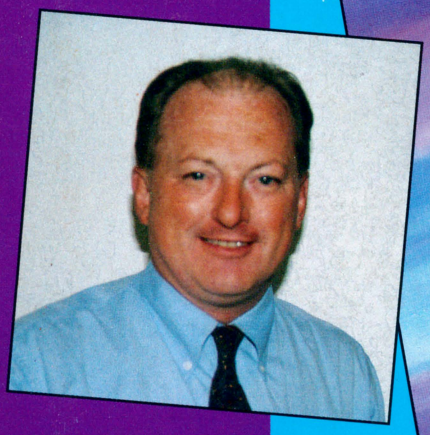
september 1992

RePlay

window on the world of coin-op entertainment







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HOT OFF THE PRESS!

AA BUYS ROCK-OLA — Reliable sources have confirmed that nostalgia jukebox maker **Antique Apparatus** (Torrance, Calif.) has signed an agreement with Chicago's **Rock-Ola Mfg. Corp.** to acquire Rock-Ola's music assets along with all rights to the Rock-Ola name. (Rock-Ola's vending machine division is not involved in the deal.) AA prexy **Glenn Streeter** will enter the contemporary coin-op jukebox market under the Rock-Ola name with a brand new CD model at next month's AMOA Expo. The current Rock-Ola distributor network is expected to remain in place, but plans for current plant and employees were unknown at presstime.

Rock-Ola Mfg. Corp. dates back to 1927 when founder (and still chairman) **David C. Rockola** designed and built coin-op scales. Pingames followed, and the first Rock-Ola jukebox appeared in 1934. Snazzy models like the *Luxury Light-Up,* the *Rocket* and the *Spectravox* followed. While many competitors came and went, Rock-Ola remained one of the world's top jukebox factories for the next 20 years. (To this day, it's said that in some parts of the globe, the word "Rock-Ola" is actually used instead of "jukebox.") In addition, the company always bore the imprint of its vigorous, hardworking founder (now age 94), followed by his justly proud heir, company president Donald Rockola.

Rock-Ola Mfg. finally produced its own CD jukebox a couple of years back, but clearly was running behind the field and had been ailing financially in recent years. Various interested parties had made overtures to buy Rock-Ola. However, Glenn Streeter's offer won the day, and it is expected that this quality manufacturer of replica 1940s music machines will treat the Rock-Ola name with all the fondness and respect that a great American tradition deserves. More information in our next issue.

KAUFMAN & GREENE TO PREMIER — Trade vet **Steve Kaufman** has joined Premier Technology as Executive VP of Sales. With over 25 years' industry experience, Steve's previous post was Exec VP at Konami, Inc. Also joining Premier is **L.J. Greene,** as marketing manager. She resigned a similar post at Williams to make the move. Premier prexy **Gil Pollock** said the two appointments gave the firm a "newly revived focus on sales and marketing" for stronger global distribution and fresh product insights.

SEGA ARCADES — Sega Enterprises is reentering the U.S. arcade biz. In 1990, Sega sold its arcade operations to Edison Bros. Mall Entertainment, but now they're back with Scotty's Golf Park, a family entertainment center which opened in Dallas this June. Sega reportedly plans to open several more game centers in the next year (they have been on a major arcade-building program in Japan, too).

ALL-TIME BEST-SELLER — Williams Bally-Midway proudly notes that ***The Addams Family*** pinball has become the "all-time best-seller" among modern-era flipper games (i.e. since World War II). The previous record-holder was Bally's 1977 *8-Ball* (the first solid-state game with memory and recall) which chalked up some 20,000 units sold. Congratulations, Midway! By the way, sources at WMS say there is "no truth" to rumors they're downsizing their U.S. distributor network.

FLIPPIN' OUT — the PAPA III International Pinball Championships will run Feb. 5-7 at a midtown NYC hotel. **Steve Epstein,** prexy of the Professional and Amateur Pinball Assn. (PAPA) says the three-day flipout will feature a menu of mini-tournaments in addition to four divisions of single play and two tiers of doubles. There'll also be Pressure Point (one ball) bouts, two minute drills, Zen pinball and scotch doubles. More news to come.

PUBLISHER'S NOTE — If any reader, be he a manufacturer, dealer or operator, finds **any** illegal product advertised in any of our Blue Pages ads, we would very much like to learn about it via phone, fax or letter. We are trying to be scrupulously careful back there and could always use a little help.

RePlay

the Players' Choice

SEPTEMBER 1992

TOP GAMES NOW IN OPERATION, BASED ON EARNINGS-OPINION POLL OF OPERATORS

best upright videos

		MODEL/MANUFACTURER	RATING	DIST.
●	1	**STREET FIGHTER II: CE+ (Capcom) (5)**	**9.70**	**94%**
●	2	MORTAL KOMBAT (Williams) (1)	9.04	18%
●	3	TERMINATOR 2 (Midway) (10)	8.74	58%
	4	SUNSET RIDERS+ (Konami) (11)	7.65	39%
●	5	CAPTAIN AMERICA+ (Data East) (11)	7.20	59%
	6	TURBO OUT RUN+★ (Sega) (28)	7.17	43%
	7	DOUBLE AXLE★ (Taito) (11)	7.14	29%
	8	STEEL GUNNER+ (Namco) (13)	7.00	15%
	9	SUPER HIGH IMPACT (Midway) (10)	6.91	37%
	10	SPACE GUN (Taito) (21)	6.90	16%

+ indicates game was produced in both dedicated & software forms
★ indicates game was also produced in deluxe form

best deluxe videos

(sitdowns, cockpits, arcade attractions)

●	1	**X-MEN★ (Konami) (5)**	**8.97**	**55%**
●	2	STEEL TALONS (Atari) (12)	8.44	25%
	3	RACE DRIVIN'★ (Atari) (23)	8.37	40%
	4	FINAL LAP 2 (Namco) (16)	8.21	15%
	5	HARD DRIVIN'★ (Atari) (42)	7.67	35%
	6	RAD MOBILE★ (Sega) (10)	7.63	15%
	7	ROAD RIOT+ (Atari) (14)	7.52	49%
	8	G-LOC★ (Sega) (23)	7.12	20%
	9	CISCO HEAT★ (Jaleco) (12)	7.11	14%
	10	GALAXY FORCE (Sega) (26)	7.07	12%

★ indicates game was produced in upright form

best new videos

●	1	MOTO FRENZY [del. s/d] (Atari)	8.50

best video software

		MODEL/MANUFACTURER	RATING	DIST.
●	1	**WORLD HEROES [S] (SNK) (1)**	**8.90**	**24%**
	2	STREET FIGHTER II [H] (Capcom)(18)	8.88	90%
●	3	AERO FIGHTERS [V] (McO'River) (3)	8.14	23%
●	4	KING OF MONSTERS 2 [S] (SNK) (3)	7.71	22%
	5	WRESTLEFEST [H] (Technos) (12)	7.64	61%
●	6	FATAL FURY [S] (SNK) (8)	7.50	67%
●	7	G.I. JOE [H] (Konami) (3)	7.17	14%
	8	RAIDEN [V] (Fabtek) (25)	7.14	34%
●	9	RIM ROCKIN' B-BALL [H] (Strata) (8)	7.14	29%
●	10	UNDERCOVER COPS [H] (Irem) (1)	7.14	6%
●	11	KNIGHTS OF ROUND [H] (Capcom) (5)	7.00	22%
	12	KING OF DRAGONS [S] (Romstar) (7)	7.00	14%
●	13	TOTAL CARNAGE [H] (Midway) (5)	6.96	20%
	14	BASEBALL STARS 2 [S] (SNK) (5)	6.95	34%
	15	CLUTCH HITTER [H] (Sega) (15)	6.94	29%
●	16	STEEL GUNNER 2 [R] (Namco) (4)	6.93	11%
●	17	SUPER BASEBALL 2020 [S] (SNK) (12)	6.88	33%
●	18	MUTATION NATION [S] (SNK) (6)	6.83	24%
●	19	NINJA COMMANDO [S] (SNK) (3)	6.81	17%
●	20	ROBO ARMY [S] (SNK) (7)	6.67	17%

[H] horizontal [V] vertical [S] system [R] retrofit

top pinballs

●	1	**ADDAMS FAMILY (Midway) (6)**	**9.38**	**83%**
	2	TERMINATOR 2 (Williams) (14)	8.75	79%
●	3	LETHAL WEAPON 3 (Data East) (2)	8.73	37%
●	4	GETAWAY (Williams) (5)	8.37	48%
	5	FUN HOUSE (Williams) (21)	7.97	82%
●	6	SUPER MARIO BROS. (Gott./Prem.) (4)	7.91	21%
	7	THE MACHINE (Williams) (17)	7.90	46%
	8	BATMAN (Data East) (10)	7.53	28%
	9	HURRICANE (Williams) (6)	7.39	41%
●	10	HOOK (Data East) (6)	7.14	41%

● *available brand new at certain distributors; number following brand shows months on chart including this one.*

RATING: *Operators were mailed "ballot sheets" listing games in active operation in U.S. locations and game centers and asked to "rate" the earning performance of each on the "1 to 10" measure: 10 for "power-house earnings," 9 for "excellent," 8 for "very good game," 7 for "good game," 6 for "decent game," 5 for "just average," 4 for "below average," etc. The written votes were tallied up and divided by the actual number of times the specific game was rated. Hence, the decimal points.*

DIST.: *The percentage of the surveyed arcade and street location operators who have the item on location. No upright videos rated by less than 10% of these operators appear on the Upright Videos chart, but promising new items appear under Best New Videos.*

OPERATION GUNBUSTER

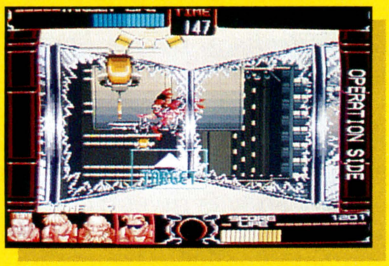
New Interactive Battle Game in 3D! Who will be the hunter, and who the hunted? Incredible shooting power!

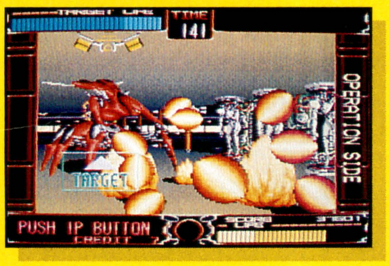
Hunt down enemies in hiding in a breathtaking gun fight steeped in the chilling tension of battle. Go on the attack, or take to defense. *Operation GunBuster* is a ground-breaking strategic 3D shooting game that allows players to shoot each other. Unlike ordinary games in which players compete for high scores, *Operation GunBuster* is a battle game, the likes of which have never been seen before. Players actually shoot it out on screen to see who lives and dies - pure realism! Players use a joystick to move about, lie in wait, or fire and flee. Players choose their own fighting styles and can go it alone, or team up in pairs. Players may also opt to take on the computer, gradually working their way through 13 successively difficult and magnificent battle rounds. Even two players can team up to challenge the computer, each taking on a different character role. Whatever the mode of play, players can meaningfully open up new horizons for endless thrills and maximum satisfaction.

1P vs 1P **2P vs 1P** **2P vs 2P**	Victory is yours when your opponent's life meter reaches "0". Win two out of three battles to be a grand winner. Players may not join in once play has started.

1P vs CPU **2P vs CPU**	Clear each round by defeating its boss within the time limit. Players may join in during play.









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- **Control panel is completely removable for installation through standard-sized doorway - reduces cabinet depth to 31-5/8"(D).**

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COVER

Modem-linked dart games are up and running! Operators of Arachnid's 'Galaxy Darts' received communications software this summer, enabling the games to send league data over the phone, automatically, from location to the operator's computer. Modem capability is a key component in Arachnid's "League Master System" which computerizes league administration and saves the operator time, effort and money. It also means less work & more fun for players. Inside this issue, we report full details including first-hand accounts from operators using the system. On the cover are Arachnid prexy Bill Ward, sales VP Marcio Bonilla and marketing VP Sam Zammuto with their 'Galaxy' game.

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EDITORIAL

Hey, Mr. Operator! Have any plans for Oct. 1-3? Maybe you're a one- or two-man company, and you'll be taking care of service calls like always. If you've got somebody to watch the phones, perhaps you plan to take a long fishing weekend. Or visit your in-laws. Or get a headstart celebrating the 500th anniversary of Columbus's discovery of America. Well, AMOA has a far better idea. Why not take advantage of those cheap airfares and attend their 1992 AMOA Expo in Nashville, Tenn.?

We have a message for those operators who normally only go to fall distributor shows. Yes, many dealers are major-leaguers. . . but a national trade show is the "World Series" of coin-op events. At Expo, you'll see a range of product that no distributor can possibly duplicate. You'll have educational opportunities galore. You'll have a chance to meet fellow operators and learn from them. Most important, you'll truly get to see, touch, taste and breathe what your industry is all about.

AMOA's Expo always draws a fine crowd. Last year, they pulled in 3,705 members and 669 non-members in all categories, plus exhibitors. But there's always room for more, especially you small operators, fresh faces and non-members. The truth is, it's very cheap to join AMOA. For $175, you get company membership, plus two free passes to Expo and many other benefits. Under the circumstances, it makes a lot more sense to join up, instead of paying $150 per person for Expo tickets at the door. We can't fathom why hundreds of people bought tickets — not memberships — last year.

If 1992 is your first time to attend an Expo, you may be overwhelmed by the sheer size, noise and color of the AMOA show. Don't worry, everybody is awestruck at first. Just plan sensibly and you'll do fine. Some operators like to make a quick run-thru of the huge exhibit floor on Day One, then come back for more details at select booths on Days Two and Three. Others divide the exhibit floor and "assign" seminars to different company members. The key is to pace yourself, remember to enjoy it, and don't expect to "get" everything your first time out. Whatever you get from Expo, it will be worth it, and you'll get more out of it with each passing year. This grand event on the industry calendar is just about a month off, so you still have a bit of time to make your plans. The fishing hole, Columbus, and your in-laws will wait.

— Marcus Webb

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INSIDE

SEPTEMBER 1992

SPECIAL ARTICLES

COPYWAR GOES GLOBAL

Beyond U.S. borders, AAMA is hiring itself out to help Japanese factories stop video game counterfeiters around the globe. So far this set-up is working well for Capcom and Video Systems. Now AAMA wants to run a JAMMA-funded "enforcement empire" of permanent offices in Europe, Asia and Latin America. . . . . pg. 29

NINTENDO'S OUT; SEEBURG'S BACK

Nintendo formally exited the coin-op market at a distributor meeting, although they'll keep supporting existing hardware and selling new software (some supplied by other parties) through their parts department. Meanwhile, Seeburg is back with a brand-new CD jukebox featuring 720 CD selections. Two stories. . . . . pg. 43

MEXPO III

Sales were up 50% over last year at the third annual Mexico City show, sponsored as always by AAMA. Exhibits, visitors, confidence and optimism were up, too. With a North American free trade agreement in the wings, this market is looking better all the time. . . . . pg. 59

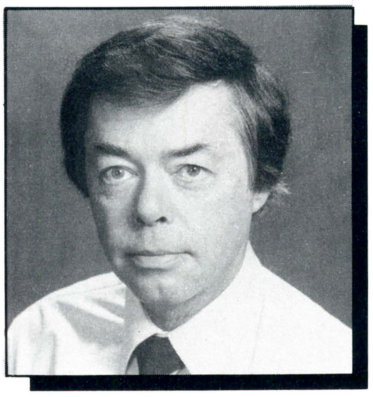
AMOA'S PAST PRESIDENTS

Out of office, but still influential: Dick Hawkins, Clyde Knupp, Jack Kerner and Jim Trucano discuss their own presidential terms, AMOA's strengths and weaknesses, the industry's current prospects, and the future of operating. . . . . pg. 73

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PUBLISHER



The words "humor" and "human" spring from the latin "humus" (which is pretty funny in itself considering that's also the name of a fertilizer). As human beings, we are imperfect creatures. We all mess up now and again or get messed up by someone else. Those are life's terms, and you can either accept the fact that life's pavement has cracks and potholes in it or spend an unhappy existence pretending otherwise. It's like the case of the two New York cabbies stuck in gridlock at 57th & Seventh: one's losing his mind trying to weave through the tangle of bumper-to bumper steel while the other sits back in a catatonic state wondering what toothpaste Marilyn Quayle uses (as the meter's ticking). Both get to their destinations at the same time.

One of the greatest philosophies of life appeared on a New York subway ad next to the spray-painted "Vito Rules!" (something I should tell George Bush about). The ad said: "When you're down to your last dollar, spend 50¢ on a loaf of bread and feed your body and the other 50¢ on a bouquet of flowers and feed your soul." A translation for our industry might be: "When you're down to your last $20,000, spend half on a new arcade attraction and feed your arcade and the rest on dinner for two in Tokyo celebrating your acquisition."

Okay, I like to take time out from all this "serious purpose" to grin a little at the human side of the business. I love the story of the route guy who came into a Jersey one-stop with a CD set-up list. Half the albums were country, but the joint was a bucket of blood in Hoboken. "Who made this list up?" asked the one-stop guy. "Their new barmaid; she just moved up from Memphis," said the other. This supposedly happened.

Just this morning, I was opening the subscription renewal mail and spotted one from California that was practically chewed in half. Handwritten was the explanation: "Sorry, my dog ate the other part." Luckily, rex missed the check. I also like the letter from a "newcomer" asking us for a list of every arcade game ever made "as well as description of some that haven't been made yet." Enough for now. Let's pick up in Nashville where sharing the lighter side of the business should be half the reason we go to the convention anyway. See you there?

— Ed Adlum

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VIEWPOINTS

VIOLENCE IN VIDEO GAMES

Dear RePlay:

We feel compelled to protest the new levels of graphic violence, fighting and gore that the latest video games have featured. We find these games to be counterproductive to the image of our industry and certainly not in the best interest of our youthful clientele. In a letter to AAMA in 1989 we protested this trend. However, instead of having the positive effect of reducing aggression, the violent realism has continued to escalate.

We refuse to buy and use these controversial games in the hope that our message will get through to our game manufacturers. Even though we can be hurt financially by taking this stand, we accept that eventuality. Additionally, we have received a significant number of complaints from parents, customers, employees, relatives and friends about the prevalence of fighting games and the increase in the violent and inappropriate themes. The use of these games is indefensible. We fear the repercussions these games are sure to cause our industry.

It is time to develop non-violent games based on previously successful themes with updated, exciting graphics and software. We are now seeing entire families in our game rooms. Many family members do not wish to play video games with such aggressive themes. Although sex and violence are pervasive in the entertainment industry, it does not have to be that way in our industry where children are still our mainstream customer.

It is time to do our own policing before others do it for us!

Sincerely,
Tom McAuliffe & Frank Ash
Champions Amusement Centers
Bala Cynwyd, Pennsylvania

Dear RePlay:

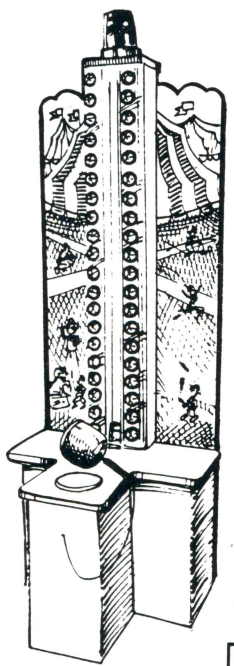
I've been involved with this business since 1979 and have noticed a strange paradox about the arcades. On one side, we have our redemption equipment which appeals to families and younger children. On the other, I see the only video games that are successful (apart from driving games) are the ones involving violence.

We try to keep the bad elements out of our rooms. Yet, the games themselves depict gang violence and gunplay. I can't help but think the kids like these games because it's becoming the world they live in. I guess I miss the games like *Pac-Man* and *Centipede*. But, I have to give the kids what they want in order to stay in business. Maybe it's up to society to change what they want.

Rick Smith
Putt-Putt Golf & Games
Indianapolis, Indiana

[Dear Tom, Frank & Rick: a 1991 video game let players shoot at cops. A new vidgame lets characters beat each other bloody in its more "graphic" dip-switch settings. The two above letters could almost be cited as "editorial replies" to the other. On the one hand, we tend to provide whatever sells, within the limits of the law. Sadly, community and artistic standards about "acceptable" levels of violence are plummeting fast. On the other hand, we're also members of this society and have to live with the resulting atmosphere... which, on today's streets, is pretty frightening. We don't believe any one video game would directly cause a child to become violent, but we also think ultra-violent games don't help the trade's image. Every tradester will have to find a stance that's right for his own bottom line... and his conscience. — RePlay]

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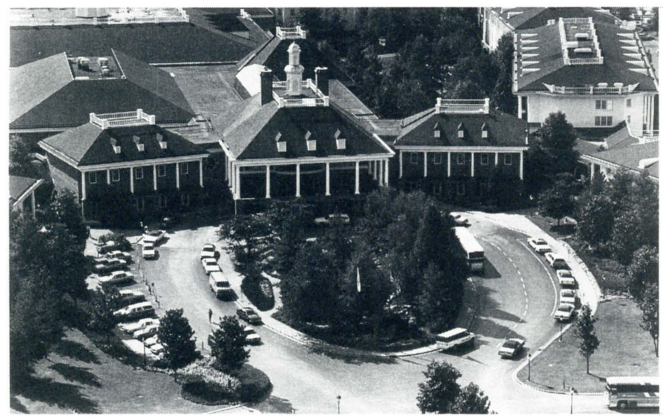
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NEWS DIGEST

AMOA HEADS TO "MUSIC CITY USA" FOR EXPO

AMOA Expo '92 is just one month away (Oct. 1-3) at the Opryland Hotel and convention center complex in Nashville, Tenn. All 742 exhibit booths were sold out by springtime and the waiting list is still growing, according to AMOA Executive Director **John Schumacher.** This is the trade's first-ever convention in "Music City USA" and the site is a natural for us. Expo will inaugurate a new generation of under-40 leadership at the helm of AMOA **(Craig Johnson, R.A. Green, Tami Norberg-Paulsen** and **Randy Chilton).** Expo will also give operators their first chance to see some very hot product already previewed by



factory reps in Japan, and by distributors at dealer meetings held around the USA in the last month or so. AMOA members got two complimentary passes and can get extras for $50 at the door; non-members who hail from the USA must pay $150 for entry badges at the door (so why not spring for an extra $25 bucks and join the association?). We have more Expo preview info in our story on **page 35.**

AAMA SEEKS GLOBAL ANTI-COUNTERFEIT EFFORT

"This investigator for hire" could be **Bob Fay's** slogan these days. In his capacity as Exec Director of AAMA, the former FBI agent is now available on a **contract basis** to individual AAMA manufacturer members who want him to track down the sources of illegal video game counterfeits around the globe. Under this new arrangement, Bob's already made pretty good headway for Capcom and the parent firm of McO'River. This spring, Fay helped lead (or in some cases, prod) police and government officials in Taiwan and Hong Kong to raid dozens of firms and seize over 1,000 allegedly counterfeit games. He's also visited Korea on behalf of JAMMA and various Japanese vidgame factories, and expects action there soon. And that's not all! AAMA has proposed an ambitious, worldwide empire of permanent offices in Asia, Europe and Latin America to do the job of enforcement watch-dog work against coin-op counterfeiters. AAMA would run the network, which would be financed and set up by JAMMA. American association toppers discussed the plan with their Japanese counterparts during the JAMMA show in Tokyo Aug. 27-29. Get details about all this beginning on **page 29.**

NINTENDO EXITS VIDEO MFG.; CONTINUES SOFTWARE SUPPLY

Nintendo confirmed rumors that its days as a coin-op video game manufacturer were over at its July 31 distributor meeting in Seattle. Since the majority of its coin-op staff left the firm in June, trade scuttlebutt said they were about to "drop the second shoe" and they did. The better news is their intention to continue providing software game paks for both the *Super System* and *PlayChoice* cabinets for the "foreseeable future," and that includes new titles. So, you never know how long Nintendo machines will be performing for the public. Could be for many, many years. Nintendo left the vidgame manufacturing club in a blaze of good wishes during its dealer conference. Many people there (and many more operators not present) made good bucks with their products over the years (e.g. with *Donkey Kong* and the *VS. System),* so the parting was pleasant. See more on Nintendo's exit on **page 43.**

N.Y. HAS TOUGH NEW LAW TO PROTECT TRADEMARKS

Effective Nov. 1, 1992, it is a crime to make counterfeit versions of trademarks in New York State, said AAMA Investigations Director **Bill Kidwell.** Making phony versions of somebody else's trademark can be a misdemeanor or a felony, depending on the value of the goods to which the trademark is attached. The new statute has been passed by the legislature and signed by the governor, so it's official! The bill, which was put together by several attorneys representing various manufacturers, basically makes it a Class A misdemeanor to counterfeit any trademark for any purpose (such as making the trademark part of the product, or making the trademark into a label which can be affixed to a product). If the value of goods is over $1,000 then making an illegal copy of the trademark becomes a Class E felony offense. And if the counterfeit trademark is used or affixed to any goods where the value exceeds $100,000 then it's a first degree Class C felony. Kidwell said the new state law "can be very beneficial to our industry in the fight against illegal video game copyboards, specifically where a manufacturer's trademark is used." Added Bill: "The new law comes into play regardless of whether they copy the company name, or the name of the particular game itself. If either one is trademarked, then copying it is illegal."

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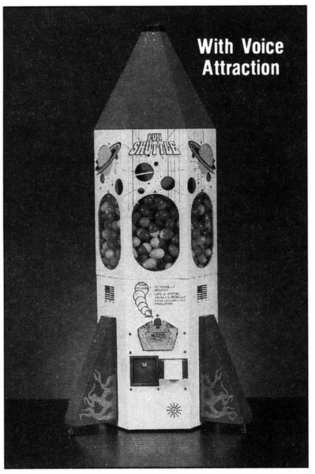
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AMOA SEES HI-TECH THREAT

Here's a news release from AMOA: "Dramatic changes in the viability of interactive communications networks have led to commitments by telephone companies, cable TV operators and major entertainment companies to enter the interactive marketplace using fiberoptic, CATV, satellite, and CD-Rom delivery systems. Multimedia games are an essential component of interactive systems. When truly interactive multimedia video games reach the home market, they will pose a serious threat to the future viability of the coin machine operator. The Amusement and Music Operators Assn. not only recognizes the impact which these developments will have on its members, but also clearly understands the strategic importance of advanced communications networks to the United States. For that reason, AMOA has formed the **Advanced Technologies Committee** to study ways and means that its members can assist America in building advanced communications networks, while helping to motivate the American people to develop the skills needed to use these networks. Established July 16, the committee will study recent advances in twisted-pair, fiberoptic, CATV, satellite and CD-Rom delivery systems, in order to determine who the amusement industry can play a role in their development. A preliminary report will be released during AMOA Expo '92, Oct. 1-3 in Nashville, Tenn." We're told that committee members include AMOA prexy **Gene Urso,** government affairs chief **Wally Bohrer** and first VP **Craig Johnson.**

JOHN MARGOLD TO NSM

On Aug. 15, **John Margold** became VP of Sales & Marketing at NSM-America, the Chicago jukebox manufacturer. He'll report directly to NSM prexy Rus Strahan and will take over some of Rus's day to day activities. John will oversee all NSM sales activities, distributor relations, advertising, promotions, marketing, forecasting, etc. It's believed John's addition to the management team will leave Rus more free to concentrate on "big-picture" issues like setting overall company direction, communication with the firm's German parent, as well as possible development of new products and markets etc. Rus said NSM's sales growth had been "staggering," especially in the last year. Accordingly, the recruitment of John Margold was Strahan's "number-one priority for the last three months." John's prior post was director of sales



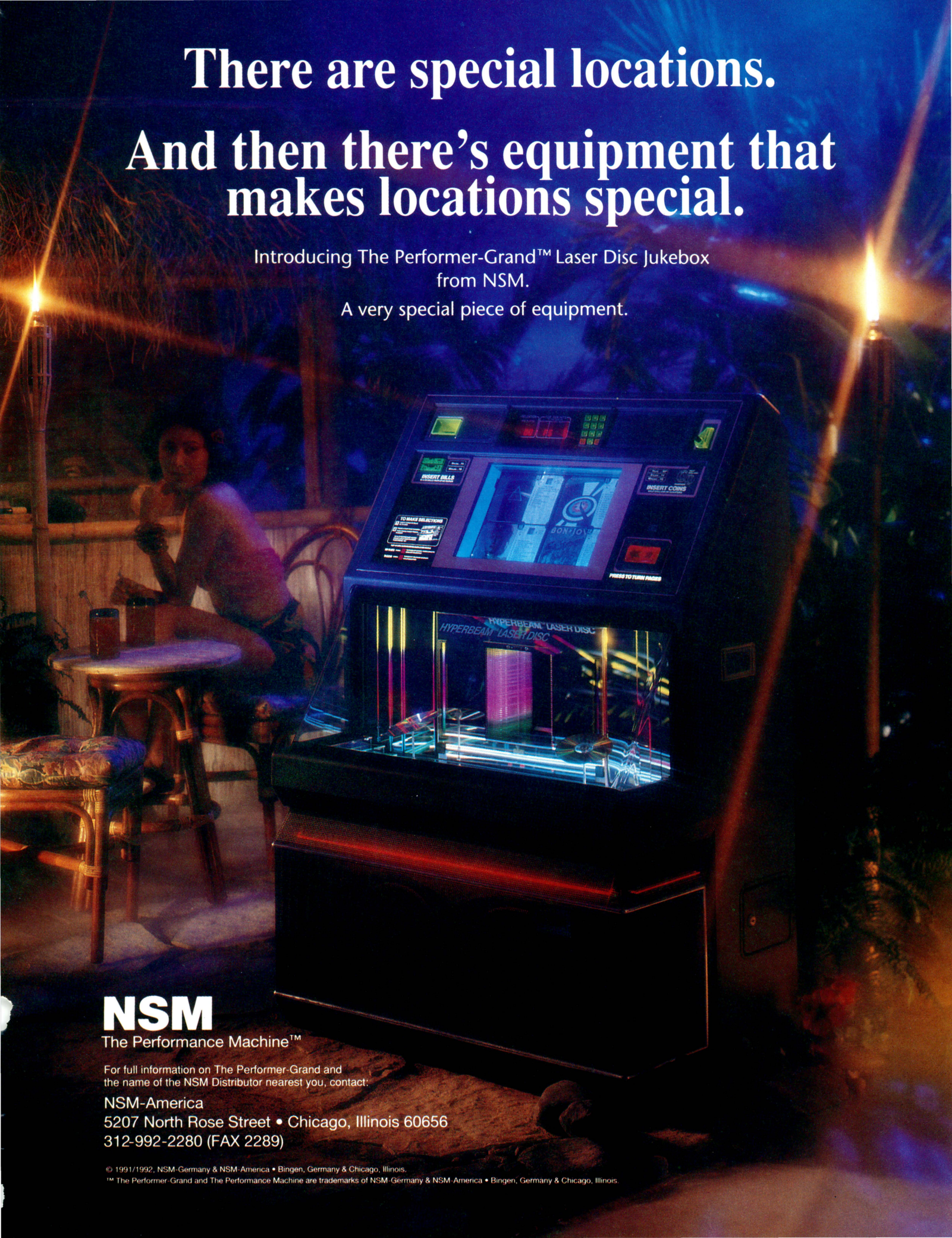
& marketing at Betson's redemption division, where he served over five years. (Strahan joked that in hiring Margold, NSM had "won the biggest redemption prize of all.") John's resume also includes five years with Bally, five years with Rowe-Dedham and a year with Cinematronics. He'll be moving to the Chicago area to take up his new duties. Congratulations, John!

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Introducing FLIP-N-WIN. The first, self contained redemption center



NOTICE: Patents Pending

FLIP-N-WIN: WHAT IS IT?

