

NSM AMERICA INC.

5707 N. Rose Street • Chicago, Illinois 60631
Phone: 312/992-2280 • Fax: 312/992-2089

August 9, 1993

" SERVICE INFORMATION "

TO: All NSM Distributors

RE: US Standard locks installed into Performer Grand II

Dear Distributors,

We are happy to announce that US Standard locks are now being installed into Performer Grand II.

The starting serial numbers for the machines are:

3580-2286 upwards

3870-2978 upwards

If you have any questions, please contact our service department.

Mike Jablonski
Mike Jablonski
MK/dp

NSM AMERICA INC.

1158 Tower Lane • Bensenville, Illinois 60106
Phone: 708/860-5100 • Fax: 708/860-5144

December 3, 1993

Attention: Service Managers, Parts Managers and Sales Managers

Dear NSM Distributor,

Recently it was brought to our attention that we have failed to inform everyone of an excellent feature added to our jukeboxes in January of 1993.

All major components of each machine have 1 inch square stickers with the serial number of the jukebox printed on them. These stickers will self destruct when removed; therefore they cannot be moved from one component to another. If the sticker is missing the warranty is void.

This feature allows you to know with certainty if a jukebox is under warranty. By the way, NSM America's warranty is 12 months from the date our distributor sells the jukebox.

The serial number prefixes are as follows:

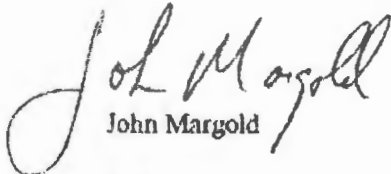
3310	Performer Classic	3870	Performer Grand II (US)
3330	Performer Wall	3580	Performer Grand II (Germany)
3440	Firebird	3570	Old Fashion Wizard
3650	Hideaway		

The zero in each prefix is dropped on the stickers. The number on the stickers may look like this:

331
8292

We hope this clears up any confusion.

Regards,


John Margold

JM/cc

CC: Mike Jablonski
Service Manager

NSM AMERICA INC.
1158 Tower Lane
Bensenville, IL 60106
(708) 860-5100 FAX 860-5144

NSMM.U.S.I.C.

May 17, 1995

Fax # 4822
Page 1 of 2

TO: NSM America Distributors
ATTN: Service Managers and Sales Managers
FROM: John Margold *JM*
RE: Test Fixtures

Hopefully, every distributing office that represents NSM has an ESV Hideaway as a test fixture. The fixture can be used on the technology of Firebird II, Old Fashion Wizard, Performer Wall and Performer Grand II - the original ESV. However, Solid Gold's board is different. Many of you have already upgraded your Hideaways so that they can handle ESV and the Solid Gold's 5.1 technology. Now that all NSM jukeboxes are going to be 5.1 technology (Digital Thunder, Digital Thunder Wall, Performer Wall 2000 and Performer Grand 2000) I urge you to make sure your ESV Hideaway is upgraded.

The list of necessary parts is on page 2 of this fax. Our Service Manager, Tony Lantz, can answer any questions you may have. The total cost of the eight items is \$128.10. This is a small price to pay to be able to stand behind the product that you sell. Digital Thunder will be here soon, so please act promptly.

SERVICE MEMO

**TO: ALL DISTRIBUTORS
SERVICE MANAGERS**

FROM: NSM SERVICE DEPARTMENT

**RE: UPGRADING ES 5 HIDE AWAY (TEST FIXTURES) FOR SOLID GOLD
AMPLIFIER.**

**THE FOLLOWING IS A LIST OF PARTS NEEDED TO UPGRADE THE ES 5 TEST FIXTURE
SO SOLID GOLD AMPLIFIERS CAN BE TESTED AND WORKED ON.**

- 1 - 223-454 TRANSFORMER FOR SOLID GOLD**
- 1 - 171-790 TRANSFORMER TO CENTRAL CABLE**
- 1 - 172-504 AMPLIFIER TO OUTPUT TRANSFORMER CABLE**

**TO MAKE IT EASIER TO WORK ON , BY LEAVING THE CCU MOUNTED, THE
FOLLOWING CABLES CAN BE USED.**

- 1 - 177-479 12 WIRE CABLE FROM CCU TO SOLID GOLD AMP.**
- 2 - 225-616 PIN CONNECTOR**
- 2 - 172-506 10 WIRE CABLE**

**ONE OF THE 172-506 (10 WIRE CABLE) MUST BE SPLIT IN HALF TO ADD TO THE OTHER
172-506 TO MAKE A 15 PIN CABLE. THE 2 225-616 15 PIN CONNECTORS ARE TO BE USED
ON THE ENDS OF THE NEW 15 WIRE CABLE.**

IF THERE ARE ANY QUESTIONS PLEASE CONTACT NSM'S SERVICE DEPARTMENT.

NSM Parts Notes

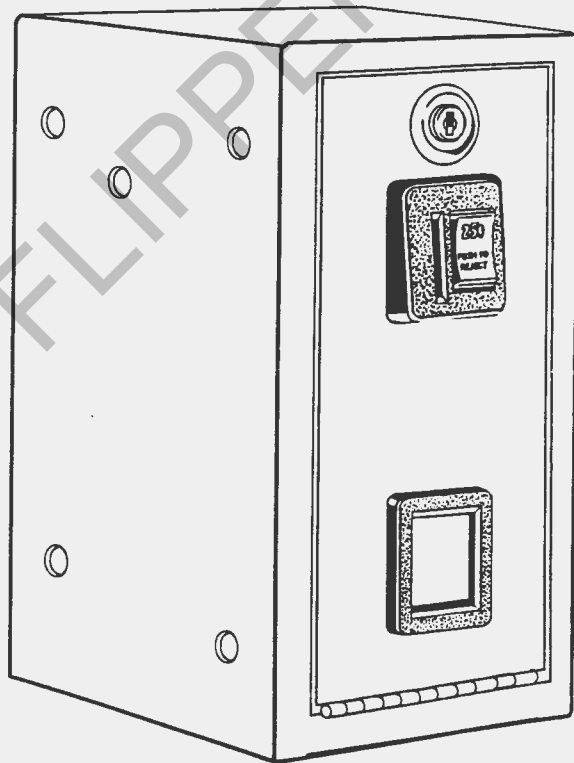
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June 27, 1995

We have a few special sale items of interest that we'd like to take a moment to mention to you:

* NSM America offers a side-mounted coin box for use with its wall jukeboxes. The coin box, manufactured by Happ Controls, includes all hardware and instructions for easy mounting. Our regular distributor cost is \$150.00/each. Through July 31st, we are offering our Happ coin box at a special price of \$125.00 (*). This provides a great opportunity to add this item to your line of NSM accessories.



(* Prices are valid through the specified date or while quantities last.

NSM Parts Notes

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* Since the introduction of the *Solid Gold*, NSM floor models have been equipped with the Dixie Narco DBA3 validator. Several past NSM floor models, including *Galaxy 200*, *Galaxy CD*, *Performer Grand I*, and *Performer Grand II*, are designed to work with the -26 model from Dixie Narco. Currently, NSM has an inventory of approximately 50 units of the -26 model remaining in stock, and we are now extending a special price on these few units.

Purchase of 1 to 5 unit(s): **\$ 225.00/each (*)**
 Purchase of 5 or more units: **\$ 200.00/each (*)**

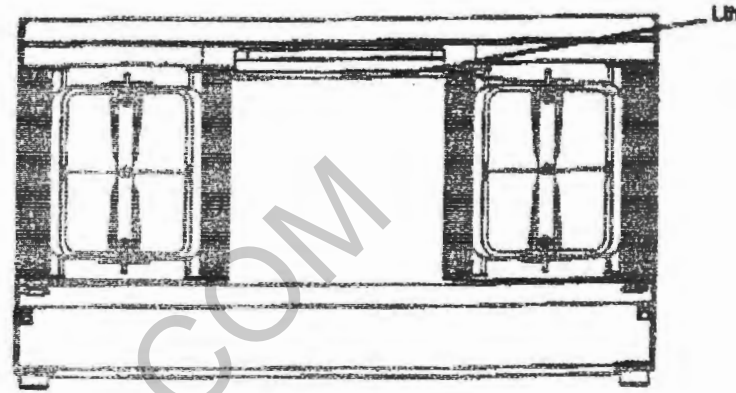
To clearly illustrate the value of this price, the individual pricing of the components of this kit are as follows:

<u>Component</u>	<u>Part #</u>	<u>Distributor Cost</u>
Transport	1X 224-0603	\$ 210.00
Stacker	48X-646	\$ 125.00
Controller	1X 223-0005	\$ 100.00
Input/Output Cable - Controller/Centrale	39X-910-360	\$ 13.95
Cable Harness For Stacker	39X-260-360	\$ 12.95
Input Power Cable	39X-270-360	\$ 9.95
Power Cable	39X-920-360	\$ 9.95
<hr style="border-top: 1px dashed black;"/>		
Total Cost		\$ 481.80

At a cost of **\$ 225.00/each**, this is a great bargain! As noted above, quantities are limited, and orders will be filled first-come, first-serve.

() Prices are valid through the specified date or while quantities last.*

NSM recently introduced its new *Digital Thunder* series - the *Digital Thunder* and *Digital Thunder Wall* jukeboxes. Among the most significant improvements in these jukeboxes is NSM's new **MBC III** (Music Box Changer, Third Edition) CD changer. Several enhancements have been made in NSM's latest CD changer technology, including:



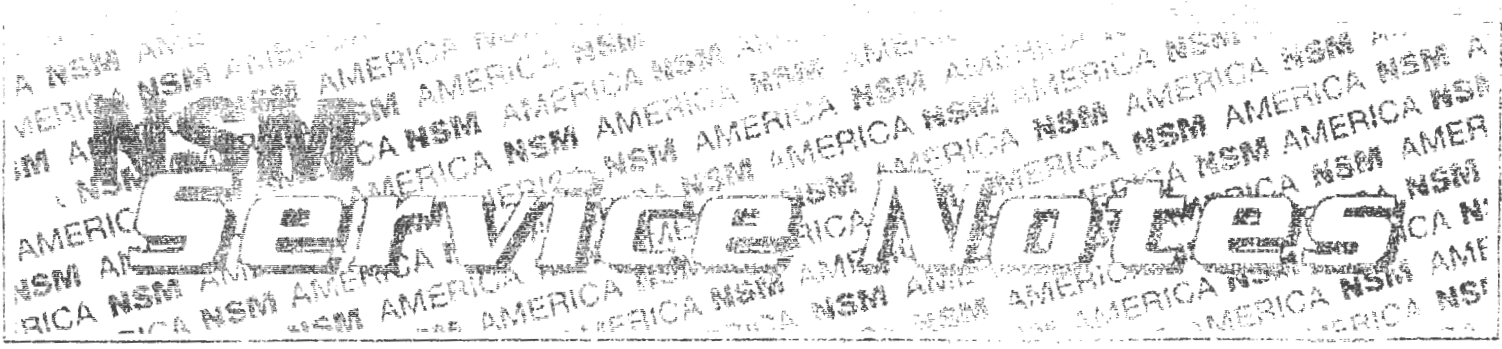
- * The integration of Phillip's new CDM 12 laser player.
- * A new design of our changer's magazine and tray assemblies, including a **magazine with a snap-out handle**, and trays which lock in place to prevent any CD's from falling out of the magazine when transporting between locations.
- * An enhanced **lift assembly featuring a dual-axis design** which allows for even more stability and a faster delivery of the CD to the player.
- * The relocation of all electronic components of the CD changer to the bottom of the CD changer. These components are accessible and serviceable by removing the bottom plate on the cabinet of the CD changer.

With these improvements to our already-reliable CD changer, the average time to deliver music is approximately 2.2 seconds.

The introduction of our **MBC III** CD changer represents the most significant technological improvement in NSM's new jukeboxes. The following major components will be used in all of NSM's new jukeboxes:

Part #	Description
177-437	Output Stage/Centrale
178-239	CCU
176-730	Title Drum

Please note that the CCU uses a new version E-Prom (# 178-238). Two E-Prom chips have been mailed to your office today. When they arrive, please "burn in" several copies of this new E-Prom and keep them on-hand in your shop, for customers who may later require a copy. Additional E-Proms may be purchased at a cost of \$ 9.95/each.



NSM AMERICA - 38 Taylor Lane - Bensenville, IL - 60106 - Phone: (708) 860-5100 - FAX: 860-5101

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July 25, 1995

NSM's Service Department is continuing to quicken the return of components sent in for repair. We do, however, recognize that advance replacements are often necessary to quickly alleviate a customer's technical problem. This policy is one which we have had in place for several years, and it is an important part of servicing and supporting the NSM product. It is important at this point, however, to clarify our policy and point out a few areas in which, as NSM distributors, we need your help:

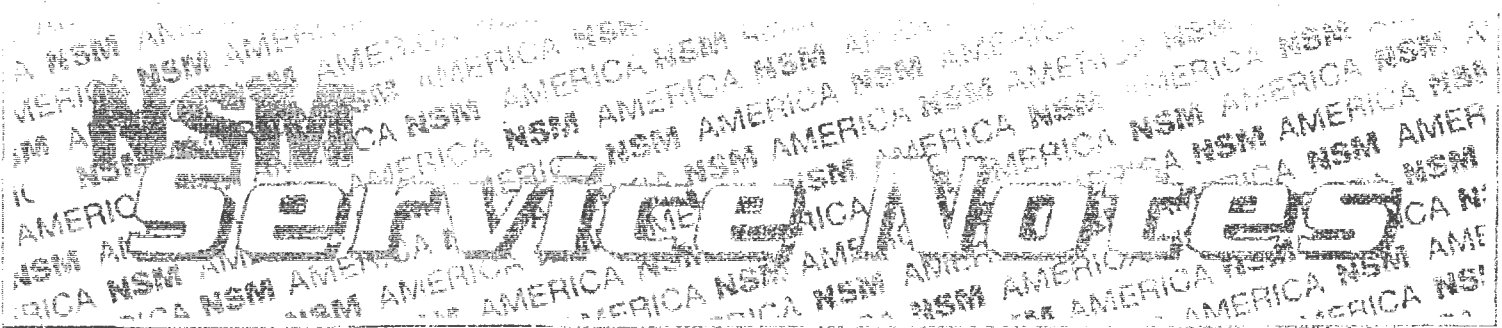
Policy: NSM America will ship on advance replacement major components from jukeboxes sold by NSM America within the last year. In terms of technologies, this would include jukeboxes from ES V technology and newer.

Procedure: Advance replacement items should be requested after consultation with an NSM Service Technician to clarify the nature of the technical problem. (Describing the problem in detail to one of our service technicians allows us to pinpoint the problem and offer an efficient solution.) If it is determined that an advance replacement of a defective component is necessary, our staff will take your order and expedite its shipment. Please note that the serial # of the jukebox as well as a customer reference # is needed when placing your order. At this time, our staff person will give you a reference number which should be noted on the paperwork returned with the defective component. **It is imperative that the defective component be received at our offices no later than 15 days after placement of your order! If the defective component is received after this date, it will be considered customer property, an invoice will be generated and the component will be considered "Repair & Return".**

Components: Those components which are available for advance replacement are:

<u>Part #</u>	<u>Description</u>	<u>Part #</u>	<u>Description</u>
175-600	ES V CD Changer for Floor Models	177-437	Output Stage/Centrale
176-360	ES V CD Changer for Wall Models	177-254	ES V CCU - Solid Gold
176-725	CDM4/53 Laser Assembly	140-100	MBC III CD Changer
177-231	ES V Decoder Board	140-314	CDM 12 Laser Assy.
176-328	ES V CCU	178-239	CCU - MBC III Changer
176-327	ES V Centrale	88X5100	Dixie Narco DBA3

Your support in this program is essential. By returning the defective components quickly, we can assure ourselves of availability of these components as well as the timely issuing of credits against these returns.



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July 25, 1995

The introduction of our new CD technology makes it necessary for all NSM distributors to equip their shops with test fixtures to service these new components. NSM's current ES V Hideaway can be modified to allow testing of our new Amplifier/Output Stage (# 177-437), first introduced in NSM's *Solid Gold* and now a standard in all new NSM jukeboxes. The parts needed for this modification are listed below:

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>
1	223-454	Transformer For <i>Solid Gold</i>
1	171-790	Cable Harness - Transformer To Amplifier
1	172-504	Cable Harness - Amplifier To Output Transformer
1	177-479	Cable Harness - 12 Pin - CCU To Amplifier/Output Stage
2	225-616	15-Pin Connector
2	172-506	Cable Harness - 10 Pin

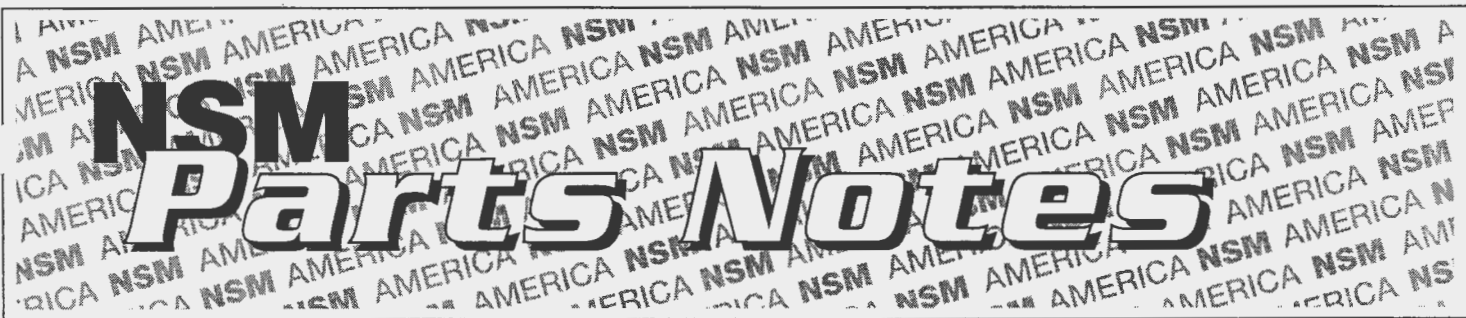
Modifying your ES V Hideaway with these components will allow your technicians to work on NSM's new Amplifier/Output Stage (# 177-437) without having to remove any components. This installation requires splitting one of the 10 Pin Cables (# 172-506) in half and connecting it to the other 10 Pin Cable (# 172-506) to create a 15 Pin Cable. The two 15 Pin Connectors (# 225-615) must be used at each end of this newly-created wire.

In addition, the following cable harness and E-Prom can be installed to configure the ES V Hideaway to test our new MBC III CD changer:

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>
1	178-242	Cable Harness - 6 Pin - MBC III To Output Stage/Centrale
1	178-238	E-Prom

With these components, your shop will be able to service NSM CD technology. At this time, we have a very limited number of ES V Hideaway units. In order to sufficiently equip your shop, please consider the purchase of one of these Hideaway units.

If you have any problems or questions, please feel free to contact the NSM America Service Department.



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RECEIVED AUG - 8 1995

August 3, 1995

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Light-en Up Your Summer!

As an NSM distributor, your parts department is obligated to stock several different types of fluorescent lamps. The following is a listing of the (9) different fluorescent lamps used in different NSM models:

Part # **Description**

226-033 F30T8 30 Watt Fluorescent Lamp

Models: *Consul ES 160(1), City Combi(1), Digital Thunder(2)*

226-071 18 Watt Fluorescent Lamp

Models: *240 I(1)*

226-072 F4T5 4 Watt Fluorescent Lamp

Models: *CD Fire(4), FireBird I(4), Fire Country(2), FireBird II(4), Old Fashion Wizard(4), Performer Wall(4), Digital Thunder(1), Digital Thunder Wall(4), Performer Wall 2000(4)*

226-073 16 Watt Fluorescent Lamp

Models: *Festival ES 160(1), Prestige ES 160(1), Satellite 200(1)*

226-074 18 Watt Fluorescent Lamp

Models: *City ES 160(1), Prestige II(1), City II(1), City IV(1), City Combi(1), Galaxy 200(2), CD Galaxy(1), Silver Sky(1), Fascination(1), Performer Grand I(1), Performer Grand II(1)*

226-075 F13T5 13 Watt Fluorescent Lamp

Models: *Concert 240(1), CD Galaxy(1), CD Fire(2), Silver Sky(2), FireBird I(2), FireCountry(1), Fascination(2), Silver City(2), Performer Grand I(2), Performer Classic(3), FireBird II(2), Old Fashion Wizard(2), Performer Wall(2), Performer Grand 2000 (2)*

226-078 Watt Black Fluorescent Lamp

Models: *Galaxy 200(1)*



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Part # **Description**

226-079 F8T5 8 Watt Fluorescent Lamp

Models: *CD Galaxy(2), FireBird I(2), FireCountry(2), Fascination(4), Performer Grand II(2), FireBird II(2), Old Fashion Wizard(2), Performer Wall(3), Digital Thunder Wall(2), Performer Grand 2000(2), Performer Wall 2000(2)*

226-085 F15T8 15 Watt Fluorescent Lamp

Models: *Concert 240(1), CD Fire(1), Silver City(1), Performer Grand I(2), Performer Grand II(2), Performer Classic(2), Digital Thunder(1)*

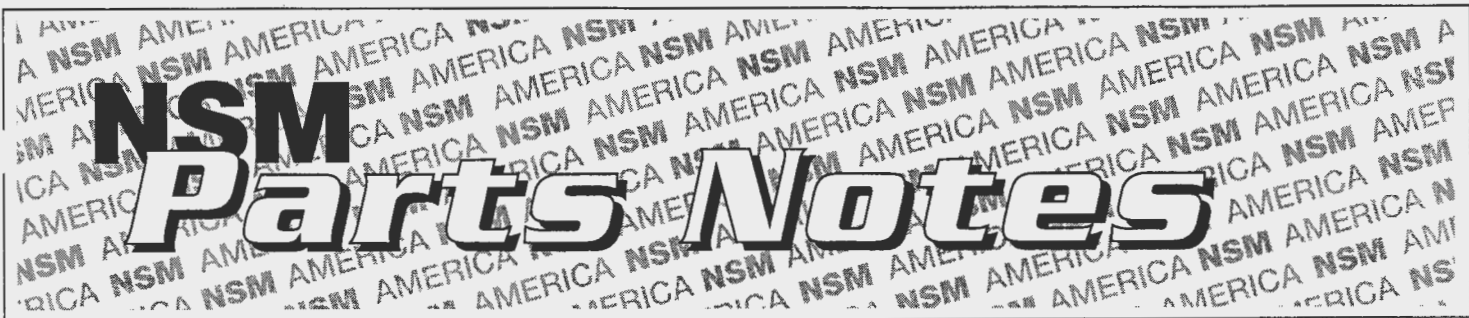
To help our distributors stock those items that we feel are necessary to have on-hand, NSM America is offering special pricing on quantity purchases of selected fluorescent lamps. Through August 31st, the following lamps are available special pricing:

<u>Part #</u>	<u>Description</u>	<u>Special Cost/Unit</u>	<u>Special Cost/Case</u>
226-033	F30T8 30 Watt Fluorescent Lamp (Case of 24)	\$ 3.50	\$ 84.00
226-072	F4T5 4 Watt Fluorescent Lamp (Case of 24)	\$ 2.00	\$ 48.00
226-075	F13T5 13 Watt Fluorescent Lamp (Case of 25)	\$ 2.25	\$ 54.00
226-079	F8T5 8 Watt Fluorescent Lamp (Case of 24)	\$ 2.50	\$ 60.00
226-085	F15T8 15 Watt Fluorescent Lamp (Case of 24)	\$ 4.75	\$114.00

To illustrate the savings available with this special pricing, please note our regular distributor costs:

<u>Part #</u>	<u>Description</u>	<u>Cost/Unit</u>	<u>Total Cost/Case</u>
226-033	F30T8 30 Watt Fluorescent Lamp (Case of 24)	\$ 5.90	\$ 141.60
226-072	F4T5 4 Watt Fluorescent Lamp (Case of 24)	\$ 2.50	\$ 60.00
226-075	F13T5 13 Watt Fluorescent Lamp (Case of 24)	\$ 3.00	\$ 72.00
226-079	F8T5 8 Watt Fluorescent Lamp (Case of 24)	\$ 3.25	\$ 78.00
226-085	F15T8 15 Watt Fluorescent Lamp (Case of 24)	\$ 6.40	\$ 153.60

Please note that these special prices are only valid on purchases of cases of 24. This special pricing is good through August 31st, so be sure to take this opportunity to "stock up" your parts department.



NSM Parts Notes

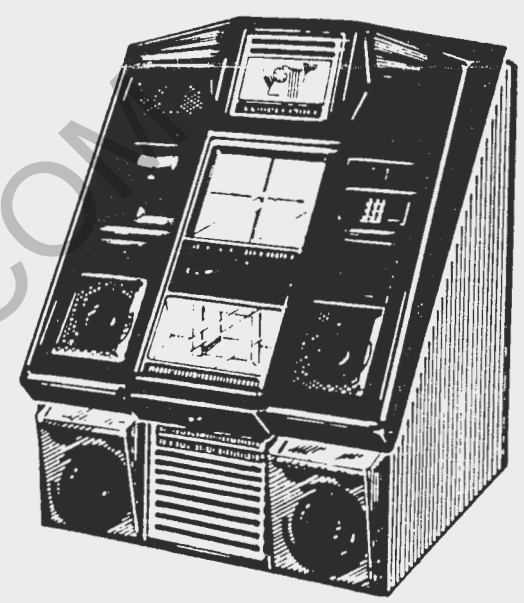
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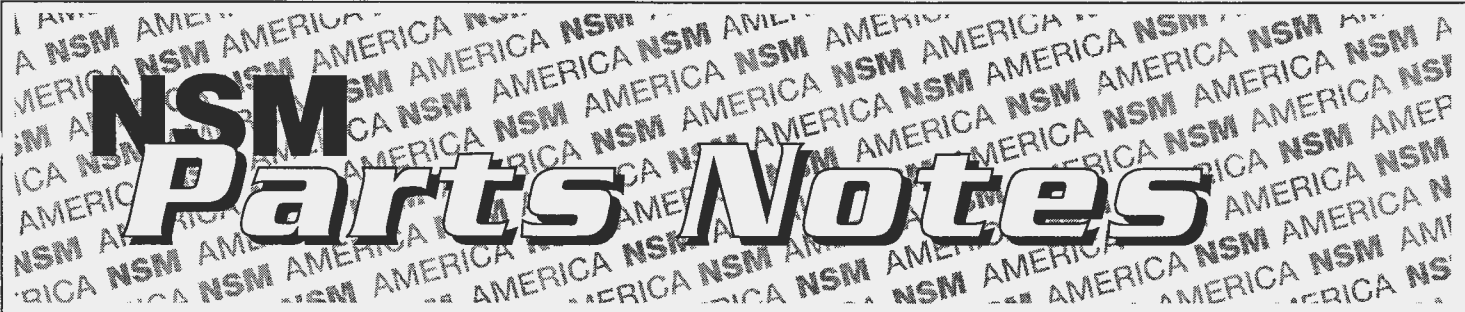
Digital Thunder

While NSM America has already notified our distributors regarding those essential components (i.e. our MBC III "Start-Up" kit) needed to properly service our new jukeboxes, we have yet to inform you about certain "cosmetic" parts for our new floor model. In particular, the *Digital Thunder* uses parts such as front glasses, speaker grills, and coin & bill entry pieces that are different from its predecessor, the *Solid Gold*. The part #'s of each of these items, including description and distributor cost, is listed below:



<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
160-053	Top Glass	\$ 89.95
160-054	Middle Glass - Title Display & CD Changer	\$ 105.95
160-055	Bottom Glass - Speaker Grill	\$ 69.95
160-057	Middle Left Front Glass - Coin Insert, Bill Insert, & Title Selector	\$ 89.95
160-059	Middle Right Front Glass - Keypad	\$ 55.95
178-152	Upper Left Speaker Grill	\$ 12.95
178-154	Upper Right Speaker Grill	\$ 12.95
178-150	Middle Speaker Grill (2 per unit)	\$ 13.95
178-165	Lower Speaker Grill (2 per unit)	\$ 55.95
178-266	Coin Entry Frame	\$.60
178-267	Coin Entry Chute	\$.95
178-268	Bill Entry Frame	\$.95

At this time, we have several of these items in-stock, and several others we will have in-stock shortly. If you have any questions regarding these parts or would like to order any of these items, please feel free to call the NSM Parts Department.



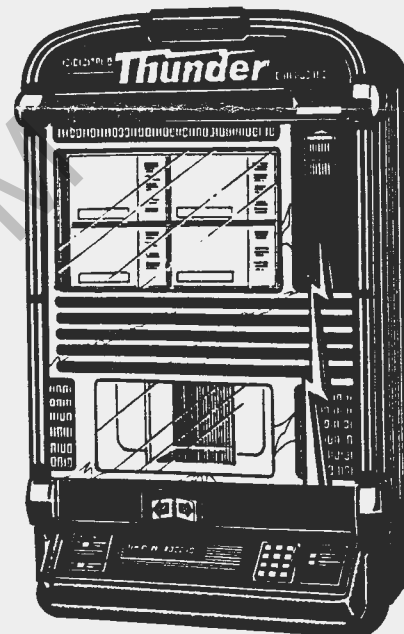
NSM Parts Notes

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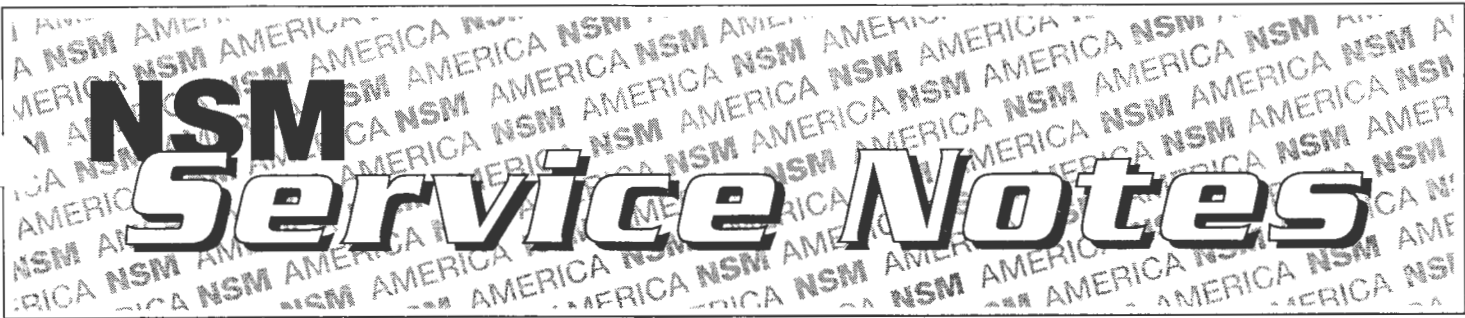
Digital Thunder Wall



Within the last few weeks, NSM America began shipping its new *Digital Thunder Wall*. At this time, we are awaiting shipment of the Service Manual for this unit. We are aware of a few of the "cosmetic" parts for this jukebox. A listing of the part #'s of these items, including description and (expected) distributor cost, is listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
160-028	Front Glass	\$ 74.95
177-908	Top Trimplate "Digital Thunder"	\$ 49.95
176-684	Upper Left Lamp Mask	\$ 6.95
176-687	Upper Right Lamp Mask	\$ 6.95
250-383	Left Side Longitudial Lamp Mask	\$ 32.95
250-382	Right Side Longitudial Lamp Mask	\$ 32.95
250-273	Top Left Edge Connector	\$ 20.95
250-274	Top Right Edge Connector	\$ 20.95
250-275	Bottom Left Edge Connector	\$ 20.95
250-276	Bottom Right Edge Connector	\$ 20.95

At this time, we have several of these items in-stock, and several others we will be receiving in the next few weeks. For further information regarding spare parts questions on our new *Digital Thunder Wall*, please feel free to call the NSM Parts Department.



