Claw / Skill-Crane Machine — User Manual

This manual applies to:

- black claw / crane MACHINE with video topper
- black claw crane MACHINE with video topper weekly rental
- claw machine, integrated video display , ex rental
- claw skill crane machine ball balloon
- claw skill crane machine ball balloon – event rental rent a claw
- claw skill crane machine PREMIUM MODEL full transparant black
- claw skill crane machine steam punk
- claw skill crane machine steampunk rent – event rental branding
- cooled claw machine for delicate content – personalized
- desktop claw machines * rental *
- DIY claw machine carbon black
- DIY claw skill crane machine snowy white
- fully branded claw machine personalized per your design
- mini claw machine skill crane counter model
- PERSONALIZED claw skill crane machine , including YOUR LOGO / BRANDING * rental *
- white claw crane machine with integrated video screen
- white claw crane MACHINE with video topper – rental events branding tradeshow venue

The skill-crane (claw / grab crane) machine is a game of dexterity: the player moves the claw with the joystick, drops it to grab a prize, and the claw returns the prize to the collection chute. This manual covers safe use, set-up, operation, the coin acceptor, the full settings menu and the essential claw-rope maintenance.

> **Caution:** never leave the machine running unattended, and never run it for more than 10 hours continuously. After a maximum of 10 hours, switch it off (unplugged) for at least one hour.

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It is the duty of such user or system integrator to carry out — in relation to the relevant specific application or use of the product — an adequate and complete risk analysis, evaluation and testing of the products.

Please note: all images used in this manual are for illustrative purposes only and may differ from the actual product. This is because the colours, dimensions and other properties of the actual product may differ from the image.

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All relevant national, regional and local safety regulations must be followed when installing and using this machine. For safety reasons and to ensure compliance with the documented system data, the components may only be repaired by the manufacturer.

If machines are used for applications with technical safety regulations, the relevant instructions must be observed. Failure to observe this information may result in personal injury and/or damage to the machine.

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Other languages

This is the English user manual (or an automatic translation thereof). Manuals in other languages may be available on request.

Power supply and surge protection

Arcade and entertainment machines are computer-controlled and contain sensitive electronics. Mains power at events, venues and even ordinary outlets is frequently unstable or “dirty” — voltage spikes, surges, sags and brown-outs, flicker, overloaded or shared circuits, generators, long extension runs and the switching of nearby equipment can all push the supply outside the machine’s safe operating range.

You must always connect the machine through a good-quality surge protector, and — wherever the supply is unreliable or the machine must not lose power unexpectedly — through an uninterruptible power supply (UPS). These sensitive machines cannot tolerate power spikes, surges, brown-outs or sudden cut-offs.

Damage, data loss or malfunction caused by power-supply problems is **not covered by warranty**. Failure to use adequate power protection can lead to machine malfunction and, in some cases, a risk of fire or bodily harm. If you are unsure about your power supply, consult a qualified electrician before use.

Duty cycle and cooling breaks

Maximum continuous operating time: 10 hours. After a maximum of 10 hours, switch off and unplug the machine for at least one hour before resuming. Keep ventilation openings clear and follow the specified maintenance intervals. Machine-specific cooling instructions take priority. Reaction Ring machines require cooling breaks between sessions; the 10-hour limit does not permit continuous activation of their magnets.

Overheating from exceeding this duty cycle can cause reduced performance, premature wear, component failure and, in some cases, a risk of fire or bodily harm. Damage or malfunction resulting from continuous operation beyond these limits, or from inadequate cooling breaks, is **not covered by warranty**. Always keep air inlets and outlets clear and unobstructed.

Support and service

For more information, service, technical support, ordering user manuals, or for any other questions,

please contact:
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Machine description

The grab crane is intended for use as entertainment in the home and is not designed for commercial use. The minimum age for use is 12 years; underage players should only use the machine under the direct supervision of an adult. The game is based on the player’s dexterity as well as the type of objects placed in the machine for the claw to grasp. The player can also influence the game by enabling and disabling various options in the user menu.

Model variant.

Model variant.

Intended use

The grab crane is intended for use as entertainment in the home environment and is not designed or intended for commercial use. The minimum age for using the machine is twelve years. Underage players should only use the machine under the supervision of an adult.