It's a combination of skill games and electronically automated dispensing units all in one cabinet. It's just like an arcade redemption center, only it's much smaller and without the requirements of an attendant and requires a lot less initial capital investment. Like an arcade redemption center, players have a blast playing the skill games and building up their score and trading their score for all types of various prizes. FLIP-N-WIN has incredible earning capability. As much as $55 an hour. All you need to do is provide good locations like bowling centers, bingo halls, large pizza parlors, sports bars, night clubs, billiards halls, truck stops, retail stores, skating rinks, bars, etc. Basically, any location with good traffic flow will make an amazing amount of profits. FLIP-N-WIN is designed to be appealing to people of all ages.

FLIP-N-WIN: HOW DOES IT WORK?

Player flips coins at 27 different targets that range in score value of 1 to 1,000 points. The flipping game is all skill. It has lots of player flexibility and can hold 1 to 10 coins at a time. Scoring is accumulated as coins are flipped out, fall in or hit 1 to 27 different scoring targets. The huge LED displays the total score of all coins flipped as well as displaying the score of the last coin flipped. Players can trade and use up their score at any time by selecting one or any combination of prizes. Everyone can be a winner every time. You can set the machine so that even if a player misses all the targets, you can give him a consolation score that he can redeem for the minimum prizes. This feature also stimulates player excitement and builds confidence to play more so he can build his score higher to win bigger prizes.

FACTORY RECOMMENDED COMMISSION STRUCTURE

The factory has been testing FLIP-N-WIN in the field through a local Los Angeles game operator. After months of testing, we found the most profitable way of operating a FLIP-N-WIN redemption center is **25% for the location; 25% product costs; and 50% for the operator**. This will keep locations and customers happy and be very profitable for you.

UNLIMITED LONGEVITY/ FAST ROI/ NOT FADDISH/NO OBSOLESCENCE

Add a FLIP-N-WIN redemption center to your street locations and attract a new untargeted customer base. You'll bring in lots of new found money and look like a hero to the location owner. FLIP-N-WIN doesn't rob income from games and cranes. With a FLIP-N-WIN redemption center, you invest once and get a fast ROI and then it operates for years and years and years with practically no obsolescence. It's not faddish and not trendy. It has timeless customer appeal. Now you have the opportunity to invest in a new piece of equipment for which you'll be able to reap all of the profits after the machine quickly pays for itself.

FEATURES

- Jam proof coin flipper. ● Long factory warranty. ● Extra high security cabinet and locking system with tilt alarm.
- Completely self-contained, fully automated, no attendant necessary.
- All steel construction with 1/4" tempered safety glass. ● Built to look magnificent and last for decades.
- Easy to understand coin/product accountability and record keeping.



Patents Pending

fully automated, coin operated, and skill game all in one.



Patents Pending

Shown here: Base FLIP-N-WIN, ticket dispenser Flash package and neon package. A great fun, exciting, challenging skill game for those lucky places that already have a redemption center.

OPTIONS AVAILABLE

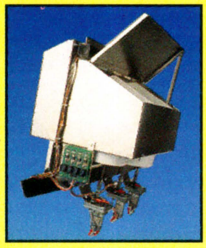
1.) FLASH PACKAGE: Jazz up your FLIP-N-WIN with color, chrome plating, flashing lights, 3 dimensional back lighted decorative panels, extra glass & moving targets, a win & attract cycle and exciting digital sounds.

2.) NEON LIGHT PACKAGE: Make your flash package look really hot by adding neon lights. Have you noticed how all the big arcades, movie theaters, restaurants, and retail stores now use neon everywhere? Well now Planet Earth offers this as a brand new concept for a coin operated machine. With this option your FLIP-N-WIN redemption center will come alive. Players will be drawn to the machine like a magnet. This option will pay for itself in a matter of weeks.

3.) BIG SELECTION PRIZE REDEMPTION DISPLAY/DISPENSER:

Add this option to the purchase of your FLIP-N-WIN and this will stimulate much more play action. By displaying high point items, players are encouraged to spend more money as they build up their points high enough to win the top prizes. It's clever because the prizes are displayed in front of the player at all times. It really stimulates him to play and play past the point of no return.

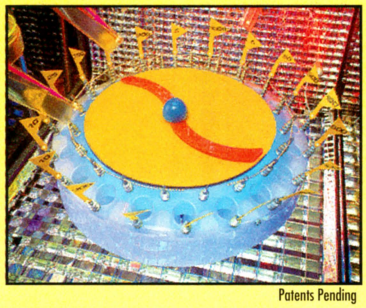
4.) BULK REDEMPTION/DISPLAY UNIT: By adding this to your FLIP-N-WIN, you'll be able to do many things. First, you'll take a big strain off of your big prize redemption dispenser. By allowing you to give out a high volume of low score value items. Secondly, you can adjust it to give a player a consolation prize. Thirdly, you can now offer a player a prize for a minimum score. Fourthly, a player can use up the balance of his score after he selects bigger prizes. Very flexible, it dispenses anything from candy, gum, peanuts, to capsules, eggs, etc.


Patents Pending


Patents Pending

5.) OPTIONAL ROTATING PLATTER DISK:

This option takes the place of other coin collector bowls and targets. This option is amazing and incredible how appealing it is to all players. It might look like a game of chance, but really it's 100% skill. It's very challenging . The player goal is to flip a coin and land it on top of the disk in a specific area so the wiper will precisely wipe it off in one of the 20 holes. The player and spectators love it. It's exciting and fun to watch it work.


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William B. Faith, the creator, is proud to bring you Flip-N-Win. After three years of elaborate R&D, market research, and field testing — It's here! An arcade redemption center, sized down and automated for street locations. Mr. Faith has also created a new company for the global distribution of his new line of products —Planet Earth Entertainment.



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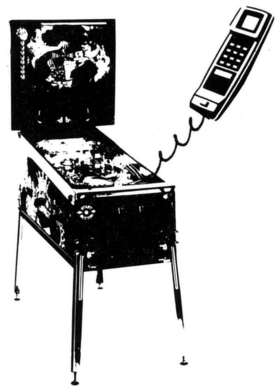
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FLORIDA TAX UPDATE: OPERATORS SEEK RELIEF

Sunshine State tradesters have staggered under a huge new gross receipts tax since July 1991. They hope for financial relief from lawmakers this year; however, "we will probably not be able to obtain all the relief we need until the 1993 regular session," said operators **Steve Piantieri** and **Manley Lawson,** leaders of the Florida Amusement & Vending Assn. Instead of the existing tax, FAVA wants ops to pay a $2,500 annual license fee, plus $15 per machine per year. (Their fallback position: reduce the current tax to 3%.) FAVA says its rival associations agree on the need for instant relief and are taking a mostly cooperative attitude, though not all agree on the best alternative.

WILLIAMS/BALLY-MIDWAY "MODEM-READY" PINS

Operators, do you want modem capability for your pinball games? You may already have it. Modems can easily be wired into the WPC (Williams pinball controller) unit, which has been the "brain" in Williams/Bally-Midway pins since late 1990. (This same unit also makes possible dot-matrix graphics, standard-format report printing, advanced diagnostics, etc.) All this data (and more) can be gathered by operators on sight, or via modem. "Modem capability was an integral part of WPC design," said WMS spokesman **Roger Sharpe.** "We meant it, when we said WPC would be current for years!" Williams/Bally-Midway is already using modems to send detailed test data from location sites to the factory, said **Allison Quant,** test market administrator. An operator could install a modem today so the game would phone the operator's computer and download complete audit tables — all bookkeeping, all features, in short all diagnostic data. Said Allison: "The kind of reports we're generating on this end take these audits and do graphic analysis for us like ball time, game time, coins in by what point in the game, percentaging, feature audits, a rough guess at bookkeeping, peak hours of performance, and so on." She added: "The games call in every day and download the day's information. It keeps all files up to date for as long as the game is on location. It will also report any error message so you can instantly pinpoint if there's a problem — such as a switch that isn't making contact, even if the game has automatically adjusted itself so the player doesn't see it. For us internally, the biggest benefit of modem capability is in the early stages of testing prototype machines. Availability of daily audits lets us tweak a game as early as possible, before production." By the way, the WPC unit is also standard in Williams' shuffle alleys and certain novelties.



Powerful

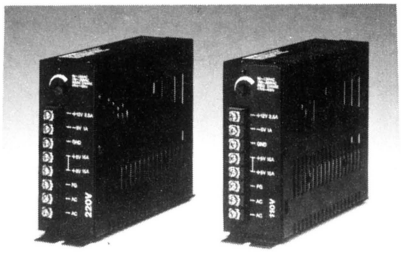
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VICCO BUYS LELAND SERVICE

The Leland Corp. (manufacturer of video hits like *Quarterback* and *Super Off Road)* has sold its service department to **Vicco Electronics.** Both companies are located in Southern California. Vicco will now be responsible for sale of all electronic components (game programmed ICs, custom ICs, game updates and enhancements) as well as technical support for all Leland games (at the same price structure Leland used). Leland itself retains sales of game graphics, steering wheels, joysticks and harnesses. In business over 10 years, Vicco specializes in game R&D; under owner **Vic Fortenbach,** it offers 24-hour turnaround time on board repairs. Located in Cathedral City, Vicco's technical support hours are Monday through Friday, 8 AM-5 PM; Saturday 8 AM-Noon (Pacific Standard Time). Phone is 619/322-4000; fax is 619-322-5616.

500-TO-1 VIDEO COMPRESSION

Interactive gameplay between remote locations: can it be done without fiber-optics? The major technical barrier is full-color, full-motion video transmission over today's copper phone wires. But now, a Los Angeles area software firm may have partially solved that problem. Shipping this month from **Knowledge Adventure, Inc.** is "Buzz Aldrin's Space Adventure." It's a plain old disk for a plain old personal computer, but it contains a full minute of full-color, full-motion video. The secret? A new, proprietary video-compression technique lets programmers squeeze **500 megabytes** of data into just **1 megabyte** of disk space! Again, this is simply a "passive viewer" presentation of "fixed" film footage, not interactive transmission of spontaneously changing game graphics. But clearly it's another step toward "networking" of video games!

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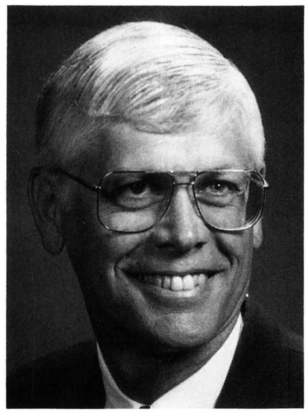
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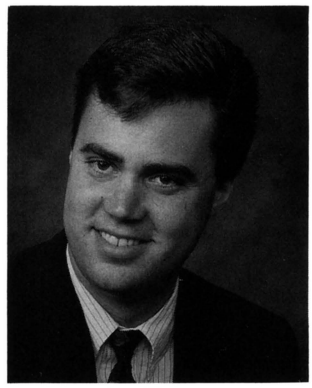
PEOPLE ON THE MOVE

Williams Electronics and Midway Manufacturing have appointed **Jim Weinrauch** as director of customer service. He's been with WMS since 1987, a key player in creating their Material Control Dept. Now he'll take that successful track record to help bring along the reorganization of parts and service, aiming for faster delivery of spares. He'll also start new expanded service programs. Jim's resume includes a BS in computer science, MBA studies, and an Integrated Resource Management certificate covering all facets of service operation. . . Valley Recreation Products has announced the following appointments: **Richard Shelton** is now Senior VP and GM, after 16 years as their manufacturing VP. He'll be responsible for all operating activities, and will work with prexy **Chuck Milhem** on long range planning and programs. Shelton, in turn, announced more key changes and additions. **Alan Schafer** is moving from Marketing VP to Sales VP, with responsibility for sales, sales promotion and service for the firm's full product line in the U.S. & Canada. **Scott Schroeder,** with Valley about a year, moves up to product manager where he'll be involved in all facets of market planning and product development. Scott will also help with

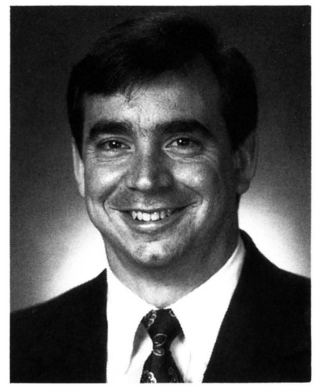


RICHARD SHELTON

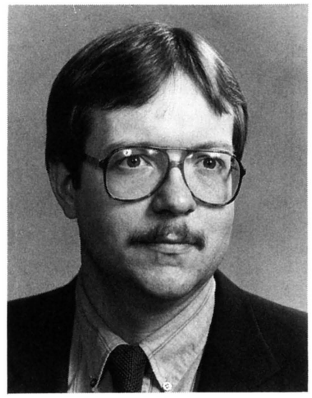
marketing service and international sales, reporting to International Sales VP **Jim Griffiths.** Promoted to Valley's plant manager is 10-year company vet **Bruce Allen,** who will report to Dick Shelton as he oversees all factory operations including purchasing, engineering, manufacturing and plant maintenance at Valley's main factory. . . **Kevin Ludwig** is the new validator sales manager at Hamilton Manufacturing Corp., responsible for developing sales channels and promoting sales of bill changers to OEMs, vending and gaming markets. . . Eight-year Atari vet **Anne Hayes** has resigned her post as international rep for the U.S. headquarters. Instead, she'll devote herself full-time to the job of raising her two kids (Namco's **Kevin Hayes** is the proud pop). "It's a real loss and we hate to see her go," said the Atari folks.



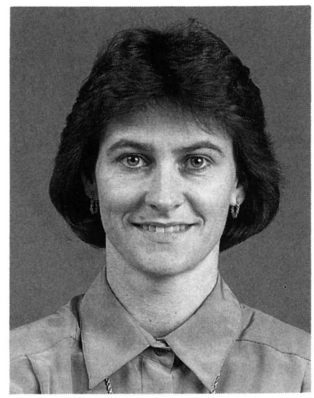
SCOTT SCHROEDER



KEN LUDWIG



BRUCE ALLEN



ANNE HAYES

MONDIAL TO DISTRIBUTE GIANT GUMBALL MACHINE

Mondial International Corp. and its domestic subsid has reached two agreements to market *The Giant Gumball Machine,* a 79"-tall unit made by The Giant Gumball Machine Co. (Grand Prairie, Tex.). Mondial Distributing will be the East Coast dealer from Maine to Maryland, while Mondial International will be the exclusive South American distributor. Domestic sales chief **Irv Spinak** said he believed the product "will become one of our staples here, like pool and music," based on long-term earnings ability. International sales topper **Fernando Galeb** said the gumball should do well on his continent because of its novelty, innovation and reliability. The machine will be displayed at Mondial's and Giant's booths at the AMOA Expo in Nashville.

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"Quality is our family tradition"

On Your Mark...

by Marcus Webb



A key player at AAMA's Mexico City trade show told us (with genuine relief) how nice it was to attend a show where visitors had a positive attitude. How nice to show equipment to people who really came to buy something, they said. Sadly, we can't shrug off this remark as sour grapes from, say, video manufacturers. For one thing, the comment wasn't made by any kind of a manufacturer. For another, the exact same complaint is often voiced by redemption factory folks: "Theme park and attraction owners bring positive attitudes (and big checkbooks) to the Parks show. But too many operators seem to come to ACME and AMOA to kick tires, argue about prices, and generally complain." This from a market niche that's supposedly booming!

Some coin-op factories (including videos, pins and table makers) bring back a similar tale from location trade shows: "Location owners look favorably at new coin-op equipment, then claim their operators don't give them enough new goods, nor maintain and promote equipment to the location's satisfaction."

In the operators' defense, most of the operators I know are *not guilty* of this negative approach. They believe continual investment in new equipment is vital. They stake their futures on promotion and service. They are active in their associations. But, when you hear the same basic complaint over and over, you start to wonder. . .especially after hearing it from some operators who are talking about other operators!

If you're starting to see more efforts by manufacturers to go around the operator (or even around the distributor in some cases), this "hard-core" sales resistance may be the reason why. Factories have many tools for getting around sales resistance, of course. These tools include not just direct selling to locations (sometimes labeled "national accounts"), but also revenue-sharing, or maybe promotions and ads aimed at locations, etc. In the long run, some of these tactics may not work terribly well. In fact, they might not accomplish anything, except to make operators and distributors mad. But the growing use of such methods is one measure of the frustration felt by many factories these days. And, believe it or not, even certain leading operators say they can understand why factories might feel this way.

Operators need help to beat what AAMA's president calls "a long-term decline in buying power." Some of the sharpest operators we know, have to scramble real hard (promotions, leagues, redemption, marketing, etc.) just to keep this year's income even with last year's. Any sales resistance they have, isn't due to inherent personality flaws. Sometimes, sales resistance reflects real-world problems. . .like a weak economy, our outdated currency, ridiculously low play-pricing, stronger competition from non-coin-op entertainment, and the difficulty of remaining a small-business owner in an increasingly big-business world.

What is the answer to all of this? I don't know. But I do know blaming each other for our troubles, isn't it.



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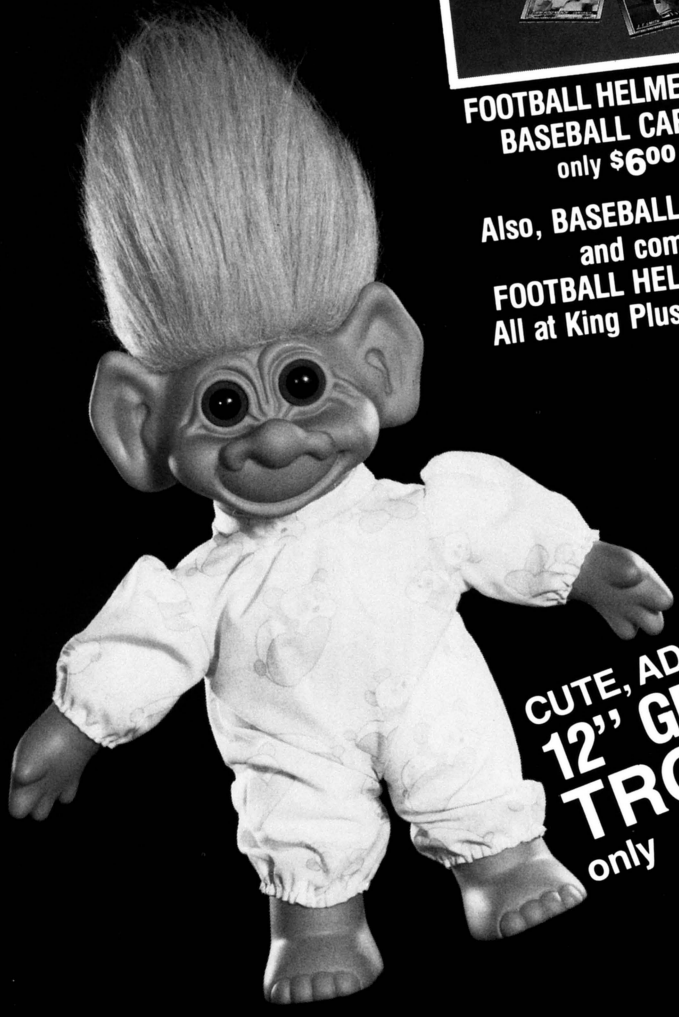






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COPYBOARD WAR GOES GLOBAL



American operators always said "Stop counterfeits at the source!" now AAMA seeks a new global program with JAMMA to do just that

They're baaaack. . . The counterfeit video game business seemed pretty quiet there for a couple of years. From 1989 to the middle of 1991, you didn't hear much about copyboards. But since late last year, illegal counterfeits have reared their ugly heads again. Video game counterfeiting is a global problem, with phony product being made and sold by illicit networks that stretch from Europe to the Orient. This time around, game manufacturers say they'll take a bold global approach to beating the bad guys.

Last time our industry suffered from a copyboard plague, factories ran an enforcement program that centered on the U.S. and targeted ***buyers.*** In 1992, manufacturers are pursuing a far more ambitious and sophisticated strategy: an integrated, global solution that targets ***suppliers***. . . whether these criminals work out of Europe, Hong Kong, Taiwan or Korea. The hope is to strangle copyboard artists once and for all.

INDIVIDUAL FACTORIES VS. COPIES

AAMA (American Amusement Machine Assn.) has the most experience fighting copies of any coin-op association in the world. In addition, they're the only such group headed by a former FBI agent, namely Exec. VP Bob Fay. And, AAMA's manufacturer members are taking the lead in developing new coin-op markets in Central and South America. All these facts make AAMA the logical leader for a new, global, anti-counterfeiting campaign.

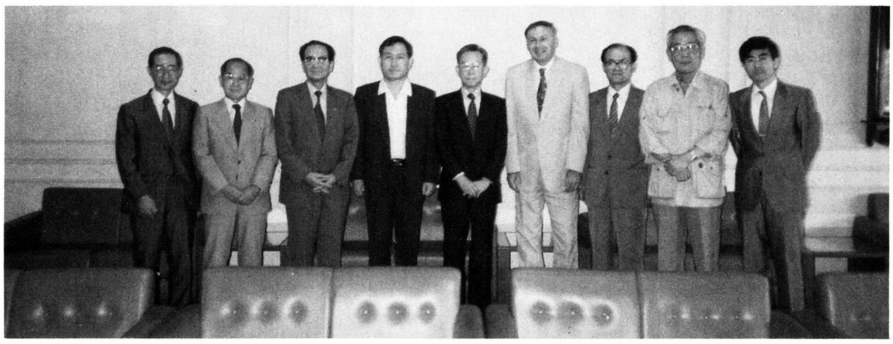
The association is taking up the challenge, offering its services on two levels of the industry: efforts by individual factories, and combined programs by the national associations of America and Japan.

AAMA's emphasis on individual factory initiative makes sense, especially because today's crooks are mostly copying two hit Capcom products, *Street Fighter II* and *SF II Champion Edition.* In addition, Taito, Sega, Konami, Video Systems (parent firm of McO'River) and certain other video game manufacturers are also concerned or having problems. (Even Nintendo is complaining about phony home game software.)

On the individual factory level, then, Capcom and Video Systems have contracted with AAMA to use Bob Fay's expertise to run down copiers all over the world. AAMA offered this arrangement to Japanese factories last February. AAMA's board of directors approved arrangements with Capcom in March, and with Video Systems in June.

DRAMATIC RESULTS

In just three months, Fay's efforts on behalf of Capcom and Video Systems have achieved dramatic results. Fay made two trips to Asia this spring and summer, resulting (so far) in government raids on 39 Asian companies (factories, distributors or large-scale operations); the arrest of 30 people; the seizure



During Bob Fay's visit to the Korean Chamber of Commerce & Industry: Taito's Mr. Ogawa, interpreter Mr. Tae, marketing dept. exec director Choong-Kee Minn, Bob Fay, Mr. Hinami, patent attorney Yoon-Bae Kim, Sega's Mr. Nishikura, Konami's Mr. Tahara and Namco's Mr. Okade.

of 2,054 counterfeit Capcom games from illegal Asian distributors, manufacturers or large-scale street operators; and two convictions, with more expected to follow.

"That's just the tip of the iceberg," Fay said of the first two guilty verdicts. "A tremendous number of additional people have criminal action pending."

Here in the States, anti-counterfeiting activity continues hot and heavy under AAMA Director of Investigations Bill Kidwell. As reported in this magazine last month, Kidwell's investigations have resulted in the seizure of 225 allegedly phony versions of Capcom games from a New Jersey firm, and the filing of a civil suit. Again, more raids are expected.

"All of our recent enforcement activity is a good beginning," Fay said. "But we're not stopping here! We expect to see more results from investigations now ongoing in the U.S., Mexico and South America."

AAMA & JAMMA: A FORMAL PROPOSAL

Beyond anti-copy programs by individual factories, AAMA is recommending a worldwide anti-counterfeiting program in cooperation with JAMMA (Japan Amusement Machinery Manufacturer Assn.). Last month, AAMA submitted a formal written proposal for JAMMA to hire investigators and set up permanent offices in Europe, Asia and Latin America. This far-flung empire would be directed by Bob Fay and AAMA, and it would have just one purpose: to fight video game copies around the globe.

"To be really effective," Bob Fay explained, "you can't just talk to local governments, set a few raids in motion, and then leave. Our idea is to create a system similar to the one used by the recording and movie industries. A while back, those industries began using a strategy of maintaining a permanent presence in major foreign marketplaces, so they could keep an eye on the counterfeiters, meet regularly with government officials, and so on. After they did that, their sales in those markets went up 50 to 75%."

Fay said AAMA planned to discuss the matter in depth with JAMMA leaders during the JAMMA Show in Tokyo, Aug. 27-29. "We're going to explain how the worldwide copy network designs its illegal product, mostly in Europe, then goes to the Orient to manufacture and distribute these copies to points around the globe," Fay said. "We will urge JAMMA members to create security technology for their game chips which can prevent copiers from sucking important data out of those chips. We'll also point out business strategies which could stymie the copiers — pricing, release schedules and so on. Police enforcement should be your last option.

"But after taking these precautionary measures," Fay added, "we do believe the industry needs a strong investigation and enforcement capability on a worldwide basis. We propose to work closely with JAMMA to create that capability."



At the Ministry of Culture: Mr. Tae, Mr. Okabe, Bob Fay, Mr. Hinami, Mr. Nishikura & Mr. Ogawa.

WORKING WITH FOREIGN GOVERNMENTS

Fay's recent trips to Asia have already started the ball rolling for tougher copyright enforcement in Korea, Hong Kong and Taiwan. Remember, Bob is a former FBI agent. He has loads of experience in combatting white collar crime. He has also served on the board of the International Anti-Counterfeiting Coalition for several years.

This means Bob Fay really knows how to exploit the full resources of the U.S. government — embassy personnel, U.S. Customs, the Office of the U.S. Trade Representative, the FBI itself, etc. He also works very effectively with other countries' police, economic ministries,

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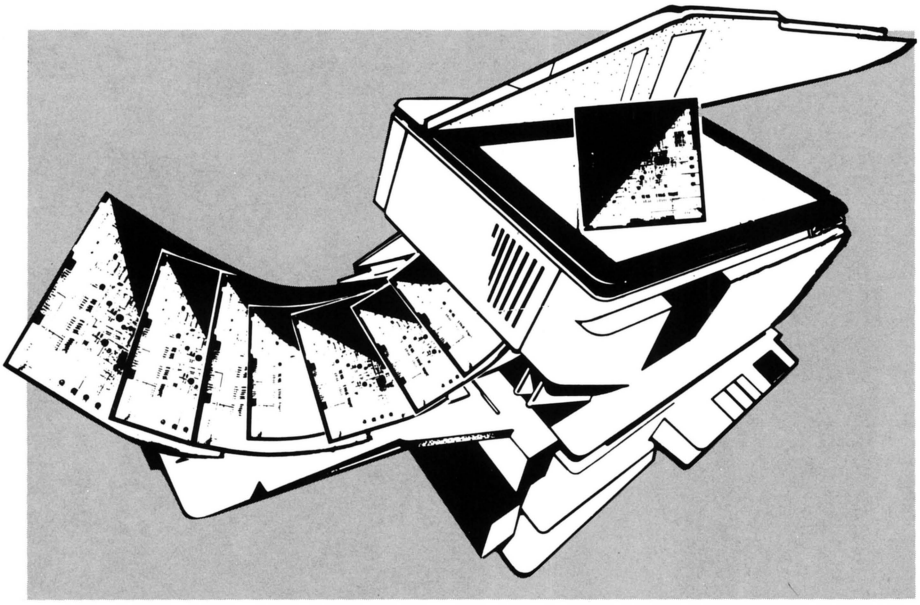
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justice departments, technology offices, patent and trademark bureaus, customs inspectors, etc. And, he can mix his clout with U.S. governments, together with his expertise in dealing with foreign governments, to create a potent mix of legal and political lobbying for strong enforcement.

GETTING HELP FROM TAIWAN

For example, Bob deliberately timed the Taiwan leg of a recent Asian trip for April 28 to May 3, to coincide with a warning issued by President Bush's top trade official, Carla Hills. On April 29, Hills warned Taiwan that it better crack down on counterfeits made by its citizens (in various industries), or else face tough trade sanctions from Uncle Sam.

"I knew that warning was coming," Bob smiled, "and I deliberately timed my trip to coincide with it. I figured it would be a big hammer to help us, and it was! U.S. pressure is having a good effect."

Fay pulled off a real coup in Taiwan: during his first trip, he was able to persuade reluctant Taiwan authorities to extend legal protection to Japanese-authored video games, by using local laws *other* than copyright statutes. Until this year, there was no legal basis for such protection because Taiwan is not part of the Berne Convention, a worldwide copyright protection agreement.

However, under a bilateral agreement between Taiwan and the United States, starting in January of 1993 if authorship of a video game is registered through a U.S. subsidiary, the Taiwanese law will protect the U.S. copyright even if it based on foreign authorship.

A NEW INSPECTION TEAM

Bob won another victory in Taiwan during his first visit. He persuaded Taiwanese officials to include video games on a very select list of copyrighted export products that would be inspected by a new government control bureau. The new inspection program starts on Nov. 1, 1992. If the inspectors spot counterfeit product, it doesn't get shipped. Only computer software and CDs will get similar priority treatment from Taiwan's new inspection program.

"Since only three types of products will be involved, I feel this group of inspectors could do a very good job," Bob said. "On my second trip, they have asked me to help train the 70 or 80 inspectors they are hiring for this program. They hope to take advantage of our expertise for this, perhaps in October." In addition, the Taiwanese followed up their verbal request for training assistance with a formal, written request which was submitted in early August, added Fay.

In general, Fay says Taiwan is showing a more cooperative attitude these days. "I found the Taiwanese very pleasant and they showed a genuine willingness to help," he said. "Our Chinese lawyers have followed up and done a very nice job of establishing rapport with the prosecutors. We also got some test kits made, with a small monitor so they could power up games and see if it's a copy or not, and we provided these kits to Hong Kong and Taiwanese police." Fay added: "Getting raid action in Taiwan in less than three months was one of the most satisfying things I've ever done."

HONG KONG: RAIDS AND MORE RAIDS

Fay also visited Hong Kong during his spring trip to Asia. On May 11, two weeks after Fay's departure, Hong Kong's customs and excise officials performed 11 raids and recovered 550 counterfeit boards and made several arrests. "They're one of the best law enforcement agencies in the world," Bob declared. "Their willingness to enforce the law, and their honoring of the Berne Convention, does a great deal to protect American and Japanese copyrights."

During his follow-up trip through Asia in summertime, Bob visited Hong Kong again. He helped police initiate more raids, and illegal copies of Capcom games were sized from street stops. In addition, copyboards flying in from Taiwan were stopped at the Hong Kong airport.

KOREA'S NEW ATTITUDE

Fay visited Korea on JAMMA's behalf from July 12-18. It was his first visit to Korea since 1989. This time out, Koreans were "a lot more receptive" to concerns about copyboards than they were in 1989, Fay reported. "There has been a big change in attitude. It's a little harder to stage surprise raids here," he added, "because the copiers have already been hit by previous enforcement actions and they've been driven partly underground. But we're gathering evidence and look toward some raids soon."

The agenda was quite crowded during Fay's Korean trip. "Together with representatives from Sega, Namco, Taito & Konami, and Mr. Hinami from JAMMA, we met with all types of Korean government officials," he said. "These included people from the Ministry of Culture, Ministry of Science and Technology, U.S. Customs attache, Ministry of Justice, Korean Chamber of Commerce & Industry, Korea Industrial & Property Office's anti-counter-

feiting division, plus various lawyers, etc." During this same trip, Fay also established an anti-counterfeiting program for McO'River/Video Systems.

NEXT STOP: RED CHINA?