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RECEIVED AUG 14 1995

Service Bulletin

Bulletin #: 0895A
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August 10, 1995

To: All NSM Distributor Service Personnel
From: NSM America Service Department
Re: ES V "Real Time" Clock Losing or Gaining Time

For some time now it has been noticed that the "Real Time" Clock on the ES V jukebox's control unit is not always functioning correctly. The recognition of this problem has prompted our engineers to investigate this situation further.

The result of our engineers' testing is that the timer-chip IC5 (mk48T18) may pick up spurious noise through Pin 1 (N/C) and this somehow "fast-forwards" the "Real Time" Clock.

This problem is corrected in the following way:

Solder in a 10K pull-up resistor between IC5 pin 1 and IC5 pin 28.

If you have any questions or problems, please feel free to contact the NSM America Service Department.

NSM Parts Notes

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September 5, 1995

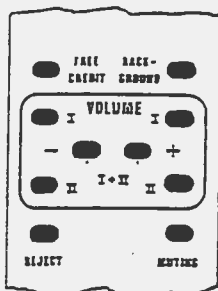
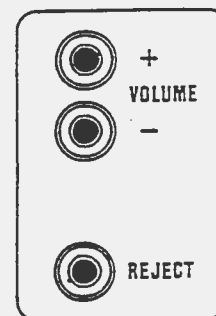
Turn Up The Volume of Your NSM Parts Inventory!

As we enter the busy fall season, NSM America would like to help you stock your inventory of wired volume controls for NSM CD jukeboxes. In particular, NSM America offers two different volume controls:

Part #
170-212

Description

This basic volume control features a volume up button, a volume down button, a reject button, and is equipped with a 1 meter cable.



Part #
171-743

Description

This full-featured volume control contains volume up and down buttons for both the left and right channels, as well as reject, muting, free credit, and background buttons. This volume control is equipped with a 5 meter cable.

While NSM America has worked to maintain competitive pricing on our spare parts, we still try to offer additional savings (when possible) to help our distributors better stock NSM spare parts. In particular, we are offering the following sale on our wired volume controls through September 31st:

Part #	Description	Distributor Cost	Special Price
170-212	3-Button Wired V.C.	\$ 30.00/each	\$ 25.50/each with the purchase of 5 or more units
171-743	Full-Featured Wired V.C.	\$ 48.95/each	\$ 41.75/each with the purchase of 5 or more units

Please note that these price savings are offered to give you not only a cost savings per unit but also to encourage you to stock those items which you frequently sell.

NSM Parts Notes

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September 5, 1995

In keeping with our "volume" theme, NSM America would like to give you the opportunity to increase the "power" of your NSM parts inventory with a special offer on our 200 Watt Amplifier (Pt.# 171-702) and its major components. This amplifier is used in the following NSM jukeboxes: *Concert 240 II, Concert 240 III, Galaxy 200, City IV, City Combi, Galaxy CD, CD Fire, Silver Sky, Silver City, FireBird I, Fire Country, Performer Grand I, Fascination, Performer Grand II, Performer Classic, Performer Wall, FireBird II, and Old Fashion Wizard.* **Needless to say, this amplifier is in high use!**

In addition, there are several key components of this amplifier in high demand as well. To help you better stock these NSM spare parts, we are offering special pricing (approximately 15% to 30% off distributor cost) on the following items through September 31st:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>	<u>Special Price</u>
171-702	Amplifier	\$ 180.00	\$ 150.00/each * *while quantities last
171-881	Ventilator Fan Assembly	\$ 34.50	\$ 29.50/each
220-396	Capacitor	\$ 3.10	\$ 2.65/each with the purchase of 6 or more units
220-436	Capacitor	\$ 3.95	\$ 3.35/each with the purchase of 6 or more units
221-886	Transistor BDW 83C	\$ 2.25	\$ 1.50/each with the purchase of 20 or more units
221-902	Transistor BDW 84C	\$ 2.25	\$ 1.50/each with the purchase of 20 or more units
222-485	Temperature Controller	\$ 3.00	\$ 2.50/each with the purchase of 20 or more units

With these cost savings available, you have not only the opportunity to more efficiently supply your customers but your technical staff as well, who may frequently use these items in servicing our 200 Watt Amplifier.

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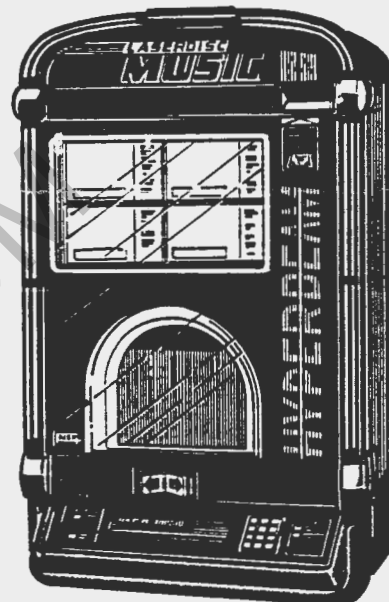
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Performer Wall

Within the last month, NSM America began shipping its new *Performer Wall 2000*. At this time, we have yet to receive the Service Manual for this unit. However, we are aware of a few of the "cosmetic" parts for this jukebox. A listing of the part #'s of these items, including description and (expected) distributor cost, is listed below:



<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
160-060	Front Glass	\$ 94.95
212-757	Top Trimplate " <i>Laser Disc Music</i> "	\$ 25.95
176-684	Upper Left Lamp Mask	\$ 6.95
176-687	Upper Right Lamp Mask	\$ 6.95
177-217	Left Side Longitudinal Lamp Mask	\$ 32.95
177-216	Right Side Longitudinal Lamp Mask	\$ 32.95
250-273	Top Left Edge Connector	\$ 20.95
250-274	Top Right Edge Connector	\$ 20.95
250-275	Bottom Left Edge Connector	\$ 20.95
250-276	Bottom Right Edge Connector	\$ 20.95

Several of these items are in-stock, and several others will be on-hand in the next few weeks. For further information regarding spare parts questions on our new *Performer Wall 2000*, please feel free to call the NSM Parts Department.

Correction: In Volume 2 of our Spare Parts Notes (dated August 3, 1995) the distributor costs on the following parts for the *Digital Thunder Wall* were incorrect. Please note:

- * Pt. # 160-028 Front Glass was listed at \$ 74.95 should be: \$ 94.95
- * Pt. # 177-908 Top Trimplate "*Digital Thunder*" was listed at \$ 49.95 should be: \$ 25.95



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September 29, 1995

New Warranty Policy

In an effort to clarify our service policy regarding warranty repairs, NSM America is adopting a new policy, effective October 15th, 1995. This policy states that the major components of an NSM jukebox will be repaired under warranty up to 15 months from the jukebox's date of sale from NSM America. This new policy will give our distributors a sufficient period of time (approximately 3 months) to sell the jukebox out of their inventory and still provide their customers with a 12 month warranty. It will also give NSM America and our distributors a clearly defined system of determining warranty status, since NSM America maintains a database of all jukebox sales over the past several years.

For this program to be effective, certain information must be included when shipping a component to NSM America for repair. In particular, the serial # of the jukebox from which the component is removed is necessary in determining the warranty/contract status of the repair. In most cases, this will not be difficult, since the major components of the jukebox (beginning with ES V technology) have been labeled with the serial # of the jukebox in which they were installed. These major components include:

- * CD Changer
- * Centrale
- * Bill Acceptor
- * Amplifier (ES V technology)
- * CCU
- * Title Drum
- * Transformer

In order to better process the receipt of repair components at NSM America, we've included in a packet we've mailed to you today an updated Return Material Form for your use. It is important that all information be included on this form each time a component is shipped to NSM America. Please make several copies of this form and keep them on-hand for your use.

All of our efforts are focused on continuing to provide our distributors with the highest level of service possible, and to make NSM America the most solidly serviced product in our industry. If you have any questions regarding any of these issues, please feel free to contact our Service Manager, Tony Lantz.



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September 29, 1995

The introduction of our newest technology - the MBC III CD Changer - represents the third generation of CD technology from NSM. This latest technology, ES 5.1, is used in all current NSM CD jukeboxes, including *Digital Thunder*, *Digital Thunder Wall*, *Performer Grand 2000*, *Performer Wall 2000*, and *Emerald Ice*. We've compiled the following chart to help you differentiate the technologies and the components used in NSM CD jukeboxes.

<u>Model</u>	<u>Technology</u>	<u>CD Changer</u>	<u>CCU</u>	<u>Centrale</u>	<u>Amplifier</u>
<i>City Combi</i>	ES IV	173-395(*)	173-268	173-270	171-702
<i>Galaxy CD</i>	ES IV	173-470(**)	174-873	173-666	171-702
<i>CD Fire</i>	ES IV	173-470	174-873	173-666	171-702
<i>Silver Sky</i>	ES IV	173-470	174-873	173-666	171-702
<i>Silver City</i>	ES IV	173-470	174-873	173-666	171-702
<i>Fire Bird</i>	ES IV	173-470	174-873	173-666	171-702
<i>Fire Country</i>	ES IV	173-470	174-873	173-666	171-702
<i>Fascination</i>	ES IV	173-470	174-873	173-666	171-702
<i>Performer Grand I</i>	ES IV	175-980(***)	174-873	173-666	171-702

Notes:

* This CD jukebox uses the Sony 6-disc CD changer. While this CD changer is no longer available for purchase from NSM America, our service department does repair this CD changer.

** This CD Changer (Pt.# 173-470) features a solid white cabinet, and uses the Phillips' CDM3 Laser Assembly (Pt. # 173-551) and Decoder Board (Pt. # 176-042). Both components are available for purchase and repair. While the CDM3 Laser Assembly is no longer available for purchase, a substitute for this laser - the CDM4/36 (Pt.# 176-973) - is available. In addition, our service department still repairs the CDM3 Laser Assembly.

*** This CD Changer (Pt.# 175-980) features a white cabinet with holes in the sides of the cabinet to allow for diffusion of light into the CD Changer cabinet. This Changer uses the Phillips' CDM4/36 Laser Assembly (Pt. # 176-973) and Decoder Board (Pt. # 176-042). Both components are available for purchase and repair.



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<u>Model</u>	<u>Technology</u>	<u>CD Changer</u>	<u>CCU</u>	<u>Centrale</u>	<u>Amplifier</u>
<i>Performer Grand II</i>	ES V	175-600(#)	176-328	176-327	171-702
<i>Fire Bird II</i>	ES V	176-360(##)	176-328	176-327	171-702
<i>Old Fashion Wizard</i>	ES V	176-360	176-328	176-327	171-702
<i>Performer Classic</i>	ES V	175-600	176-328	176-327	171-702
<i>Performer Wall</i>	ES V	176-360	176-328	176-327	171-702
<i>Nostalgia Gold</i>	ES V	176-360	176-328	176-327	171-702
<i>Solid Gold</i>	ES V	175-600	177-254(###)	-----	177-437(####)

Notes:

- # This CD Changer's (Pt.# 175-600) cabinet is black with holes in the sides of the cabinet to allow for diffusion of light into the CD Changer. This ES V CD Changer uses the Phillips' CDM4/53 Laser Assembly (Pt. # 176-725), which is available for purchase and is repaired by our service department. The decoder board (Pt. # 177-231) is available for purchase and components for this board are available as well.
- ## This CD Changer's (Pt.# 176-360) cabinet is solid black. This ES V CD Changer uses the Phillips' CDM4/53 Laser Assembly (Pt. # 176-725), which is available for purchase and is repaired by our service department. The decoder board (Pt. # 177-231) is available for purchase and components for this board are available as well.
- ### This CCU (Pt.# 177-254) is used with NSM's new Amplifier/Centrale (Pt. # 177-437). The only difference between this CCU and the other ES V CCU (Pt.# 176-328) is the mounting bracket.
- #### The *Solid Gold* is the first jukebox to use NSM's new 250 Watt Amplifier (Pt. # 177-437). This component combines the functions of the amplifier and centrale in one component.

<u>Model</u>	<u>Technology</u>	<u>CD Changer</u>	<u>CCU</u>	<u>Centrale</u>	<u>Amplifier</u>
<i>Digital Thunder</i>	ES 5.1	140-100(+)	178-239(++)	-----	177-437
<i>Digital Thunder Wall</i>	ES 5.1	140-100	178-239	-----	177-437
<i>Performer Grand 2000</i>	ES 5.1	140-100	178-239	-----	177-437
<i>Performer Wall 2000</i>	ES 5.1	140-100	178-239	-----	177-437
<i>Emerald Ice</i>	ES 5.1	140-100	178-239	-----	177-437

Notes:

- This MBC III CD Changer uses Phillips' new CDM12 Laser Player, which combines the functions of the laser player and decoder board in one component. With the installation of a new E-Prom and using a different set of cables, NSM's MBC III CD Changer can be used in any ES V jukebox.
- ++ This CCU (Pt.# 178-239) is used with the MBC III CD Changer. The only difference between this CCU and the *Solid Gold* CCU (Pt.# 177-254) is the E-Prom (Pt. # 178-238).



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Microphone Adapter Board Installation

The introduction of ES 5.1 in NSM's wall mount jukeboxes *Digital Thunder Wall*, *Performer Wall 2000*, and *Emerald Ice* jukeboxes marks the first incorporation of our 250 Watt RMS Amplifier/Centrale in our wall units. In redesigning our amplifier/centrale, the RCA input/output plugs and microphone plug were not incorporated into this unit. A special kit (# 177-488) is now available that includes a board and mounting pieces to adapt the amplifier/centrale for these functions. This kit can be used to modify our amplifier/centrale in NSM floor and wall units.

To install the Mic-Adapter board in a floor model:

- 1) Power off the phonograph and disconnect the power cord.
- 2) Open the lid frame and remove the closing plate, located on the right side of the back wall of the cabinet. Install the Mic-Adapter board on the support plate at the right side on the amplifier/centrale unit and mount it to the closing plate using the screws on the closing plate.
- 3) Plug in the free end of the connection cable into ST9 on the amplifier/centrale unit.

To install the Mic-Adapter board in a wall model:

- 1) Power off the phonograph and disconnect the power cord.
- 2) Open the front door and move the title drum to expose the amplifier/centrale unit. Install the white plastic standoff pieces on the rear wall of the jukebox, below the lower right of the amplifier/centrale unit. The Mic-Adapter board should be mounted on these pieces with microphone plug on the upper left. This will allow the connection cable to reach the ST9 position on the amplifier/centrale unit.
- 3) Plug in the free end of the connection cable into ST9 on the amplifier/centrale unit.
- 4) Feed all cables plugged into this board through the hole in the back wall of the jukebox.

While there is not a great deal of space in the wall unit, the correct placement of this board will allow for adequate access to this board and its plugs.

If you have any questions concerning this new accessory, please feel free to contact the NSM America Service Department.

NSM Parts Notes

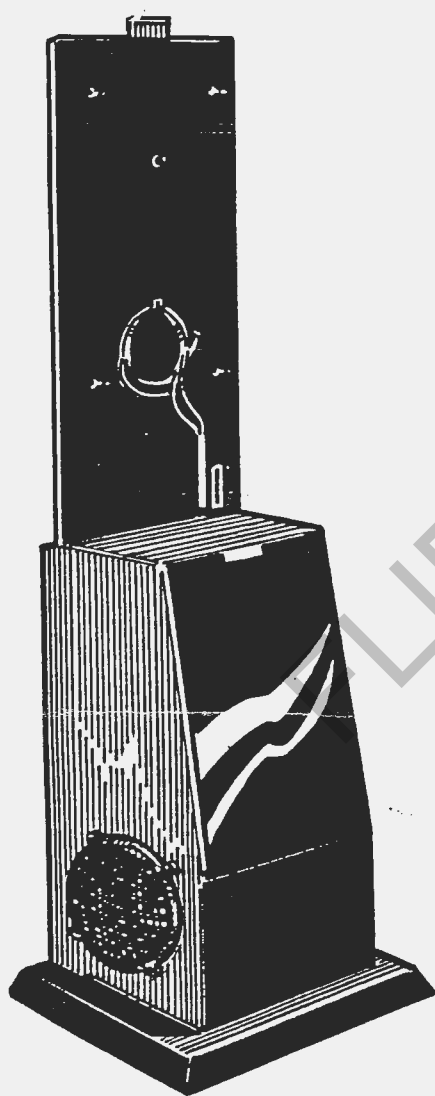
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October 3, 1995

NSM's New "Off-the -Wall" Accessory!



In a continuing effort to provide our operators with a wide variety of accessories, NSM America is now offering a new stand for its wall jukebox models. This new pedestal offers not only an attractive presentation but also an enhancement of sound. A sub-woofer in the base of the pedestal features two 10' speakers which, combined with the external speakers connected to the jukebox, provide a powerful sound.

The pedestal is made of high-grade plywood, finished with a hard laminate that is easy to clean and hard to damage - a necessity in the locations where jukeboxes are placed. The power cable and speaker wires are easily fed through a routing hole in the rear of the pedestal. The wall unit is affixed to this pedestal using (6) pre-set holes in the mounting cross of the wall jukebox. Proper mounting of the wall jukebox provides a stable setting for the jukebox.

The specifications on the pedestal are:

Height:	67"
Width:	23"
Depth:	18"
Weight:	60 lbs.
Sub-Woofer	
Speakers:	(2) 10"

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The cost of NSM's new Wall-Mount Jukebox Pedestal is \$ 395.00, and quantities are now in-stock.

NSM Parts Notes

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October 3, 1995

Microphone Adapter Board

The introduction of NSM's ES 5.1 technology in its wall mount jukeboxes *Digital Thunder Wall*, *Performer Wall 2000*, and *Emerald Ice* jukeboxes marks the first incorporation of our 250 Watt RMS Amplifier/Centrale in our wall units. This Amplifier/Centrale was first used in NSM's *Solid Gold* jukebox, and has been used in all subsequent NSM floor models. In redesigning our Amplifier/Centrale, the RCA input/output plugs and microphone plug were not incorporated into this unit. A special kit (# 177-488) is now available to adapt the Amplifier/Centrale for these functions. This kit includes the following:

- * (1) Microphone Adapter Board with 12-pin cable harness, microphone plug, and RCA input/output plugs.
- * (1) Frame mounting piece
- * (4) White plastic standoffs

In the installation of this board in NSM floor models, the frame mounting piece is used to affix the mic-adapter board on the right side of the back wall of the cabinet. The 12-pin cable harness is then plugged into position ST9 on the Amplifier/Centrale.

In the installation of the mic-adapter board in NSM wall models, install the white plastic standoff pieces on the rear wall of the jukebox, below the lower right of the Amplifier/Centrale unit. The Mic-Adapter board should be mounted on these pieces with microphone plug on the upper left. This will allow the 12-pin cable harness to reach the ST9 position on the Amplifier/Centrale unit. While there is not a great deal of space in the wall unit, the correct placement of this board will allow for adequate access to this board and its plugs.

The distributor cost on our Microphone-Adapter board is \$ 49.95. Through October 31st, however, we will offer this item at the **special price of \$ 41.95!**

If you have any questions concerning this new accessory, please feel free to contact the NSM America Parts Department.

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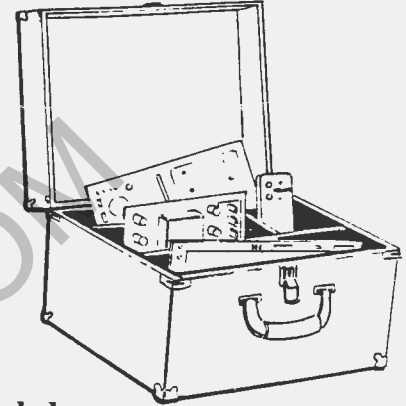
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Service Kit Special!

NSM America now offers (4) different service kits for the NSM operator to use in servicing and troubleshooting their NSM CD jukeboxes in the field. These service kits were designed for the different CD technologies which NSM has developed. The following are descriptions and distributor costs for each of these kits:



<u>Part #</u>	<u>Description</u>	<u>Components Included</u>
17X-200	ES IV Service Kit	(1) 171-702 Amplifier, (1) 173-666 Centrale, & (1) 174-873 in a sturdy carrying case
Distributor Cost:	\$ 550.00	
17X-300	ES V Service Kit	(1) 171-702 Amplifier, (1) 176-327 Centrale, (1) 176-328 CCU, & (1) 176-725 Laser Assy in a sturdy carrying case
Distributor Cost:	\$ 695.00	
17X-400	ES V Service Kit for <i>Solid Gold</i>	(1) 176-725 Laser Assy , (1) 177-254 CCU & (1) 177-437 Amplifier/Centrale in a sturdy carrying case
Distributor Cost:	\$ 795.00	
17X-500	ES 5.1 Service Kit	(1) 140-314 Laser Assy., (1) 177-437 Amplifier/Centrale, & (1) 178-329 CCU in a sturdy carrying case
Distributor Cost:	\$ 850.00	

Through October 31st, we are offering special pricing on the following service kits:

<u>Part #</u>	<u>Description</u>	<u>Regular Price</u>	<u>Special Price</u>
17X-300	ES V Service Kit	\$ 695.00	\$ 595.00
17X-400	ES V Service Kit for <i>Solid Gold</i>	\$ 795.00	\$ 725.00

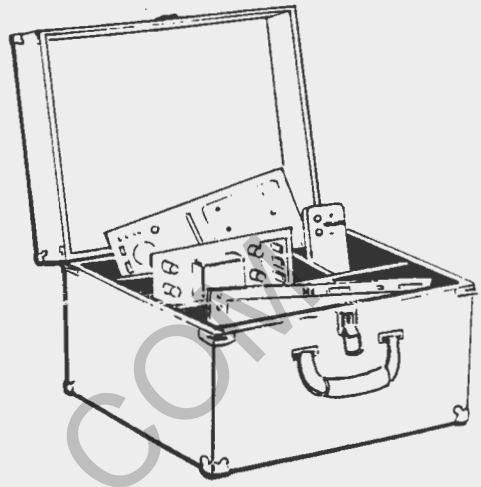
If have any further questions, please feel free to contact the NSM America Parts Department.

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* NSM America now offers (3) different serviceman's kits to accommodate the (3) different CD technologies which have been manufactured by NSM. The following is a list of these service kits:



<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
17X-200	ES IV Service Kit Components Include: Centrale (173-666), CCU (174-873), Amplifier (171-702), and a carrying case.	\$ 625.00
17X-300	ES V Service Kit Components Include: Centrale (176-327), CCU (176-328), Amplifier (171-702), Laser Assembly (176-725), Service Manual, and a carrying case.	\$ 695.00
17X-400	Solid Gold Service Kit (ES V) Components Include: Centrale/Amplifier (177-437), CCU (177-254), Laser Assembly (176-725), Service Manual, and a carrying case.	\$ 795.00

Each of NSM's service kits include a large carrying case, layered with foam padding for protection of the components in both shipping and in everyday transport.

For further information on these or any other NSM parts, please contact Orlando Marrero or Ricki Smith at NSM America, (800) 231-6761.



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New Title Drum Service Policy

In May 1994, NSM marked the introduction of the *Solid Gold* with the implementation of a new service policy regarding our title drum. From May 1994 onward, NSM America has instituted a three year warranty on our title drum. This unprecedented policy represents NSM's strong commitment to support and service its products. In the 18 months since the policy's implementation, NSM has (unofficially) honored this three year warranty policy on all title drums it has ever produced. This generous policy has led to our service department being swamped with "defective" title drums being sent in for free exchange. We have found that many of these title drums - generally newer title drums - have had only minor defects (i.e. chipped pages, a bad opto coupler, etc.). These title drums, along with the large volume of older title drums we have received, have overburdened our service department to the point where we can not service our distributor network in a timely fashion.

Due to this situation, it is necessary for NSM to revise its policy regarding defective title drums. Effective November 6th, the following policy will be enacted regarding the NSM title drum:

- * All defective title drums with a serial number of 30,000 or greater will be exchanged at no charge.
- * Defective title drums with a serial number between 13,001 and 29,999 will be exchanged for a fee of \$ 125.00 **Or** NSM America will provide the spare parts - Qty. 1 #176-832 Page Set, Qty. 4 # 174-751 Upper Worm Gear, and Qty. 4 # 174-764 Lower Worm Gear - for a fee of \$ 25.00. In this situation, as an NSM distributor you would provide the labor to rebuild the defective title drum. In order to qualify to receive these parts, you **must** provide the NSM America Parts Department with the serial number of the defective title drum for which these parts will be used.
- * For defective title drums with a serial number between 0 and 13,000, an exchange charge of \$ 250.00 will be assessed. Due to major changes in the design of the title drum, it is not possible to appropriately update these title drums with new pages and worm gears.

We'll be forwarding a new fax form, including a part # of the kit, for your use in ordering these update kits. It is necessary to use this form and provide the serial # of the defective title drum when ordering replacement page & worm gear sets.

If you have any problems or questions, please feel free to contact the NSM Service Department.



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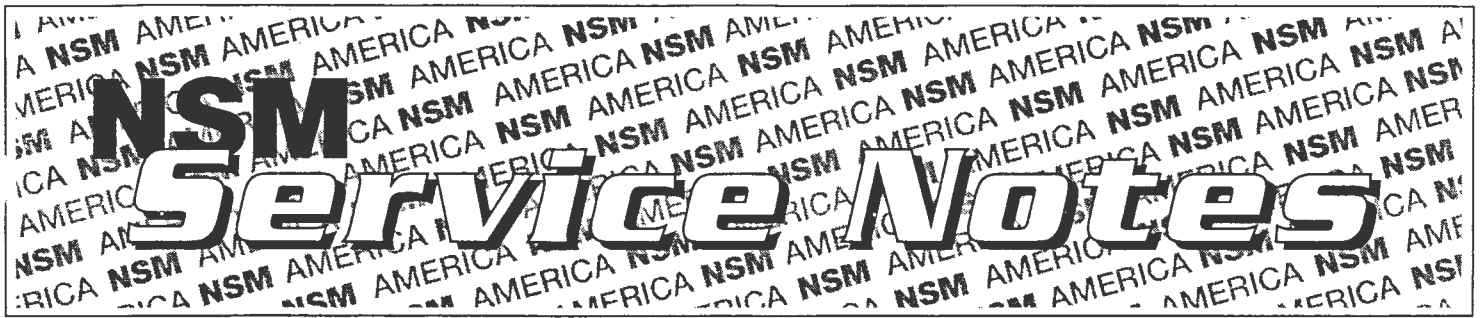
Return Material Information

In Volume 2 of our *Service Notes*, NSM America revised its warranty policy to 15 months from the jukebox's date of shipment from NSM America. At that time, we also forwarded a new **Return Material Form**. We are happy to note that most distributors are using this new form (if you did not receive a copy of this specialized form, please contact the NSM Service Department for a form). The continued use of this form is very helpful in our processing of your service repairs.

There are a few areas which we need more information. In particular, please make sure to include the **jukebox model** and the **serial #** of the jukebox from which the defective component was removed. This information is very important in determining both the warranty status of the defective component but also allows us to track and maintain accurate service records on our jukebox models. Please make it a procedure to obtain this information when your department receives defective components for repair.

Advance Replacements

In addition to improving our processing of repairs, we are also asking that you help us in our efforts to "speed up" the return of advance replacement components. Over the past few months, your office has been notified of all advance replacement returns owed to NSM America. In many cases, such notification has improved the turnaround of these components . It has also pointed out a few instances where we have failed to properly note an item's return. We are continuing to work to improve our efficiencies, and we are asking for your continued support in returning your defective advance replacement components as quickly as possible. By improving on this procedure, NSM America will be able to provide a higher level of service to our distributors and their operators.



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October 31, 1995

Technical Tips!

Each and every week, our service department receives a number of calls from both distributors and operators who experience different technical problems with NSM jukeboxes. Here are a couple of the most recently encountered problems, from the service bench of Assistant Service Manager Mike Reith.

* We have received several calls from operators who have encountered problems with their wireless transmitters. Extensive troubleshooting failed to reveal the source of the problem. After talking with several different distributors and operators, it was determined that the new, red neon signs from *Red Dog* and *Red Wolf* beers were emitting an infrared frequency in the band which interfered with the functioning of the wireless infrared transmitter/receiver.

There are two rather straightforward solutions to this problem. First, this neon sign could simply be removed from the room in which the jukebox (or its transmitter/receiver) is located. (For the record, NSM America will not take these signs in for credit!!!) Second, if the location prefers to keep the sign, a hardwired remote (either pt.# 171-743 Full-featured or pt.# 170-212 3 Button) can be installed. These wired remote volume controls will **not** be affected by any infrared-frequency-emitting beer signs.

