Bob's Space Racers, INC.
427 Whac-A-Mole Way
Holly Hill, FL 32117
Phone: 386 677-0761
Website: www.bobspaceracers.com

Whopper Water Standard Operating Procedure

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Glossary

1. Stock/Plush – Items that you put in your game to give away to guest.

2. Flash/Display – Plush that you put onto the wall, shelves, and cubby holes for guest to see what they can win.

3. Player – Person/guest who gives you money to play the game.

4. Replay – After a game/race has been played you ask the people to play your game again.

5. Operator/Attendant/Employee – Person who works/operates the game so the guest can play.

6. Winner – Person who was the first player to the opposite side.

7. Trade – When a guest has enough of the small items from that game to give back to the attendant for the larger choice item.

8. Game Selling – This is when the operator/attendant tells the guest about the game and what they can win.

9. Up-Selling - Making the guest the customer to other options that were perhaps not considered.

10. Incremental Revenue – Gaining plays/money that the guest might not have originally planned on playing or spending.

11. Interact – When guest is at game you want to talk with them and make it an enjoyable experience.

12. Discontinued – Items no longer available for the game.

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Whopper Water
Pricing:
15 SAR per person per play

Rules:
- Two players needed to start a race.
- Allow players to swipe their player card or if they need assistance; swipe it for them to activate their unit.
- When all players are ready, press the start button to begin the race.
- Players will press their trigger causing water to hit their target to move their toys to the top.
- First player to the top wins.
- The winner receives the Small prize.
- Trade two Small Prizes for Large Prize.

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Selling your Game

When you place an operator into the game you want them to interact with the guest when they walk by . This will help bring attention to your game.

- Always stand in the middle of your game, where you are most visible to guests. You do NOT want your employee standing off in the corner or sitting down this would make the game look closed.
- When guests walk by, explain how the game works and what they need to do to win a prize.
- Hold plush in your hands, preferably the choice prize as you interact with guests.
- Always smile and be friendly and approachable by guests.
- Remember to make a BIG DEAL of the winners, this attracts onlookers, onlookers make players.
- "Amazing job!, Congratulations you are a winner!"
- Be a "Cheerleader" for the guest: (i.e.-"That was close!", "You almost had it!")

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Game Selling Phrases

When guests walk by your game, as you demonstrate the game you can also use the following phrases to try to attract guests to your game:

- "It's a great time to play, while there is no one around!"
- "We need players over here to get the next race started!"
- "Looking for at least two players to start the next race!"
- "There is a guaranteed winner in every race and every winner will walk away with a prize!"

Say During Race

- "Number _____ is in the lead just out of the gate, can they maintain their lead? Oh number _____ is fast on their tale. Look here is number one joining the race but number _____ says, I do not think so. Oh, but here comes player number _____ from behind and wins the race! Congratulations number _____ you are our lucky winner!! Everyone else stay and play the next race you guys were so close!"

After Race

- "Congratulations player number _____ you are our lucky winner!"
- While handing the prize to the guest, "Next time you play and win, you can trade up to a choice prize"
- "Stick around and play again and see if you can win the next race."
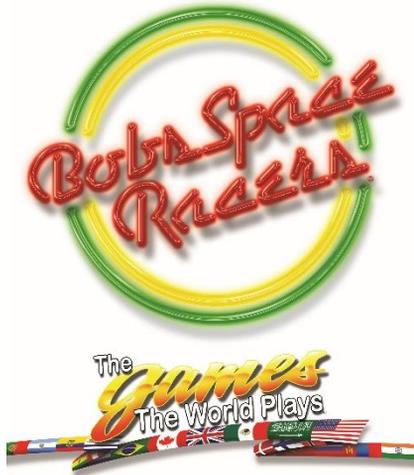
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Replay and Upselling

After each game is played you should always ask the players to play again. Getting the players to play again (replay) plays a major roll in your incremental game revenue. You are taking one 15 SAR play and turning it into a 30 SAR play. It is easy to get them to play once, but a second time is a little harder, especially if they did not win. Try the following to increase your chances:

- Create an exciting experience for the guest.

- Cheer them on as they play.

- Call the race out as the race is going on.

- Interact with them to help build the excitement during the race.

- At the end of the race ask everyone to stay for the next race and let them know how close they were to winning.

- Congratulate and make a BIG DEAL, if they win.