AAMA expects Mainland China to be the next big center of illegal video game copying activity. As police pressure drives the crooks out of Taiwan, Hong Kong and Korea, this communist country may become something of a refuge for illegal counterfeiting. "We are already receiving information that Taiwanese companies are moving to the Mainland," Fay revealed. "We're getting ready to hit them there soon."

Indeed, investigations by U.S. computer software firms and others have already led to the discovery of Chinese copy factories on the Mainland, turning out hundreds of thousands of sophisticated hologram ID stickers used by other U.S. industries. (AAMA hasn't had this problem with its holographic "AAMA Protect" stickers, Fay said.) However, China will join the Berne Convention in October of 1992, so Fay thinks there will be some copyright protection. Other, non-copyright forms of protection already exist.

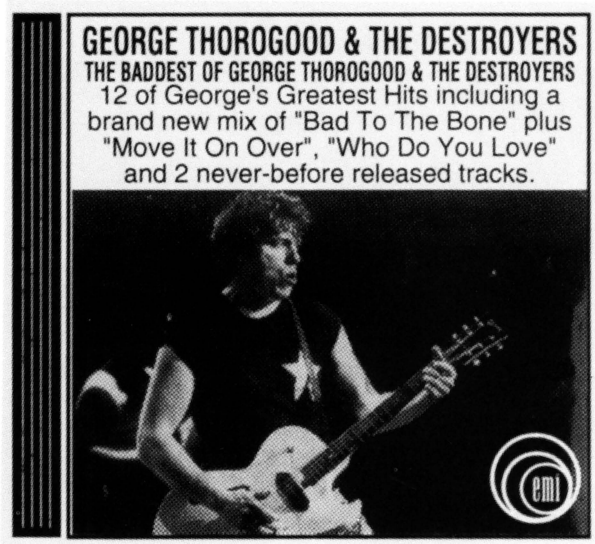
The Chinese connection underlines the exotic, international flavor of video game counterfeiting, 1990s-style. Said Fay: "It now appears that a lot of counterfeiting originates in one European country, where the genuine board is analyzed and the security code is broken. Then game programming information is virtually 'sucked out' of the legitimate chip. Next, this stolen data goes to another European country, where it's inserted into a chip. That chip, with its programming, gets sold to the Koreans and Taiwanese, who make the hardware needed to finish the product. They manufacture in bulk and distribute it."

Fay added: *"RePlay's* article on the worldwide counterfeiting network (Feb. 1992) contained a lot of information that was very accurate."

Surveying the impact of copies on the global video game industry, Fay said: "It's not like seven or eight years ago, when every popular game was copied. Copying has come back strongly for only one game so far. Even so, the amount of money being lost is incredible. On a worldwide basis, in fact, it's far greater than I ever thought. One Taiwanese factory alone had 5,000 units in production when it was raided on July 2. And copies are selling briskly even in developed countries where they can well afford to pay the price of a legitimate game."

A broad-based battle to eliminate copies looms in the future, but Fay says he is looking forward to it. "Where do we go from here?" he asked rhetorically. "As I said, the counterfeiters we raided and arrested recently are just the tip of the iceberg. AAMA will continue to provide this service to any member who asks for it. What we've done in 1992 on a global basis is just a start . . . but I'm delighted with the results so far."

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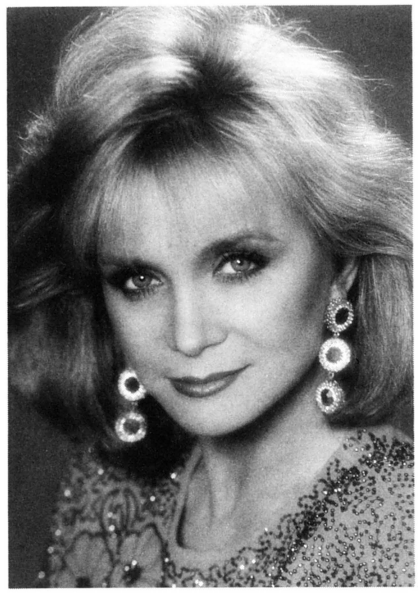
AMOA EXPO '92 Nashville EXPO '92

"the hub of the mid-South" will also be the hub of the coin-op industry when tradesters travel to Nashville Oct. 1-3 for AMOA Expo '92

The stage is set, the curtain is about to part, and all industry lights are trained on Nashville for AMOA Expo '92, set for Oct. 1-3. As the Tennessee Tourism Dept. slogan reads, "We're Playing Your Song"... and for coin-op folks, it's a cheerful tune as new business, new technologies and new markets continue to open up in 1992 and beyond. For this year's Expo, Music City USA provides the perfect backdrop for an industry dancing with renewed energy.

Judging from the sold-out exhibitor figures, the convention may well be "the industry's #1 show," as AMOA literature exclaims. Tradesters can expect to visit over 750 booths manned by 200-plus companies, each showing their wares in the Opryland Hotel's exhibition halls. The famous Nashville hotel also plays host to the educational seminars (16 of them), the Awards Show and Banquet, and any number of receptions, parties and special events.

Planned seminars are scheduled to address a variety of legislative, management, marketing and technical subjects. Tentative titles include "Depreciation," "Marketing for the '90s," and of course "Video Lottery." And after education, there's entertainment. Social highlights include the spouses program and lunch, the Hesch Raffle Drawing and Auction, and the AMOA Banquet featuring well-loved country star, Barbara Mandrell. The event will also honor the year's best in games, technology, jukebox records and CDs.



BARBARA MANDRELL

Mail-in registration for Expo '92 is no longer available, but anyone signing up after Sept. 11 can register on site in Nashville. It's also too late to list hotel charges here, but discount rates on plane fares and car rentals may still be open. For information, contact the AMOA office at 312/245-1021. For housing information, you might try calling the Nashville Convention and Visitors Bureau at 615/259-4700. Quarters close to Expo action include the Ramada Inn and the Holiday Inn.

Our October issue (scheduled to arrive in time for AMOA) will feature a complete schedule of events, AMOA award nominees, etc. So tune up your guitar, polish your cowboy boots and get ready for a real coin-op hoe-down!



Site of the 1992 AMOA Expo — the Opryland Hotel in Nashville, "Music City, USA."



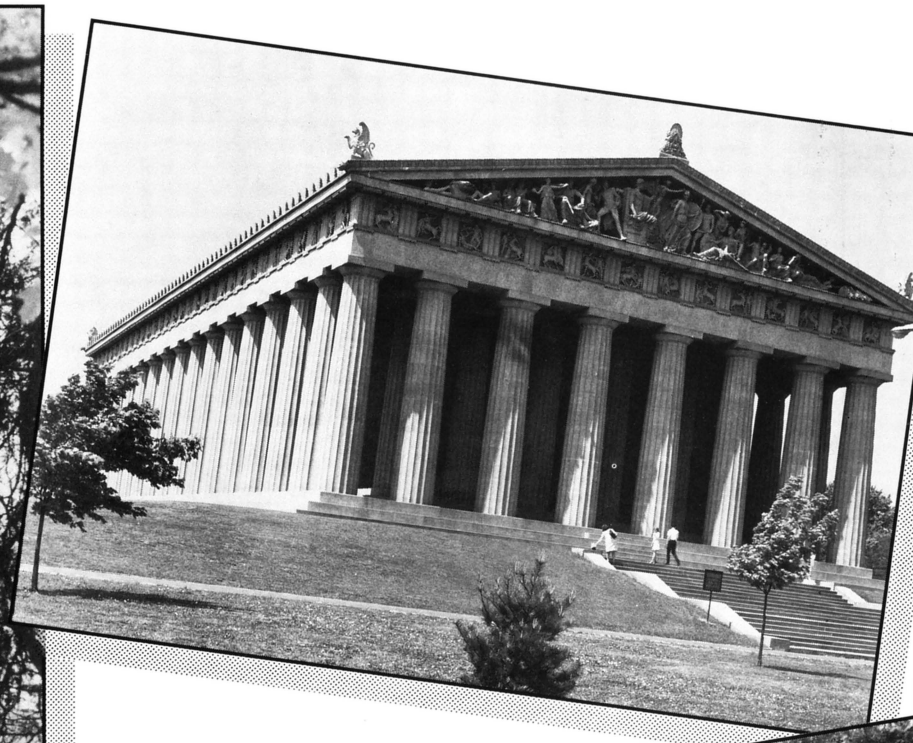


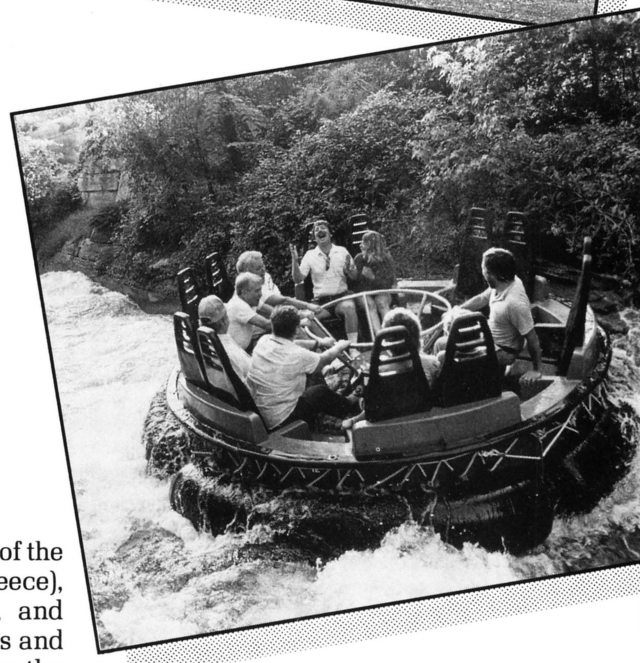
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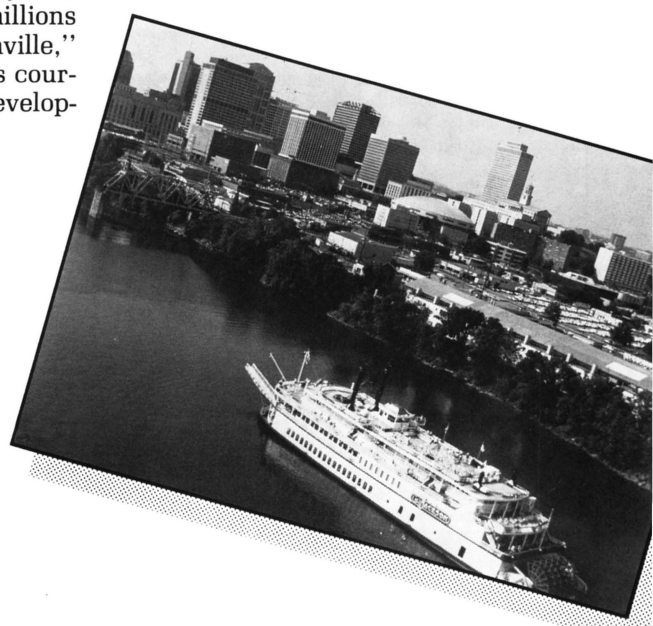
CITY USA

AMOA plans trade show hoe-down
in the down-home state of Tennessee
Nashville's Opryland Hotel is site of Oct. 1-3 exhibition

As Loretta Lynn might say, "I like my lovin' in country style, and this little girl would walk a country mile . . ." Tradesters will love getting their games and music country style this fall, as they head to Nashville . . . also known as "the Athens of the South," "Tennessee's Crown Jewel," and "Music City USA."

The Tennessee capital has rightfully earned each and every accolade. Steeped in cultural and musical roots, Nashville's architecture, sense of history and character define it as one of America's "must-sees." Best-known for its music, Tennessee's Tourism Dept. reports that millions of visitors flock to Nashville each year in search of its most famous commodity.

Indeed, the famous Grand Ole Opry is the focal point of the city. But the toe-tappin' town also shines with ante-bellum mansions, the Parthenon (an exact-scale replica of the ancient temple in Athens, Greece), theme park Opryland USA, and Riverfront Park where barges and showboats make their way up the Cumberland River. Soon, many of us will be counted among the millions who have "flocked to Nashville," and we can't wait! (Pictures courtesy of Tennessee Tourist Development).





INFORMATION ON COUNTERFEIT AND PARALLEL VIDEO GAME BOARDS

COUNTERFEITS

The success of Street Fighter II Champion Edition has sent counterfeiters scurrying to make an easy profit using Capcom's proprietary copyrighted and trademarked material by manufacturing, selling or operating counterfeit versions of our game. Counterfeit in this case means any Street Fighter II Champion Edition PC boards, parts of PC boards, chips, graphics or other items containing our proprietary material that did not originate from Capcom.

Facts:

- Counterfeits are illegal. Illegal to make, illegal to sell, illegal to operate. Counterfeiting hurts our entire industry. It stifles the research and development necessary to produce top quality products.
- Counterfeits are of inferior quality and come with no warranty.
- If someone offers you a deal "too good to be true" on a Street Fighter II Champion Edition, it probably is.
- Involvement in counterfeiting can subject you to criminal prosecution and civil damages — Capcom is serious about this and so are people like the FBI and U.S. Customs.

You might be tempted to get into counterfeits because they're cheap. In reality, they're only cheap on quality. When you add it all up, they are prohibitively expensive.

PARALLELS

Legitimate Capcom PC boards originally distributed outside North American markets that are subsequently imported into North America are often called "parallels."

Facts:

- No manufacturer is presently contesting the legality of selling or operating parallels.
- You cannot buy legitimate graphics and put them on a parallel game. You cannot copy Capcom graphics. Both are illegal.
- Neither Capcom nor its authorized distributors offer service or parts for parallels.

We hope this information helps you make the right choice. For further information contact your authorized Capcom distributor or the AAMA. Counterfeits and parallels — you decide. Is it worth it?

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From left, AAMA's Liz Powell joins USOC swim team members Pablo Morales, Tom Jager and Crissy Ahman-Leighton and USOC official Jim Hadley at the ribbon-cutting ceremony offically opening the AAMA-sponsored gameroom at the Olympic Processing Center in Tampa, Florida.

BARCELONA, HERE WE COME

U.S. Olympic team & staff enjoy private free-play arcade; AAMA enjoys good relationship with U.S. Olympic Committee

Faster, higher, farther...and more quarters! America's Olympic athletes and U.S. Olympic Team staff enjoyed competing and relaxing with coin-op amusements here in the States, before jetting across the Atlantic to compete in the 1992 Olympic Games in Barcelona. (Actually, the games were set on free play, so nobody had to put "more quarters" into any of the machines.) Athletes were treated to their own private mini-arcade, sponsored by AAMA, in a game room at the Tampa Hilton Metrocenter during the three weeks prior to Olympic competition.

The game room opened with a ribbon-cutting ceremony, shown here, on July 10. Did the athletes enjoy the coin-op games? We'll let them speak for themselves. "*X-Men* was awesome!" said women's swim team captain Crissy Ahman-Leighton. "You could mutate each other. I really like the interaction with other players."

"I enjoy playing these video games," said gold medal swimmer Matt Biondi. "I have an Atari *Hard Drivin'* at home. I get up at 4:15 in the morning and play for half an hour before going to practice."

AAMA's Liz Powell said she was "pleased to see everyone having such a great time with the equipment. The athletes train really hard and this is a terrific way for them to relax before the tough competition."

Equipment was coordinated and delivered by Brady Distributing (Orlando) and Lawson Music Co. (Winter Haven, Fla.). Arachnid, Atari, Capcom, Dynamo, Konami, Midway, NSM and Strata all provided their current machines. For its part, AAMA enjoys a solid relationship with the U.S. Olympic Committee and has provided game rooms to America's Olympic athletes in various settings since 1988. AAMA raised money for the '92 U.S. team by selling vidgame-shaped lapel pins and colorful stickers to place on amusement equipment.

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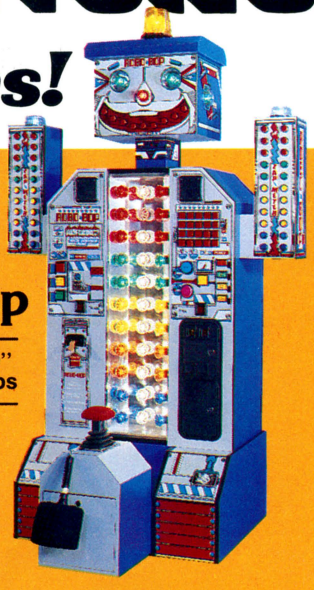
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Jungle Jive

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Melody Mouse

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Weight: 325 lbs



Pop-A-Slot

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Weight: 375 lbs



Top Gun

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NINTENDO EXITS

famed game maker officially leaves video manufacturing arena, but will continue supplying software updates

Nintendo of America "dropped the second shoe" at its July 31 distributor meeting in Seattle when Senior VP Howard Lincoln officially announced the firm's exit from coin-op equipment manufacturing. Lincoln's words confirmed rumors of their departure that have been rife within the industry since the majority of its coin-op sales staff left in June.

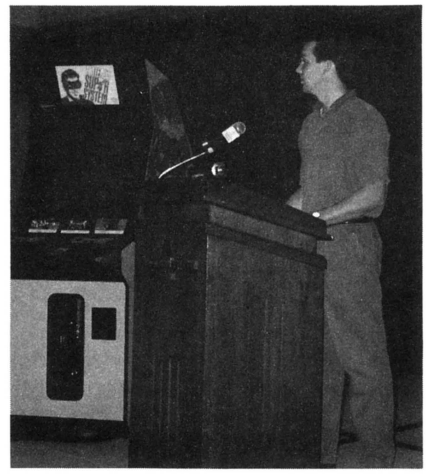
"Our coin division had not been profitable for some time and we have obligations to our shareholders to maintain profitability in all areas of our business," Lincoln declared. In all truth, the company that dazzled the video game industry with such titles as *Donkey Kong, Punch-Out!!* and the highly popular *VS. System's* programs like *Hogan's Alley* turned its interests toward the less-lustrous *PlayChoice* system in recent times. Apparently, their move into the 16-bit *Super System* didn't quite cut the financial mustard either.

The good news for operators is that software systems will continue to be offered "for the foreseeable future." Indeed, it was a bit strange to some of the distributors in the audience when Nintendo's software man Matt Davison followed Lincoln with a review of present and future titles for the *Super System.* This, in combination with Nintendo President Minoru Arakawa's prepared remarks hinting that a future new product development was always possible for coin-op, led some dealers to speculate, "Are they in or are they out?"

They're out. This was not an "au revoir" but a goodbye. The entire division is already shut down and remaining coin-op execs like Linda Weber and Kris Holley have moved into other jobs at the Redmond complex where home video systems and software titles are king. Coin distributors will now purchase software paks for the *Super System* and *PlayChoice* through Nintendo's parts department, not from a traditional salesperson.

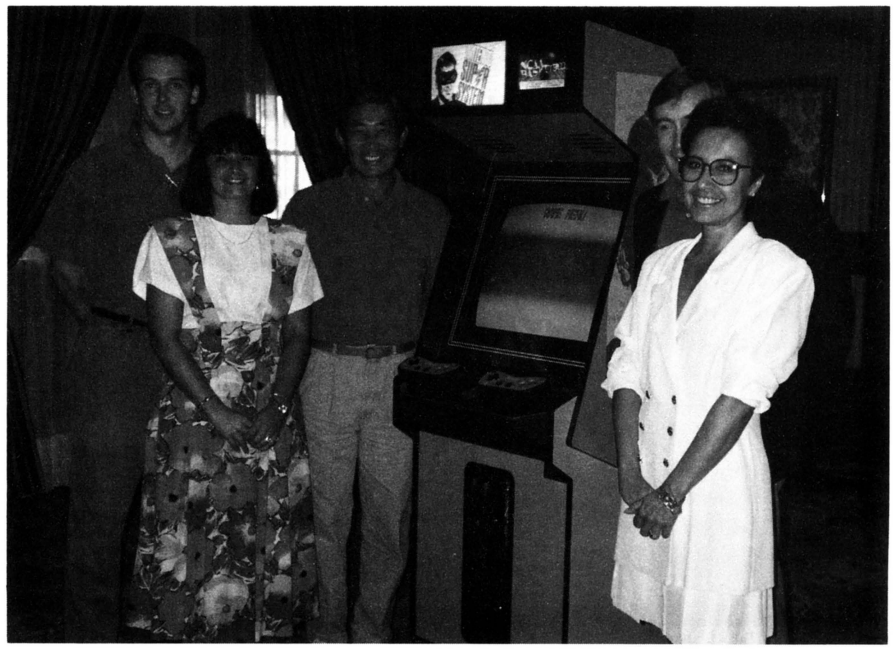
Nintendo has always been a class act and at this, their ninth and last, annual coin distributor convention, offered some nice discounts on remaining hardware inventory which include their Super System Upright, Super System Universal 3-Game kit and also their Super System Universal 1-Game kit. Without doubt, the inventory was absorbed by the distributors before the three-day convention ended Aug. 2 (the venue was the Seattle Four Seasons Hotel and the usual Nintendo side trips for dealers and family members were on tap as always).

"Nintendo" today is a household word...albeit to identify home video rather than coin-op products. Lincoln acknowledged that the roots of their fabulous success in the homevid business came from coin operators and distributors. "Many people in this room put us in the video game business in the first place," he declared.



As software exec Matt Davison explained, Nintendo isn't leaving the coin machine trade completely, promising future updates for their *Super System,* as well as new software from Ray Musci's Ocean game designers.

Was the distributor meeting necessary, all things considered? Yes, because people on both sides of the Nintendo experience don't just say goodbye over the phone. It's been a good and profitable ride for so many. "Thanking you for your support and your friendship was a primary



After formal announcement of their exit from the coinbiz, Nintendo execs form up at their *Super System* upright: Matt Davison, Kris Holley, Minoru Arakawa, Howard Lincoln & Linda Weber.



At a rooftop cocktail party across from the Four Seasons, Kentucky Coin's Jay, Scott & Karen Waldman join Nintendo's Howard Lincoln for a photo during this last coinbiz dealer meeting.

reason for staging this last convention," Lincoln stated.

SOFTWARE SIDE

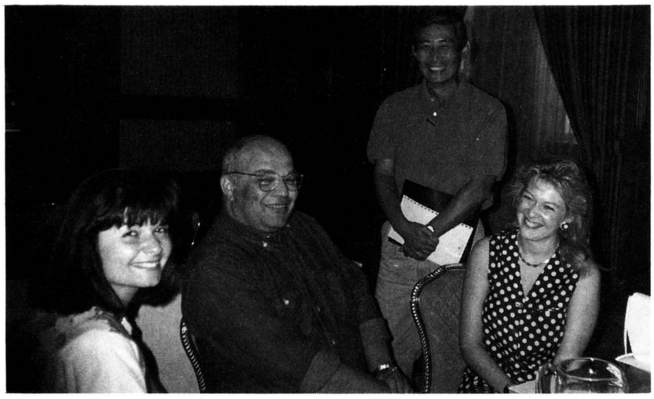
Linda Weber touched upon a subject that could end up to be "amusing" when she told the distributors "the *Super System* and the *PlayChoice* should continue to be around for a long time to come and we intend to support both with software." We say "amusing" because for all anybody knows, these products will be out on location earning bucks for years and years to come. The public doesn't know Nintendo's gone out of hardware manufacturing. All they know is what's on the monitor.

Matt Davison ticked off a number of programs for those "monitors" and that includes such brand new titles as *NCCA Basketball,* a golf game called *Skins, Amazing Tennis* and *Out of This World* for the *Super System.* Even *PlayChoice* has new things with *Ninja Gaiden 3* and the Sept. 1 *Bomberman.* On top, Ocean of America continues to develop games for Nintendo (e.g. *Lethal Weapon 3* coming in September).

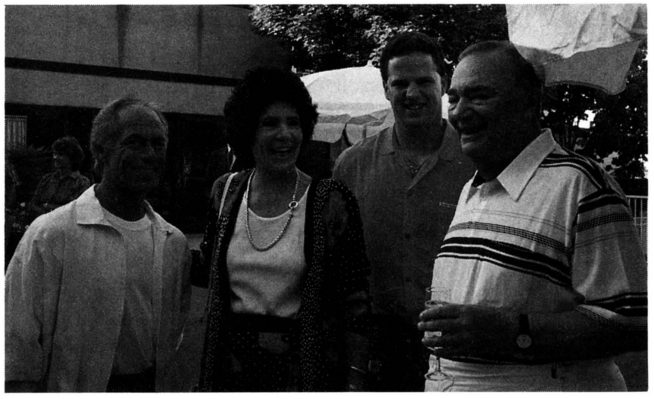
We liked the basketball game a whole lot. It's a one- or two-player with realism right down to squeeking sneakers. *Skins* (from Irem) looks good (choice of four golf games) and *Out of This World* could be a real winner with its movie-like weird settings. Watch for release date on this.

There are almost four dozen software paks now available for the *PlayChoice* operators, a half dozen (and building) for the *Super System* (including Ocean's *Addams Family)* and last but hardly least, *Super Mario* for the *VS. System* (Weber cautions operators to increase the difficulty level as players get good at this game). She also told *RePlay* that Nintendo does look at its coin-op software business as a profit center, especially if the new hardware sold during this convention moves into the field.

So, Nintendo's "manufacturing music" is over, but the software lingers on. As we said, their success in this quieter enterprise might surprise us, certainly if more companies than Ocean get interested.



Kris Holley (left), who's been piloting their export business, with German Nintendo dealers Bernd Donalies and Andrea Schatz (Stella), along with Minoru Arakawa, during the Seattle meeting.



Night is falling on the cocktail hour and these "stayouts" (from left to right) are: C.A. Robinson's Ira Bettelman with Peggy, Jon & Joel Kleiman of Pioneer/Wisconsin. Was a nice affair.



Yoko & Minoru Arakawa greet Scott Sammons (Game Sales/Memphis) and Susan Murrmann at the champagne reception the night before the meeting. The extended weekend was a nice goodbye to dealers.



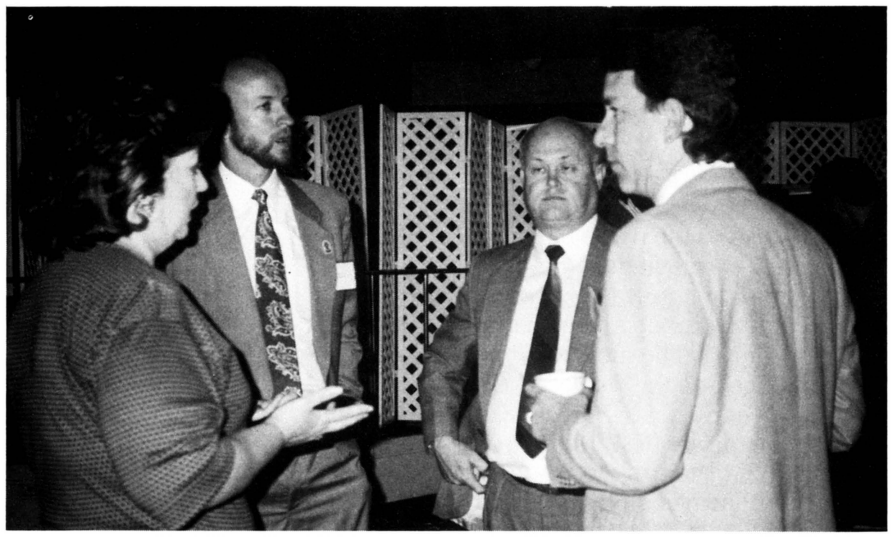
Chris & Kim Vecchione (left) of Mondial/Philly join Debbie & Johnny Bilotta Jr. (Bilotta/NYS) for snapshot in Four Season lobby en route to car trip around Seattle (with Johnny driving yet!!!).

SKYLINE SHINES

Seeburg's brand new CD box well-lit and well-appointed

About the prettiest Seeburg CD phonograph ever built made its market debut Aug. 6 at a distributor meeting held at the Wyndham-Hamilton in Itasca, Ill. Called the *720 Skyline,* the shape of the cabinet is similar to their classic *SCD-1* (the industry's first CD box), but the gorgeous lighting display and other new cosmetic features make the original pale by comparison.

Sony, makers of the CD players used in all Seeburg jukeboxes, was reluctant to allow Seeburg designers to place too many lights on the original *SCD-1,* fearing some interference with the laser player could result. Since then, lights have been found a-okay and therefore, the new *Skyline* looks like a "Christmas tree" with its flashing bulbs in the grill, little spotlights up by the album display and rising/falling light in the center column.

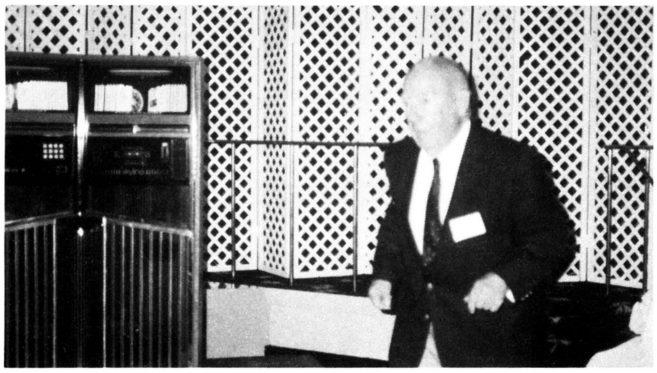


Jan Green, Tom Hacker, Manny Lawson and Jack Kapala discuss the *Skyline* after unveiling.

Location players will not only see this basically red machine but find it easier to play as well. Special title strips produced for Seeburg by Mobile Record Service now allow patrons to read the title and artist of 30 albums without needing to turn any pages (the whole jukebox holds 60 CDs; with each offering an average of 12 tunes, the number 720



Seeburg dealers and factory brass surround their brand new *720 Skyline* 60-CD jukebox. If you've got your eyeglasses on, you'll find Steve Brewer (Bilotta), Manny Lawson (Lawson), Don Hesch (AH), Dave Ruthruff (Digital), Royce & Jan Green (Green Games), Quang Mirideth (United), Doug Allebach & Pete Entringer (AVA), and in the back, Seeburg's Jack Kapala, Emrah Kasar, Ed Blankenbeckler and Tom Hacker.



Seeburg's Bob Breither proves he can't dance (though we knew that already!) at the firm's cocktail reception introducing their new phono.

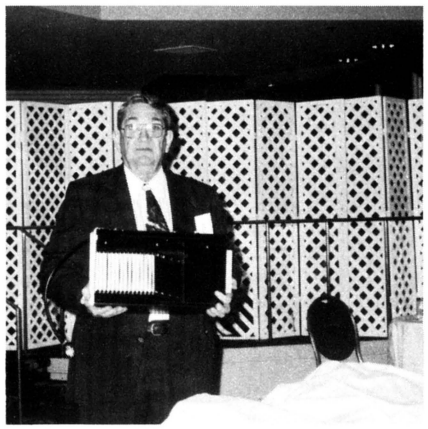


St. Louis' Doug Allebach & Pete Entringer (AVA) and Dave Ruthruff (Digital/Seattle) during the Itasca, Ill. product unveiling.

was attached to the name *Skyline).*

The previous machine, *Infinity,* is out of production now (but special builds could be made according to dealer orders). The new *Skyline* went onto the line the week of Aug. 17 and already distributors like Bilotta Enterprises (N.Y.) and Lawson Music (Fla.) were slated to show it off to their local customers within weeks. Others will have announced showing plans directly to operators in the usual fashion.

Seeburg's distributor network began building practically from scratch when Abbott Industries bought the rights to the name and jukebox last year. They have a dozen or so dealers now handling the product in the States (which they believe covers roughly half of the nation) with more to come. Among those represented at the Hamilton Hotel meeting were Green Games (Tenn.), Digitial Dist. (Wash.), Audio Visual Amusements (Mo.), AH Entertainers (Ill.), T&M Distributing (Conn.), Laser L.A. (Cal.), United Games (W.V.) Bilotta, Lawson and Roth Novelty (Penn.).



