



## SERVICE BULLETIN #11

**Sound garbled or distorted AND/OR Video incorrect or not showing on DMD**

16th November 2019 - REV 1.0

**NOTE: If your machine is operating correctly it is strongly advised that all owners make the following small modification as soon as possible to avoid having the machine fail.**

**TAG. Symptoms can be one or more of the following:**

- (1) The audio is not correct. Can vary from scratchy to stuttering or even no audio.
- (2) Video might be affected but the two issues can be isolated. Video can show doubled images on screen or jerky movement of videos.
- (3) The DMD screen can show 'SFX ERROR' message at boot.

**Application:** All TAG machines up to serial number 130 (inclusive).

**How can I tell if my machine has this modification:** Look at the blue memory module and (if this modification is done by the factory) it will have "**REV15 - CAP**" on the label (see picture towards the end of this bulletin).

**Condition:** Fault will usually happen after machine has been running well for several months but has been known to happen after 12 months operation.

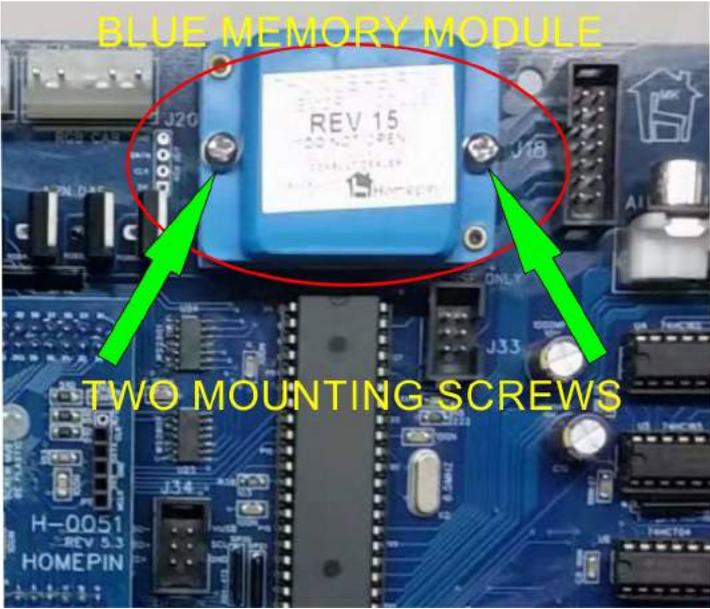
**Cause:** The memory inside the blue memory module has been corrupted. This can happen with normal use of the machine.

**Repair:** If your machine exhibits the symptoms as described above, the blue module must be removed and returned for a replacement.

**PREVENTATIVE MEASURE:** A 100uF 10V electrolytic capacitor can be fitted to the underside of the blue memory module.

**NOTE:** The capacitor can be any voltage from 6V to 50V. The physical size will determine if it can be used for this application.

(1) Remove the two screws holding the memory module in place and unplug the module from the main board.



(2) Solder a physically small 100uF electrolytic capacitor as shown in the picture below.



(3) Refit the blue module to the main board and anchor it with the two mounting screws.

**Modules that have been newly manufactured or updated in the factory have a sticker as shown in the picture below:**



[https://www.homepin.com/kits/memory\\_module\\_cap.pdf](https://www.homepin.com/kits/memory_module_cap.pdf)

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