- Give them tips on how they may win the next time, if they loose.

- Always ask a guest if they would like to play again, especially if they can still trade up to a larger size prize.

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Making your game more appealing to guests

- Only Display the plush that you are currently distributing from the games.

- Avoid pulling any stock down from the walls or display. If you are completely out of that type of stock, pull that piece down, but try to replace it with a different piece of stock. Then contact a manager as soon as possible to refill your stock and fix your display.

- If you have out of stock items or discontinued items do not hang or flash them in or on the shelves. Instead set them on the counter tops so the players can still see them. These items will eventually be picked and used up by the players who win.

- Keep stock organized in your game, do not mix the two different sizes of prizes in your game display. This will confuse the guests as to what prize they will win.

- Pick up trash and debris that people may leave behind or that may be in front or inside your game.

- Label Small and Large Prizes to eliminate any confusion.

- Wipe down any water from the game after several races.

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Tips on A Proper Prize Display

When you put your display together for your game you want to make sure of the following:

- Ensure all plush is facing forward.

- Avoid gaps or holes between plush to create a full appearance.

- Show the full size of merchandise if possible.

- Try to maintain straight lines on all prizes.

- Ensure the majority of your display consists of the largest and most popular prizes, if you are running multiple sizes.

- You want to put the smaller prizes on the bottom, or on a chain hanging from the corners or from under the display.

- DO NOT mix the different levels of prizes in your display, if you have more than one level.

- Try to use labels to allow guest to distinguish between the different size prizes

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Choosing plush sizes and Cost in your game

When you are deciding what items to place into your game you need to decide what you want your COG's to be

COG's, Cost Of Goods, is what the game will give away by the stock you hand out to the winners divided by the revenue the game brings in.

Recommended Prize Price Point:
1st Win: 7 SAR - 9 SAR Recommend generic plush items (no more than 1,)
2nd Win: 13 SAR – 20 SAR Recommend strong items and licensed plush items

Example of at 25% COG
If a game cost 15 SAR to play and it generates 3752 SAR in revenue a day and your average stock cost is 19 SAR and you give away 64 pieces with a total value of 970 SAR. Take 970 SAR and divide by 3572 SAR and that gives you a 25% stock cost for that day/week/month.

Game Revenue 3752 SAR/stock cost 970 SAR=COG's 25%

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Opening and Closing Procedures

Opening Procedures

- Make sure you have all of your game supplies.
- Make sure each player position is free from debris.
- Make sure you have all of the stock that you need for your game.
- Make sure you stock is organized.
- Make sure you have the all cleaning supplies that you need and wipe down the counters, sweep floors, and put all trash into the trash can.
- Make sure game signage is in place and there are no obstructions of their view for the guest.
- Make sure the microphone is working.

Closing Procedures

- Organize all stock.
- Clean the counters with general purpose cleaner and paper towels.
- Sweep or vacuum floor.
- Let manager know what stock is needed for the next day.
- Let manager know of any issues that need to be addressed or if game needs maintenance or repair.
- Make sure each player position is working properly.
- Empty trash can.
- Power off and close the game to be ready for the following day.

MAINTENANCE SCHEDULE

Daily:

- Wipe down the game..
- Run game in Bally Mode.
- Check all player positions.
- Check that toy goes moves properly.
- Check all Winning Lights.
- Check Target Switch for activation.
- Check water level. Water should be 2" from top of tank.
- Remove all debris from the screens and filter. (Check over pump intake – inside the tank – and over top of the tank).
- Remove the screen on the end and check the suction and the tank pick-up screen.
- Check and clean intake screen.

Weekly

- Drain all water.
- Clean tank and all screens.
- Wipe the interior of the tank.
- Clean Game Filter
- Fill tank with clean water and add two ounces of factory recommended water conditioner.
- Rotate pumps, if game has dual pumps.

MAINTENANCE

TO CLEAN GAMES:

You may use soapy water and Mild Cleaner on Formica, Plexi-glass, regular glass, Stainless Steel, and other metals without causing any damage. Do not use any abrasive harsh chemicals, it will damage the game.

WATER PUMP MAINTENANCE

Daily:
Clean out trash and other debris from tank.