Blankenbeckler interspersed technical points during his thorough discourse on *Skyline.*

The Seeburg affair began the evening of the 5th with a cocktail party affording distributors the chance to meet each other as well as key executives of the factory. Nelson Carlo, president of Seeburg's parent company Abbott Industries, was on hand with daughter Toni, as was Seeburg International President Tom Hacker and other company brass.

The next day's meeting was conducted for the most part by Seeburg's Sales & Marketing VP Ed Blankenbeckler. . . the veteran jukebox man who claims to have been vaccinated by an old Seeburg stylus. After Tom Hacker explained company philosophies (e.g. commitment to dealing through authorized distributors), Blankenbeckler gave a lengthy and thorough review of the new *Skyline's* features.

On other matters, the company is seriously considering a program allowing operator-owners of older Seeburg CD jukeboxes to get them overhauled inside and out at a nominal charge. The overhaul would improve the exterior cosmetics of, say, the original *SCD-1* and update the interior at the same time. Whether distributor or factory personnel do this job remains to be seen.

Seeburg also offers update kits for operator technicians to install. These include lighted front panels for the *1* and *1A,* a 4-digital selection kit for the *1* and a roller page pointer kit (album selection guide). Complete installation instructions come with the kit; check your Seeburg dealer for availability and price.

So, the new Seeburg International is growing with roots wrapped around one of the most venerable brand names in the coin machine industry. They are committed to the industry and backed by an important defense contractor (Abbott). As they grow their distributor network and their products move into the marketplace, the veterans of this business will smile as this pioneer of the CD phonograph seeks out its niche again.

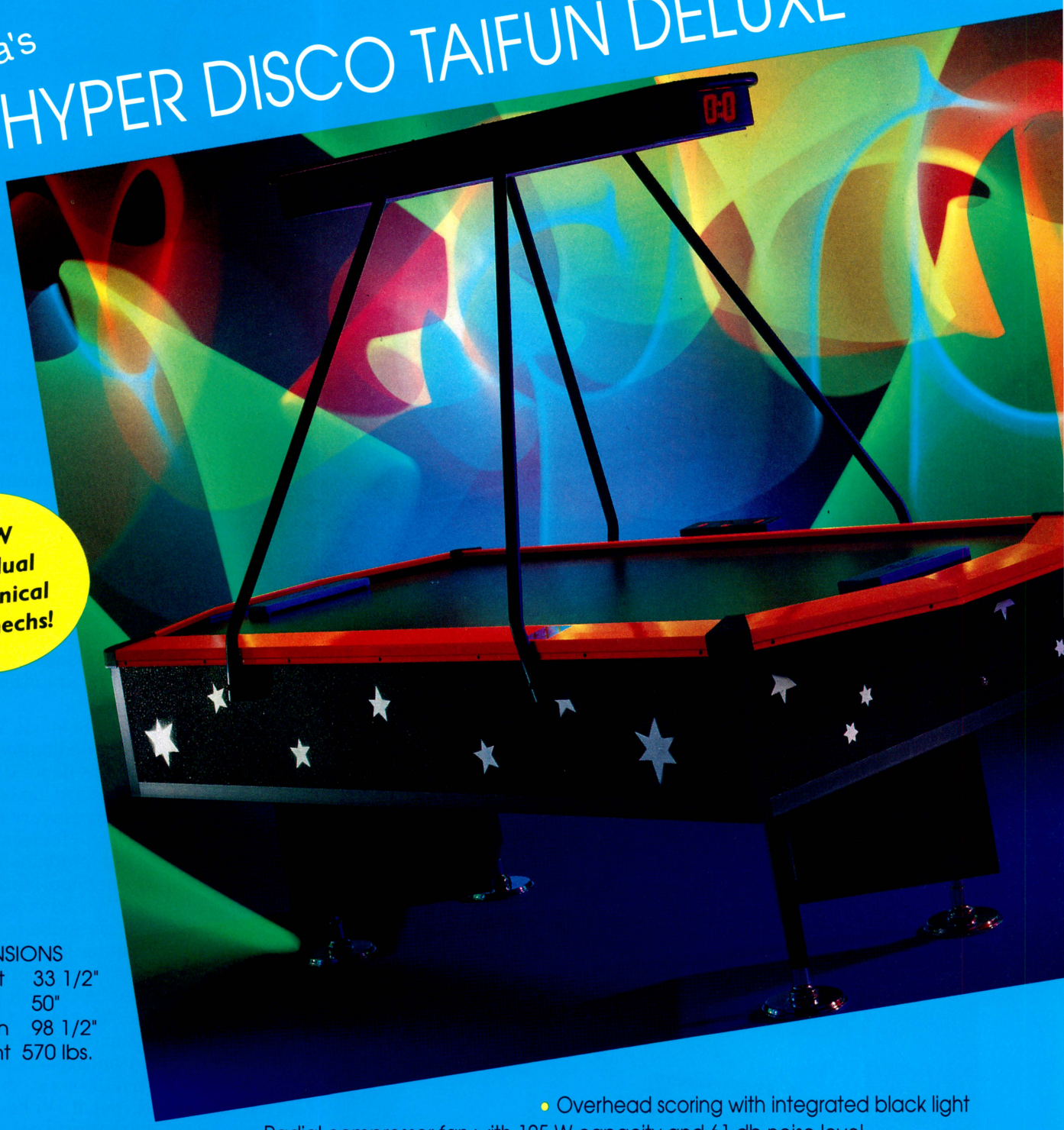


Snapshot over coffee finds Manny Lawson, Chris McSwain, Don & Chris Hesch (AH Entertainers).

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BETSON

VALLEY NAMED AN "EXPORT CHAMPION"

'World Trade Magazine' puts pool & dart maker on its Top 100 list; of $430 million in total sales, over 40% were exports in 1991

When it comes to international trade, Valley Recreation Products is one of the top 100 in the U.S. That was the verdict of *World Trade Magazine,* whose June 1992 issue named the coin-op manufacturing firm to its elite "roster of champions" list of outstanding global trade organizations. Valley, based in Bay City, Michigan, makes pool tables (which keep winning "best table" awards from operators) and electronic dart games.

Valley can frame that World Trade 100 award and hang it beside the President's "E" award which the company won earlier from the Bush Administration for excellence in marketing products overseas. Next to that can go Chuck Milhem's honors as the AAMA charity group's "Man of the Year" for 1992. An embarrassment of riches!

"Every member of the World Trade 100 puts the lie to the notion of fading American competitiveness," declared the magazine, which is published in California and circulated worldwide. "Each [winner] made increasing export sales a long-term goal, and set about strategically to realize that goal. Surprisingly, perhaps, product design rarely drives overseas sales. Rather, executives cite such characteristics as persistence, customer service, after-sale support and quality-oriented manufacture."

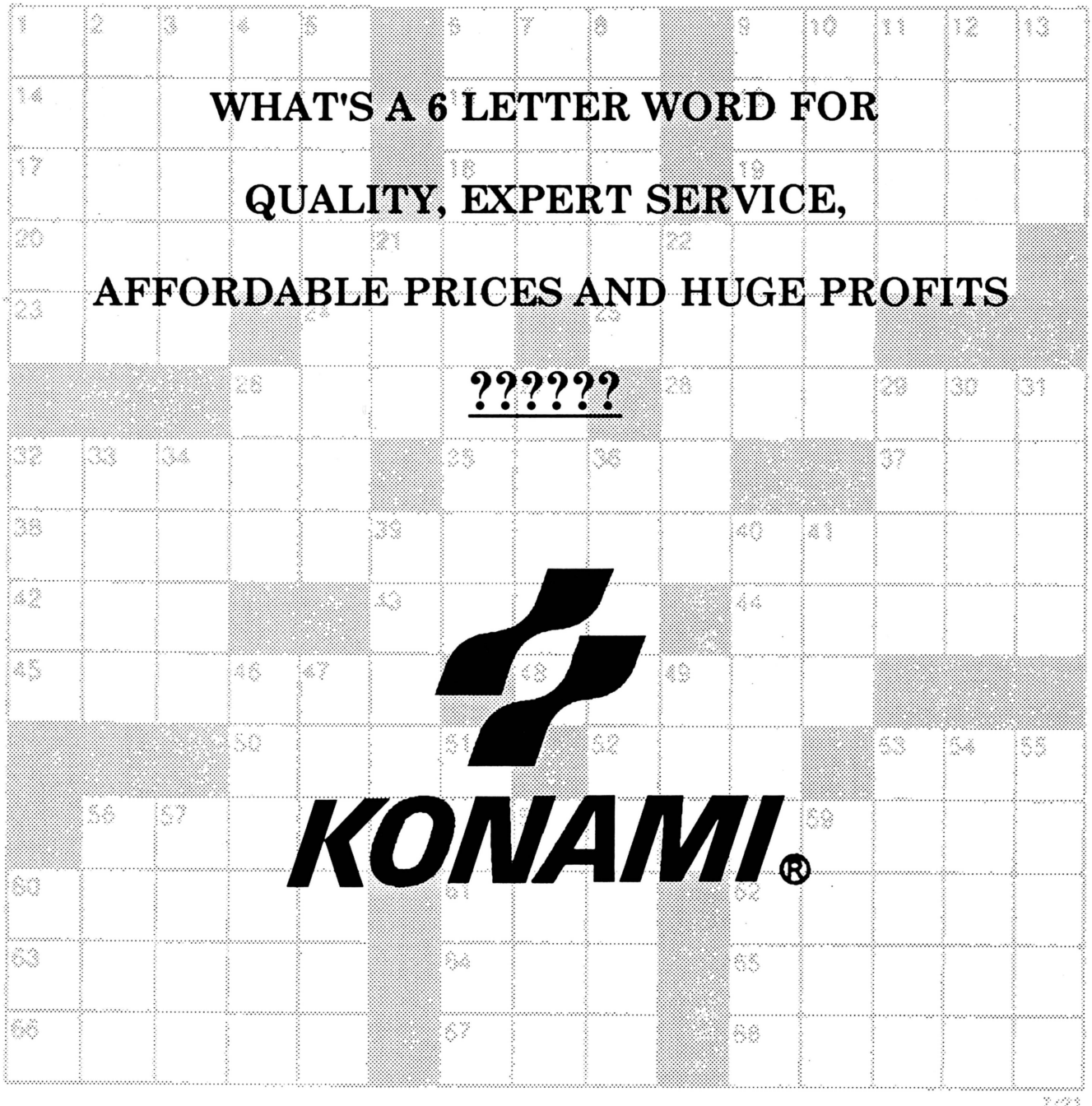
That sounds like a pretty good description of Valley's foreign sales approach. The company's international operations VP James Griffiths said, "We have made a commitment to our international markets by long-term strategy, quality of product and an unswerving attention to customer service. These remain our priorities." He added: "We have worked very hard to establish and grow our overseas markets, even where the competition sometimes has an advantage in lower cost, lack of sea or inland freight duties, and freedom from other landed costs to which our products are often subject."

Selling overseas is tough, Valley admits, but with dedication and know-how, it can be done. It helps that pool and darts are almost universally enjoyed by players everywhere. "We have not found cultural barriers to our products in the wide mix of international markets," Griffiths said. "We have learned and used our experience to cross over the marketing barriers that many companies find in their early forays overseas." As *World Trade* magazine put it: "Our World Trade 100 share a common, often unstated presumption that export sales are not the gravy but the main course." Or as Griffith put it, Valley's international marketing strategy includes a game plan that looks ahead "well into this decade" toward ever-larger overseas sales.

Yes, Valley has compiled a track record to be proud of, but they're hardly resting on their laurels. As Jim Griffiths said with a smile: "So long as there are 'the four corners of the earth,' we intend to be in every one of them...and that covers a very long time to come!"



Valley has been honored again . . . this time being named to the *World Trade Magazine's* "roster of champions." Pictured above are Valley's Jim Griffiths, Congressman Bob Traxler, Chuck Milhem and Asst. Secretary of Commerce Susan Schwab at an earlier awards ceremony, this one for winning President Bush's "E" award for outstanding export achievement.



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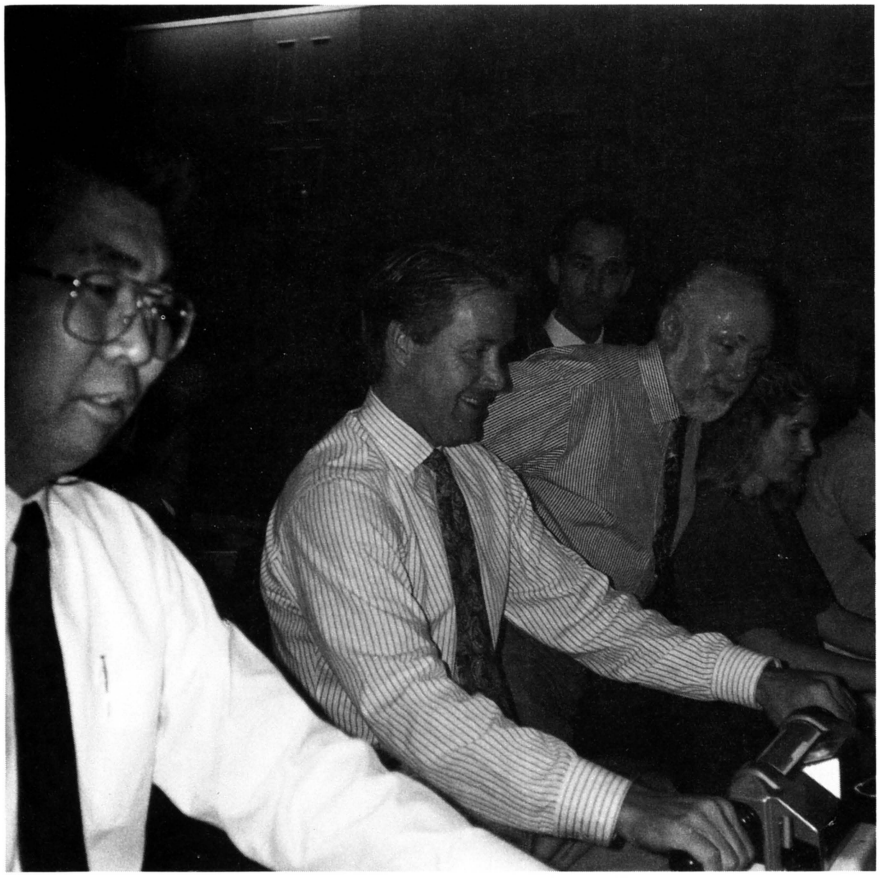
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M. Nakagawa and Tom Petit race the *Stadium Cross* track while Ken Anderson and Brian Kopf kibbitz at the Silverado Country Club meeting in Napa Valley. This is a super arcade attraction!



CleCoin's Herman Fox and Sega's Lisa Montelbano show off that awesome redemption lineup of inexpensive quick-changers that include *Awesome Rat!*

SEGA/ SILVERADO

The recipe for a great distributor meeting is: 1. pick out a beautiful location (and hope the weather shines), 2. introduce some new product with "legs", 3. hint at some future R & D innovations to come, and 4. round it all off with good fellowship and mobs of golf.

Sega Enterprises (USA) served up just such a dish at their Aug. 3-5 dealer conference at the plush Silverado Country Club in Napa, Calif. The weather outside sparkled upon green lawns and guest cottages while the mood inside the meeting hall was just as rosy, as company execs Tom Petit and Ken Anderson ticked off the features on a spread of new product that included things for both the arcade and the street.

The "main course" on the "product buffet" was a new motorcycle racing simulator called *Stadium Cross,* featuring two moving cycle seats and two monitors in one handsome cabinet. Then for both the street and the game room came *Golden Axe II,* a 4-player video that's different from the original hit kit and will be available in both dedicated and conversion formats.

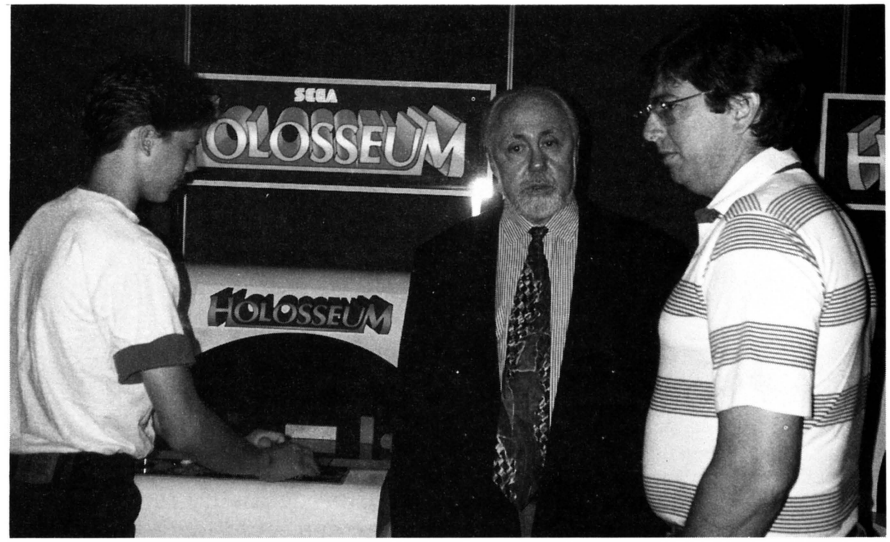
On the redemption side, Sega's scored a series of cunning games from a firm called Quick Silver Development that offer maze play with a live ball. Operators buy the main cabinet and cap swap playboards to offer *Awsome Rat, Awesome Loop* or *Hi Tension* (marquee artwork comes with each of the playboards). Not only for arcades, there's a "fit" here for street stops as well. Even without tickets, they can make great "booze barometers" at tavern stops, for example.

fine plate of new products served up to Sega dealers at Napa Valley meeting

And as promised, Sega's come forth with its newest hologram game. Called *Holosseum*, it displays 3-D like characters which players control in judo, karate and kick boxing matches. Coming to market dedicated at first, kits to convert Sega's pioneer hologame *Time Traveler* will also be available to operators of that item.

Said Ken Anderson of the game spread while addressing the distributors: "It isn't your responsibility to create product . . . it's ours. It's a challenge we accept. We always try to give you the goods you want (and we hope we've done it here today)." By the looks on many dealer faces, Sega's clearly pushed some positive buttons.

Here's the skinny on shipping: *Stadium Cross* (built in Japan) has already begun to hit the U.S. and Canadian dealerships with more coming this month; *Golden Axe II* dedicated games go out later this



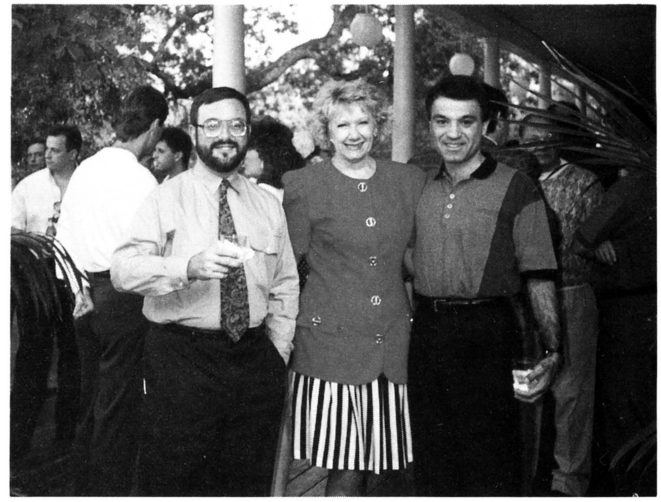
Ken Anderson & Marc (Belam) Haim by *Holosseum,* Sega's new hologram game which will be available in both dedicated form and as an update to their previous *Time Traveler* outing.



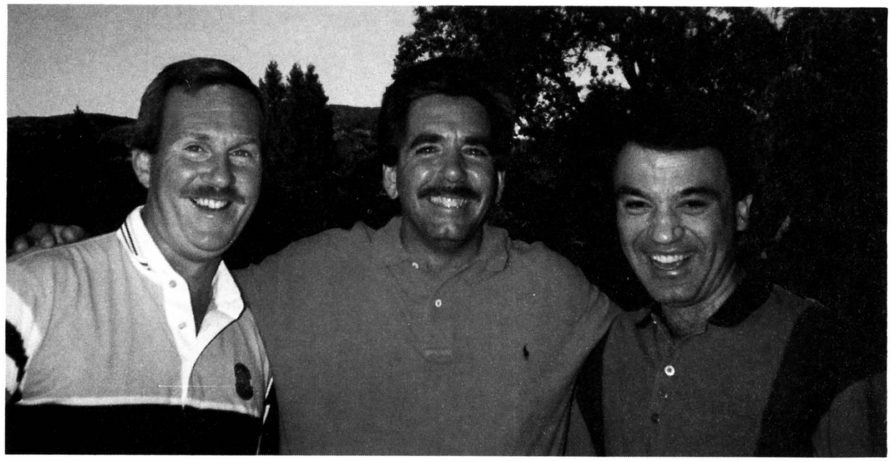
Stadium Cross is a star arcade outing that's available now. Johnny Lotz (Betson) and Jim Niblock (Canada) ride it at left while Ed Pellegrini tries *Golden Axe II* (standing off camera).



Enjoying the goreous Napa Valley during Sega's welcoming cocktail party are Betson NJ's Bob Boals and Sega USA chief Tom Petit.



One of the industry's all around favorite ladies, Angie Anderson, by CleCoin's Herman Fox and Atlas' Ed Pellegrini during cocktail hour.



All smiles out by the Silverado golf course (from left) are: NECO's Rick Kirby, Mondial's Tony Yula & Atlas/Chicago's Eddie Pellegrini. A lot of golf was played in clear weather.

month with kits due around mid-October; *Holosseum* dedicated games began shipping late August with *Time Traveler* conversions possibly set for early- to mid-October. The redemption pieces were already available.

OTHER MATTERS

Sega USA prexy Tom Petit gave the assembled distributors a generous earful of present and future company plans apart from this new product spread. For example, they have re-entered the arcade operating business with Scotty's Golf Park, a family fun center in Dallas featuring mini golf, car driving, food service and the necessary game arcade. Petit allowed that they intend to expand in the arcade arena.

They have also ratcheted up their gaming thrust under Barry Quick. For now, their concentration has been on such huge Sega machines as *World Derby* and *World Ascot,* two pricey horserace gambling attractions. They recently sold two such pieces to the Grand Casino in Minnesota (an Indian operation) and, through Bally France (distributors), one into Monte Carlo. They have also been concentrating on the Caribbean region and even touched upon South America.

But it's clear they've shied away from a serious attempt to set these pieces into legal American gaming areas thus far, but that could be in the offing. Video lottery terminals could also be in the offing for this most quizzical of American coin operations, but not quite yet for Sega.

The future of Sega in coin-op innovation should be bright. Petit allowed that a new driving attraction called *Virtua Racing* will be on display at the AMOA show in October that is a "precurser" to authentic virtual reality. Featuring high-grade polygon hardware telecasting some 6,000 polygons per frame on the screen, the illusion is almost life-like on this driver (as demonstrated on a video tape program Petit showed the dealers).

Virtua Racing will be presented in both deluxe and upright cabinets when in production as well as in a 2-station sitdown similar to *Stadium Cross* (and also linkable for up to eight stations). "Our R&D work on authentic virtual reality is highly confidential right now due to the competitive nature of this technology," Petit revealed. However, this fall's *Virtua Racing* is a solid step in that direction (this game's technology can also be the "platform" for other types of games like shooting and airplane flying).

"Sega's a technology-driven company," Petit declared, "as you've all seen proven with *Hang On* back in 1985 and the other attractions we've brought along to market since. And we're pleased to have presented our products in a fashion to protect both the coin-op and home video markets as well in order to grow both," he added.

STADIUM CROSS

Let's get more sepecific about the four new Sega products shown off at Silverado. *Stadium Cross,* the motorcycle racer said by Ken Anderson to "have more depth than the ocean," is very "non-Japanese" in cabinet appearance even though it's built over there.

The race course features eight motorcycles on screen, racing and bouncing over one of those dirt tracks you'll find at stadium racing. Players control their own bike against drones or the one controlled by the player next to them (link-up with six other stations is in the offing). They can do high jumps, wheelies, turn left and right all to the accompaniment of great sound effects and a moving seat. Quite a simulation! Strictly for the game room, of course, unless you want to buy four of them and put them in a dedicated store front.



Ah, the good life! Elsa Rodriguez (l) and Lisa Montalbano flank Portland's "man of letters" Mike (Dunis) Damtew. Nice company, Mike!



Good lookin' and enjoying the festivities are PGD's Dave & Georgia Stroud, AVA's Ron Bolger and Sega's service chief Dave Cantrell.

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GOLDEN AXE II

The actual title is *Golden Axe, the Revenge of Death Adder,* but we'll use the Roman numeral. Different from its precurser, "number 2" has four new warriors who battle to the death to restore peace (don't you just love it?).

The battle arena on *Golden Axe II* has advanced to the "next generation" gamefield through the medium of Sega's System 32 which plows a lot of realism into this fantasy world's graphics. Dedicated versions will precede kits (remember, it's a 4-player, although singles, duos and trios can play as well). It offers both continuous play and buy-in features as well as its name recognition that ought to draw plenty of initial play all by itself. A goodie for rooms and street sites.

HOLOSSEUM

Sega's pioneering hologram attraction *Time Traveler* was fascinating to watch but quite lackluster when it came to game play. *Holosseum,* the second in this hologame genre, has more depth and play appeal but only time and the cash box will actually tell how much. But with "live actors" performing the kick, punch, jump routine in 3-D like action, it very well could kick this concept yards ahead.

This is a 2-player with both buy-in and continuous play features. Each player controls an actor-fighter with one joystick and two buttons. They can choose any one of our fighters, each of which has different martial moves. Idea is to whip your opponent two out of three rounds for the title of World Champion.

As mentioned, *Holosseum* debuts in dedicated format (samples already shipped last month to dealers) with kits to convert *Time Traveler* coming "maybe" in October. Stay tuned.

AWESOME THREESOME

A San Leandro, Calif. company called Quick Silver Development has designed three inventive redemption maze games for Sega, surely with more to come if the concept hits. Each of them *(Awesome Rat, Awesome Loop* and *Hi Tension)* come in mini-upright cabinets with artwork, big score numbers and ticket dispenser...and, a maze playboard which the player controls with a joystick to move the little ball all around the loops and barriers as far as he can go.

Of course, it's hardly easy to make it to the end, so there are drop holes along the various courses which trigger the scoring. A beautiful feature is that the basic cabinet can be changed from one game to another merely by swapping playboard and artwork. One set comes with each full game; conversions are naturally extra.

They also provide music and sound effects. Great fun for kids of all ages, and they might even work in a bar as well as some other more obvious types of street locations.

WINDUP

All told, it was a fine outing for Sega USA and its distributors up at the Silverado and special thanks go out to Elsa Rodriguez, Dave Cantrell, Lisa Montelbano and Brian Kopf for performing so many of the duties necessary to present a well-organized function like this.

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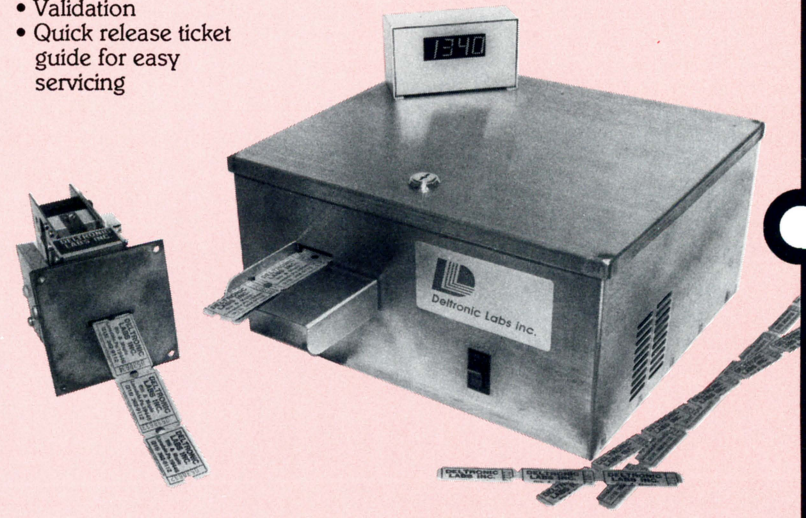
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good earnings reported from state-of-the-art photo booth; customer can select background & put herself in a postcard

The old-fashioned coin-op photo booth is experiencing a comeback in our industry. However, today's photo booth is not the least bit old-fashioned . . . and it's more likely to run on dollar bills, than on coins. One great example of hi-tech, hi-profit photo booth wizardry is *People Postcards* from ImageWare Software, Inc. of San Diego, Calif. Their unit prints a full-color postcard which shows the customer against the digitized background scene of his choice. Customers get to pick the backdrop from among a menu which is customized to the location.

People pay around $3 per shot and we've had some operators cite pretty impressive earnings figures in the right locations. As you can see from the photo reproduced here, results are beautiful. Operators don't have to worry about messy chemicals of any kind, because the unit employs a state of the art video camera, thermal printer and advanced computer software to generate the image.

People Postcards takes up 21 sq. ft. of floor space. Booths are constructed of high quality, multi-color panels. ImageWare manufactures and markets the booths, the computer hardware, and the software as a complete package.

The company has about 100 units in operation around the USA, with locations including amusement parks, theme parks, airports, fairs and museums, hotels, casinos and shopping centers. "Name" locations include Sea World and Magic Mountain in Southern California, the Excalibur Hotel & Casino in Las Vegas, McCarran Airport in the same city, a museum and some casinos in Reno, Carlsbad Caverns in New Mexico, Northern California's Santa Cruz Boardwalk and San Francisco's Pier 39 arcade, plus the the UC Berkeley campus bookstore. *People Postcards* works well in virtually of these any high-traffic locations. (By the way, ImageWare used to be known as Practically Perfect Productions, Inc.)





For more information, contact Marketing VP Robert Kerrigan at ImageWare Software, Inc., 4330 La Jolla Village Drive, Ste. 270, San Diego, CA 92122; 619/457-8600.

MEXPO III: AAMA'S BEST YET

sales 50% bigger at third annual Latin American Music & Games Expo

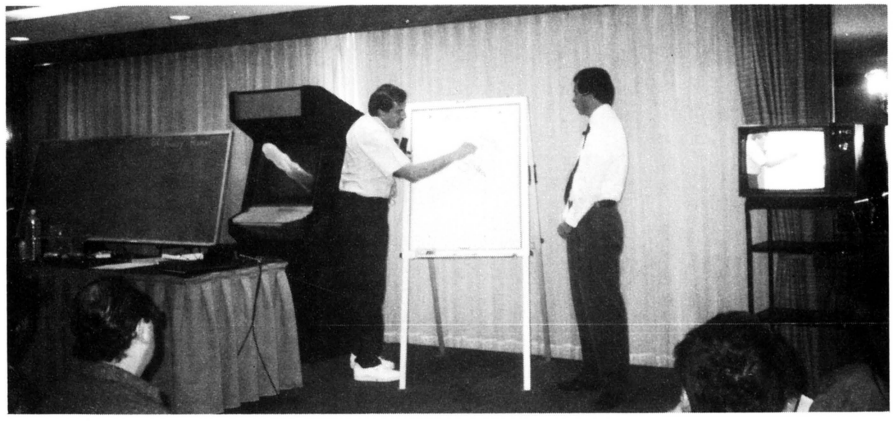
Third time's the charm . . . AAMA's third annual "Mexpo" (Latin American Amusement & Games Exposition) broke all previous show records. More booths! More visitors! More sales! More floor space! More everything! Held in Mexico City on July 22-23, the event pulled in over 2,000 people and featured a broad spectrum of 125 booths of coin-op equipment. AAMA said exhibit sales were 50% higher than at last year's Mexpo.