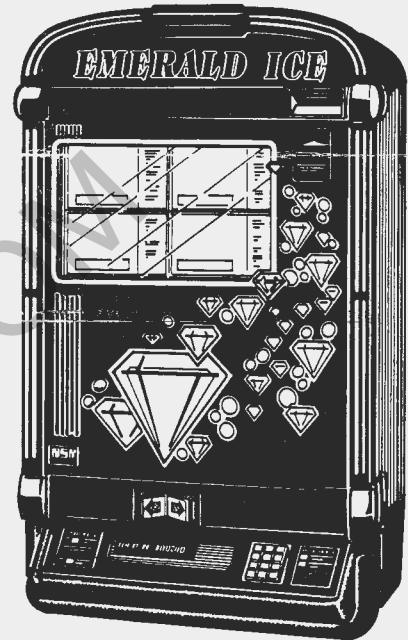
* In the past year, NSM changed the mechanical coin mechanism's drop configuration. This change causes the coin to drop into a different opto, therefore changing the coin channel that is used in the programming. This can cause the pricing to deviate from that which is programmed into the jukebox. Thus, it is important that, when installing a coin mechanism in a jukebox (used or new), please test the coin mechanism by dropping several coins through to determine whether the pricing is correct according to the operator's preference.

If the coin mechanism is not properly configured to the jukebox, go into the service program (#50 in ES IV and #70 in ES V /5.1) and adjust the coin channel program accordingly. If you have any problems with this procedure, please consult our Service Manual or contact the NSM Service Department for assistance.

Hopefully, this information may be helpful in your day-to-day service work with your operator customers. If there are any unusual problems you continue to encounter, please contact the NSM Service Department and make them aware of your problems. By working together, we can turn these problems into working solutions.

Emerald Ice

Over the past few weeks, NSM America has begun shipping quantities of its newest wall mount jukebox, the *Emerald Ice*. This jukebox offers a classy appearance and a 3-dimension type view of our working CD changer. With this jukebox now "in the pipeline", we like to inform you about certain "cosmetic" parts for our new wall model. The part #'s of each of these items, including description and distributor cost, is listed below:



<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
160-038	Front Glass <i>Emerald Ice</i>	\$ 95.00
212-768	Top Trimplate " <i>Emerald Ice</i> "	\$ 16.95
177-956	Upper Left Lamp Mask	\$ 8.95
177-958	Upper Right Lamp Mask	\$ 8.95
177-960	Left Side Longitudial Lamp Mask	\$ 17.50
177-963	Right Side Longitudial Lamp Mask	\$ 17.50
250-273	Top Left Edge Connector	\$ 20.95
250-274	Top Right Edge Connector	\$ 20.95
250-275	Bottom Left Edge Connector	\$ 20.95
250-276	Bottom Right Edge Connector	\$ 20.95

At this time, we have several of these items in-stock, and several others we will have in-stock shortly. If you have any questions regarding these parts or would like to order any of these items, please feel free to call the NSM Parts Department.

NSM Parts Notes

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November 3, 1995

Decoder Board Special!!!

The introduction of NSM's MBC III CD changer marked a major technical change from its predecessors - the incorporation of the decoder board into the CDM12 Laser Assembly. The decoder board was a key element in the ES IV and ES V CD changers. Over the past few years, NSM America has serviced and sold a large number of these decoder boards. Along with the laser player, it is one of the most frequently used CD components.

The following is a listing of the two decoder boards (ES IV & ES V), as well as the major parts used in servicing these components:

ES IV Decoder Board

Part #	Description
176-042	ES IV Decoder Board - Used in CD changers (# 173-470 & 175-980)
907-160	I.C. MN 4264
907-161	I.C. SAA 7201
907-162	I.C. MAB 8441 P
907-163	I.C. TDA 7220
907-164	I.C. TDA 1541 A
907-453	Capacitor 6800 mfd/16 Volt
220-462	Capacitor 2.2 pF/50 Volt
907-179	Voltage Regulator 7906
221-572	Voltage Regulator 5 Volt
250-307	Heat Sink
229-197	Clip To Hold Heat Sink To Voltage Regulator
640-011	Screw For Mounting Decoder Board To CD Changer
690-210	Insulating Washer For Mounting Screw

NSM Parts Notes

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ES V Decoder Board

<u>Part #</u>	<u>Description</u>
177-231	ES V Decoder Board - Used in CD changers (# 175-600 & 176-360)
907-160	I.C. MN 4264
907-628	I.C. TDA 8900
907-629	I.C. SAA 7310 GP
907-630	I.C. SAA 7221 GP
907-631	I.C. NJM 5532 DD
907-632	I.C. MC68HC05C8P
220-462	Capacitor 2.2 pF/50 Volt

In order to help you both stock and service these components, special pricing is being offered on the following components through November 30th:

<u>Part #</u>	<u>Description</u>	<u>Regular Price</u>	<u>Special Price</u>	<u>Comments</u>
176-042	ES IV Decoder Board	\$ 195.00	\$ 175.00	While quantities are in stock
907-160	I.C. MN 4264	\$ 24.00	\$ 20.95	With the purchase of (5) or more
907-161	I.C. SAA 7201	\$ 24.00	\$ 20.95	With the purchase of (5) or more
907-162	I.C. MAB 8441 P	\$ 25.50	\$ 23.95	With the purchase of (5) or more
907-163	I.C. TDA 7220	\$ 18.50	\$ 15.95	With the purchase of (5) or more
907-164	I.C. TDA 1541 A	\$ 23.50	\$ 20.95	With the purchase of (5) or more
177-231	ES V Decoder Board	\$ 225.00	\$ 209.95	While quantities are in stock
907-628	I.C. TDA 8900	\$ 22.95	\$ 18.95	With the purchase of (5) or more

If you have any further questions regarding these parts, please feel free to contact the NSM Parts Department.

NSM Parts Notes

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JUNE '95 ISSUE

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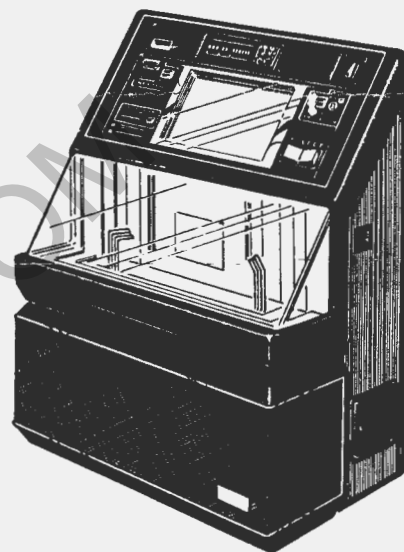
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November 3, 1995

Performer Grand

2000

NSM America is beginning to ship quantities of our new *Performer Grand 2000*. The enhancements to this latest version of NSM's most popular jukebox of all-time, the *Performer Grand*, make it even more beautiful than its predecessors. There are several key cosmetic parts, such as front glasses, speaker grills, and coin & bill entry pieces that are different from the previous *Performer Grands*. The part #'s of each of these items, including description and distributor cost, is listed below:



<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
176-027	Lid Frame Assembly	\$ 245.00
160-063	Upper Glass <i>Performer Grand 2000</i>	\$ 109.95
178-357	Curved Front Glass	\$ 265.00
178-425	Mirrored Piece - Inside Cabinet	\$ 149.95
212-802	Mirrored Piece - Left Side of Changer	\$ 49.95
212-801	Mirrored Piece - Right Side of Changer	\$ 49.95
212-809	Mirrored View Glass For CD Changer	\$ 69.95
212-806	Left Inside Curved Piece	\$ 29.95
212-807	Right Inside Curved Piece	\$ 29.95
177-639	Bill Entry Frame	\$ 1.95

At this time, we have several of these items in-stock, and several others we will have in-stock shortly. If you have any questions regarding these parts or would like to order any of these items, please feel free to call the NSM Parts Department.

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Increase The Turn of Your Lock & Key Inventory

Throughout its different jukebox models, NSM has used a variety of cabinet locks, cash box locks, and spare keys. The following is a listing of those locks and keys used in all NSM jukeboxes (ES II to all present models):

<u>Part #</u>	<u>Description</u>	<u>Part #</u>	<u>Description</u>
107-256	Right Cabinet Lock	107-257	Left Cabinet Lock
<i>Models: Festival ES 160</i>		<i>Models: Festival ES 160</i>	
108-141	Right Cabinet Lock	108-142	Left Cabinet Lock
<i>Models: Consul ES 160</i>		<i>Models: Consul ES 160</i>	
108-892	Right Cabinet Lock	108-893	Left Cabinet Lock
<i>Models: Prestige ES 160</i>		<i>Models: Prestige ES 160</i>	

<u>Part #</u>	<u>Description</u>
17X-3975	Spare Key For 17X-4000 Cabinet Lock
<i>Models: FireBird I, Fire Country, FireBird II, Old Fashion Wizard, Performer Wall, Solid Gold, Digital Thunder, Digital Thunder Wall, Performer Grand 2000, Performer Wall 2000, Emerald Ice</i>	
17X-4000	Cabinet Lock
<i>Models: FireBird I, Fire Country, FireBird II, Old Fashion Wizard, Performer Wall, Solid Gold, Digital Thunder, Digital Thunder Wall, Performer Grand 2000, Performer Wall 2000, Emerald Ice</i>	
206-676	Cabinet Lock
<i>Models: CD Fire</i>	
206-718	Spare Cabinet Key # 587602 CS
<i>Models: CD Fire</i>	
206-719	Spare Cabinet Key # 9901
<i>Models: CD Fire</i>	
207-008	Cash Box Lock For 042-108 Cash Box Door
<i>Models: City ES 160, City II, Consul ES 160, Festival ES 160, Prestige ES 160, Prestige II, Satellite 200, 240I, City IV, City Combi, Galaxy 200, CD Galaxy, Silver Sky, Fascination, Silver City, Performer Grand I</i>	
207-309	Spare Cabinet Key # 167676
<i>Models: Festival ES 160, 240I</i>	
217-133	Cabinet Lock
<i>Models: City ES 160(2), City II(2), Prestige II(2), Satellite 200(2), City IV(2), City Combi(2), Fascination, Silver City(2)</i>	

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NSM Parts Notes

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Part # **Description**

217-176 **Spare Cabinet Key #2H 0010**

Models: City ES 160, City II, Consul ES 160, Prestige ES 160, Prestige II, Satellite 200, City IV, City Combi, Fascination, Silver City

217-541 **Cabinet Lock**

Models: 240I

217-814 **Cabinet Lock**

Models: Galaxy 200, CD Galaxy, Silver Sky, Performer Grand I

217-847 **Cash Box Lock For Cash Box Door**

Models: Concert 240

217-864 **Cabinet Lock**

Models: Concert 240(2)

217-992 **Spare Key For Cabinet Lock**

Models: Concert 240, Galaxy 200, Galaxy CD, Silver Sky, Performer Grand I

To help you better stock these items, NSM America is offering special pricing on the following locks and keys, through December 31st:

<u>Part #</u>	<u>Description</u>	<u>Regular Price</u>	<u>Special Price</u>	<u>Comments</u>
17X-3975	Spare Key for 17X-4000	\$ 1.50	\$ 1.00	With the purchase of (20) or more
206-676	Cabinet Lock for CD Fire	\$ 12.00	\$ 10.95	While quantities last
207-008	Cash Box Lock	\$ 8.25	\$ 6.95	With the purchase of (5) or more
217-133	Cabinet Lock	\$ 8.95	\$ 7.25	With the purchase of (3) or more
217-992	Spare Key	\$ 2.00	\$ 1.50	With the purchase of (20) or more

Please note that these special prices are valid through December 31st, or while quantities last.

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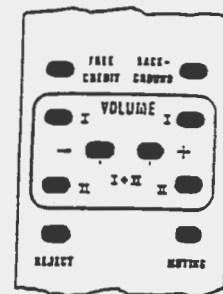
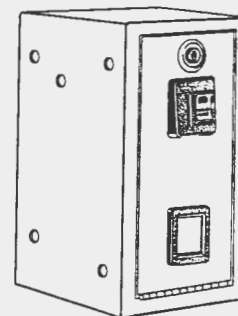
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NSM's Holiday Specials!!!

In addition to our special pricing on various NSM locks and keys, we'd like to offer you savings on additional spare parts. These special prices are ones which we have offered to you at different times over the last six months, and proved to be quite popular. The following specials are being offered through December 31st, or while quantities last:

<u>Part #</u>	<u>Description</u>	<u>Regular Price</u>	<u>Special Price</u>
H-40-0283 <i>Comment:</i>	Side-Mount Coin Box While quantities are in-stock	\$ 150.00	\$ 125.00
226-033 <i>Comment:</i>	F30T8 30 Watt Lamp With the purchase of a case of 24	\$ 5.90	\$ 3.50
226-075 <i>Comment:</i>	F13T5 13 Watt Lamp With the purchase of a case of 24	\$ 3.00	\$ 2.25
226-079 <i>Comment:</i>	F8T5 8 Watt Lamp With the purchase of a case of 24	\$ 2.75	\$ 2.00
171-743 <i>Comment:</i>	Full-Featured Wired V.C. With the purchase of 5 or more units	\$ 48.95	\$ 41.75
176-042 <i>Comment:</i>	ES IV Decoder Board While quantities are in-stock	\$ 195.00	\$ 175.00



Please note that these special prices are valid through December 31st, or while quantities are in-stock.

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Holiday Season Reminders!

As 1995 quickly draws to a close, we'd like to remind you of the following holiday season hours which NSM America will have for the observance of the Christmas and New Year's holidays:

- December 15th: Open 9:00 A.M.
 Close 1:00 P.M. - Company Christmas Party
- December 25th: Closed - Observance of Christmas
- January 1, 1996 Closed - Observance of New Year's Day

In addition to our holiday hours, NSM America will conduct its year-end inventory during the week of **December 26 - 29, 1995**. During this period of time, **no parts orders will be shipped from NSM America**. To insure that your customers' needs will be met during this period of time, please place all parts orders no later than December 21st. Any parts orders placed after this point will not be shipped from NSM America until after January 1st.

Our December's NSM Parts Notes represents our sixth volume. In each of our notes, we have attempted to provide you, as an NSM distributor, with relevant product information as well as opportunities to receive savings on the purchases of various NSM spare parts. Given the generally positive response we have received from these newsletters, we intend to continue to publish a Parts Notes each month in 1996. If you have any suggestions regarding the content of our newsletters, please feel free to contact us with your input. Any suggestions and/or comments would be greatly appreciated.

We've enjoyed working with you over the past year, and best wishes for a healthy, happy 1996.

Title Drum Replacement Parts Order Form

From: Canadian Amusement
3117 Thunderbird Crescent
Burnaby, B.C. Canada V5A 3G1

Distributor Contact: _____

Purchase Order # _____

Quantity: _____ @ \$ 25.00/Kit

Part #: 17X-832 **Title Drum Replacement Kit**
 This kit is comprised of the following parts:

- (1) 176-832 Title Page Set
- (4) 174-751 Lower Worm Gear
- (1) 174-846 Front Gripper Pin
- (1) 175-952 Rear Gripper Pin

In order to help us maintain our service records, please provide the following information for each title drum kit you are ordering. The serial # of the defective title drum which is being updated must be included in order for the replacement kit to be shipped. For orders of more than (5) kits at one time, please use additional sheet(s).

Jukebox Model: _____

Jukebox Serial #: _____

Title Drum Serial #: _____

CANADIAN AMUSEMENT GAME SUPPLIES LTD.

3117 THUNDERBIRD CRESCENT, BURNABY, BC V5A 3G1

Phone: (604) 421 - 7042 Fax: (604) 421 - 5078

Toll Free: 1-800-960-7878

December 1, 1995

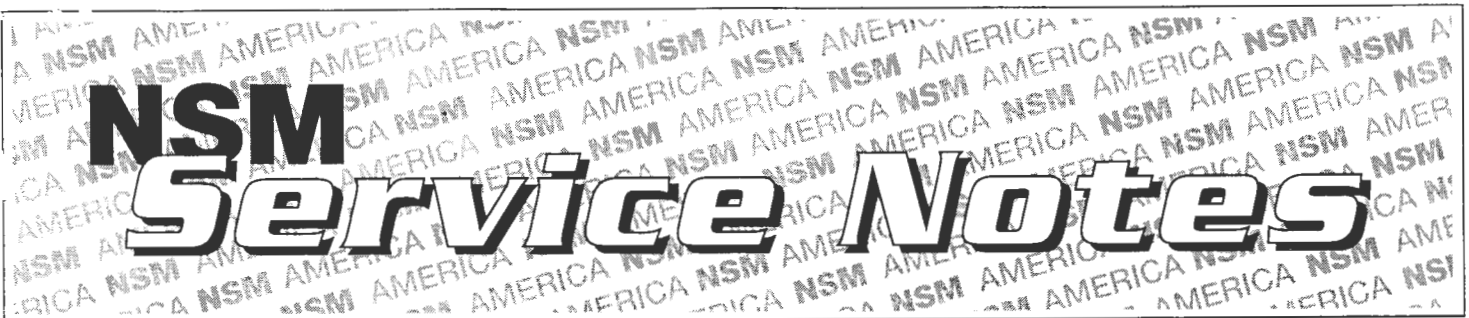
NSM TITLE DRUM SERVICE POLICY

Title drums with serial numbers 30,000 and up will continue to be exchanged at no charge. These serial numbers started with the introduction of the Solid Gold in May, 1994 and they carry a 3 year limited warranty.

Title drums with serial numbers 13,000 to 29,999 will be exchanged for a fee of \$250.00.

Title drums with serial numbers 0 to 13,000 will be exchanged for a fee of \$485.00.

Warranty exchange in all categories does not include freight in either direction, therefore freight must be paid by customer.



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Title Drum Exchange Policy - Modifications & Clarifications!

In Volume 4 of our *Service Notes*, NSM America instituted a new policy regarding defective title drums. In particular, NSM America established a replacement parts kit that would be made available to our distributors to upgrade defective title drums between serial #'s 13,001 and 29,999. In particular, the policy stated:

* Defective title drums with a serial number between 13,001 and 29,999 will be exchanged for a fee of \$ 125.00 **Or** NSM America will provide the spare parts - Qty. 1 #176-832 Page Set, Qty. 4 # 174-751 Upper Worm Gear, and Qty. 4 # 174-764 Lower Worm Gear - for a fee of \$ 25.00. In this situation, as an NSM distributor you would provide the labor to rebuild the defective title drum. In order to qualify to receive these parts, you **must** provide the NSM America Parts Department with the serial number of the defective title drum for which these parts will be used.

This policy has been well-received, and few distributors have encountered any problems in using our order form for the spare parts kits. After reviewing the contents of our spare parts kit, we have decided to alter the contents of this kit without increasing the cost. **Effective December 18th, the following parts will be included in the spare parts kit: - Qty. 1 #176-832 Page Set, Qty. 4 # 174-751 Lower Worm Gear, Qty. 1 # 174-846 Front Gripper Pin, and Qty. 1 #175-952 Rear Gripper Pin.** After reviewing our service records of defective title drums, we felt that it was not necessary to replace the upper worm gears in those title drums between 13,001 and 29,999. In most cases, these worm gears **should** already be black, so replacement should not be necessary. If, however, these worm gears are white, please indicate this on your form when placing the order, and we will include (4) 174-764 Upper Worm Gears in your shipment. The part #, contents and cost of the revised spare parts kit is listed below:

Part #:	17X-832	Title Drum Replacement Kit; Contents Include:
	(1) 176-832	Title Page Set
	(4) 174-751	Lower Worm Gear
	(1) 174-846	Front Gripper Pin
	(1) 175-952	Rear Gripper Pin
Distributor Cost:	\$ 25.00/Kit	

A new order form reflecting these changes is being sent out to your office today, along with a copy of our *Service Notes*.

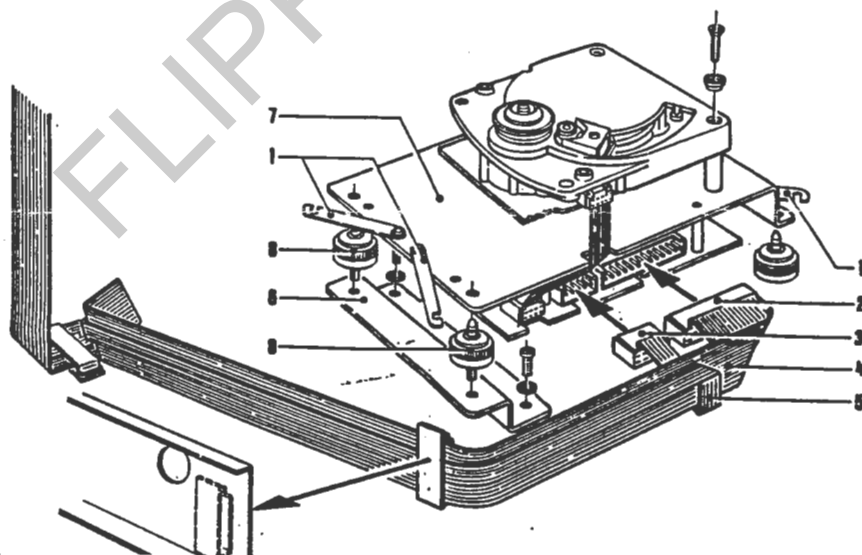
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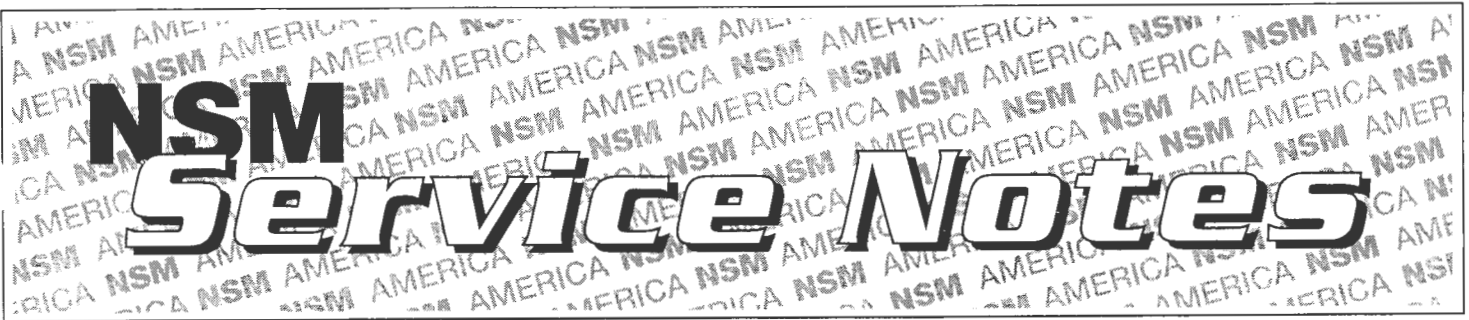
Laser Assembly Exchange!

Over the past few months, NSM America has been shipping a "conversion kit" for replacement of a defective CDM3 Laser Assembly. This kit provide all the necessary components to install a CDM4/36 Laser Assembly in both (# 173-470 & # 175-980) ES IV CD changers. This kit, part # 176-973, consists of the following parts:

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>
1	176-357	CDM4/36 Laser Assembly
1	176-357	Mounting Bracket - Pre-Mounted
2	640-030	M 4 x 6 Screw
2	710-010	M 4 Safety Washer
6	690-083	0.5 mm Washer
1	229-154	Cable Clip



At the present time, the cost of this kit for exchange of a defective, unrepairable CDM3 Laser Assembly is \$ 225.00. Due to increasing costs, **the exchange price of this CDM3 - CDM4/36 Laser Assembly kit will increase to \$ 325.00, effective January 1, 1996.** The purchase price for a CDM3 - CDM4/36, currently \$ 435.00, **will increase to \$ 475.00, effective January 1, 1996.** While this increase may seem drastic, we still feel that the pricing is quite competitive, and that the availability of this component will remain strong for some time.



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Holiday Season Reminders!

As 1995 quickly draws to a close, we'd like to remind you of the following holiday season hours which NSM America will have for the observance of the Christmas and New Year's holidays:

- December 15th: Open 9:00 A.M.
 Close 1:00 P.M. - Company Christmas Party
- December 25th: Closed - Observance of Christmas
- January 1, 1996 Closed - Observance of New Year's Day

In addition to our holiday hours, NSM America will conduct its year-end inventory during the week of **December 26 - 29, 1995**. During this period of time, **no parts orders will be shipped from NSM America**. Our service department will continue with its day-to-day operations during this time, however, as we continue to work to provide you with the best possible service. To insure that your shop has sufficient inventory of parts from your service needs, please place all parts orders no later than December 21st. Any parts orders placed after this point will not be shipped from NSM America until after January 1st.

Our December's NSM Service Notes represents our fifth volume. In each of our notes, we have attempted to provide you, as an NSM distributor, with service information that we feel is important to you in providing all capacities of technical support. In addition, our clarification of our different policies has proven to be quite helpful in our working relationship. We feel that this information can be a powerful tool for you, and we plan to continue to publish our *Service Notes* each month in 1996. If you have any comments regarding the content of our newsletters, or suggestions about additional information which you feel should be included, please feel free to contact us with your input. Any suggestions and/or comments would be greatly appreciated.

We've enjoyed working with you over the past year, and best wishes for a healthy, happy 1996.

NSM**SERVICE INFORMATION****New EPROM for ES5 phonographs**

This is to announce the release of a new EPROM for the ES5 generation phonographs. It is recommended to install these EPROM's together (e.g., as a pair), since this assures optimal performance of the NSM phonographs.

To order, please use the following NSM part numbers:

EPROM version V2009 for ES5 Control Unit,

part No.:

Installation

Please follow the instructions in the installation sheet supplied with each EPROM. **IMPORTANT:** Prior to the EPROM installation, please make a note of the statistical values stored in P010 to P028. After the EPROM has been installed, these values will be invalidated. Therefore, please clear using P033 0+H.

New features & changes

The following additions and changes will be activated when the EPROM is installed.

P003: **EPROM Version** For CCU
P003 "0" Version of EPROM in the Control unit. (First numbers when you enter P003)

P026: **MACHINE ON TIME**(Power-on hours)
P026 "0" On time in hours (Value between 1 and 65535)
Resets to "0" when counters are reset using P33.
P026 "1" Accumulated on time in hours (value between 1 and 65535).

Note: In the NSM Dataprint printout, the "Power on hours" appears under "Counters" and under a new column, "H/Day" is to be found under "Collections".

P012: **EXTENDED HIT PARADE**
Change: Whereas in the past the top 30 titles were shown, now the top 100 will be shown. Furthermore, the hit parade is now computed on the basis of 500 titles instead of 30 as in the past. The titles and counters are stored until they are manually deleted. Titles are not overwritten. New: The NSM Dataprint printout contains 10 titles as default (as opposed to 30 previously). An extended printout of 500 titles is possible (see below).

P030 "1" Show hit Parade.
Instead of 30 titles, all played titles will be displayed (max. 500).

P031 "5" Dataprint printout of Hit Parade.
Instead of 30 titles, all played titles will be printed out (max. 500).

SERVICE INFORMATION (continued)

01/96

INDEPENDENT VOLUME SETTINGS**P052 Maximum volume for background music (BGM). (Default 16)**

"0" The BGM volume is set to be equal to the normal volume.

"1" to "31" BGM volume limit (value between 1 and 31).

P055 Maximum volume for Microphone. (Default 16)

"0" Microphone volume is set to be equal to the normal volume.

"1" to "31" Microphone volume limit (value between 1 and 31).

If P055 is higher than "0", then as soon as the microphone is switched on, the microphone volume is activated. Using the volume control, the microphone volume can now be adjusted (but not higher than the limit set in P055). As soon as the microphone is switched Off, the microphone volume level is switched off and the normal playing volume is resumed.

Note: The NSM Data print has a new entry for the P055 setting under "Box Status"

P056 PROGRAMMING LED DISPLAY OF HIT PARADE (Default 2)

"0" No Hit Parade displayed (only credits displayed).

"1" Hit Parade displayed after 16 seconds (previously standard).

"2" Hit Parade displayed after 16 seconds *only if no credits are present.***P057 PLAY LIST OVERRIDE**

Deleting play list using the remote control. (Default 0)

"0" Disabled, deleting via remote control not possible.

"1" Enabled, all selections in the play list will be deleted when the following button sequence on the remote control is pressed.
"MUTING"+"REJECT"+"REJECT"+"REJECT"**P078 CASH METER PULSE COUNT**

"0" 1 pulse (default value as previously).

"1" 10 pulses.

EXPANDED FREE CREDIT FEATURE**P094 FREE CREDITS (Default 0)**

"0" No free credit possible.

"1" to "199" Number of free credits (see P095 below).

"200" Same as before.

"201" Same as before.

"202" Same as before.

P095 RENEWAL RATE OF FREE CREDITS**NOTE:** Only active if P094 is set between "1" and "199".

Free credits can be automatically renewed on a daily or weekly basis. The number of free credits in P094 will be renewed.

"0" No renewal of free credits. When the free credits set in P094 have been used, no renewal will occur.

"1" Daily renewal. Resets at midnight.

"2" Weekly renewal. Resets Sunday night at midnight.

SERVICE INFORMATION (continued)

01/96

NSM Parts Notes

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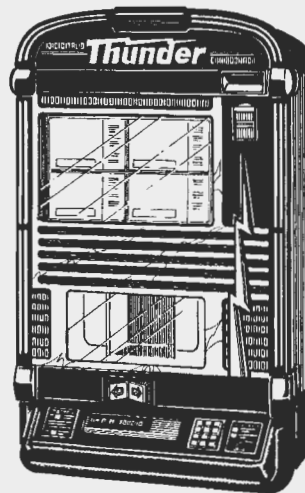
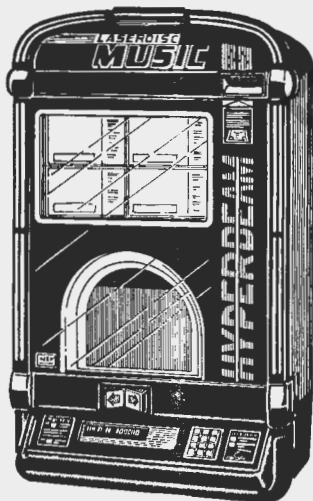
NSM Offers New Doors!

Over the years, NSM America has frequently encountered customers who have jukeboxes damaged in break-ins or shipping. When a jukebox lid frame (as in a floor model) or front door (as in a wall model) is destroyed, a great deal of parts and labor is required to replace the damaged piece.

In particular, the wall jukebox door is comprised over sixty parts. Needless to say, assembling a new door requires a great expense of parts and labor!