Unpacking and preparation

Follow the unpacking instructions carefully to avoid damage to the machine. Preferably use side cutters or nail scissors to cut the drawstrings — they sit in hard-to-reach places, so make sure machine parts cannot move while cutting the ties and that electrical cables are not accidentally cut. Remove the keys from the joystick. Open the main access door and carefully cut the 4 to 6 cable ties that hold the running gear in place. Do not use straight knives or saws — use sharp side cutters or a hook knife.

Remove the keys from the joystick.

Cut only the cable ties holding the running gear — never the wiring.

Commissioning

The grab crane operates on 220 volts / 50 hertz. Inspect the outside and inside of the machine and the power cord for defects or damage — open all panels and doors and pay particular attention to damage or loose connections of electrical wiring and components. Do not connect the machine if the machine, wiring, components or connection cable are damaged. Close all doors and panels and lock them with the enclosed keys. After checking, insert the supplied connection cable into the back of the machine and plug into a proper socket, then turn on the switch at the back. The machine starts up

automatically; the claw may move to the zero point at the front-left.

Operation of the machine

Push the joystick in a direction and the gripper follows along the X axis (left–right) or Y axis (front–back); release the joystick and the gripper stops. Operate the large push button and the gripper drops down and performs a squeezing movement. If an object is under the gripper it may be picked up and brought back to the starting point (front-left), where the claw opens and drops any item into a compartment for the player to collect. The machine can be set at various points in the user menu to increase or decrease the chance of successfully returning an object.

Taking the machine out of service

Turn off the switch on the back of the machine and remove the plug from the socket so that the power supply is completely interrupted. Do not leave the machine unattended while it is connected to the power supply.

Coin acceptor training

The coin acceptor is either empty or has already been trained for Made for Arcade coins. If it is empty and the machine is not set to free play, a sample coin must first be placed in the coin acceptor: push the “replace coin” slider up in the direction of the “remove backward” arrow and place a coin under the slider (see images). When a coin is inserted, the acceptor compares it with the sample coin; if they match, the coin is sent to the cash drawer and a credit is added on the display. Only insert coins with a diameter of 18 to 25 mm and a thickness of 1.6 to 2 mm.

The coin acceptor.

Push the slider up and place a sample coin under it.

Periodic maintenance

Follow the periodic maintenance instructions carefully to prevent damage to the machine. Pay particular attention to periodically unrolling the claw rope — failure to follow this claw-rope procedure can lead to the motor seizing, smoke formation or overheating of the motors and electronics. Jamming of mechanisms is not covered by the warranty. Service the machine every 4 hours of use, or at least once a week for light use.

Visual inspection of cabling and mechanisms

Check all internal parts for damage, breakage and abnormal behaviour. The unpredictable movement of the mechanisms combined with the unpredictability of the player can cause the claw or prizes to get stuck, or to inadvertently pull on cables and mechanisms.

Claw-rope procedure

This procedure prevents jamming of rollers, pulleys and motors, burning out of motors or smoke formation, and must be followed strictly. While the machine is played, the rope is rolled up and unwound repeatedly, so it can cross itself and tighten until everything jams. Go through this procedure regularly — at least once every 4 playing hours and once a week:

1. Make sure the claw is in the rest position (above the prize tunnel, front-left).
2. Go to menu option “G” and choose “GO DOWN”, then press the large play button. The claw goes down and the rope fully unwinds, then winds up again (in the wrong order) until the claw is back up and the machine stops.
3. Go to menu option “G” and choose “GO UP”, then press the large play button. The rope fully unwinds and then winds up again (in the correct order) until the claw is back up and the machine stops.
4. Check that the rope unwinds and rewinds smoothly and quickly; repeat several times if necessary. If the rope runs stiffly the motor is overloaded and will eventually fail — stop the procedure and first solve the problem causing the rope to run stiffly.


The rope winch and pulley.


Coiled rope on the spool.

Coiled rope and fully uncoiled rope — unroll it regularly (menu G) so it cannot tangle and seize the motor.

Menu settings — parameter list

The grab crane contains an extensive user menu to fully personalise the machine. To access it, open the door with the coin acceptor using the key, then press the “secret” menu button while the machine is on — the button is in a panel behind the coin acceptor, near the red illuminated on/off switch. A main menu appears on the display. Use the joystick up and down to move through the main menu and sub-menus, left and right to change menu options, and press the large “start” button to confirm selections.