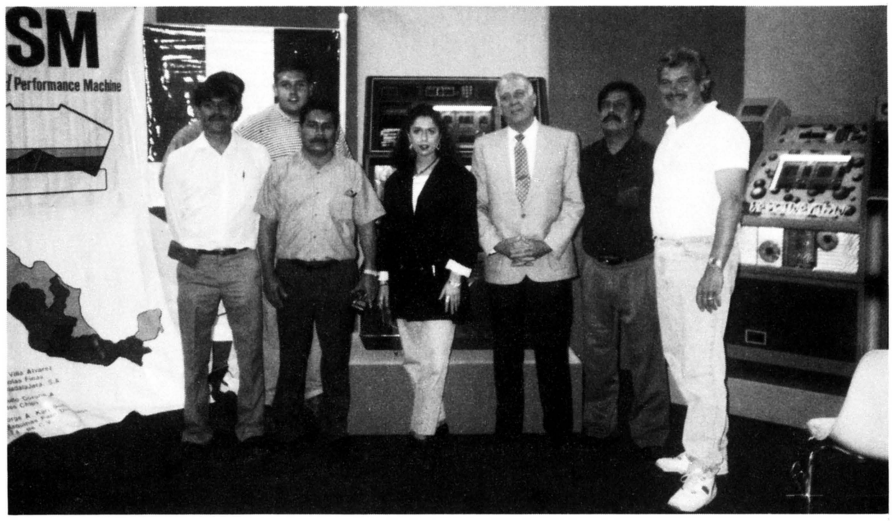
"It's refreshing to see such a high level of excitement from both attendees and exhibitors," said AAMA President Bill Rickett. "There is a genuine interest in our products in the Mexican marketplace, which reinforces the premise on which the exposition was developed: to help AAMA members promote their products in the Mexican marketplace. Now that AAMA has positioned its show as a leading trade event in Mexico, that fact — combined with the reality of the [pending] North American Free Trade Agreement — means our members can look forward to further expanding and developing business opportunities in this emerging new marketplace."

Mexpo III was sited in a building called "Exhibimex." Larger than the Maria Isabela Sheraton (which was used for the previous Mexpos), this site was selected last May because space demands were so great. Showing product were 77 U.S. and Mexican companies. Over 1,700 operators, distributors and trade guests attended. That translates into a 40% increase in showgoers in the "buyer" category, said AAMA's foreign business development chairman, Mark Struhs. Looking at all these healthy numbers, Struhs added: "We can expect an even larger exposition next year."

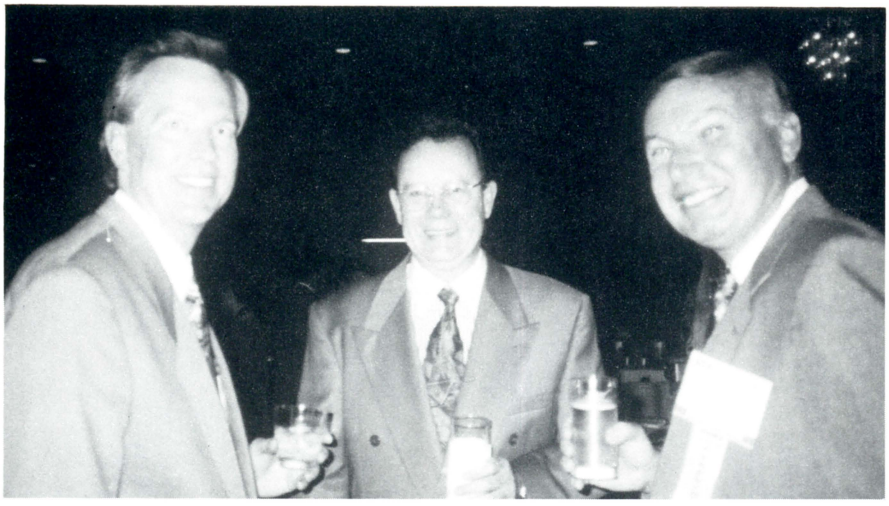
Mexpo highlights included the







Scenes from the third annual "Mexpo" . . . At top, the Wednesday press conference before the show's opening. Middle, technical wiz Randy Fromm conducts his seminar (he's pictured with Mexel's Henry Fong). Bottom, a look at the show floor, this photo taken at NSM's booth.



Scenes from the reception, including Mark Struhs, Bill Rickett and Bob Fay (above).





official show opening by the president of the Mexico Chamber of Commerce (Lic. Fernando Rius Abbd). A pre-show press conference drew 20 print and broadcast reporters, while AAMA's welcome reception at the Sheraton was attended by over 500 exhibitors and Mexican operators and distributors.

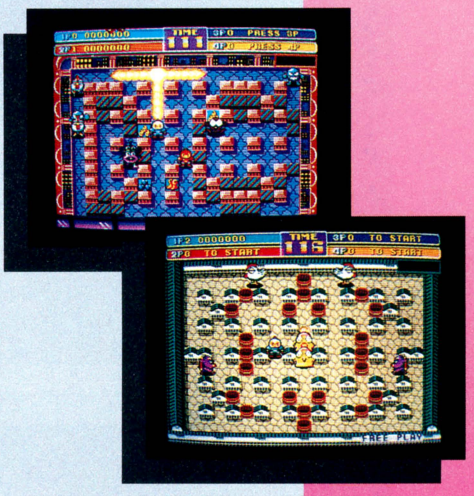
Education has become an increasingly important part of Mexpo. Over 400 "students" learned from Randy Fromm's technical seminars, which ran two days and covered his usual broad range of topics. Mexel's Henry Fong translated Randy's sessions. Randy and Tom Cahill of WMS chatted on pinball repair; NSM and Rowe also held service schools for their product.

Next year's Mexpo is currently being planned for July 28-29, 1993, once again at Exhibimex. AAMA Exec VP Bob Fay added: "We've made our mark here. We developed the idea of a show in Mexico to help our members make inroads in a virtually untapped marketplace. Since our first event (held 1990 at the U.S.



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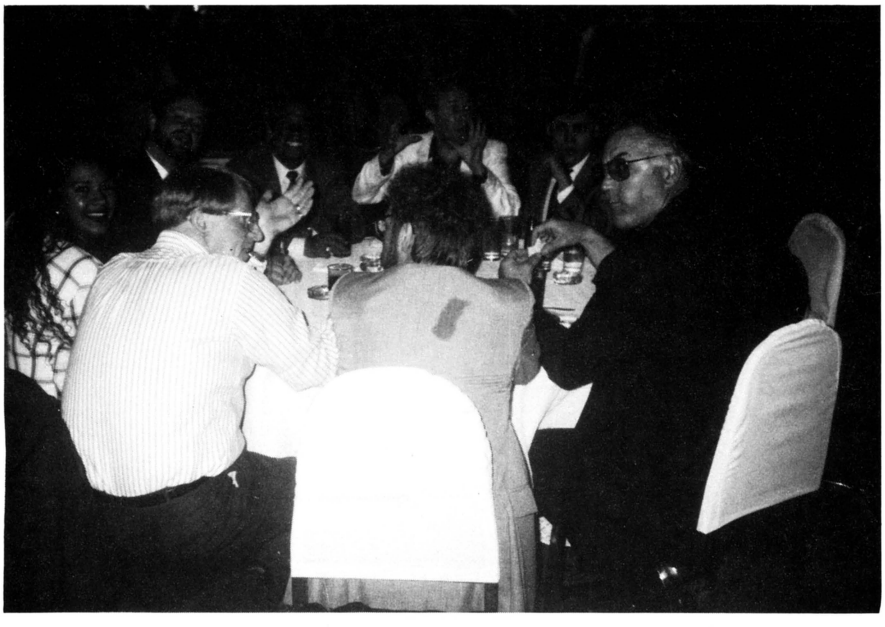
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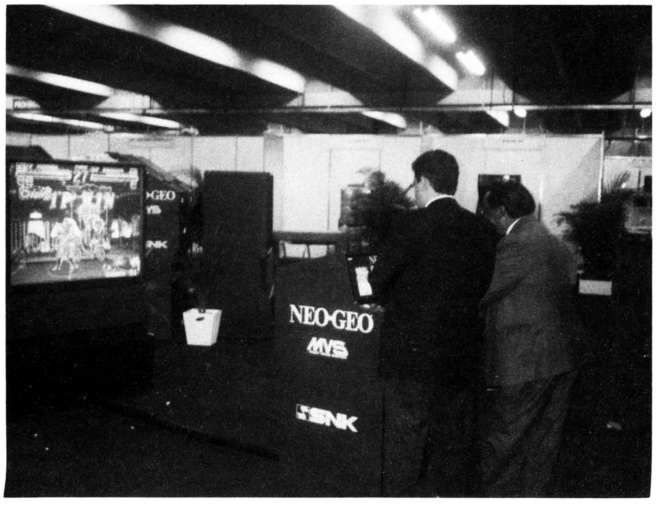


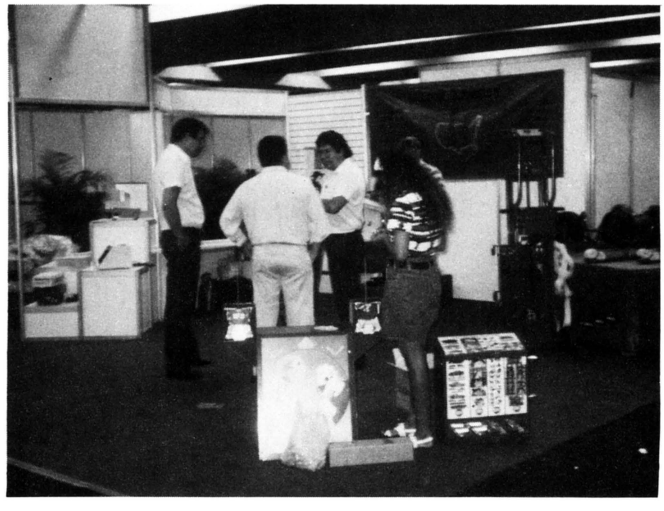
More photos from the 1992 "Mexpo" reception and convention.



Trade Center in Mexico City), the show has doubled in size each year. We've fulfilled our commitment to our members, as well as providing the coin-op industry in Mexico with an annual trade event to educate potential customers and introduce our products in this expanding market."

For more information on next year's show, contact Bill Glasgow at William T. Glasgow, Inc., 10666 So. Park Ave., South Holland, IL 60473-1500. The phone is 708/333-9292; fax is 708-333-4086.





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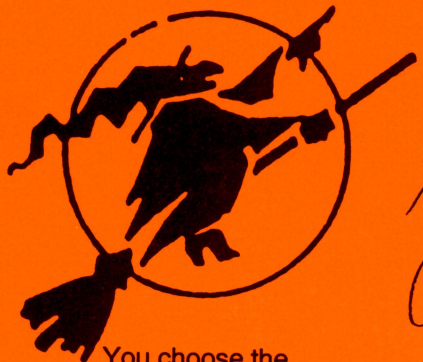
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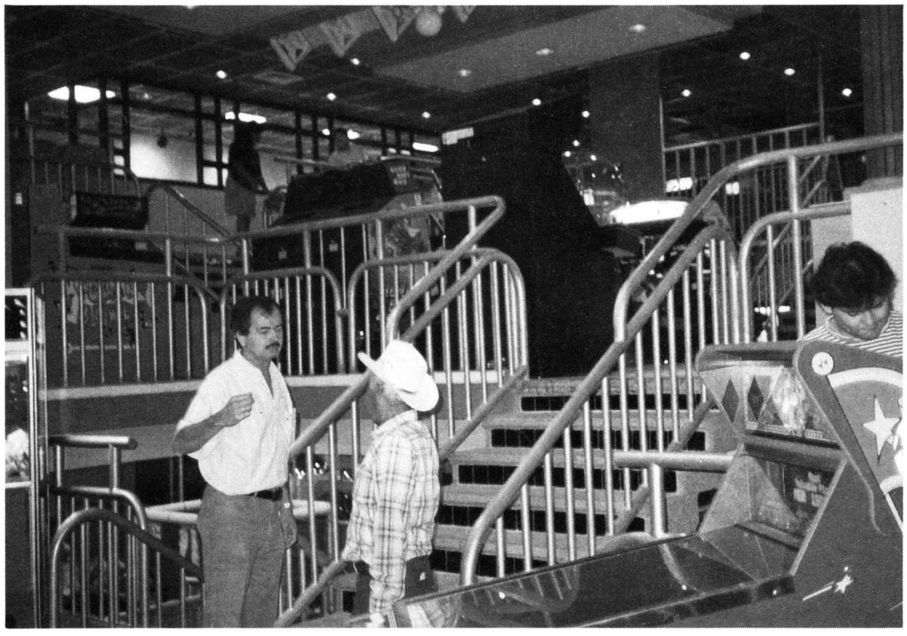
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LINE BOTTOM OF CRANE WITH DICE WITH SEASONAL COLORS TOWARDS PLAYERS VIEW

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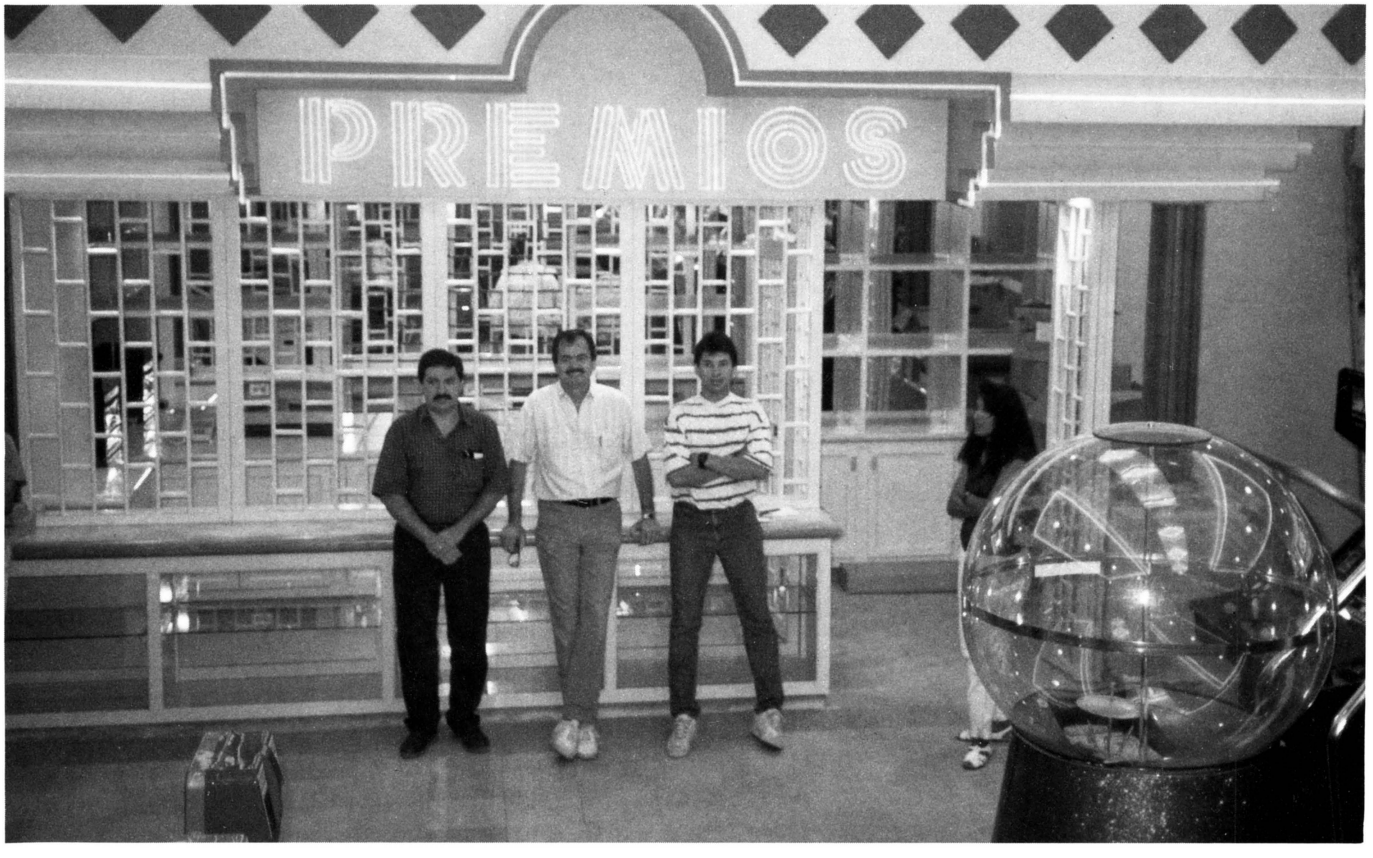
Mountain Coin finds professional customers South of the Border



Above: Mazon Y Diversion's General Manager Juan Alberto Vallejo, Partner Hector Seldner and Operations Manager Sergio Mercado at the Fantasy arcade. **Below:** Hector Seldner speaks with the Fantasy arcade project's architect prior to the opening.

The health of the Mexican market is plain to see in an arcade called "Fantasy"...in a place called Obregon, Sonora...owned by a company called Mazon Y Diversion (S.A. de C.V.). Open as of July 2, Fantasy is the firm's second deluxe arcade, with the video portion of its equipment supplied by the Phoenix, Ariz. branch of Mountain Coin Distributors. The dealer's Phil Morici helped with on-site setup, as did Amusement Mendors' Greg Hungerford. "Owner Hector Seldner really outdid himself this time," said Mountain sales rep Loreen Parker. The four-level, interconnected arcade boasts lots of neon, a snack bar, "softplay" area and rides for kiddies, redemption center and lots of videos. These photos show Fantasy getting ready for its grand opening.

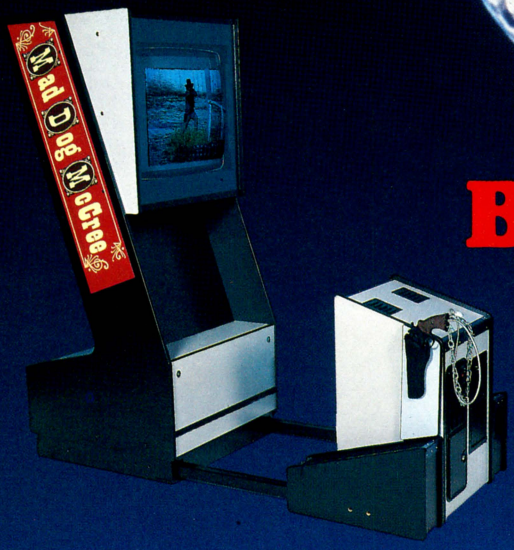
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TECHNICAL TIPS

FINALLY!
A MONITOR PATTERN GENERATOR JUST FOR US OPERATORS!

RGB pattern generator takes the guesswork out of monitor troubleshooting and setup

by RANDY FROMM

You've just walked into a location and your video game is displaying some kind of crazy, mixed-up, wacky picture on the screen. The picture is rolling and gyrating wildly and no matter what you poke, fondle or adjust there's just no stopping it. Is this a monitor problem or is your problem elsewhere?

Perhaps there's no display at all on the screen and your video game is just staring blankly back at you like some kind of evil Cyclops. Is this a monitor problem or is your problem elsewhere?

What you need is a pattern generator — a simple piece of test equipment that will produce a display on a videogame monitor. All you have to do is plug the pattern generator into the input connector of the monitor. If the monitor display is good, your problem is elsewhere.

At last! Someone is finally producing a practical RGB pattern generator designed specifically for testing the monitors in video games. It's about time, too. Like many operators, our shop's ultra-sophisticated monitor tester consists of a JAMMA connector, a power supply and whatever old PCB we happen to have available. Currently it's *Double Dragon;* the old PCB *Sidearms* having finally died after years of abuse from miscellaneous hardware being thrown on top of it.

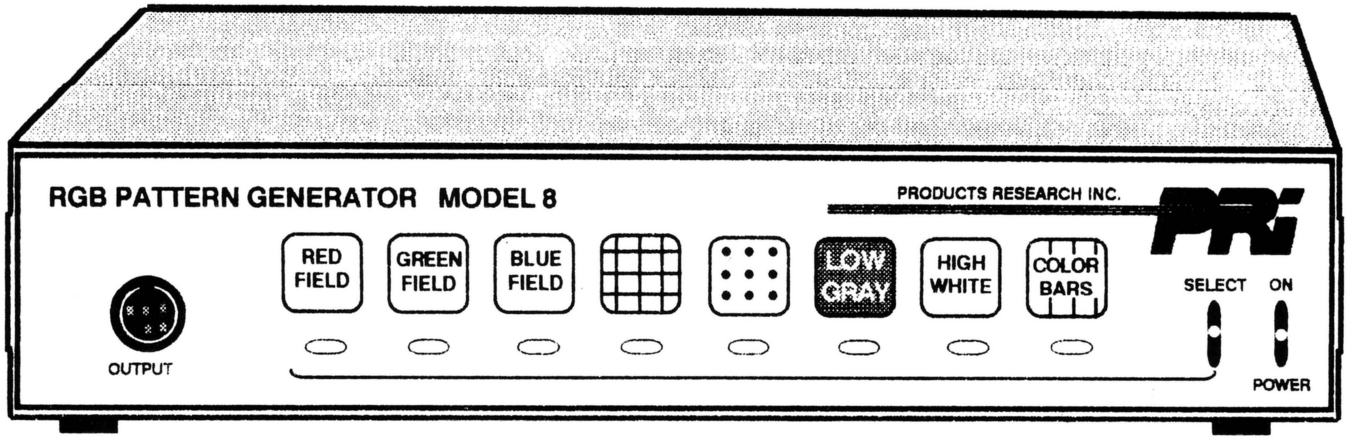
But if we want to test a monitor in one of the empty conversion cabinets back in the warehouse area, we have to extract the game completely, drag the PCB, power supply and harness out to the warehouse, string it all back together on top of a pinball and connect it to the monitor in the cabinet. What a hassle!

A pattern generator makes life a lot simpler. But more than that, a pattern generator will allow you to do a much faster and more professional job of setting up and testing monitors.

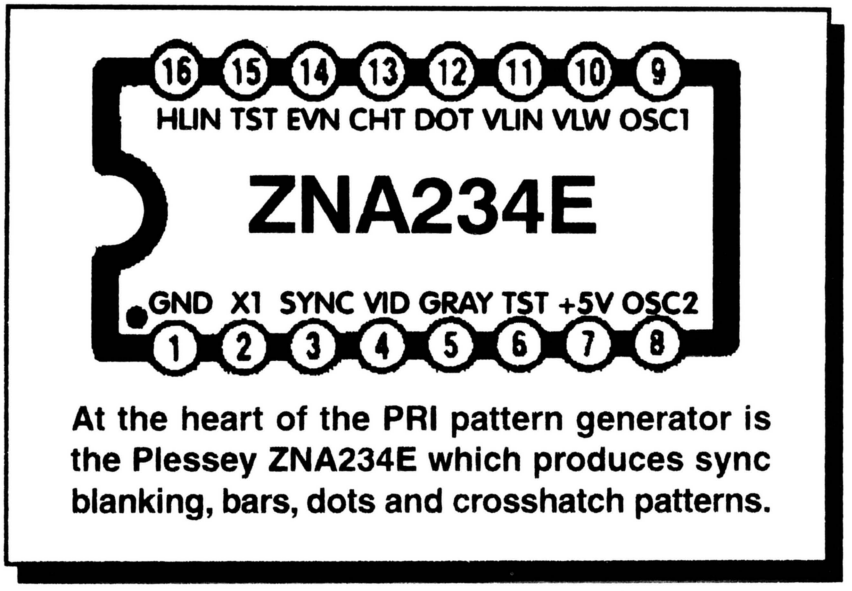
This RGB pattern generator comes from Product Research Inc. It measures 7'x5' by 1½' and weighs around one pound. The unit plugs into the wall so you never need to worry about leaving it on and draining the batteries. The RGB pattern generator does not provide the 120 volts AC that powers the monitor. This must be provided separately to the monitor through an isolation transformer.

The pattern generator produces eight different display patterns as well as industry standard, composite, negative sync. Three of these patterns are solid red, green and blue screens for checking and adjusting the color purity of the monitor. If you have some kind of degaussing problem, the 100% pure color screen will quickly point it out by displaying blotches of color that don't belong.

The crosshatch and dot patterns are used to check the linearity of the monitor. A quick glance at the display will tell you if the spacing is even between all the lines. If the lines are squished (squashed?) together at the top of the screen, but wide apart at the bottom, your monitor has a problem with vertical linearity. The lines should also be



RGB PATTERN GENERATOR FROM PRI INC.

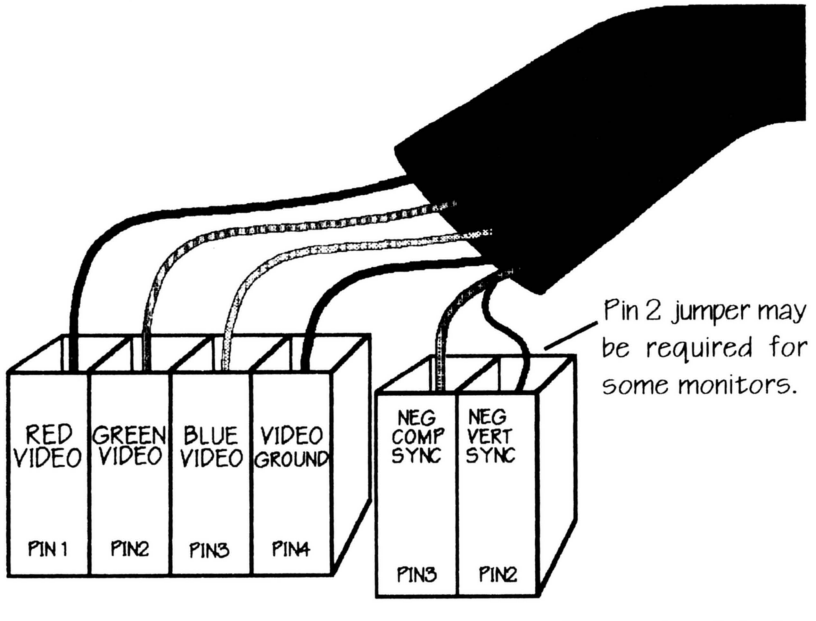


At the heart of the PRI pattern generator is the Plessey ZNA234E which produces sync blanking, bars, dots and crosshatch patterns.

evenly spaced from left to right. If the lines are closer together at one end than the other or if the lines are spaced evenly at the center of the screen but the line spacing changes toward the edges, you have a problem with horizontal linearity.

The crosshatch and dot patterns are also used to check and adjust the convergence of the monitor; the alignment of the three electron guns in the picture tube. If the picture tube is out of convergence, the crosshatch pattern will make it obvious. Instead of seeing white lines on the screen, you'll see the individual red, green and/or blue lines that are supposed to "converge" to make white. That's why it's called "convergence."

The RGB pattern generator is a required piece of equipment if you ever replace a picture tube in a monitor. New CRTs come without the yoke and convergence rings. When you change a picture tube, you must move the yoke and rings from the old tube to the new one. But the rings will have to be readjusted for the new CRT. You cannot adjust the convergence rings properly without a crosshatch or dot pattern. With the crosshatch pattern to guide you, you can adjust the convergence rings to line-up the red, green and blue electron guns properly.



Pattern generator comes equipped with industry standard video and sync connectors.

The PRI pattern generator also produces two different full raster patterns. One is a 'low gray' raster. The low gray pattern is used to set the minimum brightness level. When the low gray pattern is displayed, the raster should be just barely visible on the screen. The 'high white' pattern produces the maximum brightness on the screen. This enables you to adjust the color cut-off and gain controls for maximum color saturation without over-driving the video circuits. This pattern also allows you to check the balance the three colors. If the display is not pure white, the three color controls can be adjusted to obtain a good color balance.

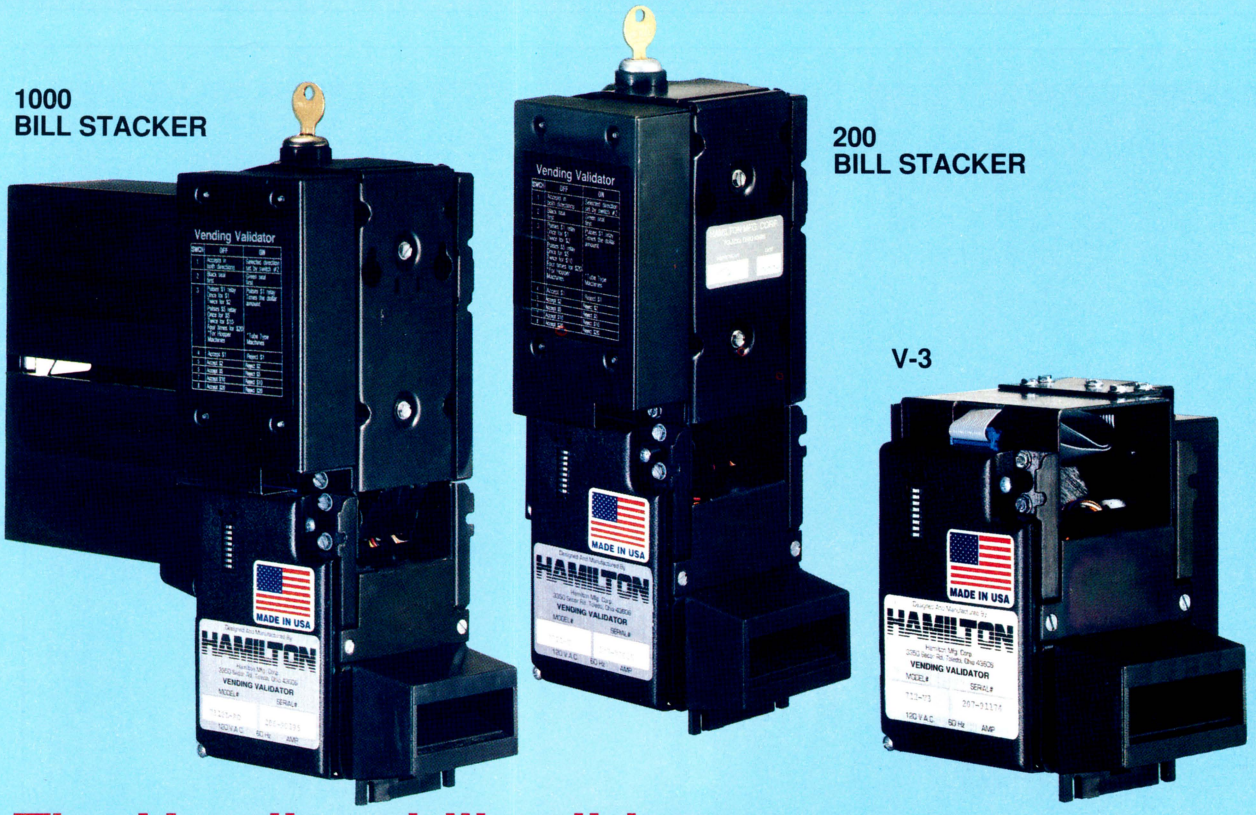
Of course, no pattern generator would be complete without color bars. The color bar pattern produces all three primary colors (red, green and blue) and all three secondary colors (magenta, yellow and cyan) as well as black and white. The color bars are great for an initial test of the monitor because you can quickly check that all three color amplifiers and, in fact, all the monitor circuits are working properly! Anyway, the color bars look great when displayed on a monitor on your work bench. Always leave this pattern displayed on your test monitor (especially during break time) so the boss thinks he's getting his money's worth out of both you and the RGB pattern generator!

Speaking of money, what's this little gem gonna cost you? The PRI RGB pattern generator is priced at $249.95. This includes shipping and handling. The only thing not included is a nifty little carrying and storage case that's an additional $15.00. The case is well worth the money for those of us who do field service but operators who plan on using the pattern generator exclusively in the shop may not want to get the case. The PRI pattern generator also comes with a 6-ft.-long AC power cord and a 6-foot cable to carry the signals from the pattern generator to the monitor under test.