In an effort to make these situations a little less unpleasant, NSM America is now stocking complete door assemblies for both the *Digital Thunder Wall* and the *Performer Wall 2000*. These doors include all parts which are built into the front door assemblies of each of these jukeboxes. The part numbers, descriptions, and distributor costs of both of these items are listed below:

Part #	Description
177-890	Front Door for <i>Digital Thunder Wall</i>
Distributor Cost:	\$ 775.00



Part #	Description
178-253	Front Door for <i>Performer Wall 2000</i>
Distributor Cost:	\$ 785.00

At this time, these are the only (2) front door/lid assemblies we stock. If you feel it is necessary for NSM America to stock complete door assemblies for the *Emerald Ice*, and complete lid assemblies for the *Digital Thunder* and *Performer Grand 2000*, please feel free to contact NSM America's parts department. We'd appreciate your input.

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Stock Up Your Magazines!!!

As you know, NSM's CD jukeboxes store their CD's on trays in two, 50-magazine assemblies. This arrangement is by far the most convenient, user-friendly system available in a coin-operated jukebox. All magazine assemblies currently sold are adaptable for use on either side of the CD changer. This flexibility provides an operator with an efficient means to both supply the jukeboxes on their route and use additional magazines for storing their unused CD inventory!

In the three systems of CD changers -- ES IV, ES V, and ES 5.1 -- two different magazine assemblies have been used. The part numbers, descriptions, and distributor costs are listed below:

<u>Part #</u>	<u>Description</u>	<u>Used in CD Changers</u>	<u>Distributor Cost</u>
178-180	Magazine Assembly	173-470 (ES IV) 175-980 (ES IV) 175-600 (ES V) 176-360 (ES V)	\$ 21.95
178-136	Magazine Assembly	140-100 (ES 5.1)	\$ 24.95

CD magazine assemblies, along with the trays for these magazines, are one of the most frequently purchased parts from NSM America. Therefore, we feel it is a part which should be adequately stocked by each and every NSM America distributor. In order to help you better stock these parts, the following special pricing will be offered, through February 29th:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>	<u>Special Cost</u>	<u>Comments</u>
178-180	Magazine Assembly	\$ 21.95	\$ 18.95	When purchased in quantities of (3) or more
178-136	Magazine Assembly	\$ 24.95	\$ 19.95	When purchased in quantities of (3) or more

Please note that the prices listed above are for the purchase of the **magazine assembly only!** When purchasing a magazine, we strongly advise that you purchase the necessary number of trays (50 trays per magazine).

We at NSM America feel that, at these prices, our distributors should take the opportunity to "stock up" on these much-used spare parts. Please note that this special price is valid through February 29th.

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Stock Up (at a lower price) Your Lamp & Bulb Inventory!!!

Over the past six months, NSM's parts department has offered several different parts at special pricing when purchased in quantity. Most of our distributors have taken the opportunity to stock up their inventory of these items at a considerable savings. Due to this tremendous response, we have decided to institute a policy of reduced pricing on quantity purchases on a permanent basis!

The following is a listing of those most frequently purchased lamps and bulbs which we are now offering at special pricing, based on purchases of (24).

<u>Part #</u>	<u>Description</u>	<u>Cost/Unit</u>	<u>Special Cost/Unit</u>	<u>Comments</u>
226-033	Fluorescent Lamp 30 Watts Models: <i>Consul ES 160(1), City Combi(1), Digital Thunder(2)</i>	\$ 3.50	\$ 2.95	With the purchase of (24)
226-049	Bulb 12 Volt 2 Watt Models: <i>City ES 160(6), City II(6), Consul ES 160(6), Festival ES 160(6), Prestige ES 160(6), Prestige II(6), Satellite 200(37), 240I(40), Concert 240(5), Galaxy 200(14), CD Galaxy(8), CD Fire(1), FireBird(2), Fire Country(2), FireBird II(2), Performer Wall(8), Digital Thunder Wall(8), Emerald Ice(5)</i>	\$ 0.35	\$ 0.25	With the purchase of (24)
226-072	Fluorescent Lamp F4T5 4 Watts Models: <i>CD Fire(4), FireBird I(4), Fire Country(2), FireBird II(4), Old Fashion Wizard(4), Performer Wall(4), Digital Thunder(1), Digital Thunder Wall(4), Performer Wall 2000(4)</i>	\$ 2.50	\$ 2.00	With the purchase of (24)
226-075	Fluorescent Lamp 13 Watts Models: <i>Concert 240(1), CD Galaxy(1), CD Fire(2), Silver Sky(2), FireBird I(2), Fire Country(1), Fascination(2), Silver City(2), Performer Grand I(2), Performer Classic(3), FireBird II(2), Old Fashion Wizard(2), Performer Wall(2), Performer Grand 2000 (2)</i>	\$ 3.00	\$ 2.50	With the purchase of (24)

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January 17, 1996

<u>Part #</u>	<u>Description</u>	<u>Cost/Unit</u>	<u>Special Cost/Unit</u>	<u>Comments</u>
226-079	Fluorescent Lamp 8 Watts 12 T5	\$ 2.50	\$ 2.00	With the purchase of (24) Models: <i>CD Galaxy(2), FireBird I(2), Fire Country(2), Fascination(4), Performer Grand II(2), FireBird II(2), Old Fashion Wizard(2), Performer Wall(3), Digital Thunder Wall(2), Performer Grand 2000(2), Performer Wall 2000(2)</i>
226-085	Fluorescent Lamp 15 Watts 18 T8	\$ 2.50	\$ 2.00	With the purchase of (24) Models: <i>Concert 240(1), CD Fire(1), Silver City(1), Performer Grand I(2), Performer Grand II(2), Performer Classic(2), Digital Thunder(1)</i>
226-098	Bulb 12 Volt 2 Watts	\$ 0.35	\$ 0.25	With the purchase of (24) Models: <i>Performer Classic(86), Solid Gold(12)</i>

Please note that this pricing is not limited, but rather is **now offered as an everyday price!** Given the fact that these parts are used in a number of different NSM jukeboxes, it is logical that purchases of these lamps and bulbs be made in large quantities. Our parts department has undertaken a great effort to continue to make our parts pricing more competitive and the availability even stronger. As an NSM distributor, we are asking for the same effort from you!

Thank you for your continued efforts. If you have any questions, please feel free to contact the NSM America parts department.

NSM Service Notes

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JUNE '95 ISSUE

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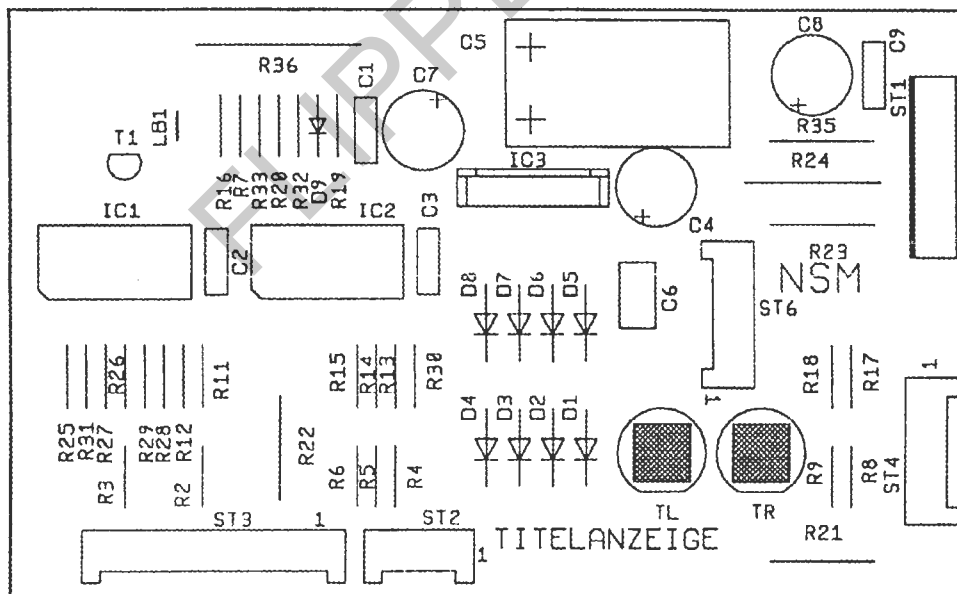
January 19, 1996

Title Drum Modification - ES V To ES 5.1

In NSM's ES 5.1 jukeboxes -- *Digital Thunder*, *Digital Thunder Wall*, *Performer Grand 2000*, *Performer Wall 2000*, and *Emerald Ice* -- the title display unit has been modified to accommodate our new Dixie Narco bill acceptor (DBA3).

To accommodate this larger bill acceptor, all ES 5.1 title displays have their circuit board (part # 178-533) mounted on the back of the title display. As a result of this modification, the circuit board has also been modified. Please note the following regarding this change:

In ES V title displays, the circuit board (part # 177-573) is mounted on the right hand side of the title display unit. As the diagram below notes, the circuit board has two red pushbuttons mounted on the board to allow for forward and reverse movement of the title pages.



The title display (part # 176-730) used in ES V jukeboxes -- with the circuit board mounted on the side -- can not be used in ES 5.1 jukeboxes! It can be used in all ES IV and ES V jukeboxes.

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JUNE '95 ISSUE

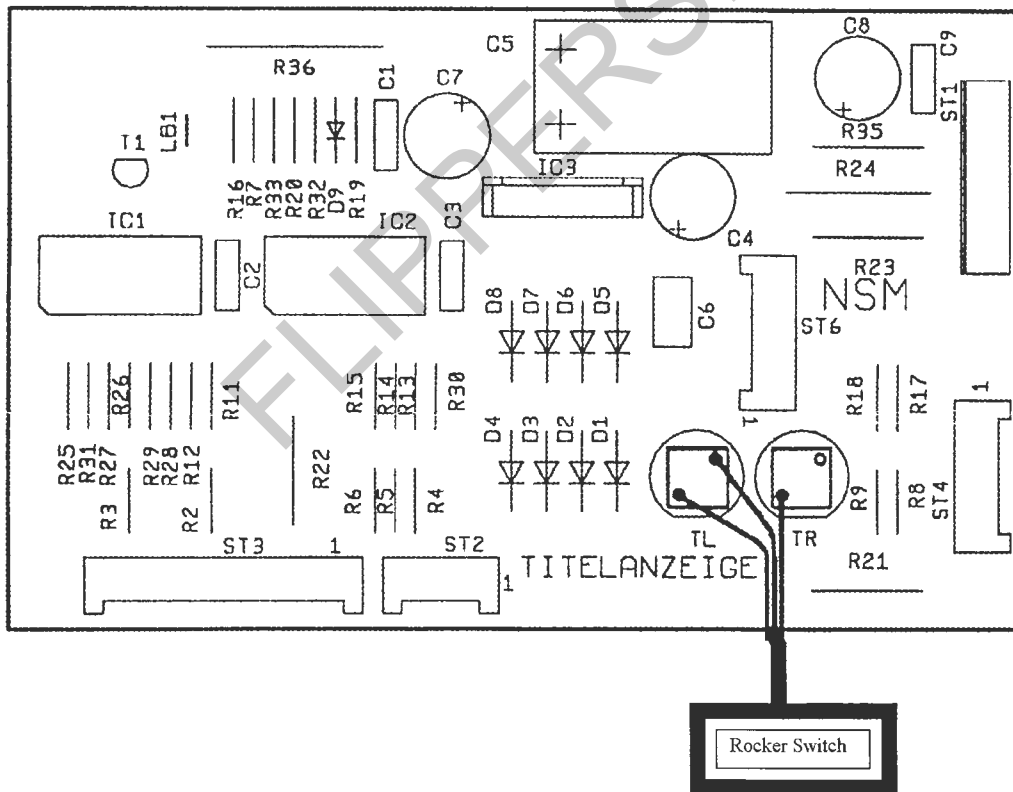
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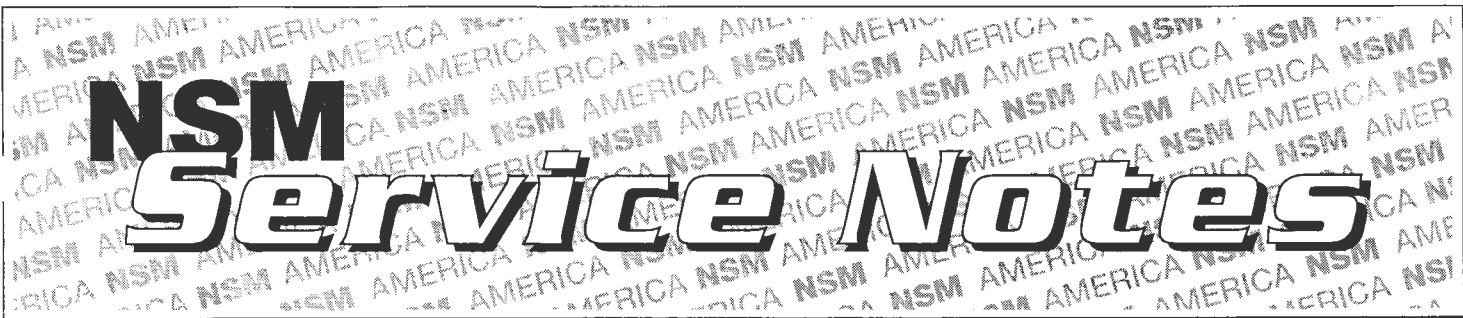
Title Drum Modification - ES V To ES 5.1

In ES 5.1 title displays, the circuit board (part # 178-533) is mounted on the back of the title display unit. As the diagram below notes, the circuit board has a cable soldered to it which is attached to a rocker button mounted on the right side of the title display. This button is easily accessible, and allows for easy forward and reverse movement of the title pages.

A diagram of this board is pictured below:



This specially-mounted title display (part # 177-914) used **exclusively** in ES 5.1 jukeboxes. Thus, it is important that, when ordering advance replacement title displays, please specify the jukebox which the title display is being placed! Attention to this detail will avoid problems in the field.



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January 19, 1996

New Year, New Policy!

Just a reminder! From our last *Service Notes* (Volume 5, December 14), NSM America has a new exchange policy and pricing for defective ES IV Laser Assembly's.

As you are probably aware, NSM America is now shipping a "conversion kit" for replacement of a defective CDM3 Laser Assembly. The CDM3 Laser Assembly (part # 173-551) is **no longer available**. As a replacement, NSM America is now shipping a "conversion kit"(part # 176-973). This kit consists of the following parts:

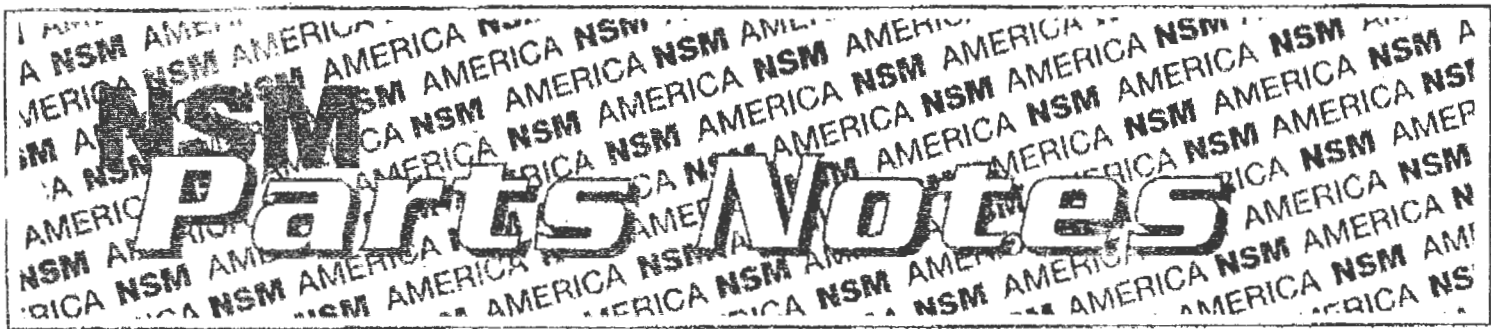
<u>Quantity</u>	<u>Part #</u>	<u>Description</u>
1	176-357	CDM4/36 Laser Assembly
1	176-357	Mounting Bracket - Pre-Mounted
2	640-030	M 4 x 6 Screw
2	710-010	M 4 Safety Washer
6	690-083	0.5 mm Washer
1	229-154	Cable Clip

This CDM4/36 Laser Assembly will work in both ES IV CD Changers, part # 173-470 and part # 175-980. These changers were used in the following jukeboxes:

<u>Part #</u>	<u>Description</u>
173-470	ES IV CD Changer - Solid White Cabinet
Used in Jukeboxes: <i>CD Galaxy, CD Fire, Silver Sky, Silver City, FireBird, Fire Country, Fascination</i>	

175-980	ES IV CD Changer - White Cabinet With Openings in the Side
Used in Jukeboxes: <i>Performer Grand I</i>	

Effective January 1, 1996, the exchange price for an exchange of a defective, unrepairable CDM3 or CDM4/36 Laser Assembly is \$ 325.00. The purchase price for a CDM3 - CDM4/36 is now \$ 475.00. While we have had to increase these prices, we feel that this pricing is competitive, and that the availability of this component will remain strong for some time.



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February 6, 1996

Close the Door On Your CD Changers!

As you know, NSM's one-of-a-kind CD changer features the world's most efficient 100-disc mechanism in a dust-free compartment. This changer cabinet is enclosed using a gasketed door assembly, which protects the music library from the smoke and dust which are a part of any jukebox environment.

NSM's new MBC III CD changer uses the same door assembly in all of its models. The part #, description, and distributor cost of this part is listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Price</u>
140-375	MBC III Door Assembly	\$ 29.95

Models Used: *Digital Thunder, Digital Thunder Wall, Performer Grand 2000, Performer Wall 2000, and Emerald Ice*

In order to help you stock quantities of this door (as well as a few others), our parts' department will be offering special pricing on the following door assemblies, through February 29th:

<u>Part #</u>	<u>Description</u>	<u>Distributor Price</u>	<u>Special Price</u>	<u>Comment</u>
140-375	MBC III Door Assembly	\$ 29.95	\$ 25.95	With the purchase of (3) or more

Models Used: *Digital Thunder, Digital Thunder Wall, Performer Grand 2000, Performer Wall 2000 and Emerald Ice*

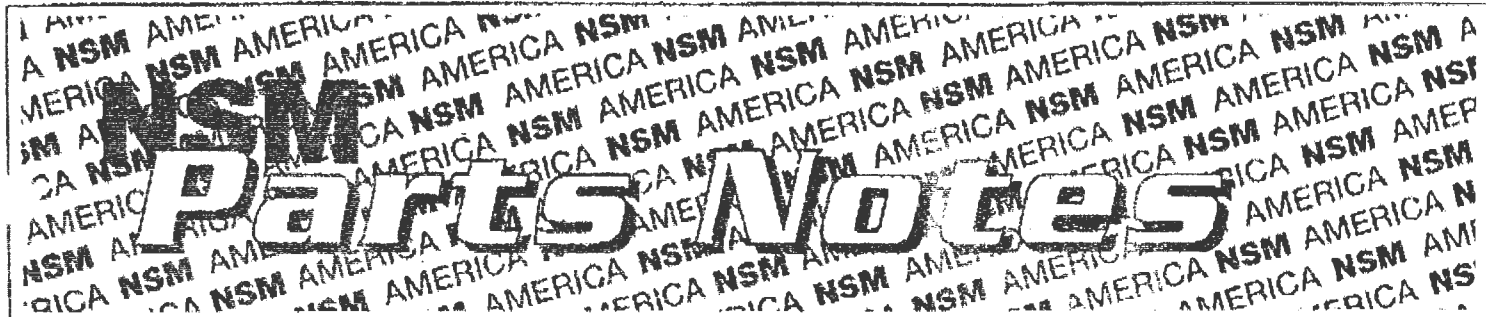
<u>Part #</u>	<u>Description</u>	<u>Distributor Price</u>	<u>Special Price</u>	<u>Comment</u>
174-729	ES IV Changer Door Assy	\$ 49.95	\$ 42.95	While quantities last

Models Used: *FireBird I, Fascination, & FireBird II*

<u>Part #</u>	<u>Description</u>	<u>Distributor Price</u>	<u>Special Price</u>	<u>Comment</u>
175-717	Performer Series Door Assy	\$ 90.00	\$ 83.95	While quantities last

Models Used: *Performer Grand I, Performer Grand II, & Performer Classic*

Please note that this special pricing is effective through February 29th, or while quantities last.



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February 6, 1996

Time To Stock-Up!

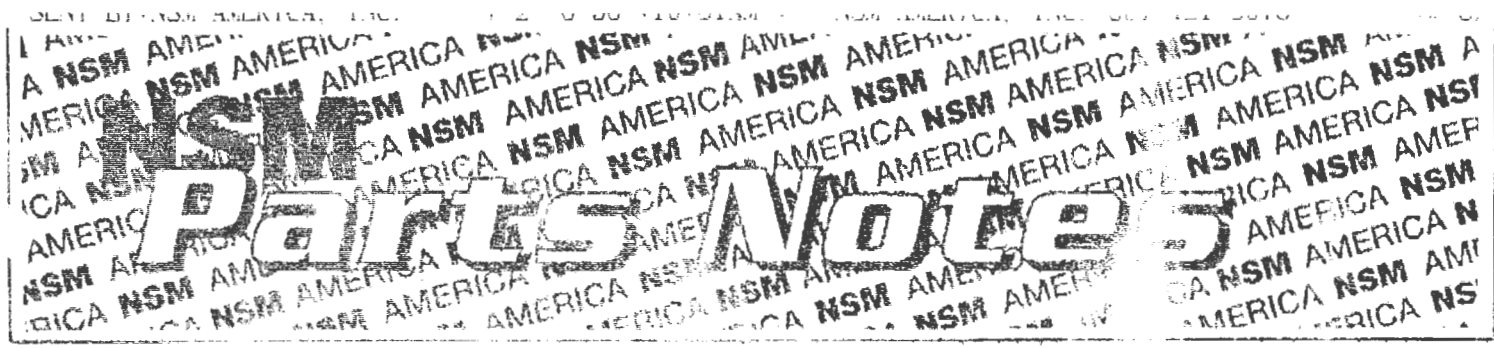
Throughout 1995, NSM America took great strides to increase its on-hand inventory of spare parts. This effort was undertaken to help you, as an NSM distributor, have those parts which you need on a timely basis. In addition, we've offered special pricing on different parts to make it more affordable for you to keep NSM parts on-hand.

With this in mind, we're introducing quantity purchase pricing on the following items. Effective February 6, 1996 the following pricing structure is set for the NSM parts listed below:

<u>Part #</u>	<u>Description</u>	<u>Unit Cost</u> <u>(For Purchase of 20 or less)</u>	<u>Unit Cost</u> <u>(For Purchases of 20 or more)</u>
221-883	BD 239 B Transistor	\$ 1.35	\$ 1.10
221-886	BDW 83C Transistor	\$ 1.80	\$ 1.60
221-902	BDW 84C Transistor	\$ 1.80	\$ 1.50
231-322	Opto Coupler	\$ 1.50	\$ 1.25

Our parts department has identified these items as parts which are in high use, and are purchased with great frequency by our distributors. Thus, in order to economize your shipping costs and to streamline your ordering function, please take the opportunity to purchase these items in larger quantities less frequently and at a lower cost! With careful planning, purchasing parts in larger quantities will reduce the possibility of you "running out" of an item.

We're constantly looking for areas in which we can improve our service to you. If you have any thoughts or suggestions, please contact the NSM parts department.



Parts Notes

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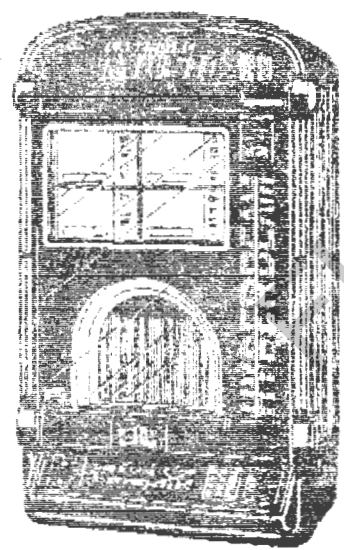
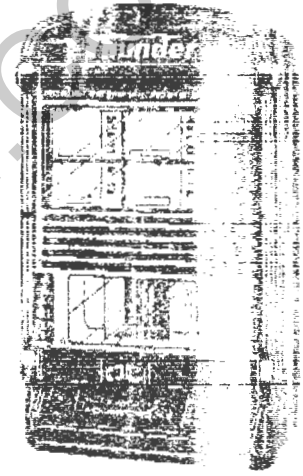
February 6, 1996

Shattering Wall Mount Glass Special!!

As sales of our new wall-mount jukeboxes *Digital Thunder Wall* and *Platform 2000* continue to increase, so does the need for spare parts for these jukeboxes. In particular, NSM America has quantities of front glass assemblies for these jukeboxes in-stock. The part #'s, pricing, and special pricing for these parts is listed below:

<u>Part #</u>	<u>Description</u>
160-028	Front Glass for <i>Digital Thunder Wall</i>

<u>Distributor Cost</u>	<u>Special Price</u>
\$ 159.95	\$ 139.95



<u>Part #</u>	<u>Description</u>
160-050	Front Glass for <i>Platform 2000</i>

<u>Distributor Cost</u>	<u>Special Price</u>
\$ 125.95	\$ 109.95

Please note that these prices are available through February 29th, or while supplies last. This special pricing offers you the opportunity to "stock up" your parts department and have at least one of each part on-hand in your NSM distributor.

If you have any questions, please feel free to contact the NSM parts department.

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February 13, 1996

New Service Department Labor Rate

Over the past year, NSM's service department has increased its efficiency to 48-hour turnaround. This level of service has been achieved through increased staffing, increased parts inventory, and an overall stronger commitment to provide this level of service. Our commitment to maintaining this service in 1996 is as strong as ever.

In 1995, our labor rates for repair of vinyl and CD components were as follows:

<u>Type</u>	<u>Description</u>	<u>Rate</u>
Vinyl	ES, ES II, ES III, ES IV	\$ 60.00/hour
CD	ES IV, ES V, & ES 5.1	\$ 55.00/hour

Effective March 1st, our labor rates (*) will be as follows:

<u>Type</u>	<u>Description</u>	<u>Rate</u>
Vinyl	ES, ES II, ES III, ES IV	\$ 65.00/hour
CD	ES IV, ES V, & ES 5.1	\$ 65.00/hour

Please note that this labor rate is for those components which are **no longer under warranty!** As our policy states, a component is no longer under warranty fifteen months after the jukebox ships from NSM America to you, the distributor.

* ***The new rates will apply to all non-warranty items received at NSM America after February 29, 1996.***

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February 13, 1996

New E-PROMS For Our ES 5.1 System

As the months have passed since the introduction of our new MBC III CD changer and our ES 5.1 system, NSM has monitored this system closely and looked for ways to improve and enhance its features. With this in mind, NSM is now making available an updated E-PROM version for both the ES 5.1 CCU as well as the MBC III CD changer. (Please note that the MBC III CD changer is our first CD changer to incorporate an E-PROM.) The part #'s and descriptions of these items are listed below:

<u>Part #</u>	<u>Description</u>	
178-238	E-PROM For ES 5.1 CCU	Version V0104
140-371	E-PROM For ES 5.1 MBC III CD Changer	Version V0105

A copy of each of these E-PROMs will be forwarded to your offices in the next few days. **Please "burn in" several copies of these E-PROM's to keep on-hand for your customers use!**

These E-PROMs should be installed together to insure optimal performance of your NSM ES 5.1 jukebox. Before installation of your updated E-PROMs, please note the statistical values stored in P10 to P28. After both E-PROMs have been installed, these values will be invalidated. Therefore, please clear using **P033.0**.

New Features & Changes

The following additions and changes will be activated when the two E-PROMs are installed.

<u>Program #</u>	<u>Description</u>
P026	<i>Machine On-Time</i> (power-on hours)
"0"	On-time in hours (value between 1 and 65535). Resets to "0" when counters are reset using P33 .
"1"	Accumulated on-time in hours (value between 1 and 65535). Cannot be reset.

Note: In the NSM DataPrint printout. The "power-on hours" appears under "Counters", and under a new column. "H/Day" is to be found under "Collections".

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Program # **Description**
P012 *Extended Hit Parade*

Change: Whereas in the past the top 30 titles were shown, now the top **100** will be shown. Furthermore, the hit parade is now computed *on the basis of 500 titles* instead of 30, as in the past. The titles and counters are stored until they are manually deleted. Titles are not overwritten. **New:** The NSM DataPrint printout contains 10 titles as default (as opposed to 30 previously). An extended printout of 500 titles is possible (see below).

P030 *Show Hit Parade*
"1" Change: All played titles will be printed (maximum of 500).

P031 *DataPrint printout of Hit Parade*
"5" Change: Instead of 30 titles, all played titles will be printed (maximum of 500).

Independent Volume Settings

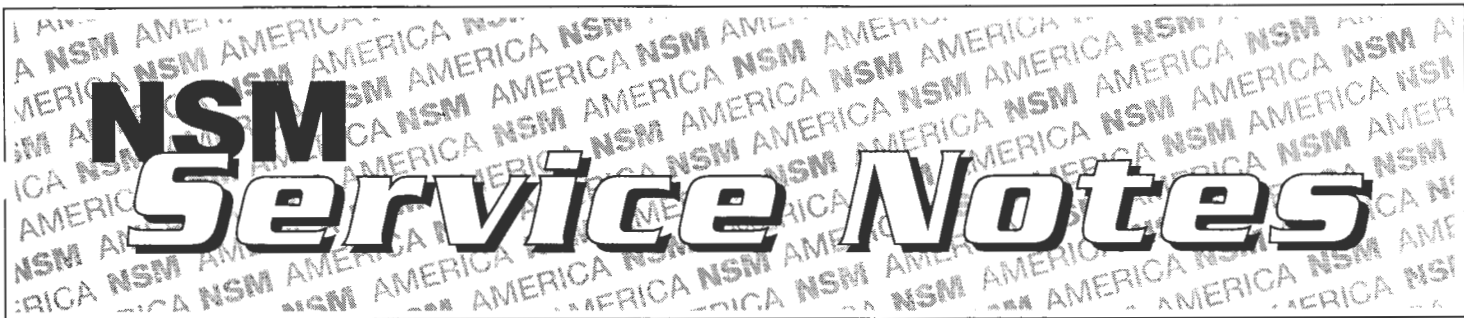
P052 *Maximum volume for background music (BGM)* (Default **16**)
"0" The BGM volume is set to be equal to the normal volume.
"1" to "31" BGM volume limit (value between 1 and 31)

P055 *Maximum volume for microphone* (Default **0**)
"0" Microphone volume is set to be equal to the normal volume.
"1" to "31" Microphone volume limit (value between 1 and 31)

If **P55** is higher than "0", then, as soon as the microphone is switched **on**, the microphone volume is activated. Using the volume control, the microphone volume can now be adjusted (but not higher than the limit set in **P55**). as soon as the microphone is switched **off**, the microphone volume level is switched off and the normal playing volume is resumed.

