystick Front
9	IN13 Confirm Button	10	IN12 Middle Limit Sensor
11	IN11 Coin Acceptor	12	+5V
13	GND	14	GND
15	GND	16	GND
17	GND	18	GND
19	GND Potentiometer 1 Black	20	GND
21	AUO Potentiometer 3 White	22	AUI Potentiometer 2 Red
23	+12V	24	+12V
25	+12V	26	+12V
27	SP+ Speaker -	28	SP- Speaker +
29	OP1 Coin Counter (Meter)	30	OP2 Prize Counter (Meter)
31	OP3 Prize Light Strip	32	OP4
33	OP5 Button Light	34	OP6 Capsule Output
35	OP7	36	MOSI2 LCD RW
37	MISO2 LCD REST	38	SCK2 LCD EN
39	NSS2 LCD RS	40	MOSI1 Light Strip Data

P14 Gantry

1	TSV Claw -	2	IN22 Claw +
3	MC2 Up/Down Motor -	4	GND
5	MC1 Up/Down Motor +	6	IN24 Fwd/Back Stop Switch
7	MB2 L/R Motor -	8	IN25 Dual-wire Back Stop
9	MB1 L/R Motor +	10	IN26 Left Stop Switch
11	MA2 Fwd/Back Motor -	12	IN27 Up Stop Switch
13	MA1 Fwd/Back Motor +	14	IN28 Down Stop Switch

P9

1	GND
2	RX1
3	TX1
4	+12V

P8

1	485B
2	GND
3	GND
4	485A

P7

1	+12V
2	OP8
3	OP9
4	OP10

P2 Power

1	+VB Claw Power
2	+VA Motor Power
3	GND Power Ground
4	GND Power Ground
5	+12V Power Box Unit 12V