The RGB pattern generator is available exclusively from Products Research, 1550-B Fullerton Ave., Addison, IL 60101; 708/627-3337 or 800/525-0093. Fax is 708-627-1126. Visa and Mastercard are accepted.

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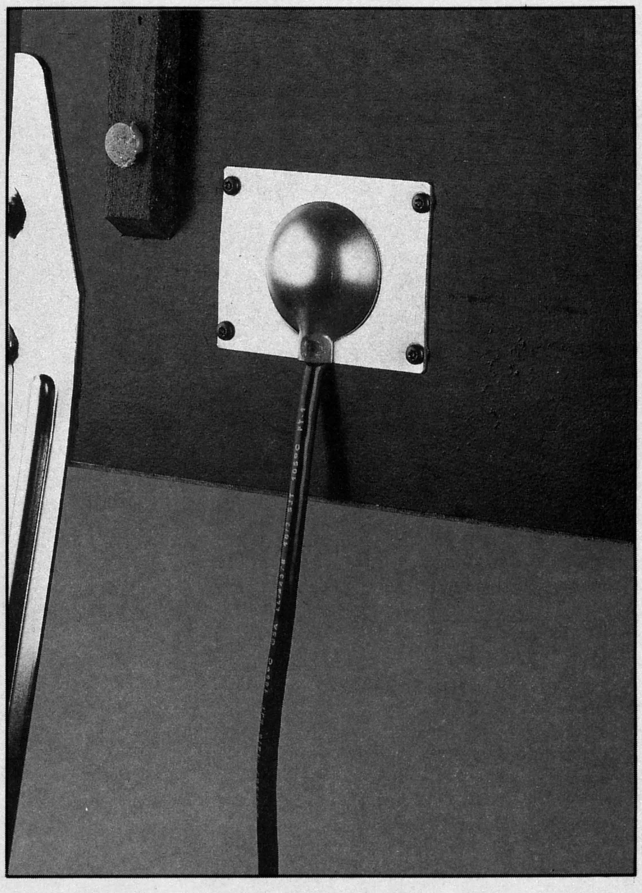
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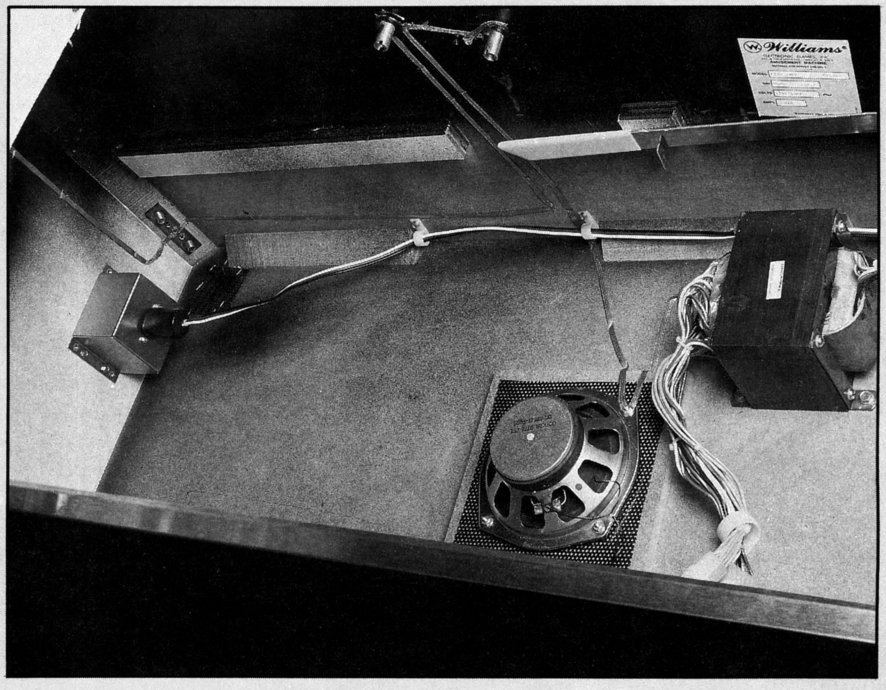




Williams/Bally Midway Pin Packaging & IEC Power Input

Williams Bally/Midway recently announced innovations in pin-game packaging which will help customers adhere to local recycling laws. Pin-game packaging materials will now be made of honeycomb cardboard blocks; polystyrene will no longer be used as cushioning material.

Additionally, all pinball machines are now being introduced with an IEC 320 power input connection; the same power input used on computers. International as well as domestic customers are now supplied with cord-sets which will plug into the appropriate electrical receptacle in the field.





Vital Titles



top-selling 45s and CDs at key one-stops as of Aug. 18, 1992 ★ = *significant crossover activity*

POP

★ **1. I'LL BE THERE,** *Mariah Carey, Columbia 74330*
2. UNDER THE BRIDGE, *Red Hot Chili Peppers, Warner Bros. 18978*
3. LIFE IS A HIGHWAY, *Tom Cochrane, Capitol 44815*
★ **4. BABY GOT BACK,** *Sir Mix-A-Lot, Reprise 18947*
5. THE ONE, *Elton John, MCA 54423*
★ **6. GIVING HIM SOMETHING HE CAN FEEL,** *En Vogue, Atco 98560*
7. NOVEMBER RAIN, *Guns N' Roses, Geffen 19067*
8. GOOD STUFF, *B-52's, Reprise 18895*
9. DAMN, I WISH I WAS YOUR LOVER, *Sophie B. Hawkins, Columbia 74164*
10. MAKE LOVE LIKE A MAN, *Def Leppard, Mercury 864038*

POP PICK HITS

ALL SHOOK UP
Billy Joel - Epic 74422

HUMPIN' AROUND
Bobby Brown - MCA 54343

SOMETIMES LOVE JUST AIN'T ENOUGH
Patti Smyth - MCA 54403

WHEN I LOOK IN YOUR EYES
Firehouse - Epic 74440

DIVINE THING
The Soup Dragons - Mercury 865764

CW

★ **1. BOOT SCOOTIN' BOOGIE,** *Brooks & Dunn, Arista 2440*
2. WHEN IT COMES TO YOU, *John Anderson, BNA 62235*
3. I FEEL LUCKY, *Mary-Chapin Carpenter, Columbia 74345*
4. THE RIVER, *Garth Brooks, Liberty 57765*
5. COULD'VE BEEN ME, *Billy Ray Cyrus, Mercury 866998*
6. WE TELL OURSELVES, *Clint Black, RCA 62194*
7. THIS ONE'S GONNA HURT YOU, *M. Stuart/T. Tritt, MCA 54405*
8. WRONG SIDE OF MEMPHIS, *Trisha Yearwood, MCA 54414*
9. WARNING LABELS, *Doug Stone, Epic 74399*
10. BILLY THE KID, *Billy Dean, Liberty 57745*

COUNTRY PICK HITS

NEXT THING SMOKIN'
Joe Diffie - Epic 74415

SEMINOLE WIND
John Anderson - BNA 62312

IF I DIDN'T HAVE YOU
Randy Travis - W. Bros. 18792

BE MY ANGEL
Lionel Cartwright - MCA 54440

NO ONE ELSE ON EARTH
Wynonna - MCA 54449

R&B

★ **1. BEST THINGS IN LIFE ARE FREE,** *L. Vandross/J. Jackson, A&M, 0010*
★ **2. GIVING HIM SOMETHING HE CAN FEEL,** *En Vogue, Atco 98560*
★ **3. I'LL BE THERE,** *Mariah Carey, Columbia 74330*
★ **4. JAM,** *Michael Jackson, Epic 74333*
★ **5. DO IT TO ME,** *Lionel Richie, Motown 2160*
★ **6. BABY GOT BACK,** *Sir Mix-A-Lot, Reprise 18947*
★ **7. JUST FOR TONIGHT,** *Vanessa Williams, Mercury 865888*
★ **8. WARM IT UP,** *Kris Kross, Columbia 74376*
9. REAL LOVE, *Mary Blige, MCA 54455*
★ **10. WHATEVER IT TAKES (TO MAKE YOU STAY),** *Troop, Atlantic 87475*

R&B PICK HITS

HUMPIN' AROUND
Bobby Brown - MCA 54343

I'M STILL WAITING
Jodeci - MCA 54451

THANK YOU
The Cover Girls - Epic 74438

CDs

1. BRAND NEW MAN, *Brooks & Dunn, Arista 18658*
2. SOME GAVE ALL, *Billy Ray Cyrus, Mercury 510635*
3. THE HARD WAY, *Clint Black, RCA 66003*
4. BLOOD SUGAR SEX MAGIK, *Red Hot Chili Peppers, W. Bros. 26681*
5. ROPIN' THE WIND, *Garth Brooks, Liberty 96330*
6. SOUTHERN HARMONY. . ., *The Black Crowes, Def American 12185*
7. TEN, *Pearl Jam, Epic 47857*
8. FUNKY DIVAS, *En Vogue, Atco 92121*
9. GREATEST HITS, *ZZ Top, Warner Bros. 26846*
10. SOUNDTRACK (from "Boomerang"), *Various, Arista 26006*

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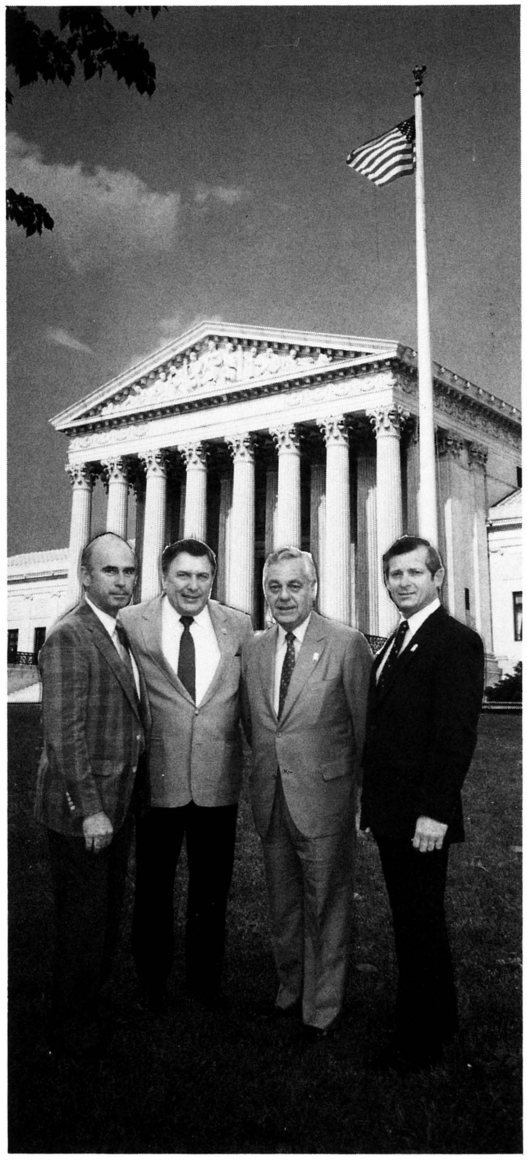


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AMOA VETERANS SPEAK

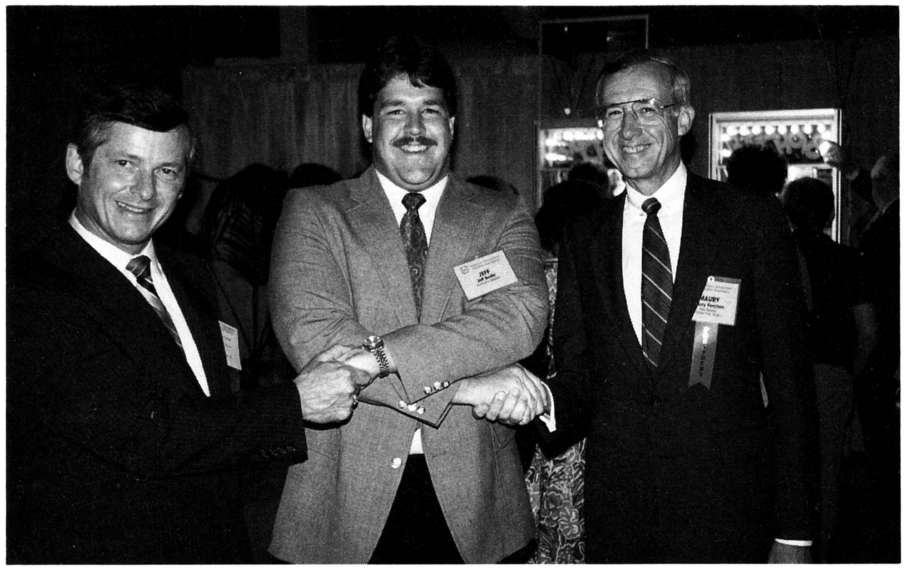
words of wisdom from the Past President's Council: Dick Hawkins, Clyde Knupp, Jack Kerner and Jim Trucano

In about a month, AMOA will install four members of the "under-40" generation as its top officer team. We plan to interview the new team next month, but this month we survey the wisdom of those who have gone before. The association makes good use of its former leaders' experience, by making them members of the AMOA Past Presidents' Council. After stepping down from the top job, a former association president serves on this advisory body for five years.

It's a distinguished line-up. From the fall of 1986 to the fall of 1987, AMOA's president was Dick Hawkins (D&R Star, Minn.). The man in charge for the 1987-88 term was Wally Bohrer (Hastings Distributing, Wisc.). During 1988-89, the reins were held by Clyde Knupp (Amuse-O-Matic, Iowa). The 1989-90 president was Jack Kerner (Melo-Tone Vending, Mass.). Manning the helm in 1990-91 was Jim Trucano (Collins Music Co., S.C.). Each of them made a valuable contribution to their association and their industry.

We asked these men to reflect on the industry, AMOA, current issues, and the future of coin-op. Regrettably, Wally Bohrer's demanding travel schedule prevented him from being able to interview in time for our deadline; however, we were able to chat with the other four council members. We began by asking them to think back to their own terms as AMOA President.

At top, two fun photos showing past AMOA presidents Wally Bohrer, Jim Trucano, Dick Hawkins and Clyde Knupp (also pictured is former association exec Bill Carpenter).



From 1987's lobbying trip to D.C., Dick Hawkins has fun with Washington Redskins player Jeff Bostic and Bally's Aladdin's Castle's Maury Ferchen at the congressional reception.

REPLAY: What was the most important thing you learned during your term as AMOA president?

DICK: I learned the value of the association, especially when it comes to dealing with government officials. When I was AMOA president, our relations with the United States Government needed some tuning up. The association has done that. We're putting a lot more time and effort into Washington, D.C. with issues like copyright, dollar coin, the parallel issue and others. These things would never have happened without an association working effectively.

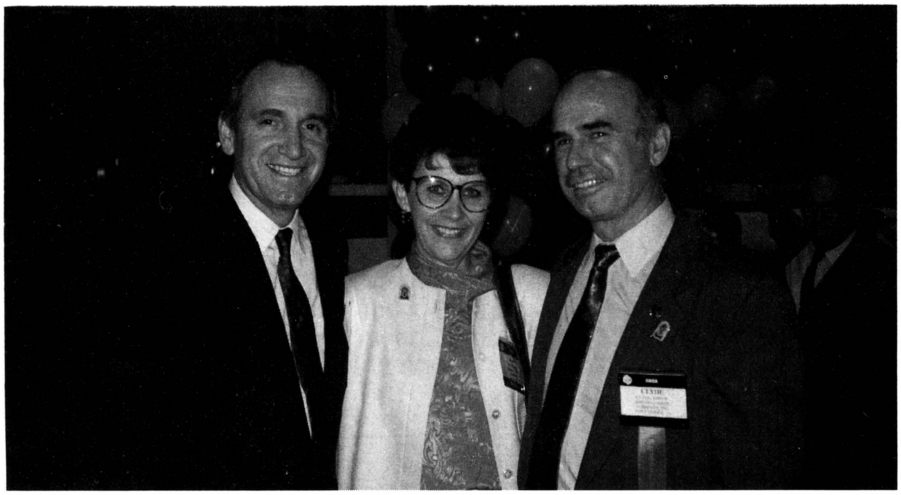
CLYDE: Our industry is quite varied, which makes it more difficult to deal with coin-op as a single entity. As a private businessman, you deal with your own neighborhood. As AMOA president, you look at the industry from a broader perspective. It's an eye-opener. You learn how different each state can be. For example, South Dakota runs gambling equipment. The Northeast has a different emphasis. Rural and city operators have to take a different approach, stressing different types of equipment, in order to survive.

'AMOA has a lot of credibility. The vast majority of operators look at AMOA as fairly and accurately representing their concerns on the national level.'
— Jim Trucano

JACK: The primary thing I learned when I was president, was to listen, to try to understand the problems out there. And you want to know something? The problems across the country are exactly the same as I have in my own back yard in Boston. I reported this to the AMOA Board of Directors and our executives. We started trying to help these people. I honestly thought a guy in Montana or Texas would have different problems but they're the same: the drop-off in cigarette sales volume, restrictive legislation from local health departments, trying to ban cigarette vending machines, gray area machines, the whole gamut. I was really surprised. It dawned on me: the local operator thinks the problem he has, is unique to himself. But it's not unique. Everybody would like a dollar coin, legalized gaming, and so on.

JIM: What was the most important lesson I learned? I guess the perception going into my year as AMOA President was, there was a lot of antagonistic feelings toward AMOA — we didn't do anything, didn't react fast enough, etc. But when you actually get out to state associations, you discover the feelings are a lot warmer and better. I discovered that AMOA has a lot of credibility. The thing is, the most vociferous people are the ones who have problems. The vast majority of operators may not speak up as much, but they look at AMOA as fairly and accurately representing their concerns on the national level. I enjoyed every minute of it.

REPLAY: What do you regard as your main accomplishment



Same place, but a different time . . . then-AMOA President Clyde Knupp (right) with wife Diane and Sen. Howard Harkin during AMOA's 1989 trip to Washington, D.C.

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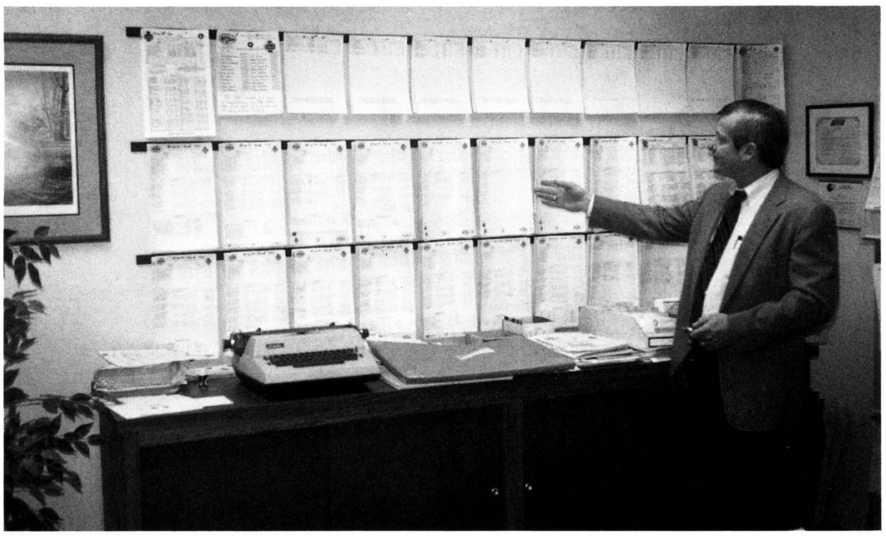
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Former AMOA topper Dick Hawkins back in his D&R Star offices with a wall-full of league sheets. He has been and continues to be among the most active of the industry's league play boosters, playing a key role in the development of AMOA's National Dart Assn. program.

as AMOA president? Which of your actions did the most to affect the association long-term?

DICK: I turned AMOA into a marketing association. Prior to that, it had been more attuned to running a trade show. For years, AMOA was one of the few associations that didn't actively promote its own product. We promoted the industry to ourselves, but not to our customers. Now we have several programs geared to helping the operator's cash box at home. The National Dart Association is one example; our fledgling pinball association is another. The VNEA pool association, which so many AMOA members belong to, got it all started. I've been involved very extensively in all three of these groups over the years. They drive dollars right into the cash box. At this point I think promotion and marketing is the right way to go.

'I turned AMOA into a marketing association. For years, AMOA was one of the few associations that didn't actively promote its own product. Now we have several programs geared to helping the operator's cash box at home.'

— Dick Hawkins

CLYDE: I worked hard to try to unify the operators and the manufacturers. I think as time goes along, they must work together the way they used to. That's how AMOA began, but since then we have separated somewhat. We did quite a few things with AAMA on the trade show, the Ronald McDonald House program, the Kids' Village charity program in Florida. We worked with AAMA for the first year of supplying a game room to the Olympic Village. What we still want to accomplish is the realization that the industry must work as one.

JACK: When I was president, I did something I don't think had ever been done before. I called a meeting with NAMA, AMOA, AAMA, IAAPA and every tobacco manufacturer in the same room, at the same time. I tried to bring together every phase of our industry — tobacco, music, games. We sat down and I said: we are one industry, let's work together. When we go to Washington D.C., we should speak with one voice. We're closer to IAAPA as a result of that effort. AMOA leaders go to the Parks shows and have open communication with them. I also think that was the beginning of the reuniting of AAMA and AMOA. You don't heal old wounds overnight if they go back for years, but over time these will be resolved and we'll look at it as one industry: manufacturers, operators, distributors, food venders, everybody.

JIM: My most important accomplishment is something that probably would have happened regardless of who was president, but I think I raised the level of awareness of the video lottery issue. It certainly was the subject I addressed most, as I traveled to different states. I'd like to think I was able to bring up some concerns that not everyone was aware of, based on my experience with helping South Dakota achieve a legal VLT market some years ago.

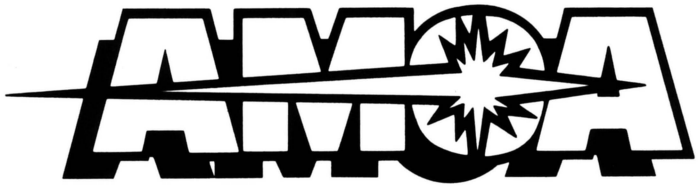
'When I was president, I did something I don't think had ever been done before. I called a meeting with AMOA, AAMA, NAMA, IAAPA, tobacco manufacturers — every phase of our industry. We sat down and I said: we are one industry, let's work together.'

— Jack Kerner

REPLAY: What is the greatest opportunity facing operators today?

DICK: Networking — using computers to tie together games in remote locations for interactive play — offers a lot of opportunity. To me it seems it must be the wave of the future. For the player in the field, who is continually looking for new, additional competition, networking means added excitement. For

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Jack Kerner (with wife Shirley) was the first AMOA president to attend a Japanese trade show. He's pictured here with Taito's Mr. Naganishi and Capcom's Kenzo Tsujimoto at the 1990 AOU.

the operator, networking means greater efficiency and better marketing. Why do you want to send that truck down the road to deliver a game to a location, if you can send information over the phone lines instead? If I understand our laws correctly, networking will allow us operators to market our products together. I like that. In fact, if we approach networking properly, we should even be able to go back and compete with the home video industry, which has had a significant effect on our cash boxes. In recent years, some operators in this county have kind of turned up their noses at video, but there is nothing inherently wrong with the product itself. How operators feel about a particular type of equipment comes right down to dollars in the box.

CLYDE: The greatest opportunity, I think, is organized activities in pool, darts, and the league concept. If we really grab hold of it and treat this marketing tool like a bowling proprietor would, it's a plus that nobody can take away. Too many operators are not taking advantage of this as strongly as they should. As an industry, we need to keep putting more emphasis on this area.

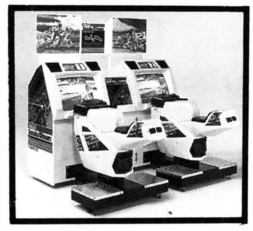
JIM: I think the greatest opportunity is the whole idea of the telco issue. Bill Stone was right two years ago when he brought it to our attention: it's important and we need to pay close attention. If it's approached in a unified manner, and if we get involved now while its in its infancy, then Craig Johnson is also right: it can help us.

'Hopefully we can work together with Japanese coin-op on a worldwide basis, because that's what the industry is becoming.'
— Clyde Knupp

REPLAY: What is the greatest threat facing operators today?

DICK: Video gaming scares me. There's so much money at stake, that competitors from outside our industry want to take it away from us. We can't blame

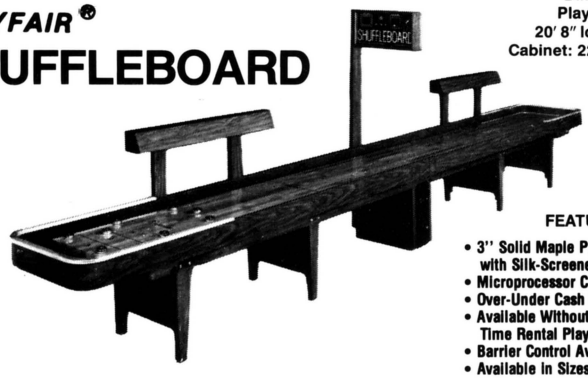
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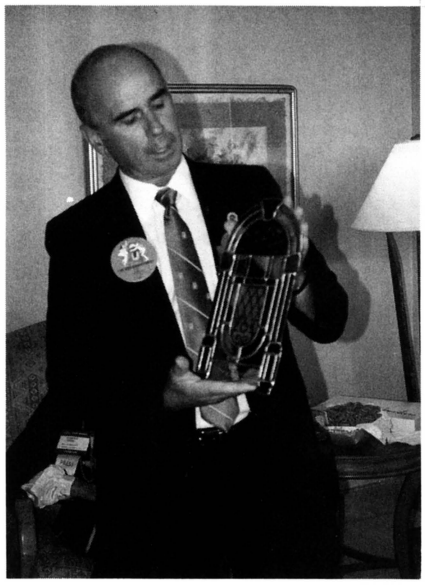
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them, but we must make sure we're smarter. If gaming (run by others) is allowed to hurt our customer base, then eventually we won't be around anymore. For example, casinos in my state of Minnesota have gotten to be a huge business. *[Editor's note: casinos are legal on some of Minnesota's Indian reservations.]*



Clyde Knupp with beautiful stained glass jukeboxes, which were presented to AMOA past presidents at the 1989 Expo. The jukebox centennial was celebrated that year.

Our locations in those areas are suffering dramatically. The hue and cry has gone up from bars, hotels and even the community. Why? Because money leaves town and doesn't come back. We have to stay in the video gaming market and work very hard to steer it properly so our industry survives.

CLYDE: The biggest threat to the industry is our "friendly" government: taxes, regulation and inflation. The devaluation of our currency, and the resulting need for dollar coins, is greater every day. Our pricing is too low; we're just not keeping up with cost factors. Dollar bills are fine, but coins are a lot more accessible as pocket change.

JACK: Networking and video poker are both the greatest threat and the greatest opportunity. Depending on how it comes out, it could be great or terrible. Either one could literally destroy the video and music business. Either one could give us a big shot of adrenalin. I just wish I had a crystal ball, so I'd know which way to direct the future of my business!

JIM: I think our biggest threat is video lottery. As an industry, we've been unsuccessful in duplicating the South Dakota experience, except in Louisiana. Everything I read and hear, coming from those states I visited as AMOA president, indicates it's a tough situation out there right now. I don't hear much optimism.

REPLAY: Can you comment on some other issues for us? We would like your opinion of the relationships between AMOA and the state associations who want financial help from AMOA, for example.

DICK: State operator associations are very necessary organizations. With advent of the video gaming issue in each state, the state associations are more important than ever. I've seen good associations go downhill, and I have seen poorly-run groups transform themselves into great organizations. It all depends on who's running them, and that comes back to the same problem: 10% of the people do 90% of the work. As I mentioned, you need a strong state association and you also need other associations as allies. Unfortunately in many states, our associations don't have enough allies to help us fight higher taxes, create an operator-run gaming market and so on.

CLYDE: We've come a long way in the relationship of AMOA to the state associations. As AMOA president, I had the op-



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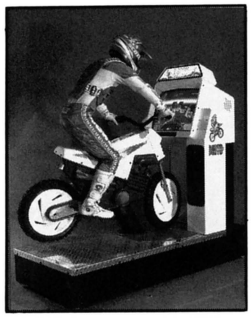
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portunity to put Jim Stansfield in as chairman of the state association committee. He's a tremendous individual and is still in that post. Maybe someday we'll have an AMOA organization that unifies each group, gets everybody singing out of the same hymnal. That's the ideal. The AMOA board has approved fighting some state issues, but it's difficult because each state has its own problems and priorities. AMOA really needs to address national issues, not state issues. I think the board does and will support state issues from time to time, when they threaten to become national problems. But overall, the best approach is for each of us to fight our own battles. If we in Iowa aren't willing to solve our problems, then why should we expect someone else to do it?

JACK: AMOA has always had constant calls for help from state associations. They'd like financial help to fight various battles. We simply cannot do this. Yes, AMOA does have a war chest. It was put into place years and years ago by the fellows who started the association. There's a great deal of money in there. However, it's reserved strictly in case something comes up that could put the amusement and music industry out of business. That fight is intended to take place only on the federal, national level. When it comes to state and local issues, there isn't enough money in the world to respond to all the bans and laws to fight all the battles in every city and town. We do help the operator by providing information. We have a central computer at AMOA headquarters which keeps track of the various laws in each state. If an operator or state association has a problem, they can call AMOA. Our staff will say: why don't you call this other state; they had the same problem and can tell you how they resolved it.



Opening the AMOA's 1989 Expo were incoming president Jack Kerner (pictured with his wife Shirley) and outgoing president Clyde Knupp (with his wife Diane).

JIM: (Chuckles) Why can't AMOA give money to state associations? The "official" answer is: if you give to one, you have to give to all. But behind that answer is one important fact: it's very difficult for AMOA to determine which state efforts are professional and legitimate, and which aren't. Some states have advocated legislation that, frankly, would have been bad for the industry. When many state associations come to AMOA for money, that's all they want. Too often the attitude is, we don't want your opinion, we just want your money. They don't ask for other kinds of help which we can provide — information, testimony, expertise, and so on. And those are the things you should be getting, long before you put your hand out for contributions.

REPLAY: What is your view of the relationships between AMOA and other trade associations like AAMA, NAMA, JAMMA, and IAAPA? How important are these relationships, and how strong are they?

DICK: You know, when you go visit a legislator at the state or



Taking the reins as president, Dick Hawkins holds the ribbon as outgoing prexy Al Marsh does the honors with the scissors, opening AMOA Expo '86. At right, new First VP Wally Bohrer.



AMOA President Jim Trucano with Masaya Nakamura and Bill Rickett at the first-ever, three-way summit meeting between JAMMA, AMOA and AAMA (it was held during Expo '91).

national level, you quickly realize that politicians make no distinction between the manufacturer, the distributor and the operator. In their eyes, we're all "the coin-op amusement industry"... period. Every time I talk to a politician, the main thing he wants to know what association I'm in, what our coalition is, and what other groups are behind us. That's the greatest value of associations. So I've always felt it was to the betterment of the industry to work together, not fight. JAMMA has made overtures to AMOA, and that's good. NAMA, AAMA and AMOA are good examples of associations working together for dollar coins. Political alliances like these are good for all of us and good for our ultimate customer, the location.

CLYDE: Dialog between AMOA and JAMMA was just beginning when my term as AMOA president ended. Jack Kerner followed me, and he had the opportunity to go to Japan as AMOA president. Our cultures and practices are different, so it's good and healthy that we talk. Hopefully we can work together on a worldwide basis, because that's what the industry is becoming. For instance, the Japanese may have a better chance to take advantage of rapid changes in telecommunications. We can work together if the factories and those with deeper pockets decide to provide some technology we can all use.