Note: The NSM DataPrint has a new entry for the **P055** setting under "Box Status".

P056 *Programming LED Display of Hit Parade* (Default **2**)
"0" No Hit Parade displayed (only credits displayed).
"1" Hit Parade displayed after 16 seconds (previous standard).
"2" Hit Parade after 16 seconds *only if no credits are present*.



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P057 *Play List Override - Deleting play list using the remote control (Default 0)*

"0" Disabled, i.e. deleting via remote control not possible.

"1" Enabled. All selections in the play list will be deleted when the following button sequence on the remote control is pressed:
"MUTING" + "REJECT" + "REJECT" + "REJECT".

P078 *Cash Meter Pulse Rate (Default 0)*

"0" 1 pulse (default value, as previously)

"1" 10 pulses

Expanded Free Credit Feature

<u>Program #</u>	<u>Description</u>	
P094	<i>Free credits</i>	(Default 0)
"0"	No free credits possible.	
"1" to "199"	Number of free credits (see P095 below)	
"200"	Same as before	
"201"	Same as before	
"202"	same as before	

P095 *Renewal rate of free credits (Default 0)*

(Note: Only active if **P094** is set to between "1" and "199").

Free credits can be automatically renewed on a *daily* or *weekly* basis. The number of free credits in **P094** will be renewed.

"0" No renewal of free credits. When the free credits set in **P094** have been used, no renewal will occur.

"1" Daily renewal. Resets at midnight.

"2" Weekly renewal. Resets Sunday night at midnight.

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New Opto Performance Test

Program

P154

Description

Diagnosis of opto coupler performance

The new MBC III CD changer has built-in logic that makes diagnosis of opto coupler performance possible. Using this program step, it is possible to tell if any of the five optos in the MBC III changer is performing poorly. The following is the procedure for such a test:

- * After replacing both E-PROMs, power up the jukebox and enter the service mode by pulling out the service switch.
- * Press **C** on the keypad.
- * Press **154 H 0**.
- * The MBC III changer will then check each opto in succession by performing certain lift movements. Afterwards, a relative value denoting the supply voltage is displayed. The number should be between **165** and **185**.

- * Now check each optocoupler by pressing the corresponding key.
Key 1 = **sLift** opto. Value should be between **25** and **80**. Otherwise, change opto.
Key 2 = **sGrO** opto. Value should be between **25** and **80**. Otherwise, change opto.
Key 3 = **sGrL** opto. Value should be between **25** and **80**. Otherwise, change opto.
Key 4 = **sGrR** opto. Value should be between **15** and **75**. Otherwise, change opto.
Key 5 = **sGrL** opto. Value should be between **15** and **75**. Otherwise, change opto.

Note: This test is a *performance* test, and requires all optos to be at least minimally functional. If the test gives the error return value "00", one or more of the optos may be dead. In this case, use the **P157** program (see service manual) to check which opto or optos are defective.

Please note that these E-PROMs should be installed **together to insure optimal performance of your NSM ES 5.1 jukebox**. Before installation of your updated E-PROMs, please note the statistical values stored in P10 to P28. After both E-PROMs have been installed, these values will be invalidated. Therefore, please clear using **P033.0**.

As we noted on page 2, a copy of each of these E-PROMs, along with detailed installation instructions, will be forwarded to your offices in the next few days. **Please "burn in" several copies of these E-PROM's to keep on-hand for your customers use!**

If you have any questions, please feel free to contact the NSM Service Department.

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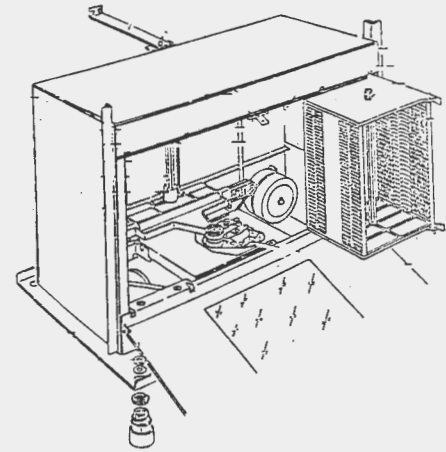
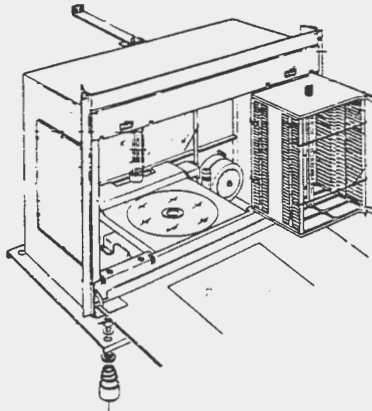
CD Changer Special!

As NSM has worked to increase our stock of spare parts, we have in turn worked to give our distributors the opportunity to increase your NSM spare parts inventory. Our efforts have included quantity discounts on fluorescent lamps, reduced pricing on frequently purchased items such as locks and keys, and special pricing on major components such as amplifiers and volume controls. Overall, most of our distributors have taken advantage of these opportunities and increase their inventory of NSM spare parts.

At this time, NSM is offering special pricing on two of its CD changers. The part numbers, descriptions, and pricing on these changers is listed below:

Our ES IV CD changer (# 173-470) is used in several CD changers, including *Galaxy CD*, *CD Fire*, *Silver Sky*, *Silver City*, *FireBird I*, *Fire Country*, and *Fascination*. While this CD changer has proved very reliable over the years, it is an item which is frequently purchased - often as a spare - by our distributors and operators. Please note our special pricing below:

Part #: 173-470
Distributor Cost: \$ 1,175.00
Special Price: \$ 1,095.95



Our ES V jukeboxes use two different CD changers. One of the CD changers (# 175-600) is used in all ES V floor model jukeboxes, including *Performer Grand II*, *Performer Classic*, and *Nostalgia Gold*. At this time, we're offering the following special pricing on this CD changer:

Part #: 175-600
Distributor Cost: \$ 1,250.00
Special Price: \$ 1,049.95

Please note that these prices are good through April 30th, or while quantities last.

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March 19, 1996

Last Chance To Stock-Up!

NSM's floor model jukeboxes have been equipped with Dixie Narco's 1000 note DBA3 validator since the introduction of the *Solid Gold*. Those NSM floor models prior to *Solid Gold* - including *Performer Grand II*, *Performer Grand I*, *Silver Sky*, *Galaxy CD*, and *Galaxy 200* - were equipped with the -26 model from Dixie Narco. At this time, NSM has approximately 25 units in our inventory. These are the last units we will stock, and we are now offering a special "close out" sale on these validators.

Purchase of 1 to 3 unit(s): **\$ 225.00/each**
Purchase of 3 or more units: **\$ 200.00/each**

To clearly illustrate the value of this price, the individual pricing of the components of this kit are as follows:

<u>Component</u>	<u>Part #</u>	<u>Distributor Cost</u>
Transport	1X 224-0603	\$ 210.00
Stacker - 750 Note	48X-646	\$ 160.00
Controller	1X 223-0005	\$ 100.00
Input/Output Cable - Controller/Centrale	39X-910-360	\$ 13.95
Cable Harness For Stacker	39X-260-360	\$ 12.95
Input Power Cable	39X-270-360	\$ 9.95
Power Cable	39X-920-360	\$ 9.95
Total Cost		\$ 516.80

In addition to this sale price on the complete validator, we are offering the following special pricing on the 750-Note Stacker:

Regular Distributor Price: **\$ 160.00/each**
Special Price, With the Purchase of 3 or more units: **\$ 125.00/each**

Please note that these prices are effective through April 30th or while quantities last.

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March 19, 1996

Front Glass Special!!!

Several of NSM's jukebox floor models have been designed with a lid frame using a curved front glass. This front glass is manufactured using an injection mold which forms the special curved design. This process is a rather costly one, and thus results in a higher price than typical flat glass. With this in mind, NSM America has worked to keep the pricing of this front glass as low as possible. The part #'s, descriptions, and pricing of the two types of curved front glass are listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
174-319	Front Glass	\$ 200.00

Models Used: *Galaxy 200, Galaxy CD, and Silver Sky*

Note: This front glass may also be substituted in the following jukeboxes: *Performer Grand I, Performer Grand II, and Performer Grand 2000.*

176-587	Front Glass "Performer Grand"	\$ 265.00
---------	-------------------------------	-----------

Models Used: *Performer Grand I, Performer Grand II, and Performer Grand 2000.*

Note: This front glass may also be substituted in the following jukeboxes: *Galaxy 200, Galaxy CD, and Silver Sky.*

Please note that the only difference between these two glasses is that # 176-587 includes the phrase "Performer Grand" printed across the front of the glass. This alteration results in an increase of \$ 65.00 over # 174-319. For this reason, NSM America strongly encourages our distributors to stock only #174-319.

Over the years, this front glass has been in steady demand from our distributors. In order to help you better stock this item, NSM America is offering the following special pricing:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>	<u>Special Price</u>
174-319	Front Glass	\$ 200.00	\$ 175.00 (*)
176-587	Front Glass "Performer Grand"	\$ 265.00	\$ 225.00 (*)

* **Please note that these prices are effective through April 30th, or while quantities last.**

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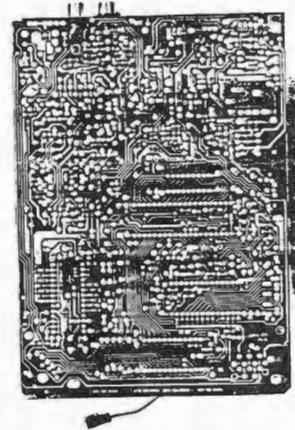
March 27, 1996

Decoder Board Exchange Policy

Over the last few years, NSM's service department has received and repaired a number of ES IV decoder boards. This board, # 176-042, is installed in the top plate of both of our ES IV CD changers.

This board consists of several key parts. Their part #'s and descriptions are listed below:

<u>Part #</u>	<u>Description</u>
907-160	I.C. MN 4264
907-161	I.C. SAA 7201
907-162	I.C. MAB 8441 P
907-163	I.C. TDA 7220
907-164	I.C. TDA 1541 A
907-453	Capacitor 6800 mfd
220-462	Capacitor 2.2 pF/50 Volt
907-179	Voltage Regulator 7906
221-572	Voltage Regulator 5 Volt
250-307	Heat Sink
229-197	Clip To Hold Heat Sink To Voltage Regulator



Many of these components are often used in repairing defective ES IV Decoder Boards. Along with the labor charges, the cost to repair this board is in the range of \$ 75.00 to \$ 100.00. In cases of these ES IV Decoder Boards requiring extensive repair, NSM America will adopt an exchange policy. This policy, which goes into effect immediately, is listed below:

Any ES IV Decoder Board (# 176-042) received at NSM America will be inspected upon receipt. If the component is deemed "unrepairable" it will be exchanged for a new board for a fee of \$ 125.00. A decoder board is considered unrepairable if the board is determined to need extensive repair at a cost that would exceed the \$ 125.00 exchange fee.

Our service department believes that this policy will result in more efficient and timely service for our customers. As we noted above, this policy is effective immediately. If you have any questions regarding this policy, please feel free to contact our service department.

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NSM Service Notes

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March 27, 1996

Jukebox Licensing

It's that time of year again, time for your operators to renew their jukebox licenses. According to the Jukebox License Office, all renewal filings should be submitted by March 15th (although the processing allows your operators to be a few days late). It is very important that operators comply with this organization for all jukeboxes placed in the market for public performance.

For each new jukebox an operator purchases, the operator must fill out the application form enclosed in the jukebox. After forwarding the completed application to the Jukebox License Office, the operator will receive a license certificate after four to six weeks. This certificate (a picture of which is included below) should be placed in the plastic insert included with the application form. This insert will preserve the certificate and keep it from becoming unreadable. The certificate should be placed in a highly

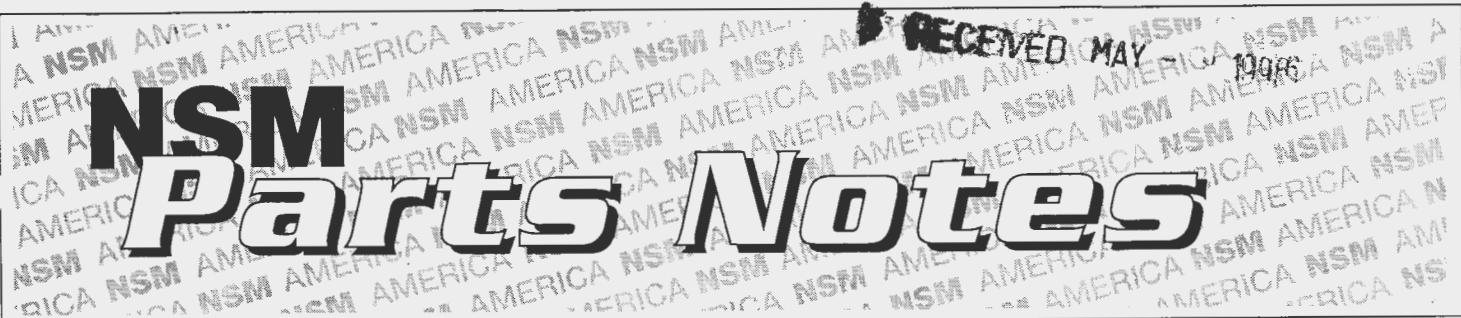


visible location of the jukebox. Most operators choose to place the certificate within the title drum area, which is both lighted and highly visible. With the certificate placed in the proper location, operators can avoid any unnecessary fines.

As a courtesy, please take a moment to remind your operators of this annual filing date. If you or your operators have any questions, please feel free to contact:

Ms. Melonie Krisza
Jukebox License Office
1740 Broadway - 2nd Floor
New York, NY 10019-4315
Phone: 212-581-0190
Fax: 212-956-1214

Ms. Krisza can answer any questions concerning jukebox licensing matters.



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May 1, 1996

“Turn Up The Volume” Of Your Amp Inventory!

In NSM's ES 5.1 system, the integration of our MBC III CD changer with our 250 Watt RMS amplifier has created a system both efficient in performance and sound amplification. A stronger amplifier was a suggestion for improvement in our ES IV & ES V CD jukeboxes which many distributors and operators put forth, and NSM has responded in a “powerful” fashion.

The new amplifier board (part #177-437) combines the functions of the centrale and amplifier - - with an improved level of performance - - in one “mother” board. This improved component is offered at a distributor cost of \$ 350.00.

As with many “key” components of our jukeboxes, we feel that - - as an NSM distributor - - it is important that you stock a sufficient quantity of this amplifier/centrale and those parts necessary to repair those defective boards you receive in your shop. With this in mind, we're offering the following special amplifier “power kit” through May 31st.

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>	<u>Unit Cost</u>	<u>Extended Cost</u>
1	177-437	Amplifier/Centrale	\$ 350.00	\$ 350.00
2	231-695	Mosfet Transistor 2SJ201	\$ 13.50	\$ 27.00
2	231-696	Mosfet Transistor 2SJ1530	\$ 13.50	\$ 27.00
8	225-746	Fuse Cap	\$ 1.75	\$ 14.00
8	225-748	Fuse Holder	\$ 1.45	\$ 11.60

Total Cost				\$ 429.60
Special Cost For (1) NSM ES 5.1 “Power Kit”				\$ 349.95

With the purchase and stocking of two or three of these kits, your parts and service department should be prepared to meet the needs of your customers. In addition, this special pricing offers you the opportunity to offer special pricing to your customers as well.

Please note that this special pricing is valid only for the purchase of a complete kit (part # NSMPOWER), and is valid through May 31st or while quantities.

NSM Parts Notes

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May 1, 1996

Stock Up and Save!

As NSM has increased our spare parts inventory, we have in turn offered you, as an NSM distributor, the opportunity to increase your inventory through special quantity discount pricing. At this time, NSM offers quantity discount pricing on the following items:

<u>Part #</u>	<u>Description</u>	<u>Unit Cost</u>	<u>Special Price</u>	<u>Comment</u>
221-883	BD 239 B Transistor	\$ 1.35	\$ 1.10	With the purchase of (20) or more
221-886	BDW 83C Transistor	\$ 1.80	\$ 1.50	With the purchase of (20) or more
221-902	BDW 84C Transistor	\$ 1.80	\$ 1.50	With the purchase of (20) or more
226-033	Fluorescent Lamp 30 Watts	\$ 3.50	\$ 2.95	With the purchase of a case of (24)
226-049	Bulb 12 Volt 2 Watt	\$ 0.35	\$ 0.25	With the purchase of (24) or more
226-072	Fluorescent Lamp F4T5 4 Watts	\$ 2.50	\$ 2.00	With the purchase of a case of (24)
226-075	Fluorescent Lamp 13 Watts	\$ 3.00	\$ 2.50	With the purchase of a case of (24)
226-079	Fluorescent Lamp 8 Watts	\$ 2.50	\$ 2.00	With the purchase of a case of (24)
226-085	Fluorescent Lamp 15 Watts	\$ 2.50	\$ 2.00	With the purchase of a case of (24)
226-098	Bulb 12 Volt 2 Watts	\$ 0.35	\$ 0.25	With the purchase of (24) or more
231-322	Opto Coupler	\$ 1.50	\$ 1.25	With the purchase of (20) or more

In working to establish which parts to offer at special pricing, many factors were examined. In particular, we examined the buying patterns and frequency of purchase on our spare parts and found that the above items are frequently purchased, but in smaller quantities. By instituting this program, most of our distributors are purchasing these items at the special quantity pricing. This allows you, as an NSM distributor, to keep more adequate stock on-hand. In addition, it helps our parts department process our orders more quickly, since this bulk purchasing results in fewer orders overall.

NSM Parts Notes

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May 1, 1996

Due to the acceptance of this program, we are expanding our quantity discount pricing to include the following items:

<u>Part #</u>	<u>Description</u>	<u>Cost/Unit</u>	<u>Special Cost/Unit</u>	<u>Comments</u>
17X-3975	Spare Key - Ace Lock	\$ 1.50	\$ 1.25	With the purchase of (25) or more
			\$ 1.00	With the purchase of (50) or more
Models:	All ES V and ES 5.1 jukeboxes			
217-992	Spare Key	\$ 2.30	\$ 1.75	With the purchase of (25) or more
Models:				
221-459		\$.20	\$.15	With the purchase of (25) or more
			\$.10	With the purchase of (50) or more

In addition to these items, we will offer our (4) different starters - - listed below - - at the following special quantity pricing:

<u>Part #</u>	<u>Description</u>	<u>Cost/Unit</u>	<u>Special Cost/Unit</u>	<u>Comments</u>
225-023	Starter	\$.60	\$.50	With the purchase of (25) or more
225-024	Starter		\$.40	With the purchase of (50) or more
Models:	Digital Thunder, Digital Thunder Wall, Performer Grand 2000, Performer Wall 2000, Emerald Ice			
225-040	Starter	\$.60	\$.50	With the purchase of (25) or more
225-343	Starter		\$.40	With the purchase of (50) or more
Models:	All ES IV, ES V, and ES 5.1 jukeboxes			

While we consider these discounts to be substantial, we will continue to evaluate our start parts and look for different quantity pricing options that we can offer you in the future.

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June 10, 1996

Out With The Old ...!

While we can continued to increase our overall inventory of spare parts, NSM America is not working to increase our stock of spare parts for our vinyl models. In fact, we are looking to reduce and/or eliminate our inventory of cosmetic spare parts for most of our vinyl jukeboxes. Our parts department recently completed an inventory of these spare parts, and has compiled a listing of those parts which we are looking to eliminate. In particular, we are planning to discontinue stocking of cosmetic spare parts for the following model jukeboxes:

Technology

ES

ES II

ES III

Model

City ES

Prestige ES

Consul Classic

City ES 160

City II

Consul ES 160

Festival ES 160

Prestige ES 160

Prestige II

Satellite 200

240I

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Please note that the most recent date of manufacturing of any of these models was 1987, (240I). Our sales records indicate that most or all of these "cosmetic" parts are rarely purchased. Our costs to continue to manufacture and stock these items greatly exceeds the revenues which are generated from their occasional sales.

With this in mind, please try to consider your customers' needs for parts for any of these jukeboxes. Take a moment and contact those customers who may be interested, and feel free to request (from our parts department) a listing of available parts as well as parts listings for any or all of the above models. We are willing to provide this information, as well as to work with you and your customers to make such purchases "affordable".

While we are working to eliminate this "cosmetic" inventory, we will continue to stock those parts necessary to service the major components (i.e. carriage, control & credit unit, centrale) of our vinyl jukeboxes (ES II, ES III, and ES IV). Please note, however, that the availability of many of these items will become more difficult over time.

If you have any questions regarding these parts, please feel free to contact our parts department.

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June 10, 1996

Stock Up Your Shop!

At NSM America, we have taken steps over the past year to increase the efficiency of our technical shop. Our efforts include new work benches, additional test fixtures, and an automated log-in system for repair items. The latest change is an establishment of a small inventory of spare parts in our shop. These items include those electronic spare parts which are most frequently used by our technicians in repairing CD technology components. The list includes the following:

<u>Part #</u>	<u>Description</u>
220-396	Capacitor 4700 mfd/50 Volt
220-436	Capacitor 4700 Pf/63 Volt
221-332	Transistor BC 327-16
221-444	Transistor BD 135
221-883	Transistor BD 239 B
221-886	Transistor BDW 83C
221-902	Transistor BDW 84C

At this time, special quantity pricing is offered on several of these parts. Their pricing is listed below:

<u>Part #</u>	<u>Description</u>	<u>Regular Price</u>	<u>Special Price</u>	<u>Comments</u>
221-883	Transistor BD 239 B	\$ 1.40	\$ 1.10	With purchase of (20)
221-886	Transistor BDW 83C	\$ 1.95	\$ 1.50	With purchase of (20)
221-902	Transistor BDW 84C	\$ 2.00	\$ 1.50	With purchase of (20)

In order to help you "stock your shop", NSM America will offer special quantity-discount pricing on these items:

<u>Part #</u>	<u>Description</u>	<u>Regular Price</u>	<u>Special Price</u>	<u>Comments</u>
220-396	Capacitor 4700mfd/50V	\$ 2.25	\$ 1.80	With purchase of (10)
220-436	Capacitor 4700 Pf/63V	\$ 6.75	\$ 5.75	With purchase of (10)
221-332	Transistor BC 327-16	\$.25	\$.20	With purchase of (20)
221-444	Transistor BD 135	\$.40	\$.30	With purchase of (20)

With these items in your shop, your technicians should have most of the necessary parts on-hand to repair NSM CD jukebox components.

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June 10, 1996

Our New Parts Manual!

At the end of May, each and every NSM distributor in the U.S. and Canada received a copy of our new Parts Manual. This two-volume set includes parts listing for all NSM jukeboxes, from our ES II models to our current ES 5.1 models, as well as an updated price list. The design of this book will allow for easy updating, as changes in part numbers, part availability, and pricing occur. We strongly believe that this manual will be a very effective tool for you in serving your NSM operators.

Each distributor has received (1) copy of this two-volume set for use in their parts' departments. Since receiving the manual, several distributors have inquired as to the availability of additional manuals. Many distributors feel the manual would be used frequently in their service departments, or for use by many of their long-time NSM operators.

After considerable review, we have decided to make this manual available. There are certain production costs on this manual; as a result, it will be available at a small charge.

In particular, the manual will be available for the following cost:

<u>Part #</u>	<u>Description</u>	<u>Your Cost</u>
PMANUAL	2-Volume Parts Manual - Vinyl and CD Technologies	\$ 149.95
PMANUAL-V	Vinyl Parts Manual - ES II and ES III Technologies	\$ 79.95
PMANUAL-CD	CD Parts Manual - ES IV, ES V, and ES 5.1 Technologies	\$ 79.95

Please note that, if you plan to make this parts manual available to your customers, you may wish to remove the pricing sections which are located at the front of each book.

Quantities of this manual are **very** limited, and will remain available for a short time. If you have any questions, please contact NSM America's parts department.

July 12, 1996

Mr. John Liikala
Canadian Amusement
3117 Thunderbird Crescent
Burnaby, B.C. Canada V5A 3G1

Dear John ,

As we mentioned in our latest volume (#10) of our *Service Notes*, NSM America recently received quantities of our User and Service Manuals for ES 5.1 jukebox models. While a User Manual is included in each ES 5.1 jukebox model, a Service Manual for each of these models is not included with the jukebox.

The part #'s, and descriptions of each of these Service Manuals is listed below:

<u>Part #</u>	<u>Description</u>
178-307	<i>Digital Thunder</i> Service Manual
178-159	<i>Digital Thunder Wall</i> Service Manual
178-406	<i>Performer Grand 2000</i> Service Manual
178-291	<i>Performer Wall 2000</i> Service Manual
178-117	<i>Emerald Ice</i> Service Manual

A complimentary copy of each of these manuals is included in this package. **Please keep these copies on-hand in your shop as a reference for your service personnel to use in working to resolve service issues regarding ES 5.1 jukeboxes.**

If you wish to receive additional copies of any of these Service Manuals, they may be purchased from NSM America's parts department at a cost of \$ 9.95 each.

We are happy to provide (finally) these manuals to your service department. In addition to these manuals, we will be providing your office with additional service materials within the next 30 days. With these materials, we believe you will be better equipped to service your NSM operators.

Take care, and best wishes for an enjoyable summer.

Sincerely,



Tony Lantz
Service Manager

NSM Service Notes

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July 11, 1996

New ES 5.1 Service Manuals

Since NSM introduced our ES 5.1 jukeboxes in June, 1995, these models have included a User Manual with each jukebox. This user manual contains information regarding setup and operation of the jukebox, as well as a detailed parts breakdown of the cabinet and major components. This information is that which NSM considers most important to its jukebox operators.

NSM has also produced a Service Manual for its ES 5.1 jukeboxes. This manual includes detailed information regarding programming functions, error codes listings, schematics of all the major components, and a complete wiring diagram. At this time, the Service Manual is not included in the jukebox, but is available for purchase from NSM America.

At this time, we have a limited quantity of each service and user manual in-stock. The part #'s, descriptions, and pricing for each of these manuals is listed below:

<u>Part #</u>	<u>Description</u>	<u>Your Cost</u>
178-271	Digital Thunder User Manual	\$ 8.95
178-033	Digital Thunder Wall User Manual	\$ 8.95
178-403	Performer Grand 2000 User Manual	\$ 8.95
178-288	Performer Wall 2000 User Manual	\$ 8.95
178-114	Emerald Ice User Manual	\$ 8.95
Please note: A User Manual is included with the purchase of each NSM jukebox.		
178-307	Digital Thunder Service Manual	\$ 9.95
178-159	Digital Thunder Wall Service Manual	\$ 9.95
178-406	Performer Grand 2000 Service Manual	\$ 9.95
178-291	Performer Wall 2000 Service Manual	\$ 9.95
178-117	Emerald Ice Service Manual	\$ 9.95

Please note: A Service Manual is not included with the purchase of each NSM jukebox.

A complimentary copy of each of the (5) Service Manuals is being forwarded to your company's service manager. **Please keep these copies on-hand as a reference for your service department to use in working to resolve service issues regarding ES 5.1 jukeboxes.**

At this time, NSM is developing additional support materials regarding the service and maintenance of ES 5.1 jukeboxes. We are hoping to make these materials available to our distributors and operators within the next 30 days.

If you any questions regarding our service materials, please feel free to contact our service department.

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July 11, 1996

Background Switching Units For Vinyl & CD Jukeboxes

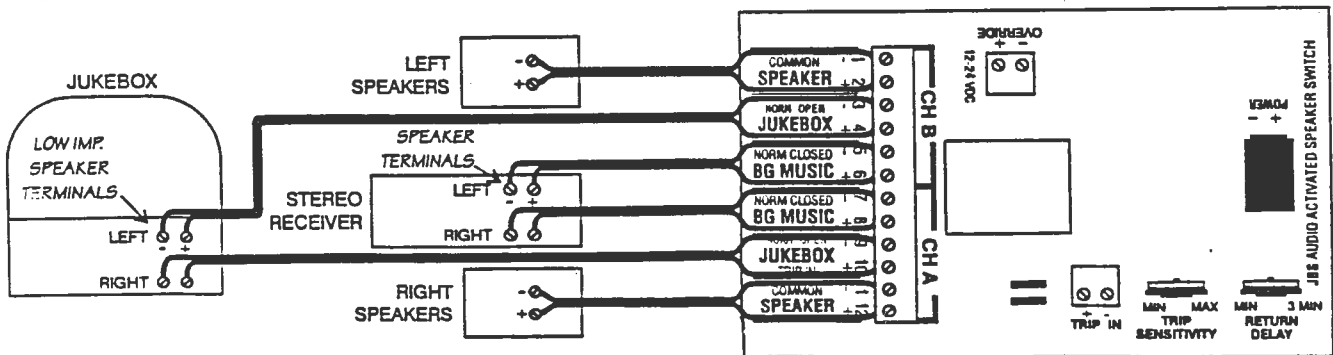
As an accessory, NSM offers background switching units for its vinyl and CD jukebox models. The background switching unit allows the location's speakers to be switched between the jukebox and the background music system installed in the location. A brief description of each unit and its function is listed below:

Part #: 17X2045
Description: Background Switching Unit For NSM Vinyl Jukeboxes
Distributor Cost: \$ 50.00

This BSU, manufactured for NSM America exclusively by Electronic Design Manufacturers, features a 12 Volt plug which allows the unit to draw its power from the jukebox's power supply. It can be used in NSM ES II, ES III, and ES IV vinyl jukeboxes.