Weekly:
Drain your tank

- To open the valve turn the red handle 90 degrees, either to the left or right and your tank will drain by gravity, if no automatic button on game.
- You will need to provide a hose for the water to drain, if not provided, into the bucket.
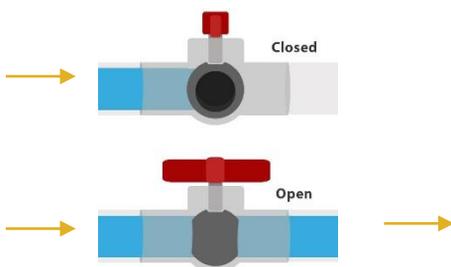
This will cause your tank to start to drain. If you are inside and it is not connected to a drain make sure you use bucket to collect the water. After the bucket is full
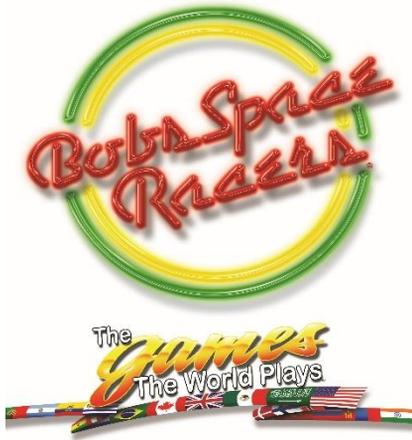
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<u>Clean Tanks</u>

Once a week you want to drain the water from your tank and clean it out.

- Use a Shop VAC/Wet VAC to get the remaining water out of the tank or other means necessary.
- Once water is out use all purpose cleaner and spray down the tank and wipe out. If there are hard rust stains use a 50/50 mix of white vinegar and water, spray on stains let it sit for a couple of minutes and then wipe off.
- Clean and wipe down the target blobs
- Clean and wipe down underneath the target blobs to make sure there are not water stain lines under them.
- Clean mesh screen at the bottom of the tank of all debris
- Use Shop VAC/Wet VAC again to make sure any remaining water in the tank is out or other means necessary.

Filters

- Clean the filter every time that the game water is changed.

- A clean filter will help make sure that water pressure is optimal

- in the game.

These filters are to be changed and replaced every time you clean the tank.

- Press the pressure relief button on top then turn water filter canister and the removable filter is in there.

- Replace with a new one.

- Be sure O Ring does not fall out and get lost.

- Be sure O Ring is in proper place when remounting canister with new filter.

- Do not over tighten canister with new filter.

- Once snug, a quarter turn more will be sufficient.
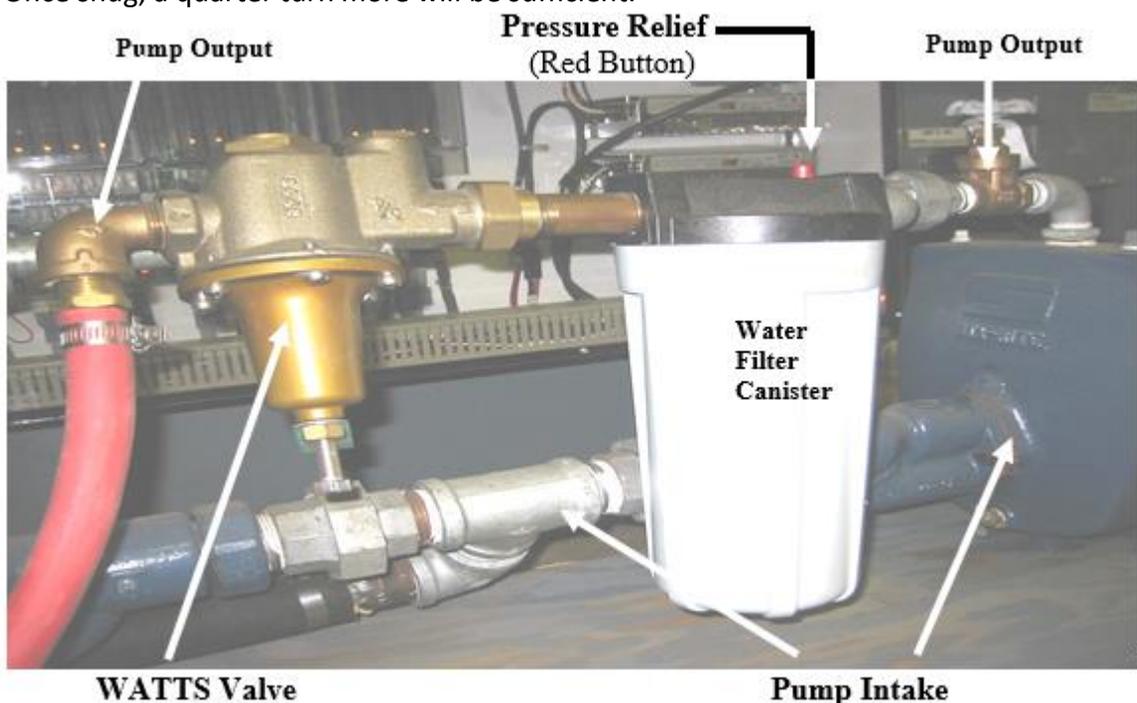
Pump Output   Pressure Relief (Red Button)   Pump Output