'If you're an average operator, AMOA membership makes money for you. But we haven't convinced enough people of that.'
— Jim Trucano

JACK: Dialog between all the different industry groups was the primary thing I wanted to keep going after my presidency. I came up with the AMOA Manufacturers' Council — a kind of "think tank" for operators and manufacturers to brainstorm about our problems and possible solutions. Since its initial formation, we've also added representatives from distributing and parts suppliers. We do some important work on anything and everything to taxes to show planning, standardization, advanced technology, and many other issues. In addition, the Manufacturers' Council has really opened up communications between several of the associations you mentioned.

JIM: I think our relationship with JAMMA is good, although it's still growing and has room for more progress. Our current AMOA president, Gene Urso, has made a real effort to build on what we started. He's done everything you could do to make the relationship move along as quickly as possible. Naturally, you don't merge the agendas of two associations overnight.

REPLAY: What's your view of parallels?

DICK: From my point of view, the parallel issue was for the betterment of the operating community. We hope the current situation brings product at prices we can afford. To me, all our industry asked for was a standard set of rules that applied equally in every major world market. Legalization of parallels has given us a choice between dedicated games or kits if we want them.

CLYDE: Parallels were hot and heavy during Dick's and Wally's terms, and this issue was still a hot potato during my term. We always said parallels were not the operators' problem; we felt the manufacturers must decide how to deal with controlling the flow of distribution and

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policing their own markets. The crucial point for me was this: we as an industry still need the distributing sector. As president, my message on parallels to my fellow operators was that you must work with your distributor. You are dependent upon him. The manufacturer, distributor and operator are all vital to the industry's success.

JACK: The parallel controversy was going on while I was president in 1989-90. Like many operators, I had been brainwashed to believe that a parallel board was stolen. Nobody really wants to run knockoff boards, so I could not understand why anyone would want to operate a parallel. But I found the guys near the Canadian boarder could buy a legitimate parallel for half the price I paid. Wait a minute, I said. Is this legitimate or not? AMOA took a stance on that when I was president. We looked at what Red Baron and AAMA were doing, and we let the board decide. Today it's a settled issue. There are still some questions in my mind, because some companies do offer to sell so-called parallels to the operator . . . but after you buy one, it sometimes turns be an illegal knockoff. I believe nobody should buy, sell or use illegal equipment. However, some very respected people in both AMOA and AAMA are dealing in true parallels today. Because of their stature and reputations, I'm sure what they are doing is completely legal and above-board.

'I've often heard the question, why should I belong to AMOA, what have you done for me? That's a fair question. The answers are marketing, legislation, and education!'
— Dick Hawkins

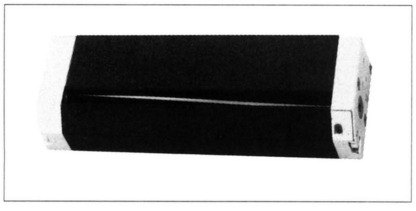
JIM: When I was AMOA president, the decision had already been made by Congress that parallels would be legal by January of 1992. Everybody I talked to felt it would be a non-issue, because the market was moving toward kits or high-end simulators. To my mind, parallels remains a non-issue. I don't see any knockoffs around (although maybe if you look hard enough, there are some). Nor do I see any great reason to buy parallels. It's just not worth it.

REPLAY: What is AMOA's greatest strength?

DICK: AMOA's strength is its leadership. They are doing a great job. Our leadership selection process is not quick. You spend two years as a member of the board of directors. Then three board members are moved

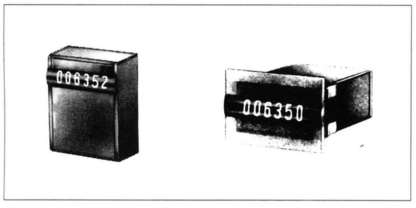
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up to vice president. After that, if they move up the line of succession to finally become AMOA president, the total is a nine-year commitment. That's a long time.

CLYDE: The greatest strength is the number of people working together. Look at our dart league programs and how the number of charter holders is growing. The same is true with pool. These programs create more and more unity and singleness of purpose. The Washington Conference is also starting to jell: if we have serious problems, AMOA is ready to take action and fight bad legislation. We've come a long way since I first came on the AMOA board some 13 or 15 years ago!

JACK: There is no one, single strength of AMOA. Our strengths cover the entire association: the way it's organized, the hard work of the officers and board, the programs we offer, the staff which is running things day-to-day. Some operators may not realize it, but AMOA is really tuned in to all the problems. Sure, we'd like to have a magic wand to solve them instantly, but we do offer many, many programs to help the operator. In addition, I think AMOA has the best and most professional staff money can buy. John Schumacher, Cathy Carlson, Kim Rundle, Fred Newton and the rest are knowledgeable and dedicated. Their phone lines are always open. We added an 800 number so operators can call free of charge to ask for help. If the AMOA staff doesn't know the answer, they'll find out and get back to you.

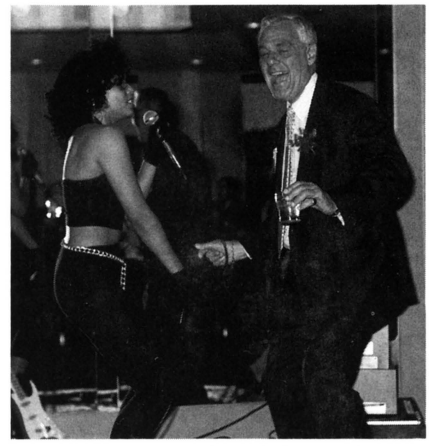
JIM: Our greatest strength is the organizational structure itself. We find ourself in good shape today, based on what was started in the 1940s and continued by every president since then. A second strength of AMOA is, we're very representative of the national population of operators. Third, I think we do a good job of representing their concerns.



Dick Hawkins and then Speaker of the House Jim Wright during the group's 1987 D.C. trip.

REPLAY: What is AMOA's greatest weakness?

DICK: That old saying that 10% of the people (or less) do 90% of the work, is the weakness of any association. . . and I've served in a number of them over the years. AMOA's weakness, if it has one, is the ability to recruit businessmen or women from our industry who want to take the time to serve in the association. We've got a tremendous amount of very bright people who could do heck of a job. Finding people to take the time to drive the association, is what makes it great.



RCA recording artist Tyler Collins performed a special dance for then-incoming AMOA prexy Jack Kerner (who did a dance of his own!). See, there's fun at the top, too!

CLYDE: What really needs to improve, is that we need to have a larger percentage of operators as members of our association. NAMA, for example, has a larger percentage of their venders who belong. We need and could use that larger member base. Distributors could really help us in that, and so could manufacturers.

JACK: I am also one who thinks AMOA's biggest problem is with the people who don't belong. Most of those trade members who don't belong to AMOA and don't attend our shows, can't possibly realize what AMOA has to offer. They're laboring under the misconception that AMOA is for the "big operator." The truth is, AMOA was really started for the small operator. I could talk for a half an hour about all the advantages AMOA has to offer — education, promotion, market development, our Washington conference, standardization — it goes on and on. Instead of complaining about AMOA, I wish the critics would come to one of our shows, and find out more about us! I invite everybody to come join us down in Nashville for our Oct. 1-3 expo.

JIM: Our greatest weakness is, we haven't effectively gotten our message across to those who aren't members. If you're an average operator, AMOA membership makes money for you. But we haven't convinced enough people of that.

REPLAY: How do you feel about the youthful new officer team that's coming in October? Did AMOA make a deliberate choice to create a new generation of leadership, or was the age factor simply a coincidence which reflects the individual talent of each officer?

DICK: I'd like to think it was a little of both. So many times, I've seen associations put the older generation in charge, because that leadership role can be a



Jim Trucano during one of his many road trips as AMOA president (an AMOA president sure earns a lot of frequent-flyer miles). This stop was the N.E. Regional Conference held in May 1991 where Frank "the Crank" Seninsky (N.J. association prexy) was honored as "Man of the Year." They are pictured with two other heavyweights: N.J. Gov. Jim Florio and Sen. Tom Foy.

nice way for older people to cap off their careers. Personally, I believe in giving responsibility and authority to the younger generation. They are not capping off careers; they are building careers and building the industry. It's our young people who will make us alive and healthy. We veterans can still guide them, but I've served my term at the helm. Now it's time for some fine new talent to step up and take charge. The four people who will become AMOA officers in October, were picked because of their talent and energy to pursue the issues before the association. Tremendous talent is definitely there.

CLYDE: I think installing a group of younger leaders atop AMOA is very healthy. We've got some really sharp individuals coming into our leadership, people with tremendous background and strengths. With them in positions of responsibility, we have some good years ahead. Of course, this isn't the first time we've had young leadership. Fred Collins must have been awfully young when he was president! The Past President's Council giving advice is fine, but you don't want to wear out your welcome. The four principle officers should be setting their own priorities. In fact, I think AMOA presidents should have a little more authority than our association gives them now.

JACK: I think it's wonderful to see the youth coming up. They've got the vim and vigor to get a lot of things done. We didn't make a deliberate choice to put the next generation into the AMOA officer slots; it's simply a consequence of what's happening in the business. Many of us have sons, daughters or other relatives in key positions in our own businesses, and they are very bright and capable. When you think about it, some of them have been in the business almost as long as we have: they grew up in it!

'Networking and video poker are both the greatest threat and the greatest opportunity facing operators. Either one could literally destroy the video and music business. Either one could give us a big shot of adrenalin.'

— Jack Kerner

JIM: I'm looking forward with eager anticipation to the new slate of officers. I think they bring a fresh perspective to the industry. This happened for a simple reason: our nominating process selects the best people on the AMOA board at the time, to be in those chairs. It also happened because, all around the industry, coin machine operating companies are getting into the hands of the second and third generation. So AMOA is just naturally experiencing that same changeover. And let me add this: if anyone is unhappy with our youthful officers and board members, they need to nominate some other candidates!

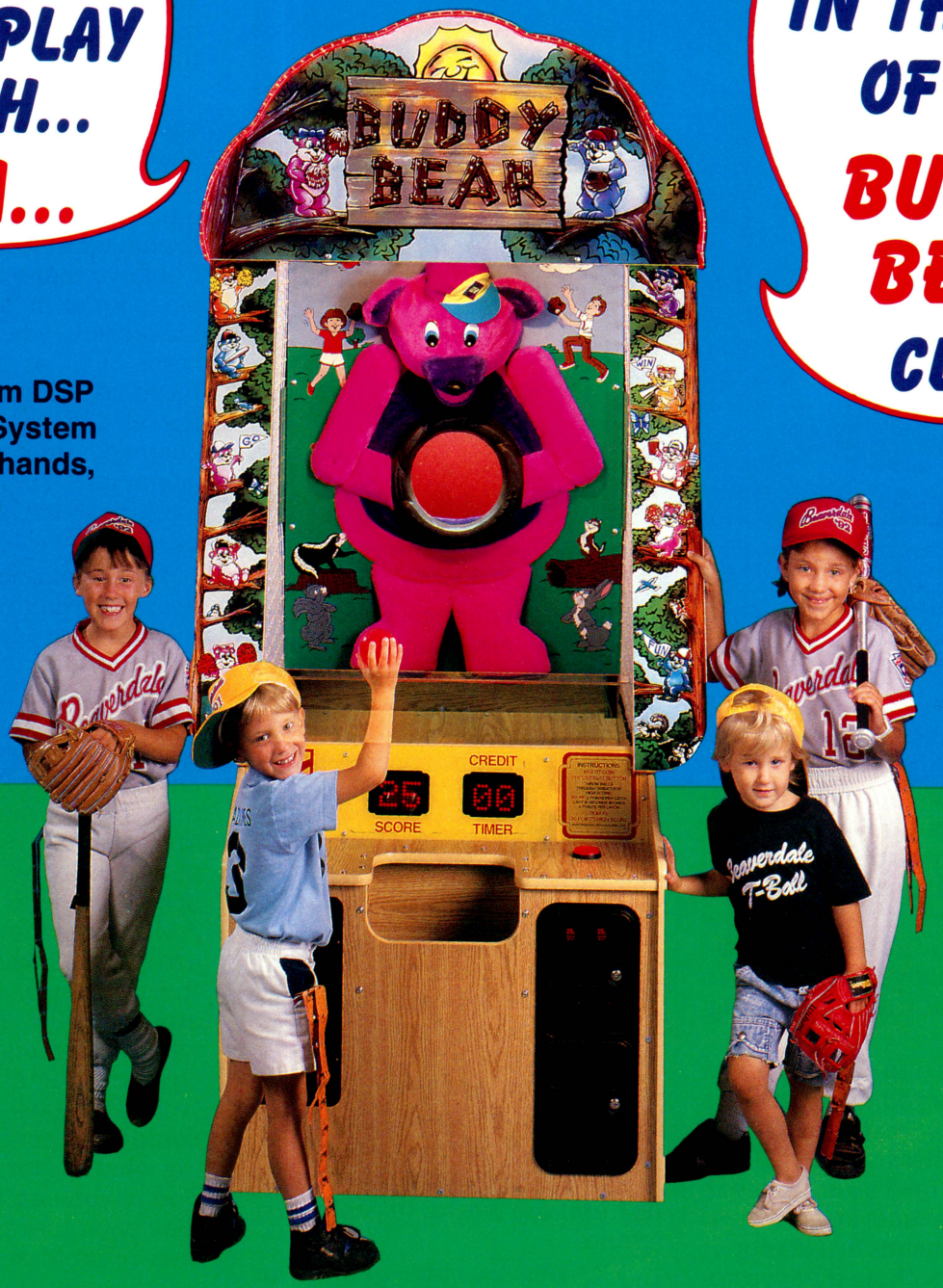
REPLAY: Where would you like AMOA to be in 20 years? What is its future?

DICK: I have a close personal relationship to AMOA and I hope it will continue to grow in education, marketing and legislation. In my view, those are its three focal points. If AMOA will do that, it will be a healthy association in the next 20 years. If it doesn't, some other association will do the job for the operator. That's the unique thing about capitalism: when you quit serving the needs of your people, somebody else will. I've often heard the question, why should I belong to AMOA, what have you done for me? That's a fair question. Answering that question is the job of leadership. The answers are marketing, legislation, and education!

CLYDE: If in 20 years we could be more like the bowling proprietors' association, that would be very positive. By that, I mean we should be a mature industry in the areas of marketing and promotion. Like the bowling industry, we should use leagues more to draw people into our places of business, to guarantee activity, and to generate income every night of the week. We should also have state and national promotions and advertising to get people signed up for our leagues

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Current AMOA president Gene Urso and Dick Hawkins enjoy watching a congressman play a game of pinball at the reception held during this year's D.C. conference.

. . . again, just like the bowling industry does. Bowling has long been our model and it still is.

JACK: I just think if we could unite every phase of the industry, we'd be better off. If a manufacturer has a problem, then so does the operator. If the jukebox people have a problem, then so do the pinball people and crane people. Everybody's in the same boat! Ideally, the day will come when everybody realizes this in their bones, and acts accordingly.

JIM: I'd like to see AMOA at the point where membership is mandatory for survival. I want AMOA membership to mean as much to the operator, as membership in the American Medical Association means to a doctor. It should be something that you absolutely must have, in order to be credible. And I really think we're going in that direction.

REPLAY: What is the future of operating? Will tomorrow's operator be larger, more professional, more comfortable with computer technology?

DICK: What's the future? Let's look at the past. There was a time when we operated battery-run jukeboxes. Today our CD jukes can offer 1,000 tunes. The future of our industry is bright, but we must change, go with the flow, offer new equipment. Telecommunications has got to be it. If Dick Hawkins isn't smart enough to figure out how to take advantage of the opportunities in new technology, I hope and believe I can find somebody else in my business who can do it for me. Advanced telecommunications means more cooperation between operators has got to be part of our future, too. I do not think each operator will sit around by himself and survive as his own little entity. Actually, cooperation between operators is already happening: VNEA, NDA and IFPA draw operators together from all over the country and the world, to promote a game.

CLYDE: An older gentleman told me once that successful operators do grow bigger, but sometimes these combined routes also break up. The small operator still has the most opportunities of anybody. He can do business in the area he lives in, much better than somebody can who is coming from afar. In this industry particularly, size doesn't mean everything. Sometimes cost escalates with size, so it can actually be a disadvantage. You see a lot of start-up operations in many other industries today. I think coin-op will always have a prominent place for the small operator.

JACK: What is the future of operating? There will always be a vending industry, but 25 years from now I think it will be completely different. I can't even dream what it will look like, but I believe there will always be a place for us in the entertainment business — whether we work on coins, bills, or debit cards. Our business can stay basically healthy as long as manufacturers keep spending a fair amount of money on R&D and offering new, exciting experiences to the public.

JIM: Personally I think the operating environment is going to change dramatically. A technological shift is coming that will throw us into a crazy time. Of course, I've been predicting this for three years and it hasn't arrived yet! But it's getting close now. Those who are willing and able to adapt, will survive with new tools in their arsenal. Those operators will be, first of all, AMOA members because they are the ones who are exposed to the necessary information. At any rate, the environment we work in is going to be different. Operating is already different from 15 years ago, when you could run a route without knowing what the term "ROI" meant. Today you can't. We've come a long way: there is a vast difference of professionalism between today's operator and the operator of a generation ago. I'm confident that trend will continue.

REPLAY: Any final comment or personal statement you'd like to make?

DICK: When I finish serving on the Past Presidents' Council, it will be my 15th year of active work in AMOA. That's a long time! But it's been a very good time and I've enjoyed it. For the future, we've got some great people coming into our association leadership, and some great ideas

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coming to the marketplace. Let's hope we're smart enough to take advantage of both.

CLYDE: I have a comment about the requirements for success in our industry. Like everything else, it often depends on human relations...on learning something about the person you "thought" you didn't like. Once you get to know him a little better, then you find out he's not such a bad guy after all. Based on the idea that people in our industry should get together more on a social basis, I'm a big supporter of an annual manufacturer-operator golf tournament we hold in Chicago. Don Hesch and Gil Pollock organized it a few years ago. About a dozen operators and a dozen manufacturers usually attend. It gives industry people from different avenues a chance to get to each other, and that's good. It's an informal event, not directly organized or approved by the associations, but it's a good time and we hope to keep it going.

JACK: On a personal note, I would like to say this business has been very good to me. If I can give something back, it's my pleasure. At this point in their careers, some people might prefer to fish or play golf, but I like what I do. I can't wait to get to work every day and I'm here at 5:30 every morning. So I feel very fortunate.

'The small operator still has the most opportunities of anybody. He can do business in the area he lives in, much better than somebody can who is coming from afar. In this industry particularly, size doesn't mean everything.'
— Clyde Knupp

JIM: I'd like to say I think the trade press has done a very good job of accurately representing what's going on in this industry. It's been very faithful to advertisers and subscribers alike. Unlike the press in certain other industries, coin-op journalists have not trashed our industry in print. Instead, *RePlay* and its competitors have helped us present the most positive image of our industry to the outside world. At the same time, you have preserved your own credibility by telling the truth as best you could, to those inside our industry. I think this approach has been very helpful to everyone.

REPLAY: Thanks for that vote of confidence, Jim. And thanks to all of you for your dedication and service to the industry. Thanks to your efforts, AMOA and the entire coin-op trade are better off today!

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Mortal Kombat *vidgame has ultra-realistic digitized graphics*
Black Rose *flipper has miniature cannon that fires a pinball*

The only thing better than a great-playing game, is a great-playing game that earns a ton of money. Well, two strong candidates are just out from Midway Manufacturing Co. (a division of WMS Industries, Chicago). Stunning graphics (and stunning test earnings) highlight *Mortal Kombat,* a sensational new street-fighting video game.

Over on the flipper side, Midway's new Bally pinball *Black Rose* features the swashbuckling adventure of piracy on the high seas. Both new games should take operators into the fall season with powerful lineup of coin-op entertainment.

VIDEO: MORTAL KOMBAT

Dedicated versions of *Mortal Kombat* began shipping last month; kits will come later. This video uses the ultra-realistic digitized graphics that Midway pioneered and perfected on earlier games like *High Impact* and *Terminator 2.* The storyline features seven of the world's best martial artists (each with his/her own unique powers, plus a colorful name, personality and detailed resume worthy of a Marvel Comics hero). The seven gather at the secret island fortress of an infamous warlord. On the island, they take on all comers (and each other) as they stage a "fight to the finish" street tournament.

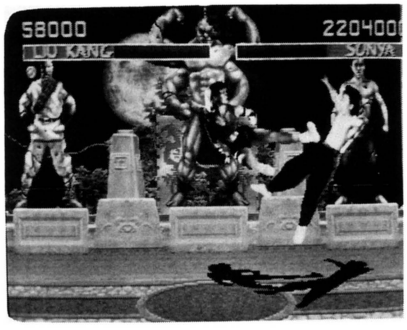
Characters include a karate movie star; a high Shaolin priest; a mercenary with political world-dominating ambitions; a mystery character; a ninja; a female U.S. Special Forces fighter; a godlike mystical warrior; and a half-human, half-dragon who is the current title holder.



Midway says the game offers "more fighting than ever before" with head-to-head player competition, 8-way microswitch joystick and five button controls for kicks, punches, blocks, combination moves and death-defying secret moves. In the two-player mode, the game provides a best two-out-of-three match to determine winners. Single players can pit themselves against all six other adversaries before advancing to a special "mirror" match against their own character. Victory here means a battle against a











four-armed mutant, then a final showdown with the island's treacherous warlord. After every five matches, a "test your might" sequence lets players smash through boards, stone, steel, rubies and diamonds.

Players will love the action and operators will appreciate the exclusive diagnostic package ad full range of dip-switch settings. These can be used to tone down the violence — which reportedly goes beyond the typical range — so the



game will be more acceptable in certain locations.

PINBALL: BLACK ROSE

Black Rose, the latest flipper in the Bally line by Midway, conjures up all the excitement of swashbuckling pirate lore. To us, this looks like one of the most creative and imaginative pins from the Williams-Bally/Midway dynasty in a long time (and that's really saying something, when you recall their long list of winners).

In *Black Rose,* the silver ball actually becomes a cannonball, and players become the "Errol Flynn of the flippers," as they push a special fire button on the front control panel to set off a miniature cannon (a silvery model which can come up to playfield level and is positioned just above the flippers). Firing at flashing "jewel" and "treasure" targets lights the letters "SINK SHIP," thus



setting up a 10-million-(and up)-point broadside shot.

The ball can come "cannon-balling" right back out at you as it's fired out of the mouth of a black tube in the back wall of the playfield box. This tube is the "cannon" of an enemy ship target which is painted on the wall. The ball shoots out, rolls down twin guide rails and deposits on the playfield just above the lower flippers.

As if that's not wild enough, players can venture to the "Pirate's Cove" where balls are locked up for two- or three-ball play. Run up the Jolly Rodger as you spiral through the "Whirlpool Ramp," where scoring levels can advance all the way to Extra Ball or Million-point opportunities. The player can cross swords in the power-packed jets, plunge to the depths of "Davy Jones' locker" where hitting targets banks will let the pinball drop below the playfield and go inside the cannon to load it and bring it "above deck."

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ARACHNID: STILL OUT FRONT

dart game manufacturer 1st to offer modem-based amusements; they're already saving time and making money for operators

The leader is still out front! Arachnid, Inc. (Rockville, Ill.) was the first company to manufacture electronic dart games. They were first to create a nationwide system of leagues and tournaments for soft-tip darts. They were the first to introduce "Cricket" to electronic darts.

Now, Arachnid has another first: they are the first coin-op manufacturer to offer modem communications for non-gambling equipment. Across the country, some 4,000 Arachnid *Galaxy* dart games are in the field... and *Galaxy* operators received communications software in July to make the units modem-capable. It was a free upgrade, something Arachnid had promised to provide when they first introduced *Galaxy Darts* last year. Arachnid has kept that promise.

"THIS IS THE FUTURE"

"In our view, *Galaxy* is the only smart game in the world to buy," declared Arachnid President Bill Ward. "If I were an operator, I wouldn't consider buying anything else."

Apparently plenty of operators agree with him. "I've had customers place good orders for our model 6300 or 6500 games," said Sales VP Marcio Bonilla. "I told them: 'I'll sell that to you if you want, but I think you're making a mistake. Think about buying a *Galaxy* game and getting our league master system.' Once they understand that this is the future, they change their order."

Arachnid likes to stress that *Galaxy* is the most obvious component of an integrated operator support system. "We're not just selling a machine," said Marketing VP Sam Zammuto. "It's a complete package: gameplay, leagues, tournaments. The beauty of *Galaxy Darts* and our computerized league master system, is that it allows you to drastically minimize league administration."



"We're pioneering in some new areas that haven't been approached by other manufacturers," said Arachnid's chief engineer Gene Harlan. "It's been a challenging year, but we've learned a lot from our operators who have been testing our system and giving us feedback. Now that the modem communications are up and running, operators say it's working great. This requires some new things to happen in the operator's office and on location, but all of these new things are good!"

EASY TO LEARN, EASY TO RUN

The modem software is just the latest in a long series of free upgrades to *Galaxy Darts*. Arachnid has honored numerous requests by operators to modify the game. "We have given free updates as we've gone along because league play formats have changed," said Bill Ward. "For example, operators went to combine leagues that play different games in sets — such as 301, 501, Cricket, etc. These games used to be played by different, specialized leagues. Or when a brand-new game like 301 Masters is created, operators asked for new chips to let players do that."

Modems, the latest upgrade for

TOP GUN CHALLENGE SCREEN SEQUENCE



Insert required amount of credits and position pointer to Top Gun Challenge and press "Enter".



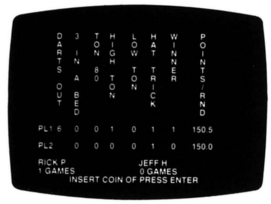
Select the game to be played in this challenge. Screen will also indicate how many games in a challenge.



On this screen the challenger will select his name first and then opponent will follow.



The challenger (lower ranked player in the challenge) will throw first.



After the first game is complete Galaxy will display statistics for that game.



The loser of the first game will throw first in the second game.



The challenger has defeated his opponent and taken over his position on the ladder.



The winner of the challenge will take the losers position (if it is higher) on the Top Gun Challenge ladder and date of last challenge.

Galaxy, are pretty simple to run, operators said. Arachnid's entire "league master system" consists of a modem, memory cards and office computer software called "Dartman II." Several operators told *RePlay* the "learning curve" for locations, players and operator employees to get the hang of all this, is one week or less. (If you like, Arachnid will gladly send somebody to your office to help get you, your staff, your locations and players up to speed.)

Basically, this newest upgrade for *Galaxy* means installing a piece of free software into the ready-made slot on the dart board; buying and installing a modem; and plugging a phone jack into your dart games. Using the location's phone, modem-equipped *Galaxy* games can automatically transfer league statistics over normal phone lines to the operator's computer.

MODEMS HELP THE OPERATOR'S BOTTOM LINE

For league operators, it's a welcome revolution: less work, more money! Modems on location mean more fun, less work for players, too. Some operators may be able to charge higher price per play on this basis alone, Arachnid said. Matches can be played faster with *Galaxy's* automatic scoring, which means more games can be played in less time. Again, more money goes into the cash box.

Back in the operator's office, modems also mean greater productivity. Employees spend much less time doing league administration. No more driving to locations to collect league data. No more tedious hours of entering league stats into the office computer, etc. The employees' valuable time can be spent on other tasks.

That's another savings that goes straight into a healthier bottom line. Without computer help, some operators need one full-time person just to perform data entry for every 150 league machines. With *Galaxy* and the league master system, one employee could run up to 2,000 games, Arachnid said. If you're an operator with, say, 100 *Galaxy* games, a part-time person could handle all league administration chores.

Finally, modems mean operators can post current player standings on location, almost overnight. This attracts players back to the location even sooner, and encourages even more play and more liquor consumption, generating more revenues for operators and locations alike.

THE LEAGUE MASTER SYSTEM

Modem capability is the crowning component of Arachnid's state-of-the-art "league master system" — a total league administration package which uses software in the game itself, more software in the operator's computer, and a set of plastic wallet-sized cards to record all needed statistics for individual players, teams and whole leagues. By using these "memory cards" which are inserted into the game, players don't have to find pencils and forms. They don't have to keep up with statistics as they go along. The computer records all data, leaving players free to just relax and enjoy the competition.

The cards are pre-programmed to "tell" the machine which team is playing, who the players are, and in what order team members will play. The machine takes all of this information and (besides recording stats) creates personalized messages on the game's CRT screen: "Your turn, Joe."

With or without the modem, the league master system means no more worries about record-keeping errors and lost score sheets. With or without the modem, the computer in each *Galaxy* game accurately records stats on each player in 12 or more categories (feats, score per round, final game score, SPRE), etc. The game also records the performance of each team.

As stated, operators can collect this data via modem. But again, even without the modem, the operator can visit each location and extract league data by using his own operator "memory card." Either way, the operator can flawlessly transfer that information into his office computer . . . which contains Arachnid's "Dartman II" league software package. This software will incorporate all league data



Arachnid's Marcio Bonilla (left) shows his firm's *Galaxy* dart game to Dave Fonder.

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from modems or memory cards, then update individual and team standings automatically. Results can be printed and distributed as usual.

OPERATORS GIVE ENTHUSIASTIC ENDORSEMENTS

About two-thirds of *Galaxy* operators are already using the memory cards and office computer software from the Arachnid league master system. Another third of *Galaxy* owners made "an investment for the future," knowing the game represented coming technology they would want to take advantage of. Now that modems are available, the full system is complete. This year and next, Arachnid hopes to train any and all remaining *Galaxy* operators who haven't started using the computerized data system yet.

Operator Dwaine Kramzar (Kramzar's Amusements, Springfield, Ill.) told *RePlay*: "I'm really happy with the *Galaxy* system. It is the first exciting thing that's happened in years. It really puts new life into your leagues. We just purchased several *Galaxy* games and have one of our summer leagues up and running on it already.

"The learning curve (for the woman in our office who administers the league) was just one week," Dwaine noted. "Now she's really comfortable with it. We've got absolutely accurate stats, which we never really had in the past due to player entry discrepancies on the score sheets.

"Reception from the players is great, too," Dwaine continued. "Arachnid's Dave Shultz came down and spent a week with us, introducing the computerized scoring to each location. Players were used to doing the old score sheets by hand, but they had immediate confidence in the new computerized system. Now the machine does the work. I think it's the greatest thing that ever happened. My favorite part of it is, a player can go in and just play darts and drink beer. They have no paperwork obligations."

Dwaine noted money-in-your-pocket advantages of the new system: "It reduces time for league play, taking an average of 20 to 30 minutes off the time required from a match," he said. (That's a 25% time reduction per match.) "Eventually this means you can increase the amount of games played in an evening, which means more revenue," Dwaine pointed out. "It also means more liquor consumption, so locations are tickled with it too."

MORE HAPPY OPERATORS

Mike Dawson (Lawson Music, Winterhaven, Fla.) is another very satisfied customer. "The *Galaxy* modem communications works great," he smiled. "We have about 25 machines on line at this point, and we're looking to have everything outside a 20-mile radius on line within probably six months. There were a few little bugs at first, including getting our office staff up to speed, but we licked that in about a week. In fact, guys with very little technical background were able to pick it up in about two days.

"This innovation is extremely important for dart leagues," Mike declared. "The *Galaxy* modem opened



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Arachnid's Bill Ward, Sam Zammuto, Marcio Bonilla, Mike Tillery and John Martin.



Members of Arachnid's engineering staff out in front of their facility.

up some outlying areas so we didn't have to send somebody there every night collecting score sheets. This helps players get that information back. Arachnid has been very good about working with us on suggestions we make for additional capabilities. *Galaxy* is a great way for operators to get their feet in this new era of communications technology."