Part #: 17X2055
Description: Background Switching Unit For NSM CD Jukeboxes
Distributor Cost: \$ 55.00

This JBS Background Switching Unit is manufactured for NSM jukeboxes by Commercial Sound & Electronics. It features voltage settings for 12 and 24 Volts, which allows the unit to be plugged into a 110 Volt outlet, or to draw its power from the jukebox's internal power supply. This allows the operator to mount the BSU internally (within the jukebox) or externally in the location. The BSU features left and right terminal inputs for the location's jukebox, stereo receiver (i.e. background music source), and external speakers.



Detailed instructions on the installation and operation on this unit are available from NSM's service department. Both units are in-stock and available for purchase from NSM's parts department.

NSM America Parts Notes

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August 13, 1996

Special Magazine & Lift Assembly Offer

Periodically, NSM America is presented with an opportunity to receive parts at a lower-than-normal cost. When these incidences occur, we like to take the opportunity to share these savings with our distributors.

Over the past few weeks, we have received a quantity of an outdated CD-ROM changer model. This model includes a few spare parts which are used in ES IV NSM jukeboxes. In particular, we have limited quantities of two items. Their part numbers, description, and pricing are listed below:

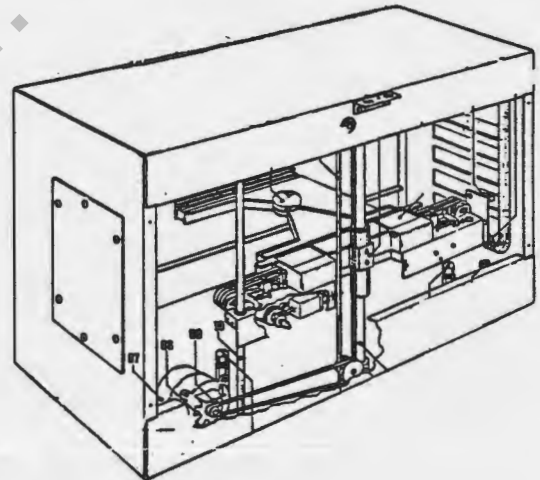
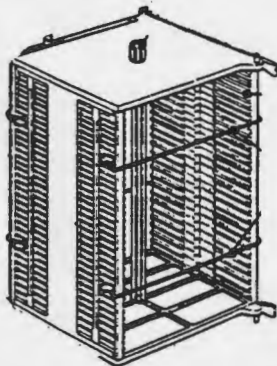
ES IV Lift Assembly

NSM's ES IV lift assembly (part # 173-607) is used in both ES IV CD changers (part #'s 173-470 and 175-980). This mechanism pulls the CD tray out of the magazine, delivers it to the laser player, and returns it to the magazine. The current distributor cost for a new lift assembly is:

Distributor Cost: \$ 409.95

Given the infrequent demand we have experienced, the following special pricing is being offered on the limited quantity available:

Special Price: \$ 75.00



Magazine Assembly W/Trays

The magazine assembly (part # 178-180) and trays (set of 10: part # 176-395) are normally sold separately. The normal distributor cost for one set (one magazine and five sets of trays) is:

Distributor Cost: \$ 14.95 - Magazine Assy.

\$ 74.75 - (50) Trays

The following special pricing is being offered on a complete (magazine & trays) magazine assy:

Distributor Cost: \$ 69.95

Please note that these magazine assembly and trays can be used only in ES IV CD changers!

Please note that quantities of these slightly "used" parts are limited. If you have any questions, please feel free to contact NSM America's parts department.

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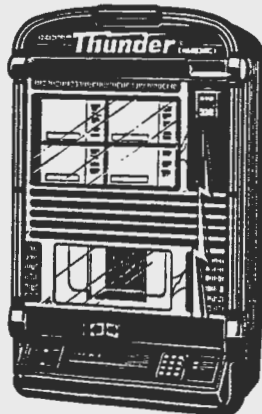
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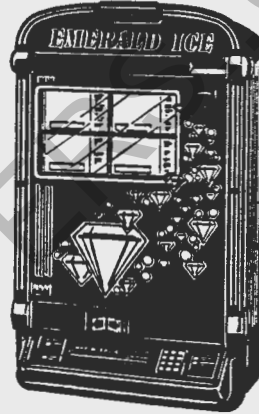
Wall Mount Glass Package!

NSM America's parts department is now stocking quantities of front glasses for each of our three wall mount models. The part #'s, descriptions, and pricing for each of these front glasses parts is listed below:

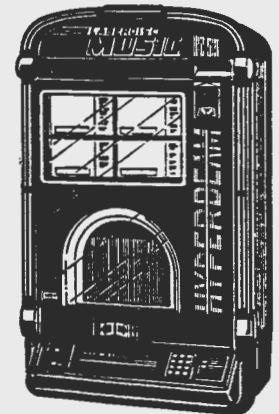
<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
160-028	Front Glass for <i>Digital Thunder Wall</i>	\$ 159.95
160-038	Front Glass for <i>Emerald Ice</i>	\$ 125.95
160-060	Front Glass for <i>Performer Wall 2000</i>	\$ 125.95



Digital Thunder Wall



Emerald Ice

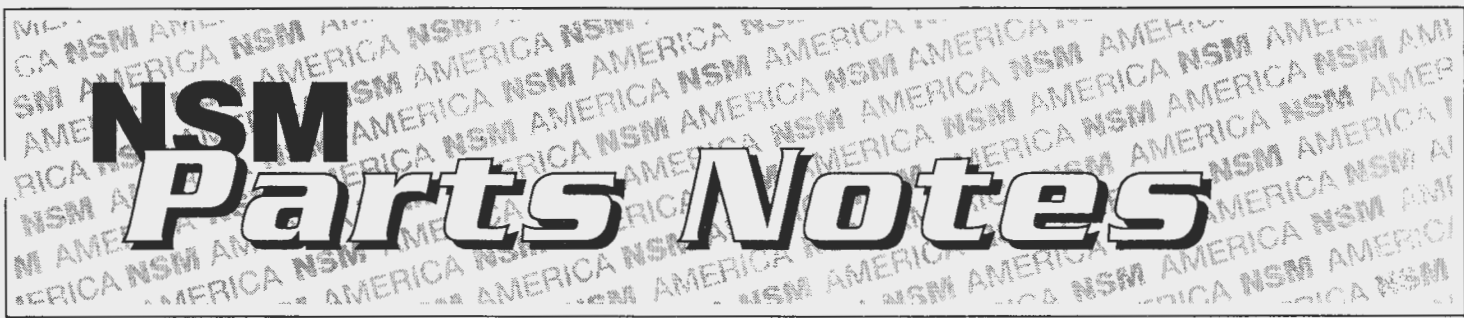


Performer Wall 2000

As an NSM distributor, there is a periodic demand from your operator customers for these front glasses. The following special pricing will allow you the opportunity to "stock up" your parts department and have at least one of each of these front glasses on-hand. The following special pricing -- on this "wall package" -- is offered through August 31st, or while supplies last:

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>	<u>Special Price</u>
1	160-028	Front Glass for <i>Digital Thunder Wall</i>	\$ 159.95	\$ 139.95
1	160-038	Front Glass for <i>Emerald Ice</i>	\$ 125.95	\$ 109.95
1	160-060	Front Glass for <i>Performer Wall 2000</i>	\$ 125.95	\$ 109.95
Total "Wall Package" Cost				\$ 359.85

If you have any questions, please feel free to contact the NSM parts department.



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August 13, 1996

Front Glass Special!

Just a reminder about our special offer on purchases of front glass pieces for *Galaxy 200*, *Galaxy CD*, *Silver Sky*, *Performer Grand I*, *Performer Grand II*, *Performer Grand 2000*, and *Digital Thunder*. The following pricing is valid through August 31st:

"Digital Thunder Glass Pack"

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>	<u>Regular Price</u>	<u>Special Price</u>
1	160-054	Center Front Glass	\$ 119.95	\$ 105.95
1	160-055	Bottom Front Glass	\$ 79.95	\$ 65.95
1	160-056	Left Center Front Glass - Bill Entry	\$ 59.95	\$ 51.95
1	160-059	Right Center Front Glass - Keypad Assy	\$ 59.95	\$ 51.95
Total Package Cost:				\$ 275.80

"Skid Special 1"

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>	<u>Regular Price</u>	<u>Special Price</u>
6	174-319	Front Glass - <i>Galaxy 200</i> , etc.	\$ 241.40	\$ 200.00
"Skid Special 1" Total Cost				\$ 1,200.00

and

"Skid Special 2"

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>	<u>Regular Price</u>	<u>Special Price</u>
3	174-319	Front Glass - <i>Galaxy 200</i> , etc.	\$ 241.40	\$ 200.00
3	176-587	Front Glass - <i>Performer Grand</i> , etc.	\$ 265.00	\$ 235.00
"Skid Special 2" Total Cost				\$ 1,305.00

Please note that these packages must be purchased with the listed quantities in order to receive this special pricing. The quantities and sizes of the two "skid" specials make it more economical to skid and ship these pieces via truck. If you choose to purchase these and any other of our glass "specials", the order can be combined and shipped via truck to further economize your shipping costs.

Please note that all pricing is valid through August 31st, or while quantities last. If you have any questions regarding these parts, please feel free to contact our parts department.

January 23, 1997

Mr. John Llikala
Canadian Amusement

Dear John,

With the new year now in full swing, I'd like to take a moment to update you regarding a couple of important service issues:

CDM12 Laser Assembly

Over the past few months, many of our distributors and operators have experienced intermittent "skipping" problems with the CDM12 laser player in our MBC III changer. We have corrected this problem with the installation of a new E-Prom on the player. All CDM12 lasers installed in our jukeboxes now use this latest version E-Prom, as well as all repairs/advance replacements shipped from NSM America.

While this modification has corrected this problem, it is important to note that, when installing this new, modified laser in the jukebox, ***please make certain that the jukebox's CCU has the latest (Version # 0004) E-Prom installed.*** Failure to install this E-Prom may result in the continuation of this "skipping" problem, despite the fact that the jukebox is using the modified CDM12 laser.

Your service department has been sent copies of this latest CCU E-Prom (Version # 0004) for you to "burn in" and distribute to your operator customers. If you need additional copies of this E-Prom, please contact our service department at (630) 860-5100. By working together and "covering all the bases", we can minimize the inconvenience this problem has caused.

Title Drum Assembly

This new year has brought about a few changes in our policies/pricing regarding title drum exchanges and repairs. Detailed in our December 31st *Service Notes*, our warranty policy will cover all title drums installed in jukeboxes manufactured from January 1, 1994 or later; an exchange fee of \$ 295.00 will be charged for those title drums manufactured before January 1, 1994. In addition, our title drum update kit (part # 17X-832) — which consists of (1) title page set, (4) lower worm gears, (1) front gripper, and (1) rear gripper — is available for purchase from NSM America for \$ 95.00.

One important piece of information was omitted from our recent *Service Notes*. The title drum serial number is the indicator by which it is determined whether or not the unit is under warranty. For all title drums with a serial # of 38,000 or higher, the unit is under warranty, and each unit will be repaired & returned to you (in order to keep track of the warranty). For all title drums with a serial # 37,999 or lower, a fee of \$ 295.00 will be charged for exchange of a defective unit. Please note that these units will carry a one-year warranty from date of shipment from NSM America. This information should clear up any uncertainties you may have.

At this time, we are experiencing a three week back order on the repair/exchange of title drums in our service department. In addition, we are currently backordered on title page sets (a situation we expect will be remedied within 7 to 10 days). We are working to improve our turnaround and minimize backorders, and will keep you informed as new information is available.

Thank you for your continued cooperation as we work to solve these issues. If you have any comments or questions, please don't hesitate to give me a call.

Sincerely,



Tony Lantz
Service Manager

NSM Parts Notes

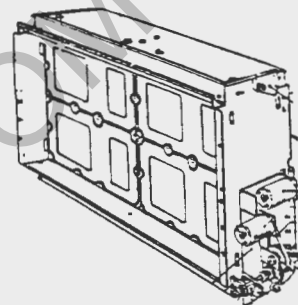
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Title Drum Assembly Repair/Replacement

We highlighted in our last *Parts Notes* the changes in our policies/pricing regarding title drum exchanges and repairs. We would like to note, once again, our title drum repair/replacement policies which are now in effect:



- For defective title drums installed in jukeboxes manufactured from January 1, 1994 or later, the title drum will be replaced at no charge. These units are designated with a serial number of 38,000 or higher.
- For defective title drums installed in jukeboxes manufactured prior to January 1, 1994, the title drum will be exchanged for a fee of \$ 295.00. These units are designated with a serial number of 37,999 or less. All units repaired and/or replaced by NSM America will carry a one-year warranty from date of shipment from NSM America.
- In addition, our title drum update kit (part # 17X-832) -- which consists of (1) title page set, (4) lower worm gears, (1) front gripper, and (1) rear gripper -- is available for purchase from NSM America for \$ 95.00.

At this time, we are working to erase a two-to-three week back order on the repair/exchange of title drums in our service department. We have filled our previous backorders on title page sets, and now have quantities in stock. We will continue to work to minimize this backorder situation.

If you have any questions regarding this policy, please feel free to contact our Parts Department.

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CDM12 Laser Assembly Update

Over the past few months, some of our distributors and operators have experienced "blinking out" or intermittent "skipping" problems with the CDM12 laser player in our MBC III changer. This is a problem which you may have encountered, in that you may have received additional requests for advance replacement CDM12 laser players.

We have corrected these "blinking out" and intermittent "skipping" problems with the installation of a new servo board on the laser player. All CDM12 lasers installed in our jukeboxes now incorporate this latest version CDM12 laser player, as well as all repairs/advance replacements shipped from NSM America.

It is important that several steps are followed by your customers when troubleshooting these laser player problems. After installing the latest version CDM12 laser player (Version # 1.2) in the changer, there are two further checks that must be done:

- **Please make certain that the latest version E-Prom (Version #0105) is installed on the MBC III CD changer's control board.**
- **Please make certain that the latest version E-Prom (Version # 0104) is installed on jukebox's CCU.**

Our recent experience indicates that the failure to install each of these updates may result in the continuation of the "blinking out" or and/or "skipping" problem, despite the fact that the jukebox is using the modified CDM12 laser player. Please make certain to follow these guidelines when working with your operator customers who are experiencing these problems.

Your service department has been sent copies of the latest CCU E-Prom (Version # 0104) and MBC III CD changer E-Prom (Version # 0105) for you to "burn in" and distribute to your operator customers. If you need an additional copy of either E-Prom, please contact our service department at (630) 860-5100. By working together and "covering all the bases", we can minimize the inconvenience this problem has caused.

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New Mars Wall-Mount Conversion Kit

Since the introduction of the Mars bill acceptor into our ES 5.1 wall and floor jukeboxes, NSM has received a number of inquiries regarding installation of the Mars S-2000 bill acceptor into older NSM jukebox models. With the number of different designs and spacing within our different jukebox models, we have undergone considerable research regarding such an upgrade. At this time, we would like to address the issue of upgrading our wall model jukeboxes.

NSM manufactured the following wall models with the following bill acceptors over the past seven years:

<u>Model</u>	<u>Bill Acceptor(s) Used</u>	<u>Upgrade</u>
ES 5.1 <i>Digital Thunder Wall</i>	Dixie Narco DBA3 Validator & Mars S-2000	Yes
<i>Performer Wall 2000</i>	Dixie Narco DBA3 Validator & Mars S-2000	Yes
<i>Emerald Ice</i>	Dixie Narco DBA3 Validator & Mars S-2000	Yes
ES V: <i>FireBird II</i>	Dixie Narco MBA System & DBA3 Validator	No-MBA Yes-DBA3
<i>Performer Wall</i>	Dixie Narco MBA System & DBA3 Validator	No-MBA Yes-DBA
<i>Old Fashion Wizard</i>	Dixie Narco MBA System & DBA3 Validator	No-MBA Yes-DBA
ES IV: <i>CD Fire</i>	Dixie Narco MBA System	No
<i>FireBird</i>	Dixie Narco MBA System	No
<i>Fire Country</i>	Dixie Narco MBA System	No

Those models using the Dixie Narco DBA3 can be upgraded to the Mars S-2000 bill acceptor by purchasing an upgrade kit. The part #, description, and distributor cost of this kit is listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
88X2412UPGRDE	DBA3 To Mars Upgrade Kit – Wall Models	\$ 375.00

This kit includes a Mars S-2000 bill acceptor with insert bezel, as well as all hardware necessary to install the unit. The installation process takes around 15 minutes, and detailed instructions are included with the kit.

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ES IV models *CD Fire*, *FireBird*, and *Fire Country* as well as early versions of the ES V *FireBird II*, *Performer Wall*, and *Old Fashion Wizard* used the Dixie Narco MBA system. This MBA system consisted of three components – transport, stacker, and control box. Unfortunately, space restrictions prohibit a Mars S-2000 from being installed in these units.

In order to support these jukeboxes, NSM America has secured an inventory (we will receive our next shipment by September 15th) of the MBA system transport units, the component that most often requires repair and/or replacement. The part #, description, and distributor cost of this item is listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
1X 224-0820	Transport For Wall Units	\$ 275.00

While the cost of this item has increased, our agreement with Ardac ensures NSM America of a stock of this item for the next two years. As an alternative, Ardac does perform contract service on this item.

In addition to the transport units, NSM America also has a limited inventory of complete wall unit MBA's. The part #, description, distributor cost, and special sale price is listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>	<u>Special Price</u>
88X 4099-20	MBA Kit For NSM Wall Models	\$ 325.00	\$ 275.00

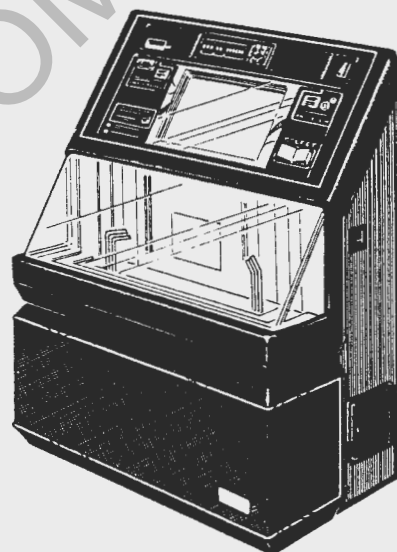
Please note that this special price is valid through September 30th or while supplies last.

In our next **Parts Notes** we will be forwarding information regarding upgrade kits for our floor model jukeboxes.

New Floor Model Front Glass

Several of NSM's floor model jukeboxes have shared the same cabinet design, including: ES IV models *Galaxy 200*, *CD Galaxy*, *Silver Sky*, and *Performer Grand*; ES V model *Performer Grand II*; and ES 5.1 *Performer Grand 2000*.

The curved front glass for these models, once differentiated among the different models, is now sold under one part number. This replacement glass is sold as a clear piece, and does not include the model name stenciled across the front. The part #, description, and distributor cost of this item is listed below:



<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
178-357	Curved Front Glass	\$ 245.00

Please note that this part replaces all other curved front glasses for these models, including part # 174-319 (*Galaxy 200*, *CD Galaxy*, *Silver Sky*), 176-019 (*Performer Grand*), and 176-587 (*Performer Grand II*). For the *Performer Grand 2000*, the part number listed is 178-357. This part should be ordered to fill your customers' requirements for this item.

In addition, individual labels with model names *Performer Grand*, *Performer Grand II*, and *Performer Grand 2000* are available (at a cost of approximately \$ 5.00 each). These labels are approximately 1" in height and 12" in length, and affix to the inside of the front glass. They can be ordered through our Parts Department.

If you have any questions regarding these items, as well as any other NSM spare parts, please contact our Parts Department.

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Updated Policy For Dixie Narco DBA3 Bill Acceptors

With the Mars S-2000 bill acceptors installed in NSM wall and floor jukeboxes for the last eighteen months, the warranty period for most of the Dixie Narco DBA3 validator is ending. The DBA3 was installed in later-version ES V jukeboxes as well as earlier version ES 5.1 jukeboxes. In particular, NSM manufactured the following wall models with the following bill acceptors over the past seven years:

	<u>Model</u>	<u>Bill Acceptor(s) Used</u>
ES 5.1	<i>Digital Thunder</i>	Dixie Narco DBA3 Validator & Mars S-2000
	<i>Digital Thunder Wall</i>	Dixie Narco DBA3 Validator & Mars S-2000
	<i>Performer Grand 2000</i>	Dixie Narco DBA3 Validator & Mars S-2000
	<i>Performer Wall 2000</i>	Dixie Narco DBA3 Validator & Mars S-2000
	<i>Emerald Ice</i>	Dixie Narco DBA3 Validator & Mars S-2000
	<i>Nostalgia Gold II</i>	Dixie Narco DBA3 Validator & Mars S-2000
ES V:	<i>Solid Gold</i>	Dixie Narco DBA3 Validator
	<i>Nostalgia Gold</i>	Dixie Narco DBA3 Validator
	<i>FireBird II</i>	Dixie Narco MBA System & DBA3 Validator
	<i>Performer Wall</i>	Dixie Narco MBA System & DBA3 Validator
	<i>Old Fashion Wizard</i>	Dixie Narco MBA System & DBA3 Validator

As noted above, the warranty period on most DBA3 units is now ending. For defective units shipped to NSM America for repair, a fee of \$ 70.00 will be charged, and the unit will be exchanged. Units repaired by Dixie Narco and exchanged by NSM America carry a three-month warranty period (and are denoted by a /R at the end of the serial number). To determine the manufacturing date of the unit – and its contract/warranty status, please note the following:

- The first three number of the serial number (located on the label) indicates the month and year of manufacturing. (For instance, serial #06501114 was manufactured in June, 1995.) It is this manufacturing that is used to determine the warranty/contract status.
- Any serial number with a /R at the end of the number has already been repaired by Dixie Narco. These units only carry a three-month warranty.

If you have any questions regarding this policy, please feel free to contact our *Parts* or *Service* departments.

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CDM12 Repair Kit

Over the last several months (mid-May 1997), NSM America's service department has implemented a comprehensive repair procedure for the CDM12 Laser Assembly. This procedure, which includes sanding, lubrication, and the installation of a metal bar over the laser's existing laser guide, has proven quite effective in minimizing the CDM12's "skipping" problem.

While the introduction of version AH03 has diminished the skipping problems considerably, skipping problems still occur in this version as well as earlier versions. The problem involves laser's rails, on which the laser's "sled" moves back and forth when playing the CD. When the rails are not entirely smooth, the laser can skip as the "sled" runs over bumps. Our repair procedure involves smoothing the rail's surface and inserting a metal bar over the existing rails. These steps ensure that the "sled" moves back and forth on a smooth surface. In addition to smoothing, proper lubrication must also be done.

To provide our distributors with the tools necessary to do the job correctly, NSM America is now offering a CDM12 Repair Kit. The kit includes the following:

<u>Quantity</u>	<u>Description</u>
1	¼ oz. Container of Tribol 9098 Laser Grease
1	Brush For Application of Grease
1	Sheet of Fine Sand Paper
1	Sandpaper Stick

Please note that the kit (part #) includes complete instructions for the steps that should be followed in completing a CDM12 laser modification/repair. The cost of the kit is \$ 8.95, and the grease included should allow for the repair of up to 200 CDM12 lasers.

The success of this solution is largely due to the way in which the repair is handled. In particular, improper sanding of the top of the laser guide and/or incorrect lubrication can cause more damage. **Thus, before beginning to repair CDM12 lasers, we strongly urge you to contact our Training Manager, Keith White, to schedule a time when you can visit and receive proper training. As a distributor, we will not sell these kits to you until after you receive this training.**

If you have any questions regarding this policy, please feel free to contact our Service department.

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Dixie Narco Transports Now Available

After a considerable delay, NSM America now has transports for the Dixie Narco MBA systems in stock.

There are two different transports available, one for the floor models and one for the wall models. Information on each is listed below:

Floor Models

NSM's ES IV and selected ES V floor jukeboxes used the Dixie Narco MBA system (88X4001-26). These models include *Galaxy CD*, *Silver Sky*, *Silver City*, *Performer Grand I*, *Fascination*, *Performer Grand II*, and *Performer Classic*.

The transport for this MBA system – the component that most frequently requires repair or replacement – is now in stock. The part number, description, and distributor cost is listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
1X 224-0603	Transport For Floor Models	\$ 275.00

Sufficient quantities are now on-hand in our Parts Department.

Wall Models

NSM's ES IV and selected ES V wall jukeboxes used the Dixie Narco MBA system (88X4099-20). These models include *CD Fire*, *FireBird*, and *Fire Country* as well as early versions of the ES V *FireBird II*, *Performer Wall*, and *Old Fashion Wizard*.

The transport for this MBA system – the component that most frequently requires repair or replacement – is now in stock. The part number, description, and distributor cost is listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
1X 224-0820	Transport For Wall Units	\$ 275.00

Please note that quantities are limited, and orders will be handled on a first-come, first-serve basis.

If you have any questions, please feel free to contact our *Parts* department.



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Galaxy Retrofit Kits Available

In the past few years, NSM America has offered "upgrade" for certain early CD jukebox models. In particular, these kits are used to modify NSM CD jukeboxes with our "flip" title drum units to the "sliding" title display used in our present models. These kits have been offered for our *CD Fire* wall unit and our *Galaxy CD*, and this "update" can add considerable resale value to the jukebox.

This retrofit kit (part #175-131) includes the following items:

- All the necessary mounting hardware and cable harnesses modify the *Galaxy CD* to incorporate a "sliding" title display.
- A parts breakdown and assembly instructions for the jukebox's new hardware, as well as a parts listing and instructions for the modification of the CCU.
- This kit will be offered for a distributor cost of \$ 275.00.

There are a number of electronic components necessary to modify the jukebox's existing CCU (part #173-663) to allow it to control the "sliding" title display. By modifying the jukebox's existing CCU, there is no need to have the additional expense (\$ 225.00) of purchasing a new ES IV CCU (part #174-873). These parts can be purchased separately, and a listing of these items is available from our parts department.

We have not included a title display in this kit. By excluding the title drum from the kit, distributors can use a title drum from their inventory and allow us to offer this kit at a lower cost.

NSM America has secured a limited number of kits that we available by mid-January. Please place your order with our parts department in order to secure the *Galaxy Retrofit* kits you require. Orders will be treated on a first-come, first-serve basis.

If you have any questions, please feel free to contact our parts department.



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Magazine & Tray Special Offer

As we close out the year, we're offering the following offer on a limited number of CD magazines and trays.

The following is a listing of the part numbers and distributor costs for the magazine and tray parts used in our ES IV and ES V CD changers:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
178-180	Magazine Assembly	\$ 24.95
176-395	CD Tray - Pack of 10	\$ 14.95

The total cost for one magazine assembly with (50) trays is: \$ 99.70. For a limited quantity of pieces available, NSM is offering one magazine assembly with (50) trays is \$ 39.95.

For our ES 5.1 CD changer, the following is a listing of the part numbers and distributor costs for the magazine and tray parts used:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
178-136	Magazine Assembly	\$ 24.95
140-024	CD Tray	\$ 1.65

The total cost for one magazine assembly with (50) trays is: \$ 107.15. For a limited quantity of pieces available, NSM is offering one magazine assembly with (50) trays is \$ 49.95.

Please note that this special pricing is on a limited quantity, and these pieces will be shipped pre-assembled (i.e. with the trays inserted in the magazine assembly).

If there are any problems or questions, please feel free to contact our parts department.



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Holiday Hours

With the holidays fast approaching, we'd like to take a moment to highlight our year-end schedule:

<u>Date</u>	<u>Comment</u>
December 17 th	NSM America's offices will close at 1:00 P.M. for our annual company luncheon. We will reopen on Thursday, December 18 th at 9:00 A.M. (CST) In order to avoid any problems with receiving parts orders on this date, please place your orders as soon as possible.
December 22 nd – 26 th	NSM America's parts department will be closed for inventory. No parts orders will be shipped during this week. The parts department will re-open on Monday, December 29 th . In order to avoid any problems with availability of parts during this period, please place your orders for any parts you require during this time as early as possible. We will work to minimize any inconveniences this schedule causes.
December 25 th & 26 th	NSM America will be closed in observance of Christmas.
January 1 st & 2 nd	NSM America will be closed in observance of New Year's.

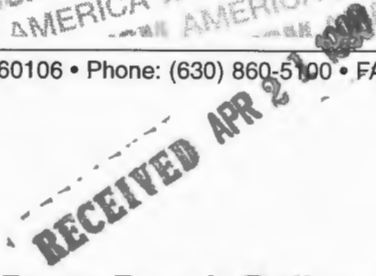
While the holiday season (and this schedule) may be quite hectic, our staff will work to minimize any inconveniences it may cause.



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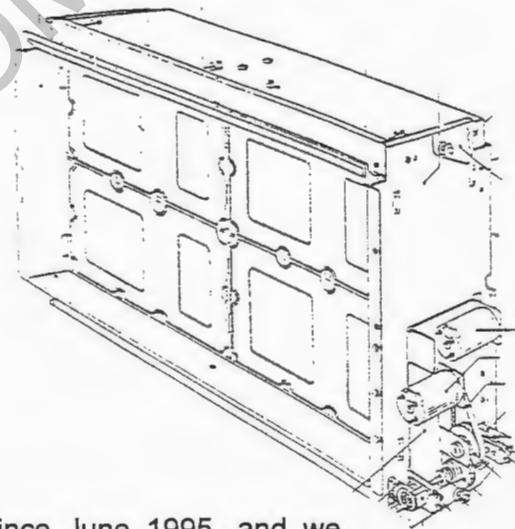
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Title Drum Repair Policy

As NSM America continues to maintain its three-year warranty policy on our title drum assembly, we like to update you periodically concerning those units that are presently covered under this policy.

Each title drum has a 5-digit serial attached to the right side of the assembly. **Effective May 1, 1998, all units with a serial number of 52,000 or less are no longer covered under this three-year warranty.** The serial number 52,000 corresponds to the last unit produced by NSM in January 1995. We are extending this warranty an additional three months to accommodate for a period of shipping and warehousing of these jukeboxes before delivery to your operator customers. Those units "out of warranty" will be updated for a distributor cost of \$ 295.00.



Our three-year warranty policy has been in effect since June 1995, and we believe that it is a policy that is fair to NSM distributors. **Given the fact that we have established this policy to minimize the expense to NSM operators (and therefore increase sales over time), we would appreciate that this exchange fee or warranty exchange be passed along with minimal additional charges.** In particular, those units exchanged under warranty should only have a small handling fee charged to your operator customers.