Menu option A — basic set

A1: number of coins needed to play one game. A2: time a player is allowed per game / per coin amount (A1). A3: volume of the background music and winner tunes. A4: do not use — always leave at “F”. A5: do not use — always leave at “F”. A6: whether the claw can also grab the air when pressing the start button again while moving. A7: prize-sensor detection — Off = the infrared lock in the prize bin is disabled; On = the infrared lock counts the number of prizes won and can give a winner tune when a prize falls. A8: shaking during movement — ON = the claw shakes while raising a prize (less chance of winning); OFF = no shocks during transport to the winners box. A9: F2P (free to play) — OFF = insert coins to play; ON = play for free without inserting coins. A10: language setting. A11: music / tune while playing (choice 0 to 5). A12: background music / tune in idle mode (choice 0 to 5). A13: not used. A14:

return to the main menu.

Menu option B — probability settings

B1: price ratio — the ratio between the number of games played and the number of prizes paid out. Set the ratio lower to pay out more prizes, or higher to make it harder to win. A ratio of 5 means a prize can be paid out every 5 games; the other 4 times the claw is a bit weaker, making it more likely to lose the prize. B2: do not use (Retan). B3: do not use — leave at “F” (random mode). B4: whether the player can play again if no prize was won / number of prizes per session. B5: back to the main menu.

Menu option C — parameter

C1: clamping force of the claw — do not exceed 38 volts. The higher the voltage, the more clamping force and the better prizes are grasped. C2: the time in seconds that clamping force C1 is maintained. C3: clamping force of the claw after period C2 has expired — do not exceed 38 volts. The lower the voltage, the greater the chance the claw drops the prize during transport. C4: clamping force during movements. C5: intelligence mode — M (manual): the machine follows the settings as set in the menu (preferred); A (automatic): the machine automatically weakens the claw force based on where the claw is. C6: length of the rope — height of the claw above the table; a smaller number means the claw won’t go down as far. C7: speed of the carriage front and back. C8: speed of the carriage left and right. C9: speed of the claw down and up. C10: pause while grabbing a prize at the lowest position (a longer pause gives a better grip). C11: distance from the claw to the carriage in rest position — a larger number makes the claw wobble more during transport. C12, C13: (not specified). C14: back to the main menu.

Menu option D — accounts

D1: total number of online coins (app — not in use). D2: total number of coins inserted. D3: total number of coins in this session. D4: total number of prizes in this session. D5: total general number of coins received. D6: total general prizes paid out (the sensor must be on to measure). D7: back to the main menu.

Menu option E — date clear

E1: reset the date. E2: back to the main menu.

Menu option F — reset

F1: factory reset — all values return to factory settings. F2: back to the main menu.

Menu option G

Options to move the machine in different directions via manual control. Used to test things and to go through the claw-rope procedure (above).

Menu option H, I, J — factory test

Settings to test the operation of the machine. These options are not suitable for end users and are used by the supplier and the factory, so they are not explained further here.

Menu option K — quit

K: exit all menus / return to the game menu.

Frequently asked questions

Can I turn off the music completely? Some large grab-crane models have a switch inside to turn the sound off completely; the small grab cranes cannot be switched off completely — set the volume to 1 and the background music to 0.

Can the machine be set to “play for free”? Yes — set menu option A9 to “ON”.

My grab crane looks different — do I have the correct manual? All Made for Arcade grab cranes to date use the same controller, so this manual applies. Minor differences in the naming of menu options are possible due to version differences.

The claw goes down very slowly — what can I do? The rope may have crossed while the claw was pulled up. Set the rope length at menu option C6 to an extremely long value and let the claw move up and down a few times by playing; if necessary, gently help by pulling the rope down by hand until it runs smoothly again.

Precautionary measures

- Supervise the machine at all times with a competent adult who can intervene.
- Never run it more than 10 hours continuously; rest it at least one hour (unplugged) afterwards.
- Run the claw-rope procedure on schedule to avoid seizing or overheating the motor.
- Switch off and unplug before any maintenance to avoid electric shock or short circuit.
- Do not disassemble, alter or modify the machine without our permission.