Water Filter Canister

WATTS Valve   Pump Intake

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Recommended Water Treatment:

- Put powder soap for a dishwasher into your tank with the clean water.
- Use a water bottle and put ½" of powder into bottle fill rest of the bottle with water and shake/mix.
- Once the powder is fully mixed pour it into the water tank.
- This will help in the aide of preventing metal stain, scale or calcium deposits occurring in your water game.

NOTE: Only add Bob's Space Racers® recommended products. **Never add Lime-Away, bleach, or any other corrosive products.**

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Unclogging a brass tip of a water gun

Introduction:

This easy step-by-step process will show how to unclog the brass tip of a water gun.

Tools Needed:

- 3/8" Open-Ended Wrench
- Drill Bit #59 or BSR Gun tip Cleaner. BSR Part # M0006104
- Small Bucket
- NOTE: Using anything other than the suggested tools could cause unwanted damage to the Brass Gun Tip and is not recommended.

Step 1 – Removing Gun Tip

Using the 3/8" Wrench, remove the brass gun tip by turning the brass gun tip counter-clockwise until the brass gun tip and the rubber washer come off of the end of the gun.

Note: Do not misplace the fiber washer, it is needed to form a good seal around the gun tip and prevent water leaking from the gun tip.
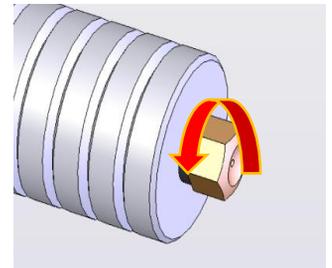
Step 2 – Unclogging Brass Tip

Carefully insert drill bit into brass gun tip. • It may be necessary to blow air through gun tip to remove any remaining debris.

Inserting

Removing
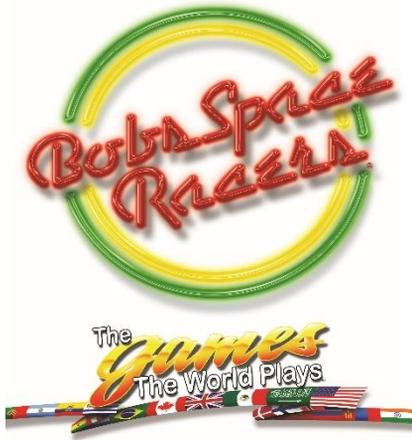
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Step 3 – Clearing the Line

- Use a small bucket or pan to catch any water that comes from the water gun.
- Turn on all guns and with tip removed from gun start the race. This will flush out any debris from the water line.
- Re-install washer and gun tip
- After tips are back on turn gun on one more time and turn on the game and run a race to make sure that the water stream is shooting straight.

  Note: After clearing the line just re-install the gun tip.
  **Do Not Overtighten the Brass Gun Tip!