In addition to this repair policy, NSM America also offers a title drum "update kit" (#17X-832) that allows distributors and/or operators to update their title drum assemblies themselves. The kit consists of the following items:

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>
1	176-832	Title Page Set
4	174-751	Lower Worm Gear
1	174-846	Drive – Front Side
1	175-952	Drive – Rear Side

Distributor cost for this kit remains \$ 95.00, and these items are in stock and available for purchase.



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CDM12 Repair Policy

We are now beginning to ship our first CD Pro units (part#179-195) installed in our **Sapphire** floor jukeboxes. The CD Pro unit is interchangeable with the CDM12 unit and will replace the CDM12 in the near future. NSM America will continue to service the CDM12 laser units; the following is a review and update of our repair policy regarding CDM12 laser units.

CDM12 laser units were first installed in NSM jukeboxes in July 1995, beginning in floor models **Digital Thunder**, **Performer Grand 2000**, and **Nostalgia Gold** as well as wall models **Digital Thunder Wall**, **Performer Wall**, and **Emerald Ice**. Since this time, NSM America has updated, repaired, and exchanged these units under warranty. The update and repair of the CDM12 includes the installation of a metal bar on the laser's rail, which creates a smooth surface for the laser's sled and eliminates the CDM12's skipping problem. This solution has been working without failure since May 1997.

As we are now integrating the CD Pro in our jukeboxes and as a replacement part, we are adjusting our warranty policy concerning the CDM12 laser player. Since many CDM12 lasers have been out for a long period of time and there is a limited life to the diode, we will now be assessing whether the laser assembly is within the warranty period. For an "out of warranty" CDM12 unit sent to NSM for repair, the following policy will apply:

- If the laser's diode is found to be "dead", the laser will be exchanged for a distributor cost of \$ 195.00.
- If the laser's diode is still functional and the problems encountered with the unit concern rough rail surfaces, a modification of the laser's rails will be performed at no charge.

At this time, we will continue to honor our policy of upgrading the CDM12 laser assembly's rails under warranty. If, however, the CDM12 laser is out of warranty and the laser's diode fails, NSM will not cover this failure under warranty. The laser's diode has performed as expected, so we do not feel obligated to cover failure of this component beyond our normal warranty period.

We hope that this policy is clear. If there are any problems or questions, please feel free to contact the NSM America Service Department.

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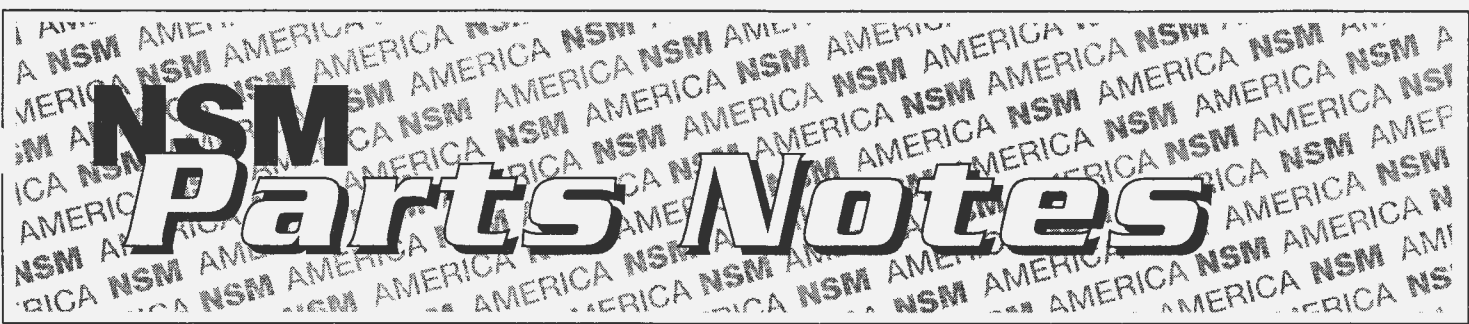
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Repair/Exchange Policy

We would like to take this opportunity to update you regarding our repair and service policies for our NSM distributors:

- Warranty Period:** NSM America extends a warranty of 15 months (from date of shipment from NSM America) for all major components (i.e. CD changer, laser assembly, centrale/amplifier unit, CCU, and bill acceptor) of the jukebox. Our internal database monitors and confirms the warranty status of the components based on the ship date of the component's serial number.
- Labor Rate:** For all repairs (both CD and vinyl) out-of-warranty, our labor rate is \$ 70.00/hour.
- DBA3 Bill Acceptor:** For those units out of warranty, a \$ 70.00 exchange fee is charged for an upgraded unit.
- CDM12 Laser Assembly:** For all units found to be unrepairable (i.e. the laser's diode is "dead") and out of warranty (see above), a new laser assembly is sold for a cost of \$ 195.00.
- CDM4/53 Laser Assembly:** For all units found to be unrepairable (i.e. the laser's diode is "dead"), a new laser assembly is sold for a cost of \$ 195.00.
- CDM4/36 Laser Assembly:** For all units found to be unrepairable (i.e. the laser's diode is "dead"), a new laser assembly is sold for a cost of \$ 295.00.
- Title Drum Assembly:** For all units out of warranty (i.e. a component serial number of 52,000 or less), the title drum is repaired/updated for a cost of \$ 295.00.

If there are any problems or questions concerning these policies, please feel free to contact the NSM America Service Department



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New Exchange Policy for CDM 12 Laser Assembly

A program involving the exchange of a CD-Pro unit for a CDM12 unit is now being offered by NSM. With the implementation of this policy (effective August 1st), it is necessary to clarify our spare parts and service/exchange policies.

CD-Pro Pricing

The purchase price for a CD-Pro unit will be \$ 250.00. Our suggested retail price to NSM operators is \$ 360.00.

CD-Pro Exchange Policy

For NSM jukebox operators wishing to upgrade an existing CDM12 unit that is within specification (it must have a functioning laser diode) to a CD-Pro unit, a CD-Pro may be purchased by an NSM distributor for \$ 250.00 and re-sold to the jukebox operator for \$ 360.00 (suggested operator price). Upon return of the CDM12 unit within specification to NSM America, a credit of \$ 125.00 will be issued to the distributor. We suggest that a credit of \$ 195.00 should then be issued to the jukebox operator, giving him/her a net exchange price of \$ 165.00.

CDM12 Advance Replacement Policy

- When requesting an advance replacement for a CDM12 unit, NSM distributors and operators can expect to receive an upgraded CDM12 unit. If there are no CDM12 units available for advance replacement, the defective CDM12 unit should be sent in for repair.
- If a CD-Pro unit is specifically requested as an advance replacement for a CDM12 unit, it will fall under the NSM CD-Pro exchange policy.

CDM12 Repair Policy

- Our repair policy on the CDM12 unit will remain the same. We will continue to offer our CDM12 modification (i.e. smoothing of the laser's rail and insertion of a metal bar) at no charge, and have continuing evidence that this is an effective solution to the ongoing "skipping" problems that have occurred in CDM12 lasers in the past.
- Another option is that a CDM12 unit sent to NSM America for repair that can be restored to its operating specification can be exchanged for a new CD-Pro unit under the CD-Pro policy stated above.

NSM Parts Notes

NSM AMERICA • 1158 Tower Lane • Bensenville, IL • 60106 • Phone: (630) 860-5100 • FAX: 5144

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CDM12 Warranty Policy

- A CDM12 unit sent to NSM America for repair or replacement and found to be out of specification will be exchanged for a replacement laser assembly at no charge under our existing warranty policy. If the CDM12 unit is no longer under warranty, a new CD-Pro unit will be exchanged for \$ 250.00 distributor cost, with a suggested retail price to NSM operators of \$ 360.00.

The introduction of this exchange program is intended to address those NSM operators who wish to "upgrade" to CD-Pro lasers at an affordable cost. Given the extensive nature of this program, please take a moment to review it with your sales, service, and parts staff to determine the level of exposure you wish to give this program.

If you have any questions, please feel free to contact our parts department.



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Overlay Set Now Available For *Sapphire* Title Display

With the introduction of a new 16-jacket title display in our *Sapphire* jukebox, the need to insert the title card and jacket in a plastic overlay was eliminated. The new title display requires no trimming of title cards or jackets nor does it require the use of single-thickness title jackets.

While the title cards and jackets remain secure in the title display, we have received numerous requests for a plastic overlay to cover the title cards and jackets in the *Sapphire's* title display. For this reason, we are now offering an overlay set for use with this title display. The part number, description, and contents are listed below:

<u>Part #</u>	<u>Description</u>	<u>Contents</u>
212-510	Overlay Set For <i>Sapphire</i>	(112) clear plastic overlays to cover CD jackets (106) clear plastic overlays to cover CD title cards (6) red-tinted plastic overlays to CD title cards

Distributor cost for this overlay set is \$ 35.95, and quantities are now in stock and available for purchase.

The inclusion of (6) red-tinted plastic overlays in this set allows operators to highlight new music or special music cards. Several operators and distributors suggested this idea to NSM America, as this procedure was used in vinyl jukeboxes to highlight new and/or seasonal music. We felt it was a "sound" suggestion, and have chosen to include in this overlay set.

In addition to this overlay set, NSM America has also created a "filler kit" to be inserted in the extra title display spaces in the *Sapphire*. When (100) CD's are used, there are (12) blank spaces in the *Sapphire's* title display. NSM America has created a packet of (20) additional title card and jacket sets for insertion into these blank spaces. These sets include a number of different ideas and themes, giving operators a variety of themes and concepts. These "filler kits" are being forwarded at no charge for each *Sapphire* jukebox already shipped, and will be included with each *Sapphire* jukebox shipped from NSM beginning August 1st.

Please take a moment to give us your feedback regarding these items as well as any other suggestions regarding our products and services.



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Updated Spare Parts Price List

Effective August 1st, NSM America will be issuing an updated parts price list with both distributor and suggested retail (operator) pricing. This update includes changes to existing pricing to some parts, the addition of new parts for the Sapphire jukebox, part number changes, and notes regarding part numbers that are changed and/or discontinued. Two sets of the complete parts list will be forwarded for each Parts Manual your office has received, with one set placed in Volume 1 (Vinyl models) and one set in Volume 2 (CD models) of the NSM Parts Manual. If your office requires additional sets, please feel free to contact us.

In addition to these "hard" copies, NSM would like to provide you with a complete listing in an Excel file format (or similar) for integration into your office accounting system.

Distributor: _____

City, State: _____

Please Send a Copy of the Updated NSM Parts List in the Following Format:

Please Send a Copy Via: Federal Express
 E-Mail Address To Be Sent: _____

Please complete the questions listed above and return to NSM via fax by Monday, August 3rd in order to ensure prompt delivery.



1158 Tower Lane • Bensenville, IL 60106 • 630-860 5100 • FAX 630-860-5144

September 2, 1998

Mr. John Liikala
Canadian Amusement
3117 Thunderbird Crescent
Burnaby, B.C. Canada V5A 3G1

Dear John ,

As you continue to work on servicing and supporting those NSM jukeboxes already "in the field", I'd like to take a moment to forward to you technical information on those jukeboxes now shipping from NSM America.

In particular, the following (8) pages of this fax includes detailed information on the programming features and changes incorporated in the latest version E-Proms installed in NSM's jukeboxes. For the CCU, version number 0106 is now being used, while the MBC III CD changer is now using version number 0106. I also included a copy of changes made in the version 0105 CCU. Please take a moment to review this information to gain a better understanding of the latest features and functions, and feel free to contact our Service Dept. or myself with any questions.

For additional copies of these latest E-Proms, please take a moment to remove an E-Prom from a **Sapphire** jukebox and "burn in" several copies. This is the quickest way for you to have additional copies on-hand.

If you have any problems or questions, please feel free to contact NSM's service department. Take care, and enjoy the rest of your summer.

Sincerely,

Tony Lantz
Service Manager

NSM

SERVICE INFORMATION

Ref.: New EPROM FOR ES5.1 Phonographs CCU

This is to announce the latest release of a new EPROM for the ES5.1 generation phonographs CCU with the MBC-III changer.

It is recommended to have installed the V-0106 EPROM in the MBC III changer since this ensures optimal performance of the NSM phonographs. To order please use the following NSM part numbers:

EPROM version V-0106 for ES5.1 control unit

Part number 178 238

EPROM version V-0106 for ES5.1 MBC III

Part number 140 371

Installation

Please follow the instructions in the installation sheet supplied with each EPROM.

Important

Prior to the EPROM installation please make a note of the statistical values stored in P010 to P029. After both EPROM's have been installed these values will be invalidated. P030 and P031 may be used with the NSM Data print. After changing EPROMs P033 0+H should be used to reset the re-settable counters.

New features & changes

The following additions and changes will be activated when the two EPROM's are installed.

Additions:

New Feature: Four time windows for background music and lockout of titles.

Background music (BGM)

Three new time windows have been added to BGM. These may be independently programmed using up to 20 different titles and/or CDs

P100	1	0+H	Deletes program for time window number 1
	2	0+H	Deletes program for time window number 2
	3	0+H	Deletes program for time window number 3
	4	0+H	Deletes program for time window number 4

P101	1	Enter start time for program 1
	2	Enter start time for program 2
	3	Enter start time for program 3
	4	Enter start time for program 4

102	1	Enter stop time for program 1
	2	Enter stop time for program 2
	3	Enter stop time for program 3
	4	Enter stop time for program 4

P103	1	Monday:	1234	Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
	2	Tuesday:	1234	Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
	3	Wednesday:	1234	Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
	4	Thursday:	1234	Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
	5	Friday:	1234	Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
	6	Saturday:	1234	Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
	7	Sunday:	1234	Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.

P104	1	Window 1	0 = No BGM, 1 = Active in time window with BGM button, 2 = automatically on in time window
		Window 2	0 = No BGM, 1 = Active in time window with BGM button, 2 = automatically on in time window
		Window 3	0 = No BGM, 1 = Active in time window with BGM button, 2 = automatically on in time window
		Window 4	0 = No BGM, 1 = Active in time window with BGM button, 2 = automatically on in time window

P105	1 to 20	Titles and/or CDs selected for time window 1
	21 to 40	Titles and/or CDs selected for time window 2.
	41 to 60	Titles and/or CDs selected for time window 3
	61 to 80	Titles and/or CDs selected for time window 4

If an active time window no titles and/or CDs are entered here then the BGM will play from all CDs in the phonograph.

P106	1	Window 1	0 = titles freed for selection, 1 = titles locked out from selection
	2	Window 2	0 = titles freed for selection, 1 = titles locked out from selection
	3	Window 3	0 = titles freed for selection, 1 = titles locked out from selection
	4	Window 4	0 = titles freed for selection, 1 = titles locked out from selection

P107	1	Window 1	0 = titles play in FIFO (First In First Out) sequence 1 = titles played in random
	2	Window 2	0 = titles play in FIFO (First In First Out) sequence 1 = titles played in random
	3	Window 3	0 = titles play in FIFO (First In First Out) sequence 1 = titles played in random
	4	Window 4	0 = titles play in FIFO (First In First Out) sequence 1 = titles played in random

P108	0 or N	0 = BGM activated without credit N = number of credits deducted to activate BGM
-------------	--------	---

Lockout of selections

NOTE: Contrary to earlier program versions, titles or CDs are locked out during the active time window. These titles are selectable outside the active time window.

Three new time windows have been added, making a total of 4 lockout time windows. These may be independently programmed using up to 20 different titles and/or CDs.

P130	1	0+H	Deletes program for time window number 1
	2	0+H	Deletes program for time window number 2
	3	0+H	Deletes program for time window number 3
	4	0+H	Deletes program for time window number 4

- P131**
- 1 Enter start time for program 1
 - 2 Enter start time for program 2
 - 3 Enter start time for program 3
 - 4 Enter start time for program 4
- P132**
- 1 Enter stop time for program 1
 - 2 Enter stop time for program 2
 - 3 Enter stop time for program 3
 - 4 Enter stop time for program 4
- P133**
- 1 Monday: 1234 Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
 - 2 Tuesday: 1234 Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
 - 3 Wednesday: 1234 Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
 - 4 Thursday: 1234 Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
 - 5 Friday: 1234 Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
 - 6 Saturday: 1234 Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
 - 7 Sunday: 1234 Enter 1 to enable time window 1. Enter 2 to enable time window 2. Enter 3 to enable time window 3. Enter 4 to enable time window 4.
- P134**
- 1 Window 1 0 = No BGM, 1 = Active in time window with BGM button, 2 = automatically on in time window
 - Window 2 0 = No BGM, 1 = Active in time window with BGM button, 2 = automatically on in time window
 - Window 3 0 = No BGM, 1 = Active in time window with BGM button, 2 = automatically on in time window
 - Window 4 0 = No BGM, 1 = Active in time window with BGM button, 2 = automatically on in time window
- P135**
- 1 to 20 Titles and/or CDs selected for time window 1
 - 21 to 40 Titles and/or CDs selected for time window 2
 - 41 to 60 Titles and/or CDs selected for time window 3
 - 61 to 80 Titles and/or CDs selected for time window 4

New: Display shows **LOC** and **ERROR** lamp light's up when a locked out title is selected.

If a selection of a locked out title is attempted, the **ERROR** lamp lights and the LED display displays the message "LOC" for about 2 seconds.

New: P058 Separate volume for *Tape In*.

If program P058 is set to "0" the *Tape In* volume will be equal to the normal playing volume.

If program P058 is set to a value different from "0", then this value will represent the *Tape In* volume limit. In this case, the *Tape In* volume, if in use, may be regulated using the volume buttons or the service program P053 (when the *Tape In* is being played). This setting will remain independent of other volume settings.

New: Lockout titles sent to remote selector wallboxes (ES4).

locked out titles and/or CDs are transmitted to the selector wallboxes. The selector must have the program version V010 installed and must be programmed accordingly (P37.1). This will cause the locked out titles to be non-selectable from the selector wallbox.

If from the selector wallbox a title is selected whose number is higher than the highest track number of the CD, then the first track of that CD will be played.

n: P032.1 and P032.2 formatted data output.

The data output is now delimited. Spaces have been eliminated where possible, and the data is separated using a semicolon <;>. Text begins with a quotation mark <">. <CR> + <LF> mark the end of the line.

P170.5 sets the baud rate to 9600.

P032.1 has the same content as P032.0.

Po32.2 transmits the formatted hit parade, up to 500 tracks.

New: Title assembly with 112 album covers.

The NSM "Sapphire" marks the introduction of a new 112-cover title display. The version V0106 EPROM therefore differentiates between the traditional 100 cover "sliding" display and the new 112-cover "flip page" title display. The program group P180, with the exception of P187, (position limit), only applies to the 100-cover title assembly. If p187 is set to "0", then the pages may be flipped as far as the limit set in P042. If a different limit than the default in P042 is desired, then this number may be assigned in P187.

In the "Sapphire" the two lamps in the rocker button are separately controlled. When the 112-cover title assembly is in the start or the end position the left or the right rocker button lamp is correspondingly switched off, signifying that only movement in one direction (the lighted arrow on the rocker button) is possible.

Changes:

Error message was eliminated for when the selection memory is full.

This error message has been removed.

Reject.

When a track is playing, reject only works once. This means only one track may be deleted.

Popularity and Hit parade.

Whereas the Hit parade in earlier program versions were derived from titles played only. This program version uses all selections made. This means that overplays have been incorporated in the Popularity and Hit parade statistics.

P042: Factory default value changed.

The factory default value for the maximum number of selectable tracks per CD is changed from 24 to 32.

This default is set when P040 is used also.

Coin value table for England changed.

The 2 Pound coin has been added to the coin value table for an UK electronic coin mech. (P075 = 200).

Errors corrected.

If AutoPlay was activated to play all CDs in random and if these CDs were physically removed, so that they could not be found, then this could lead to an irrecoverable error state. This error has been corrected.

ng-Free Credit with limited time window, no credit could be activated. This error has been corrected.

When the re-settable cashbox data was reset (V0105), then the accumulated counter was deleted also. This error has been corrected.

NSM

SERVICE INFORMATION

NSM Phonographs

Ref.: New EPROMS FOR ES5.1 Phonographs

This is to announce the latest release of **two new EPROM's** for the ES5.1 generation phonographs with the MBC-III changer.

It is recommended to install these EPROM's together (in a pair), since this ensures optimal performance of the NSM phonographs. To order please use the following NSM part numbers:

EPROM version V-0105 for ES5.1 control unit	Part number 178 238
EPROM version V-0106 for ES5.1 MBC III	Part number 140 371

Installation

Please follow the instructions in the installation sheet supplied with each EPROM.

I. Important

Prior to the EPROM installation please make a note of the statistical values stored in P010 to P018. After both EPROM's have been installed these values will be invalidated. P030 and P031 may be used with the NSM Data Print.

New features & changes

The following additions and changes will occur when the two EPROM's are installed.

1. Whenever two or more consecutive tracks are selected on the same CD, they will be played without a pause between the tracks.
2. Gripper movement and Lift movement will start and stop with a reduced speed, to increase the lifetime of the lift mechanics.
3. While the lift moves through the opto coupler "sLift" the stepper encoder position is checked and in the case of deviations synchronization is executed before the next step.
4. The "Cash Flow" coin controller is high on all outputs in case of a malfunction. This will be displayed with an error ER50.

The following program steps are added or changed.

- F 3** Depending on the settings in P078 (Cash meter pulse count) the monetary income will be displayed:
- | | |
|------------|---|
| P078 H 0 H | Display = Income / 100 (default setting) or |
| P078 H 1 H | Display = Income / 10 including one decimal |

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P031 The Data Print printout contents are changed as follows:

1. When printing with P031 0H and P031 1H the paragraph TITLE DISPLAY SETTINGS is added. And under the column BOX-STATUS, and the line TITLE DISP. PERIOD is deleted.
2. Within the column ERRORS additional will be given under the code numbers.
 - A. Errors for the CD-player (Laser) (ER 6X) or the lift mechanics (ER 7X) the CD number will be printed
 - B. Errors for the title display (ER 9X) the titleholder will be printed.
 - C. Under the column CASH the income is printed with or without one decimal (refer P078/P013).

PO48 This program step is deleted, and replaced with P184

P154 Opto coupler test for MBC III changer will be continued even if an opto coupler is defective.

OPTOCOUPLER CHECK FOR THE MBCIII

"0" The MBCIII changer will then check each of the 5 optos in succession by performing certain lift movements. Afterwards, a relative value denoting the supply voltage will be displayed.

This number should be between 165 and 185.

"1" sLift opto value. Between 25 and 80. Otherwise change opto.

"2" sGrO opto value. Between 25 and 80. Otherwise change opto.

"3" sGrI opto value. Between 25 and 80. Otherwise change opto.

"4" sGrR opto value. Between 15 and 75. Otherwise change opto.

"5" sGrL opto value. Between 15 and 75. Otherwise change opto.

1. A defective opto coupler will be displayed with "100".
2. Sunlight to the opto coupler is displayed with "00", shield opto coupler from sunlight.

P158 "0" "H"

In the gripper reference program the following changes were done when entering "0" "H".

1. In **Step 5/6:** The grippers will be automatically turned to the end positions, there is no need to Perform these steps manually.
2. In **Step 8:** The new values are saved to memory, the grippers are moved to the outside position.
3. In **Step 9:** (New) Enter "H" and you will step to the next service program (P159).

P158 "1" "H"

In the gripper reference program the following changes were done when entering "1" "H".

1. **Steps 5 to 8:** These steps are integrated into one step. The gripper reference program is performed automatically. The correct values are stored immediately.
2. **Step 6:** (New) Enter "H" and you will step to the next service program (P159).

P159 "0" "H"

In the Lift reference program the following changes were done when entering "0" "H".

1. At the start of the program digits 5 and 6 will display the distance between the bottom (play position) and the opening of the sLift opto while the reference values is stored. Typical values are between 15 to 45.

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2. **Step 1:** The lift Moves automatically downwards to the lower bottom plate and is synchronized. There is no more need to push the lift to the bottom manually.
3. **Step 2:** The lift moves to tray 49. The adjustment for the centering of the lift on the tray should be done at this time (same as before, the centering of the gripper pins on the rear of the trays).
4. **Step 3:** The reference values are then displayed and stored, the lift moves to the lower bottom plate.
5. **Step 4:** (New) After pressing the "II" the next service program (P160) is displayed.

P159 "1" "H"

In the Lift reference program the following changes were done when entering "1" "H".

1. **Steps 1 and 2:** These two steps are integrated into one step, this means no pause between synchronization and movement to tray 49. The other steps are the same as P159 "0" "H".

P170 For Great Britain Only.

The BACTA interface is now able to support different data transfer rates.

- "0" + "H": No protocol for the COM port.
- "1" + "H": BACTA protocol
- "2" + "H": DCL protocol (DCI = Data Cartridge Loader)
- "3" + "H": Set data transfer rate to 1200 baud
- "4" + "H": Set data transfer rate to 2400 baud
- "5" + "H": Set data transfer rate to 9600 baud
- "6" + "H": Set data transfer rate to 19200 baud

The interface protocol has been extended. Now it is possible to output cash contents and counters of up to three phonographs.

Note: To activate the change of the interface protocol you have to power-off and again power-on the phonograph.

P180 to P187

NEW: Animated title display. ATTENTION: Not for the 3 X 18 title display. (England)

P180 "0" "H"

All entries in group P18X are set to zero and the title display works normal (as in the past) by the rocker button.

P181 Starting time is set for "Animated title display". See P080 in users manual for Key pad layout.

P182 Stopping time is set for "Animated title display". See P080 in users manual for Key pad layout.

P183 The days are set on which the animation should be active. Enter "0" for inactive or "1" for active. After entering the software steps to the next day.

P184 The delay time is set for the movement of the title display.

"0" + "H" No automatic movement of the title display.

"N" + "H" Movement after "N" minutes. ("N" = 1 to 99)

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P185 You can define the target position of the title display. Up to 20 target positions can be used. Always enter the position number of the upper left title strip (e.g. 01,05, 09...93,97).
To clear errors press "C" one time, to terminate press "C" twice.

P186 This program defines the movement of the title display.

"0" + "H" Continuous movement of the title display in Standby for one position, or to the next programmed position.

"1" + "H" Single movement in Standby to the next programmed position.

"2" + "H" Continuous movement of the title display of one position, or to the next programmed position.

"3" + "H" Single movement to the next programmed position.

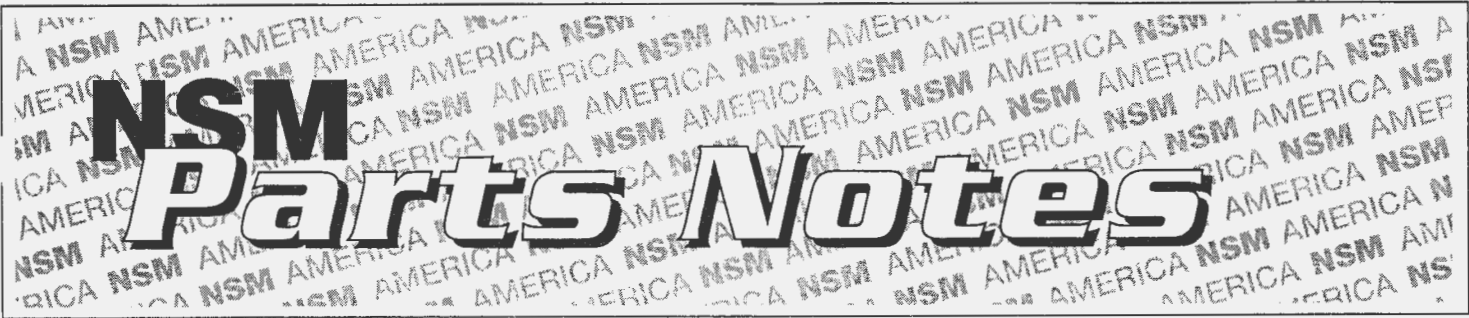
P187 Sets the limitation of the title display position corresponding to the number of inserted CD's.

"0" + "H" Number of title strips will be equal to the number of CD's.

"N" + "H" Enter the number ("N") of title strips in the title display.

Note: The time window is always active if all entries in P181, P182, P183 and P184 are not = "0".

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RECEIVED NOV 3 2 1998

New Microphone Assembly Now Available

As we have continued to receive feedback from distributors and operators regarding different spare parts, NSM America has worked to find solutions when possible. Our goal is to continue to provide quality spare parts at a reasonable cost.

Over the past several months, we have received numerous requests to provide a different microphone assembly at a lower cost. The part number, description, and distributor pricing of our present microphone and cable is listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
224-223	Microphone Assembly	\$ 150.00
172-187	Microphone Cable – 25 Meters (78 Feet)	\$ 69.95

While it is considered a high-quality microphone, many jukebox operators feel that it is more expensive than its use requires. With this in mind, NSM America is now offering an alternative microphone kit assembly. This new kit assembly (17X-MIC) includes the following items:

- A head box that includes the microphone and should be mounted in a convenient location behind the bar (or wherever the location feels that it is appropriate).
- A base box that should be mounted inside the jukebox and plugs into the mic adaptor board (ES 5.1) or the centrale unit (ES IV and ES V).

This kit does not include a microphone cable, and the NSM microphone cable (#172-187) is not required. **Instead, a shielded three-wire cable can be used.**

Distributor pricing on this kit is \$ 95.00, and quantities are now in stock and available for purchase.

If there are any problems or questions, please contact the NSM America parts department.



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Title Strip Cards for NSM Jukeboxes

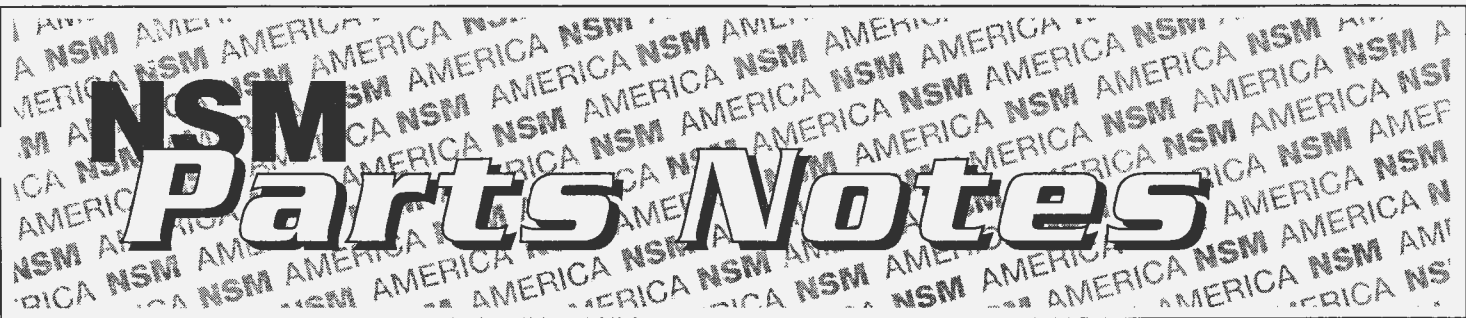
As the number and type of title strip cards grow, we would like to take a moment to highlight the title cards available for each jukebox title display design that NSM has produced.

Title strip cards were first produced for NSM's City Combo jukebox. This jukebox incorporated both a vinyl mechanism and a 10-disc CD player. A title strip card is available for the CD title display on this model. The part number, description, and distributor cost for this title card used is listed below:

Part #: 209-537
Description: Blank title strip card for NSM vinyl/CD jukebox
Models Used: ES IV: City Combo
Distributor Cost: \$ 0.10

NSM's first CD jukebox models used a "flip" title display unit that showed only the titles and tracks of each CD. The part number, description, models, and distributor cost for the title card used is listed below:

Part #: 209-729
Description: Blank title strip card for NSM CD title drum I
Models Used: ES IV: CD Fire, Galaxy CD
Distributor Cost: \$ 0.10



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Title Strip Cards for NSM Jukeboxes (continued)

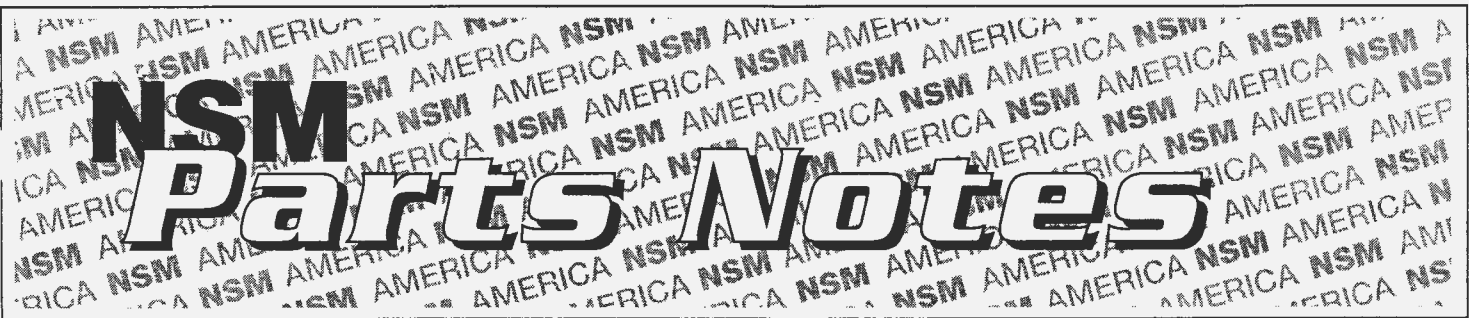
NSM's later CD jukebox models used a "sliding" title display unit that showed the titles and tracks as well as the jacket of each CD. There are two title strip cards available under two different part numbers: one part represents a single title strip card, while the other represents a sheet of four. The part number, description, models, and distributor cost for these title cards is listed below:

Part #:	219-185
Description:	Blank single title strip card for NSM CD title drum II jukeboxes
Part #:	239-172
Description:	Blank sheet of four-title strip card for NSM CD title drum II
Models Used:	ES IV: FireBird, Silver Sky, Silver City, Fire Country, Performer Grand I, Fascination
	ES V: FireBird II, Performer Wall, Old Fashion Wizard, Performer Grand II, Performer Classic, Solid Gold
	ES 5.1: Digital Thunder, Digital Thunder Wall, Performer Grand 2000, Performer Wall 2000, Emerald Ice
Distributor Cost:	\$ 0.10

NSM's latest title display design uses a "book-like" design that shows either eight (i.e. *GemFire*) or sixteen (i.e. *Sapphire*) title cards and jackets at one time. There are two title strip cards available under two different part numbers: one part represents a sheet of four title strip cards without a hole in the top center, while the other represents a sheet of four title strip cards with a hole in the top center. By including this hole, the title strip can be easily interchanged between different CD jukebox manufacturers. The part number, description, models, and distributor cost for these title cards is listed below:

Part #:	239-319
Description:	Blank sheet of four-title strip card for "book-like" title display
Part #:	239-319H
Description:	Blank sheet of four-title strip card with a hole for "book-like" title display
Models Used:	ES 5.1: Sapphire, Midnight Sapphire, GemFire
Distributor Cost:	\$ 0.35

If you have any questions, please feel free to contact our parts department.



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Volume 20
October 28, 1998

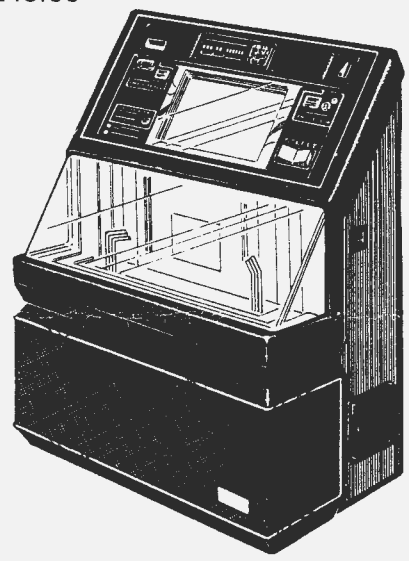
Page 4 of 4

Performer Grand Series Front Glass Special Sale

Several of NSM's floor model jukeboxes use a similar cabinet design that incorporates a lower front glass that has a curved shape. The models were produced over the last ten years, and include ES IV models *Galaxy 200*, *CD Galaxy*, *Silver Sky*, and *Performer Grand*; ES V model *Performer Grand II*; and ES 5.1 *Performer Grand 2000*. This curved front glass is now sold under one part number. This replacement glass is sold as a clear piece, and does not include the model name stenciled across the front. The part #, description, and distributor cost of this item is listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
178-357	Curved Front Glass	\$ 245.00

Please note that this part replaces all other curved front glasses for these models, including part # 174-319 (*Galaxy 200*, *CD Galaxy Silver Sky*), 176-019 (*Performer Grand*), and 176-587 (*Performer Grand II*). For the *Performer Grand 2000*, the part number listed is 178-357. This part should be ordered to fill your customers' requirements for this item.



In addition, individual labels with model names *Performer Grand*, *Performer Grand II*, and *Performer Grand 2000* are available (at a cost of approximately \$ 5.00 each). These labels are approximately 1" in height and 12" in length, and affix to the inside of the front glass. They can be ordered through our Parts Department.

Through November 30th, NSM America will be offering a special distributor price of \$ 200.00 for purchases of 3 or more pieces. We feel that this very competitive price gives you an opportunity to "stock up" a bit while offering your customers a more competitive price. Quantities are limited, and orders will be taken on a first-come, first-serve basis.

PROBEM 37

If you have any questions regarding these items, as well as any other NSM spare parts, please contact our Parts Department.

NSM AMERICA

1158 Tower Lane • Bensenville, IL 60106 • 630-860-5100 • FAX 630-860-5144

December 7, 1998

Mr. John Liikala
Canadian Amusement
3117 Thunderbird Crescent
Burnaby, B.C. Canada V5A 3G1

Dear John,

Since the recent introduction of the **GEMFIRE**, we've received input that a modification was required to increase the security of the door assembly. As a result, we're forwarding this week a lock modification kit for the **GEMFIRE**.

The kit includes two different items (and the necessary screws to attach them) that, when properly installed, will further reduce the possibility of the front door assembly being opened without a key. We have received input that, by pushing upward on the door assembly, it might be possible to open the door without a key. The kit's contents include:

- (1) Closing lever ("A" on the attached diagram) that should be installed on the bottom inside corner of the **GEMFIRE'S** door. This closing lever is attached to the inside corner of the jukebox door, and will prevent a locked jukebox from being improperly opened by exerting upward force on the door assembly.
- (1) Metal plate ("B" on the attached diagram) that should be installed to prevent the locking lever from slipping off the locking bar.

Please note that, on the attached diagram, the correct sized screws are noted. The installation of these items should only take a few minutes.

Lock modification kits (along with service manuals and CD Filler Card kits) are being forwarded to your offices this week for those **GEMFIRE** jukeboxes that did not include these items. Each packet will be marked according to jukebox serial number, so please make certain that these materials are included with the **GEMFIRE** jukebox as it is sold or see that it is forwarded to the appropriate customer.

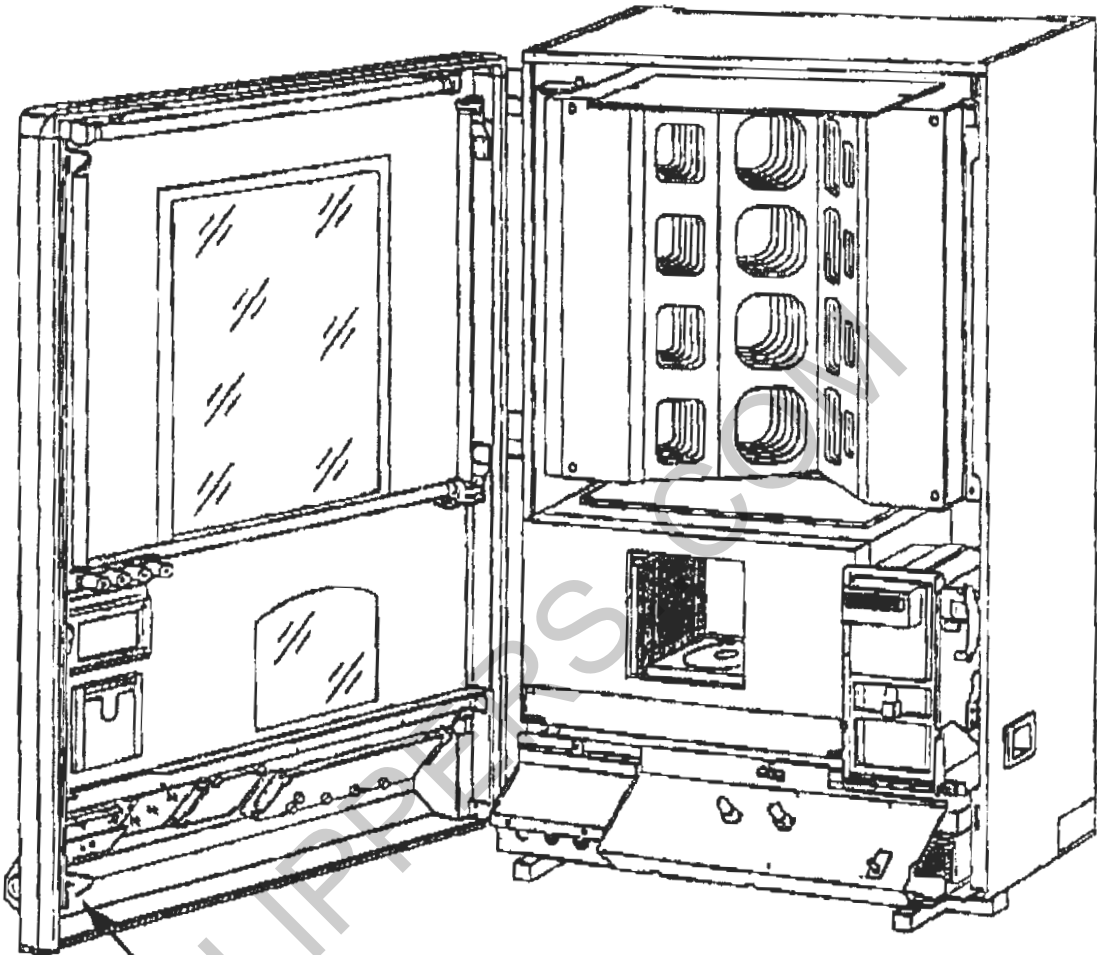
If you have any problems or questions regarding these materials, please feel free to contact us. Take care, and have a great week.

Sincerely,



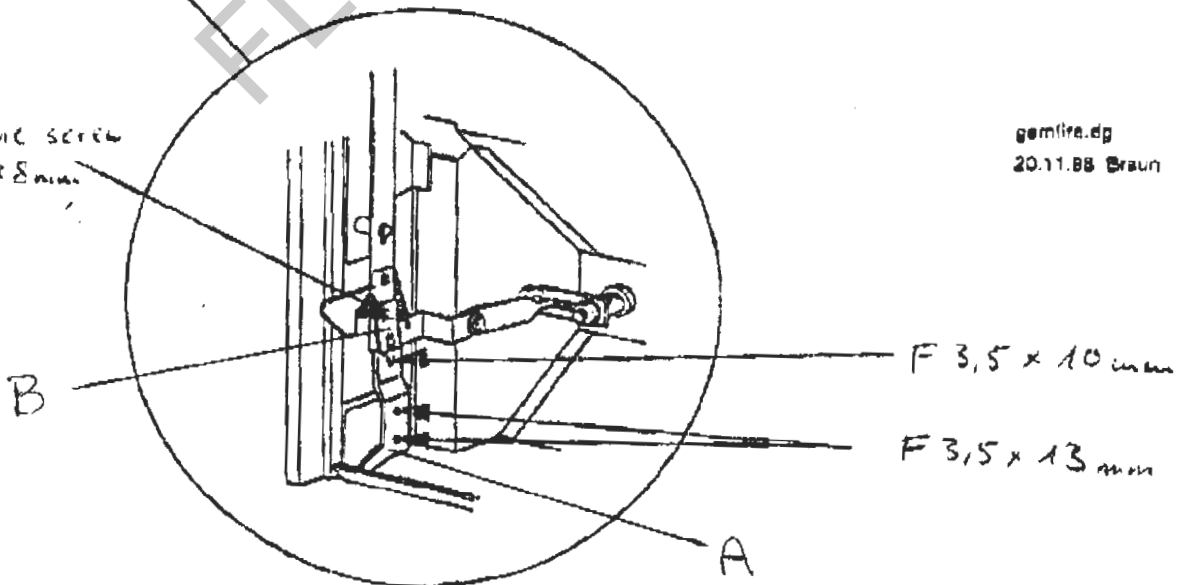
Tony Lantz
Service Manager

NSM M.U.S.I



machine screw
M3 x 8mm

gemfire.dg
20.11.88 Braun



F 3,5 x 10 mm

F 3,5 x 13 mm

December 10, 1998

Mr. Brad Weiss
Canadian Amusement Game Supplies
3117 Thunderbird Crescent
Burnaby, BC V5A 3G1

Dear Brad,

As you continue to purchase and sell our new **GEMFIRE** jukebox, we're forwarding to you at this time materials for those units you have already received.

This shipment contains a packet of materials for each **GEMFIRE** jukebox (serial #'s 1578, 1616, 1624, 1629, 1642, 1714, 1719, 1758, 1779, 1781) that CAGS has purchased. Each packet contains:

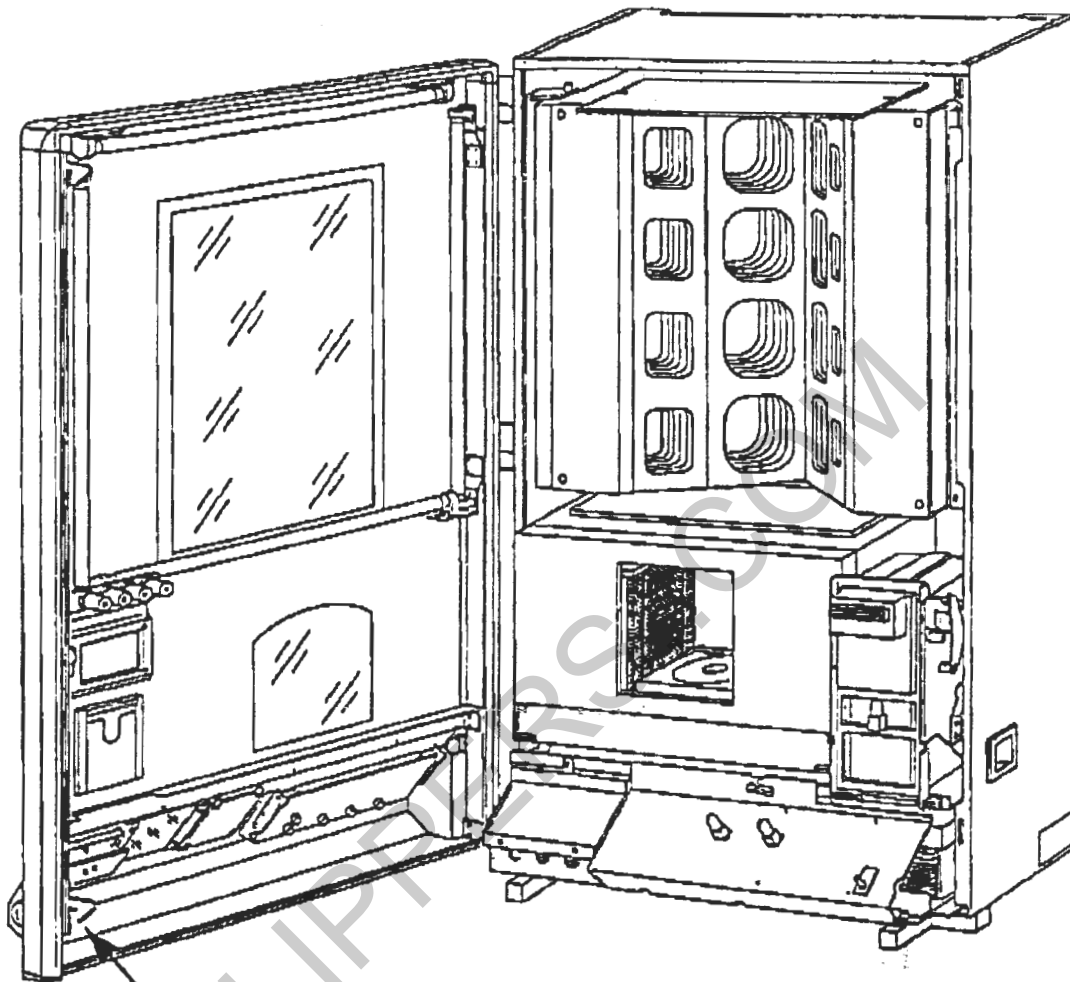
- A **GEMFIRE** service manual, which has technical and spare parts information for the new jukebox. The manual was not ready at the time these units were shipped, so we are forwarding them at this time.
- A **GEMFIRE** CD Jacket Filler Card kit, which includes (8) pairs of cards in the CD jacket and title card sizes. With (4) open spaces in the **GEMFIRE'S** title display, (located at the upper left and right of the first and last presentation of the title display), these (8) pairs are intended to "fill in" these open spaces and give the jukebox a more attractive appearance.
- A **GEMFIRE** lock modification kit, which includes (1) Closing lever, (1) Metal plate, and (3) screws. Detailed instructions are included in this kit, and we have faxed a copy of these instructions to your service manager for your reference. When properly installed, these items will further reduce the possibility of the front door assembly being opened without a key. After our first shipment of **GEMFIRE** units, we received input from a few operator customers that, by pushing upward on the door assembly, it might be possible to open the door without a key. While we did not view this problem as "catastrophic", our design engineers nonetheless felt it was appropriate to modify the design, implement these changes in production, and forward kits for those units that were shipped without these items. (Note: All units shipped from NSM America since Monday, November 30th had this lock modification kit installed in production. Thus, packets for those **GEMFIRE** units will not contain a lock modification kit.)

We have forwarded individual packets for each **GEMFIRE** unit that includes the above-listed materials. The items are organized by jukebox serial number, so it is only necessary to forward each packet to the appropriate customer or place it inside those jukeboxes still in your inventory. Please make certain that these materials are forwarded A.S.A.P. NSM America has worked hard to gather and forward these materials to you, so we would greatly appreciate your forwarding them quickly as well!

Thank you for your continued support and cooperation, and I hope to speak with you soon.

Sincerely,


John Tracy
Marketing Manager



machine screw
M3 x 8mm

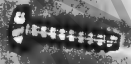
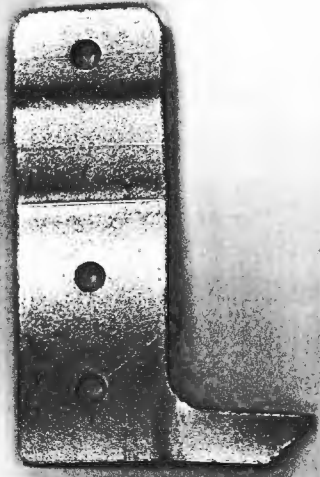
gemfire.dp
20.11.98 Braun

B

F 3,5 x 10 mm

F 3,5 x 13 mm

A



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RECEIVED MAR - 4 1999

Title Drum Repair Policy

As NSM America continues to maintain its three-year warranty policy on our title drum assembly, we like to update you periodically concerning those units that are presently covered under this policy.

Each title drum has a 5-digit serial attached to the right side of the assembly. **Effective April 1, 1999, all units with a serial number of 56,000 or less are no longer covered under this three-year warranty.** The serial number 56,000 corresponds to the last unit produced by NSM in October 1995. We are extending this warranty an additional three months to accommodate for a period of shipping and warehousing of these jukeboxes before delivery to your operator customers. The distributor cost for a rebuild of an "out of warranty" unit will remain \$ 295.00.

It is not possible to rebuild title drum units with a serial number under 9,000. Title drum units shipped to NSM America with a serial number of 9,000 or less will not be repaired. Therefore, do not send these units to NSM America for repair. Instead, a new title drum unit should be purchased for a distributor cost of \$ 500.00.

Our three-year warranty policy has been in effect since June 1995, and we believe that it is a policy that is fair to NSM distributors. **Given the fact that we have established this policy to minimize the expense to NSM operators (and therefore increase sales over time), we would appreciate that this exchange fee or warranty exchange be passed along without any or minimal charges.** In particular, those units exchanged under warranty should only have a small handling fee charged to your operator customers.

In addition to this repair policy, NSM America also offers a title drum "update kit" (#17X-832) that allows distributors and/or operators to update their title drum assemblies themselves. The kit consists of the following items:

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>
1	176-832	Title Page Set
4	174-751	Lower Worm Gear
1	174-846	Drive - Front Side
1	175-952	Drive - Rear Side

Distributor cost for this kit remains \$ 95.00, and these items are in stock and available for purchase.



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CDM12/CD-Pro Exchange Program

NSM America has seen a large number of music operators participating in our CDM12 to CD-Pro exchange program. The overwhelming demand has exceeded our supply, and we continue to work to correct this problem. We appreciate your continued patience!

Despite the fact that we have forwarded information several times regarding our policy, we continue to receive questions for NSM distributors and operators.

To clarify this matter, we've summarized our policy below:

- A CD-Pro may be purchased by an NSM distributor for \$ 250.00 and re-sold to the jukebox operator for \$ 360.00 (suggested operator price).
- Upon return of a complete CDM12 unit to NSM America, a credit of \$ 125.00 will be issued to the distributor, making it a net exchange price to the distributor of \$ 125.00.
- If a credit of \$ 195.00 is then issued to the jukebox operator, this would give them a competitive net exchange price of \$ 165.00. *If you wish to be more than competitive, you can offer a larger credit to the operator.*

Since this policy is an important sales and technical issue, please take the time to distribute this information to your parts and service staff as well as the NSM sales people within your organization. We strongly believe that our policy is fair and gives NSM operators a good value, so it is imperative that your staff fully understand the policy and properly communicate it to your operator customers.

If you (or your staff) have any problems or questions, please feel free to contact Tony Lantz (Service Manager), Keith White (Training Manager), Ken Kufner (Technical Support), Joey Socorro (Technical Support), or Jimmy Martin (Technical Support), **our NSM service team!**

NSM Service Notes

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February 26, 1999

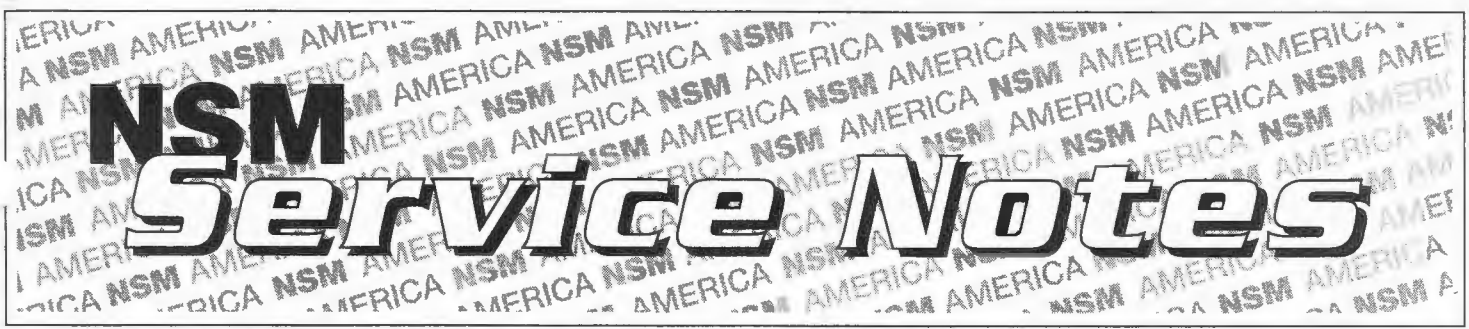
Page 3 of 3

CDM12/CD-Pro Installation Tips

When installing a new CD-Pro (or re-built CDM12) unit into an ES 5.1 jukebox, it is important that you check the following:

- 1) The CD-Pro/CDM12 laser mounts its four "feet" on four posts that are attached to the "floor" of the CD changer. In most cases, the CD changer has a washer placed underneath each of the four "feet" to compensate for manufacturing tolerances of the posts. These washers may have been installed so that the laser is sitting at the appropriate position to receive the tray (and CD) to play music. When installing a new CD-Pro or CDM12 laser unit, please check if washers are inserted underneath the feet of the laser you are removing. If they are present, make certain that there are washers (# 690-020) under each of the four feet when the new laser is installed. Persistent "rubbing" of a CD on the tray during play may be due to no washers being inserted under the laser's feet. If this occurs, insert a washer under each of the laser's four "feet".
- 2) The E-Proms on the Control & Credit Unit and the CD changer's Controller Board must be updated to the latest version in order to make the updating of the laser effective. To check the version of these E-Prom's, please do the following:
 - Pull out the jukebox's service switch and press the "C" button on the keypad until only a "P" is displayed on the left side.
 - Press "3" and "H"; please note the four digit number displayed on the right hand side of the display. (It should read "0106"). This number represents the version E-Prom installed on the CCU. If it does not read "0106", a new version E-Prom should be installed.
 - Press the "1" button; please note the four digit number displayed on the right hand side of the display. (It should read "0106") This number represents the version E-Prom installed on the CD changer's Controller Board. If it does not read "0106", a new version E-Prom should be installed.

If you need copies of the latest versions of the E-Prom's for the CCU (version # 0106) and CD changer's Controller Board (version # 0106), please contact our service department. We'll forward to you a copy of each to allow you to "burn in" additional copies for your operator customers.



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RECEIVED DEC 13 1999

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December 8, 1999

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Title Drum Repair Policy

As NSM America continues to maintain its three-year warranty policy on our title drum assembly, we like to update you periodically concerning those units that are presently covered under this policy.

Each title drum has a 5-digit serial attached to the right side of the assembly. **Effective January 1, 2000, all units with a serial number of 63,000 or less are no longer covered under this three-year warranty.** The serial number 63,000 corresponds to the last unit produced by NSM in October 1996 (allowing an additional period for stocking and sale to the music operator). The distributor cost for a rebuild of an "out of warranty" unit will remain \$ 295.00. To minimize the expense to NSM operators (and therefore increase sales over time), we would appreciate that this **exchange fee or warranty exchange be passed along without any or minimal charges.** In particular, those units exchanged under warranty should only have a small handling fee charged to your operator customers.

Please remember that **it is not possible to rebuild title drum units with a serial number under 9,000. Title drum units shipped to NSM America with a serial number of 9,000 or less will not be repaired.** As a replacement, a new title drum unit should be purchased; the part numbers, descriptions, and distributor cost of each are listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
176-730	Title Drum with boards on side	\$ 425.00
177-914	Title Drum with boards on back - for wall units with a DBA3 or Mars installed	\$ 500.00

In addition to this repair policy, NSM America also offers a title drum "update kit" (#17X-832) that allows distributors and/or operators to update their title drum assemblies themselves. The kit consists of the following items:

<u>Quantity</u>	<u>Part #</u>	<u>Description</u>
1	176-832	Title Page Set
4	174-751	Lower Worm Gear
1	174-846	Drive - Front Side
1	175-952	Drive - Rear Side

Distributor cost for this kit will remain at \$ 95.00, and these items are in stock and available for purchase.



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CD-Pro Update Kit Pricing

As NSM has worked to support our older jukebox products, we have introduced a CD-Pro update for installation into ES IV and ES V CD jukeboxes. In the five months since their introduction, a number of distributors and operators have purchased and installed these kits into ES IV and V CD changers. The performance of these units has been strong and we are confident they will continue to perform well.

Effective January 1, 2000, there will be an increase in the distributor cost of these kits. The part number, description, and new distributor cost of these kits are listed below:

<u>Part #</u>	<u>Description</u>	<u>Distributor Cost</u>
179-839	CD-Pro Upgrade Kit For ES IV	\$ 350.00
179-199	CD-Pro Upgrade Kit For ES V	\$ 350.00

As you are aware, these kits include includes the Philip's CD-Pro laser unit, controller PCB, and required mounting hardware to install the unit in an NSM ES IV or V CD changer. While this price increase is due to increases from our supplier, **NSM America is selling this item at a very small margin. As we consider this item to be important to music operators, we ask that you, in turn, offer the kit at a competitive price of less than \$ 450.00.**

NSM's ES IV upgrade kit (part # 179-839) is for use with ES IV technology jukeboxes, which was installed in the following NSM models: ***Galaxy CD, CD Fire, Silver Sky, Silver City, FireBird, Fire Country, Performer Grand, and Fascination.***

NSM's ES V upgrade kit (part # 179-199) is for use with ES V technology jukeboxes, which was installed in the following NSM models: ***Performer Grand II, FireBird II, Performer Wall, Old Fashion Wizard, Nostalgia Gold, and Solid Gold.***

Both kits are in-stock and available for delivery.