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GAME PARTS LIST

PART# and DESCRIPTION

PX011130 Screen Water Tank
P0008800 Cartridge Water Filter
E0025100 Meter 12V DC Eaton-Durant
E0028500 Bulb 40W/130V Top Globe 374660
EX030900 Light Target Assy complete w/Brkt
E0027145 Cord 10' SJTO w/Plug and F225 Socket U/L
EX013600 Target Switch YZ Wired
EX033420 Board Assy Module
E0003400 Relay 24V DC 20Q3CD024
EX033523 PWM DC MOTOR DRIVER
EM030952 Relay PC Mount 12v
EX013600 Target Switch YZ Wired
EM018400 Fuse 2amp 5x20 MM Slo-Blo
E0800045 Fluorescent Compact Bulb 23W Mini Twist
E0029800 I.D. Light 12v Amber
P0007701 Valve Elec. 8262G2 24/60 (spare parts)
P0009956 Filter Bowl PVC 1" Clear VU-Flo   RW
M0002200 Decal "SHOOT HERE" Clear Coated
M0006103 Tip Nozzle Brass
M0005300 Lubricant Spray CRC 3-36 16oz can
E0900005 Printer paper 3" NON-Thermal 392-332
M0010910 Wrench Allen "T" Handle 5/32
M0010911 Wrench Allen "T" Handle 1/8
E0023635 Fuse 2.5 amp Slo-Blo Sound Amplifiers
E0023750 Fuse 5 amps 250v
E0012900 Switch Push Button Normal Open8411K11 KB
E0020500 Contactor 24v 2 Pole DPNO 30 amp
MX007210 Molding Gun 3PC Set New Style Water Gun
MX006330 Barrel Arcade/ Binks Anodized
EM018410 Fuse 5 amps 5 x 20 MM Slo-Blo E0029108 Bulb 24v 21w BA15s Base
E0013976 Switch Optical Sensor Slotted OPB817 TB
E0800041 Fluorescent Compact 40/30BX Bulb
E0004300 Relay Solid State AC 10 amp
MX700500 Mechanism Whopper Water Assembly

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GAME PARTS LIST

PART# and DESCRIPTION

E0003800 Footswitch Assembly
E0012900 Switch Pushbutton N/O
E0013600 Switch, Micro, Water Game YZ
E0022680 Power Supply 12V, 9 Amp Phi Hong
E0023600 Fuse 2 Amp
E0023625 Fuse 2 Amp SLO-BLO. MDL-2
E0024000 Fuse 7 ½ Amp, AGC
E0028500 Bulb, 40W for Top Globe 120V
E0028600 Bulb, 25W RS for Target 120V
E0029800 I.D. Light 14V Amber
EX033100 Footswitch Assembly
EX033446 Board Assemble – Relay BSR9010
EX033442 Board Assembly – Relay BSR9020
EX033420 2400 Module
EX033490 Display Assembly
EX033631 Small Relay Board
M0002200 Decal SHOOT HERE w/Clear
M0005300 CRC Spray, @0-Ounce Can
M0006101 springs, BSR551, 57-112
M0006102 Spring B121-3B, 57-114
M0006103 Brass Tip Nozzle
M0006104 Water Gun Tip Cleaner w/#57 Drill
M0006200 Water Gun O Rings 57-158
M0006300 Retainer 58-3
M0006302 Stem 57-113
M0006500 Heat Proof Grease
M0010900 Screwlox, Driver #2
MX010200 Water Hose Complete Assembly
MX010300 Water Gun Complete Assembly
MX010360 Water Gun Rebuild Kit E0022680 Phi Hong Power Supply 12V, 9 Amps
M0006104 Water Gun Tip Cleaner w/Drill #57 M0010900 Screwlox, Driver #2

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GAME PARTS LIST

PART# and DESCRIPTION

MX010390 Gun Barrel New Style   (Arcade Style Guns)
MX010200 Water Hose Complete Assembly
MX010300 Water Gun Complete Assembly
MX010360 Water Gun Rebuild Kit
MX010750 Thru-Hull Assembly
P0007700 Electric Valve, 120/60, 110/50
P0007705 Valve Electric 12VDC 1/8" RW
P0007708 Valve Electric 12VDC RW FILL
P0007720 Valve Electric 12VDC RW DRAIN
P0007825 Pressurized System Watts Valve 1¼"
P0008050 Valve, Needle 3/8"
P0008700 Water Filter
P0008750 Filter O Ring
P0008800 Water Filter Cartridge   WX04

Note: If any parts are needed; contact your manager or technician to get the replacement parts ordered.

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BSR Contact Information

Tech Support:

Email: tech@bobsspaceracers.com

Phone: 386 677-0761   EXT 2002

Parts/Customer Service

Email: parts@bsrgames.com

Phone: 386 677-0761   EXT. 148

IMPORTANT:

DO NOT try to repair Electronical Components until you understand what they do. Unnecessary changes usually creates more than the original problem needed for the repair. Text or ask questions BEFORE you start guessing.