A small operator we spoke to was also quite pleased with the league master system. David Lethert and his son Bill are the whole staff at their Mendota Valley Amusement, Inc. (Inver Grove Heights, Minn.). "We've been very pleased with Arachnid's new technology," he said. "They've been very good about keeping their commitment to provide software updates without a quibble or a question. That's unique in this industry. Manuals are good too. The modems are very simple to install, and games are very simple to maintain.

Galaxy has helped us take over two more locatons," David added "It's a great selling point to locations because it means they don't have to do anything any more except get their share of the coins. We plan to change all our dart games in league locations to *Galaxy* by fall and have all of our leagues on the modems system."

ARACHNID'S PEOPLE

Located in Rockford, Ill., Arachnid has been around for well over 12 years. Their plant has just increased to 185,000 sq. ft. in four different buildings. About 40% is devoted to manufacturing, 30% to office space and 30% to warehousing. After starting with just a couple of folks, today the company employs some 200 people. Owners John Martin, Mike Tillery and Steve Tillery are busy behind the scenes, giving their expert input on products and marketing.

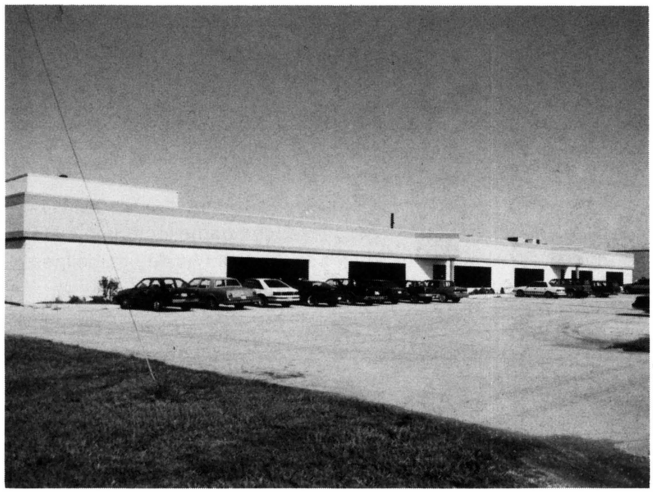
Out front is the "A Team" of Arachnid's famous faces. President Bill Ward, Sales VP Marcio Bonilla, Marketing VP Sam Zammuto and Engineering Chief Gene Harlan are familiar sights at trade shows (they keep getting called up on stage to accept awards from operators).

The "A Team" is also familiar from their extensive road trips to support and educate their customers. "We're still teaching dealers and operators how to run leagues and our league software," stated Marcio. "We've hired a new engineer to travel to operators' offices, spend one day with the customer and physically set up the software in their computer and link it to the games on location. We teach them how it works, here's how to run the modems, here's how to enter or manipulate the data and administer the leagues. If they've never run darts or leagues before, we start with that and stay there for sometimes two weeks or even a month. We're doing this program in the United States, of course, and now we're starting to do it in Europe and Mexico. It's just part of how Arachnid works."

Added Bill Ward: "We also have guys out in the field teaching dart promotion. They've become proficient in operating the system too and they give refresher courses or teach the system. So we've added one more lesson to our lesson plan — not just games and leagues, but









how to operate computers and link them into a network!"

ARACHNID'S PRODUCTS

The company's product line embraces both amusements and — coming soon — gaming. *Galaxy Darts,* also known as model 8000, is their leading product today. Also available in darts are the model 6500 (English Mark Darts and Coors versions). The model 6300 "T" (with top monitor for easy viewing by bar patrons) comes in three versions: English Mark Darts, Coors, and oak cabinet. Also available are model 6300 conversion kits (updates models 4500 and 5000). Coming in time for the AMOA Expo is a *Galaxy* conversion (updates model 6300). On the consumer (non coin-op) side, Arachnid's dart line includes home electronic wall mount units, non-electronic soft-top dart games, and dart accessories.

In the gaming market, Arachnid's video lottery terminals aren't for sale yet, but are being completed for availability by year-end. Three models are expected: a woodgrain upright; a black cabinet version; and a casino-style. Arachnid is a licensed VLT manufacturer in Louisiana and is licensed by the Atlantic Lottery Corp. (which handles much of Canada's VLT market).

YOU AIN'T SEEN NUTHIN' YET!

Arachnid plans to keep on innovating . . . and to keep leading the industry to higher game earnings and better game operating. In the future, *Galaxy* modems may also be linked to non-dart equipment at the same location — maybe videos and jukeboxes made by other companies. This will allow operators to collect data from all these types of equipment in the same money-saving, time-saving, effort-saving way.

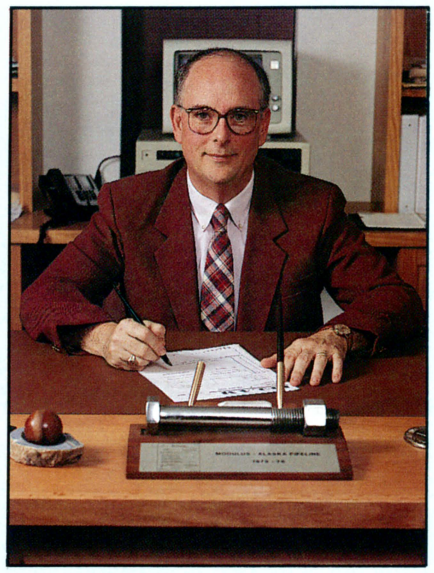
Operator Mike Dawson forecast: "Modems will open up unbelievable areas for our business. I can't wait for jukeboxes to get with the program, so we can send a man out with the exact CDs or parts he needs to reprogram or repair the box, the first trip. I'm also looking to tie location alarms into the same modem communications. It will cost the location money, but it also protects their building and our equipment. Nobody else can provide that service like an operator. And there are thousands of other things our industry can do with modems, too."

Arachnid is well aware of the possibilities. "Many new things are coming in the future," promised Bill Ward. "We can see our equipment interlinked with others. There's no need for several modems in a single location. We plan to offer hardware that will allow communication to that equipment, through the Galaxy system. This would be particularly useful in areas like jukes where data is being generated on popularity programming. In fact, another manufacturer has already asked Arachnid if they can make their game compatible with the Arachnid modem. We're looking into that."

As Gene Harlan said with a smile: "The Arachnid engineering department will be busy for a while!"

For more information, contact your authorized distributor, or for referral, call Arachnid at 815/654-0212 or toll-free at 800/435-8319.





Above, Skee-Ball's Chalfont, Penn. headquarters where the firm builds *Skee-Ball* alleys in various lengths (including a mini), *Skee-Toss, B.C.* and *Barnyard Babies*. Below, a look inside the factory shows the products in various stages of completion.

Company President Joe Sladek. He purchased the game factory in 1985 and holds to the strict quality guidelines Skee-Ball, Inc. is known for.



SKEE-BALL, INC.

Chalfont, Penn.-based manufacturer of popular Skee-Ball *takes pride in producing redemption products of quality and innovation*

Skee-Ball, Inc. president Joe Sladek is one lucky guy. Running a company he describes as an "old-time firm with progressive ideas," Joe enjoys the best of two worlds — tradition and innovation. The combination has made *Skee-Ball* the longest-lived classic game in all of redemption. Today, their famous game remains one of the "must-buys" in the industry.

Skee-Ball was invented and patented by J.D. Estes of Philadelphia in 1909. The first *Skee-Ball* alleys were sold and distributed in 1914 through such companies as Wurlitzer Co., the Philadelphia Toboggan Co., and finally Skee-Ball, Inc. itself starting in 1977 (which really had existed all along in the Philadelphia Toboggan Co.). Then in 1985, Joe Sladek bought the company from its original owners.

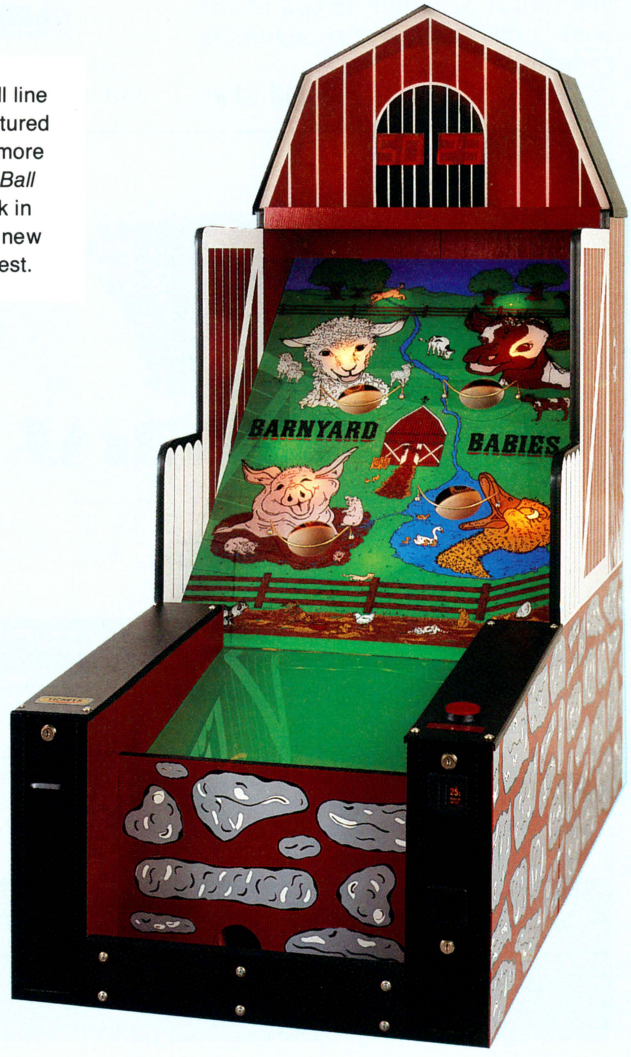
Based in Chalfont, Penn., Skee-Ball, Inc. is home to its namesake classic ski alley game, *Skee-Ball,* and fun kiddie ball-toss pieces *Skee-Toss, B.C.* and *Barnyard Babies.* They're also currently testing two new games which will be introduced in the fall — one at AMOA and one at the Parks Show.

"We've always manufactured our products within the strict guidelines of quality," Joe Sladek asserted. "And you can expect that tradition to live on in each new game we bring to the market." He continued: "Skee-Ball, Inc. is always striving to make great skill games, and to that end, we are working with other companies in designing new games, much like we did with Betson for *Skee-Toss, B.C.* That worked real well, and we're not closed to similar joint efforts."

To accommodate its growing



Current products in the Skee-Ball line include, of course *Skee-Ball,* (pictured at left), and *Barnyard Babies* (a more recent addition). The first *Skee-Ball* alleys came to market way back in 1914. Coming at AMOA are two new products that are currently on test.



product line — and operator demand for its games — the company recently expanded its factory into a sprawling 40,000-sq.-ft. area made up mostly of manufacturing space. Overseeing production is administrative staff starting with Joe himself, and including manager of engineering Dennis Keeny, production manager Irv Abbot and manager of specialty products Alec Sprouse.

"Our key staff is lean and mean," laughed Joe. "We work well together. Our shared motto is that quality plus innovation equals a great product. And with our expanded space," Joe said proudly, "we are offering our customers a state-of-the-art production line."

SKEE-BALL

Many times referred to as the "granddaddy of redemption equipment," *Skee-Ball* has enjoyed enormous respect through the years. It was the AMOA redemption game of the year winner in 1991, and many industry redemption pros will tell you that a *Skee-Ball* is one of the first "must-buys" for a beginning redemption operation.

"You've played it," Joe said, "I've played it, our parents played, and very probably, our grandparents played it. It's got a history and is recognized by operators as a steady money-earner with longevity."

This classic is still available in three different lengths (13', 10', and 6'3"), though the firm has added all the electronic bells and whistles that make for 1990s-style excitement. "We've brought *Skee-Ball* through electronic and design enhancements and created a game that belongs in the '90s," said Joe. The games now are all shipped with a field-programmable control unit. "This gives the operators total flexibility in how he sets up the game," explained Joe. "By going through a menu-driven program, he can select the number of balls, number of tickets dispensed, skill levels, etc. The unit also has self-diagnostic capability." Joe reports that options include a ticket dispenser, 100-pt. bonus pockets and front netting.

SKEE-TOSS, B.C. & BARNYARD BABIES

As stated, Skee-Ball, Inc.'s main aim is to continue their tradition of quality in bringing new skill games to the market. Other games produced by the company include *Skee-Toss B.C.*, and *Barnyard Babies*. Both are made for the smallfry set and are fun ball-toss games. *Skee-Toss, B.C.* was produced in conjunction with Betson Enterprises. It features the appeal of the original *Skee-Ball*, highlighted by the popular prehistoric/dinosaur theme. Colorful graphics enhance the game, along with action sound effects and synthesized voice.

Introduced at last year's AMOA, *Barnyard Babies'* kiddie appeal is in its cute farmyard theme and easy-to-play ball-toss format. Like *Skee-Toss*, the unit features great graphics, music and audio effects.

THE REDEMPTION MARKET

Redemption has definitely been on the upswing and Skee-Ball, Inc. is happy to rise with it. "Redemption is a healthy market," Joe enthused. "This year we've seen a realization by operators that redemption is a viable avenue to pursue for profitability. This is mainly because the operators are understanding how redemption works now. The more information that's out there, the more it's beginning to sink in."

He went on: "I think we've only seen the tip of the iceberg, though. In the next three years, redemption will become more and more successful as operators become more and more knowledgeable. With the great reports redemption has been enjoying, I see many people entering the industry. To them, I would suggest they thoroughly evaluate the equipment that's available, as well as understand about how the games work. After that, make informed conclusions about what will work for the location."

With any industry, the key to success is giving the market a quality product. "Skee-Ball's reputation for quality has stood the test of time," Joe proudly noted. "For three-quarters of a century, our company has existed in one form or another to produce a game of skill and entertainment that appeals to people everywhere. And we will continue to do so into the future. Here's to a great year!"

Skee-Ball is located at 14 Liberty Ln., Chalfont, PA 18914; 215/997-8900.





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WHAT I THINK

by Bob Rondeau

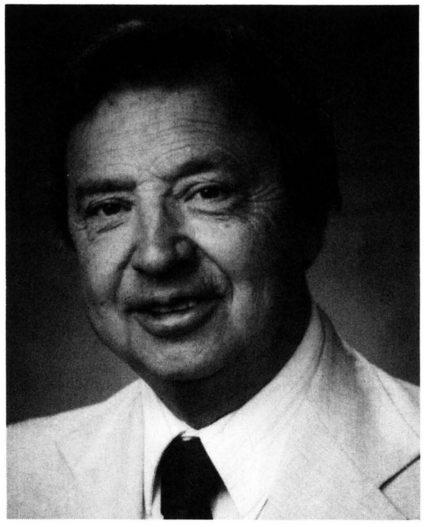
HOW TO IMPROVE COIN-OP TRADE SHOWS

endless factory-distributor meetings should finish up early; let operators talk more to their dealers and manufacturers!

In recent years, the U.S. coin-op industry has added a new item called the "Distributor Hour" to the daily schedule of its AMOA Expo and ACME Show. Organizers set aside an hour or two at the start of each day for "distributors only" to have the run of the exhibit floor, see the product and chat with factory people. Not surprisingly, distributors love it. A lot of manufacturers seem to like it a lot, also.

But would you be shocked to realize that "Distributor Hour" is a real sore spot with quite a few operators?

Operators feel that *they* are, or should be, the main audience for the ACME and AMOA shows. National coin-op exhibits are, or should be, "operator shows." After all, who ultimately ends up buying the equipment to put it on the street?



Accordingly, some operators really resent the fact that they don't get to see the exhibit floor, until *after* the distributors and manufacturers "have their secret meetings" or "do all their plotting." Yes, that's how many operators talk about the Distributor Hour. I realize that saying this in print could get you kicked out of a Dale Carnegie course — but I believe it has to be said.

Operators strongly dislike standing in a crowded line, waiting for Distributor Hour to end so they can get onto the exhibit floor. They dislike being held back by guards, while the products they came to see are leisurely examined in an uncrowded hall. Whenever I walk around our two trade shows, I hear many comments like the following:

"These trade shows are for the



biggies (the big operators)."

"I'm too much of a small potato for these shows. It's for the volume buyer."

"Every time I go to a product booth and want to see one of the factory principals, he's at a meeting with his distributor."

"Every time I want to talk to my distributor, he's in a meeting with the factory."

"Standing behind that damn line, makes me feel like a second-class citizen."

"I've seen guys walking around the floor during that special showing who are no more distributors, than I am the King of Siam."

"I used to spend my entire time looking at the product exhibits. Now I just go see what I want to see, spend a few hours, maybe take in a seminar. If I get lucky, I'll get to see someone from the factory...or a distributor who has time for me, because he's not in a special meeting. The rest of the time, we just take in the area (city) where the show is, enjoy the local tourist attractions, and charge it off to the business."

"I just don't go to national trade shows. I can see it at the distributors."

"I feel like I'm intruding on the manufacturer and distributor when I talk to them. They always seems to be in a hurry to go somewhere. They don't have time to listen to any problems or questions I have."

Now, that's strictly the operators talking. But operators are not the only ones who are unhappy with the way things are going at coin-op trade shows. Distributors and their sales teams tell me that national trade shows "could" be an opportunity for them to meet their customers, spend time with operators, go over product, etc. But the dealers' sales staffs have so many meetings scheduled, they miss seeing half their operator customers. Or, just about the time the distributor wants to show a new product to his operator customer, he looks at his watch and discovers he's due at (another) meeting.

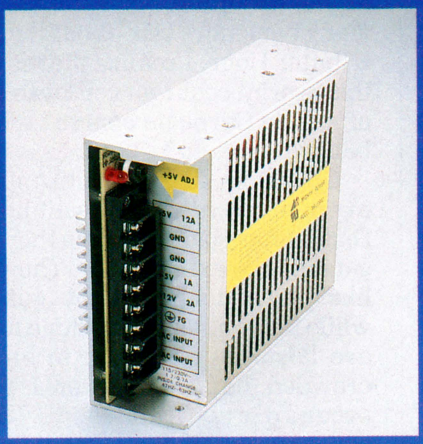
Hey, I have been an operator, a distributor and represented a factory for over 40 years in this business. Traditionally, both of our national trade shows have provided a chance for the distributor to get together with the factories he reps, so the dealer can obtain product knowledge (pricing, delivery, etc.). This is one of the few times that factory people can meet eyeball to eyeball with their dealers. After spending a ton of money setting up meeting booths and bringing in people and equipment, manufacturers place a great deal of importance on making the most of this opportunity. So do distributors.

The question is, have factory-dealer meetings squeezed out other key functions which should happen at trade shows? If trade shows bother to schedule a Distributor Hour, isn't that when most of the factory-dealer meetings should take place?

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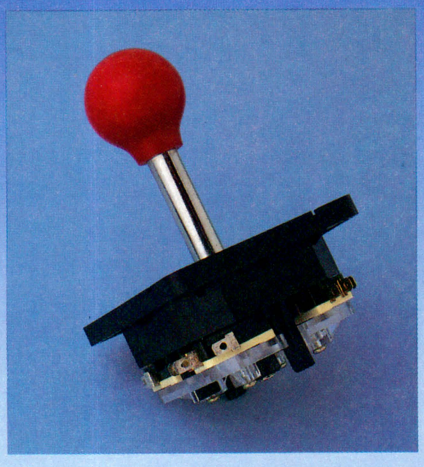
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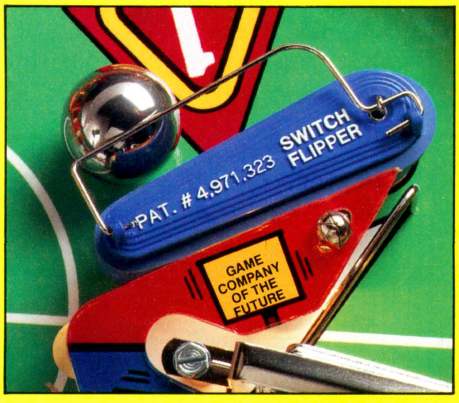
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professional businessmen. They understand that factory-dealer meetings are good business practice . . . not "secret plotting." However, even good businessmen can, and do, resent the fact that many of these meetings seem to intrude on what the operator views as "his time."

Must factories and their distributors must spend long hours in group presentations or one-on-one private meetings? If so, then many tradesters would like to see both parties take care of these functions the day before the show itself begins. After all, most of the dealers and factory people arrive in the show city a couple of days before exhibits open anyway. The few who don't already make a practice of arriving early, might have to spend more money for another night's hotel stay, but it would be worth it. And, distributors don't have to meet factory leaders in a beautiful booth. They don't have to see manufacturers in their Sunday best.

For their part, top factory execs (who must attend these dealer meetings) don't physically do the booth set-up work themselves. It seems they should be reasonably free to schedule their dealer meetings before showtime. Why not spend a day and an evening getting these distributor meetings out of the way . . . *before* the operators arrive?

Manufacturers who set up suites for distributors only could also take advantage of this timing. You see, the "distributors only" suite is another practice which rubs some operators the wrong way. If it were restricted to the day before operators arrive, no hard feelings would have to be created. And, nothing would be taken away from "operator time."

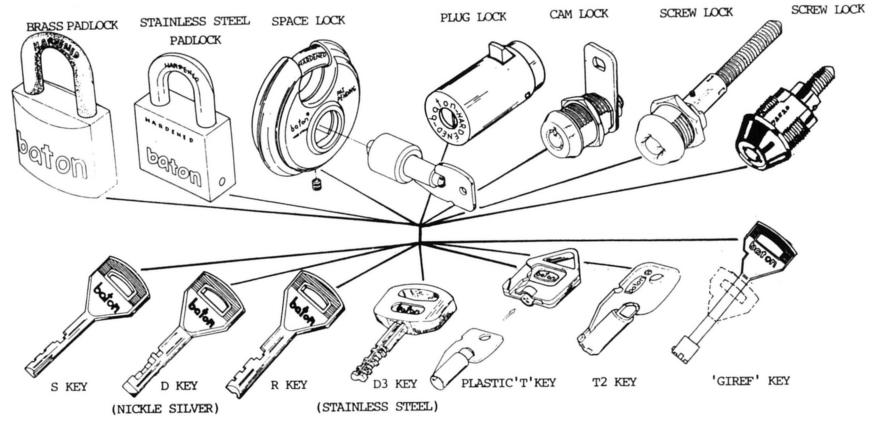
These suggestions are like a coin-operated fire extinguisher: maybe it's not the perfect answer, but at least it's one way of dealing with the problem! The beauty of moving factory-dealer meetings back one day, is that the sales force on both levels would then be free to spend more time with their ultimate customer — *the operator.* The guy or gal who buys the machines and puts them on location, would have more chances to meet with factory and distribution people. The operator would have a chance to learn a little more.

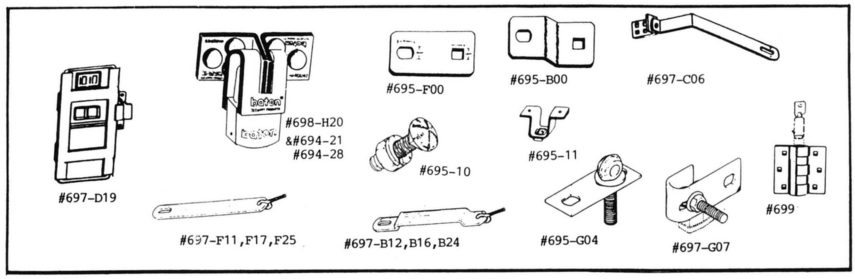
Manufacturers and distributors would reap obvious benefits from spending more time with their customers. Like, maybe, more sales. At the very least, they would be sending a strong signal that they truly care about their customers. Hey, the factories might receive valuable input from the operators, which could lead to new or better products!

Probably the most important benefit would be that, by knocking down petty barriers like scheduling conflicts, the trade could graduate from petty complaints about what's wrong, to genuine communication and sharing of knowledge. And that goes back to the original idea of what a coin-op trade show is "supposed" to be all about.

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Adults: Are They Playing Too?

Family Fun Centers Need True "Family" Appeal

Art's back! With fall approaching, Art Warner's column returns to the pages of RePlay *with more tips and insights about the growing world of redemption. This time, Art (president of redemption manufacturer Coin Concepts, Inc.) reminds us that if you're running a "family" entertainment center, you really should provide attractions for the entire family, not just the kids. This is true for the game room floor and the prize counter as well. — editor.*

The summer season is supposed to be high-earning time for a certain type of operator, especially the ones who cater to the family trade. But this summer, as I traveled up and down the East Coast, quite a few of the "seasonal" operators mentioned they had gone through a slow start this year. Weather may have played a part. Spring was very late in coming, and summer was very rainy and cooler than usual. Combine that with high gasoline prices, and you have the makings for a less-robust vacation schedule by the average American family.

But if initial earnings were slower than some might have hoped, outside factors can't take all the blame. Sometimes the marketing strategy of the fun center needs to be sharpened. In at least one fun center I visited, the owner was quite pleased by his location's family appeal, but he wasn't taking anywhere near full advantage of his customer base.

"Look at all these customers," the owner said proudly. "See how almost all the adults are giving their tickets to the kids? The parents are really enjoying watching their children play my games and win prizes."

All of these observations were perfectly true. That particular fun center did attract families... not only a child and both parents, but often, one or more additional siblings came along and in some cases, grandparents too.

It was also true that the adults (those who were playing) were giving their tickets to the kids. Yes, the tendency is for parents and grandparents to want to make the children happy by giving them tickets so they can get the prize they want.

Still, I'd like to suggest another perspective on this happy scene. Looking around, I noticed two things. First, there were no adult games. Second, so far as I could see, the prize counter did not contain one prize that an adult would want for himself or herself.

The result was that most parents were simply watching their children enjoy themselves. That's fine as far as it goes... but it also means that many potential customers are there with money to spend, yet they are *not spending it.* Does it really require both parents to watch the kids play? Of course not! With parents and grandparents just standing around instead of playing, potential revenue was being lost. The fun center was missing out.

A quick count confirmed that over 100 adults were in attendance during my two-hour visit. Could a space be provided for adult games? I visualized an adult section somewhat isolated from all the noise by glass partitions. The glass would allow the grown-up players to look up, now and then, and see their children at a glance.

Besides an adult game area, a "mom and pop" prize area would also have increased the center's earn-

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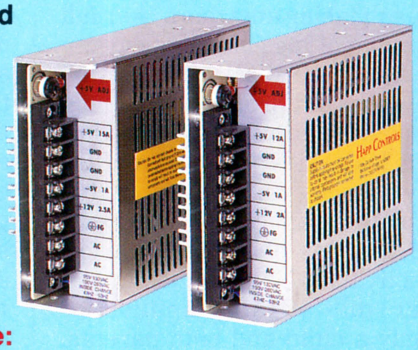
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ings. The display case could have been filled with a "wish list" of prizes, the kind of things adults would like, but wouldn't go buy for themselves. These include gift items you see in department stores: popular, but not necessarily practical merchandise like fishing rods, binoculars, a wok, and maybe an electric garage door opener.

If the location had done this, what additional revenue could have been generated? Is $250 to $500 (generated by 100 adults, during the typical visit duration) within the range of possibility? The answer is yes, easily. This could be achieved even if only 50% of the adults spent as much as $5 each. In fact, the numbers could go even higher. Think about it: if a location has adult appeal, the grown-ups are less likely to get bored. They stay longer, which means they spend more. Their kids, who also get additional time to play, also spend more. The investment in grown-up entertainment can actually result in higher earnings all over the store.

The lesson here is simple...Good operators take advantage of the total range of opportunities represented by their customer base. Help yourself expand your player base by taking some common-sense action!

The lesson here is simple. When you walk into an entertainment facility, you can quickly see who frequents the location. Good operators take advantage of the total range of opportunities represented by their customer base. Help yourself expand your player base by taking some common-sense action! Provide games and prizes for every age segment of the people in your fun center, not just a narrow demographic "slice." Make sure your family fun center really lives up to its name, and is fun for the *whole* family.

As always, think redemption!

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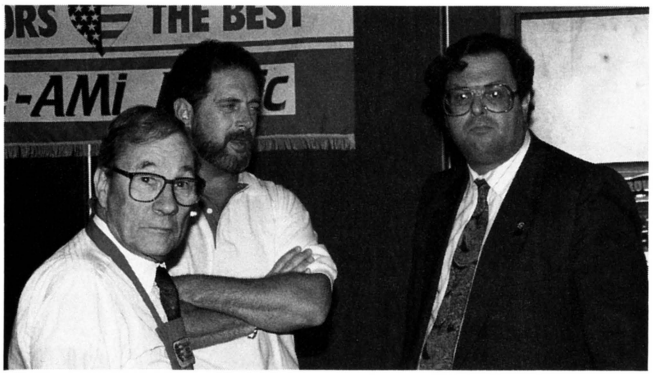


American tradesters have been talking about "family fun centers" for a few years now, as if they had invented the concept. Well, take notice: a Middle Eastern arcade outfit called Sindbad's has been running this type of place for years, and doing a beautiful job. Their newest 5,000-sq.-ft. location just opened in the Bur Jurman Centre (the most glamorous shopping mall located in the United Arab Emirates) and it could give plenty of U.S. arcades a few pointers. Sindbad's spent $1.5 million to achieve "the perfect atmosphere." Said General Manager Ishwar Chugani: "It's a substantial investment, but that's how Sindbad's likes to do it: in style and with pleasure for the whole family."

The new site is divided into two sections: the area for teens features all the simulators, shooting galleries, video uprights, CD jukebox, pool tables, soccer table games and novelties you'd expect in a first-class operation. The kiddie/family area includes big pieces like a merry-go-round (topped by a likeness of the arcade's theme character), as well as kiddie rides and a private party room for birthdays. Parents also enjoy thoughtful touches such as the "liberal seating arrangements" so kids can rest between games, or the parents can watch as kids play. Walls are decorated with colorful paintings of kiddie characters, and there's even a funhouse mirror or two. A fine coffee shop is adjacent to both areas.

Congratulations to this chain which has been setting an industry example since 1980.







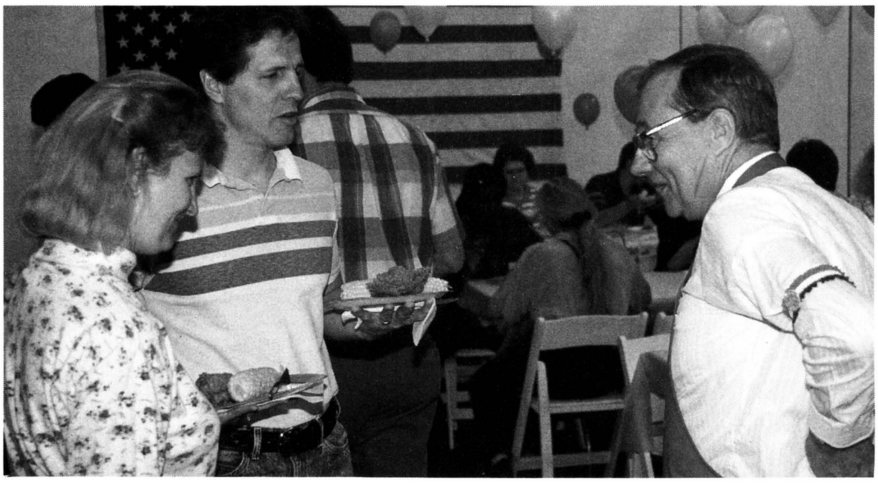
At left, Eastern's Mel Sonier, John Fisher (Lovco Amusement) and Rowe's Joel Friedman at the June 23 event. At right, a look at the crowd and patriotic decorations assembled to celebrate the arrival of Rowe's new *LaserStar America* phonograph.

EASTERN & ROWE CREATE "FIREWORKS"

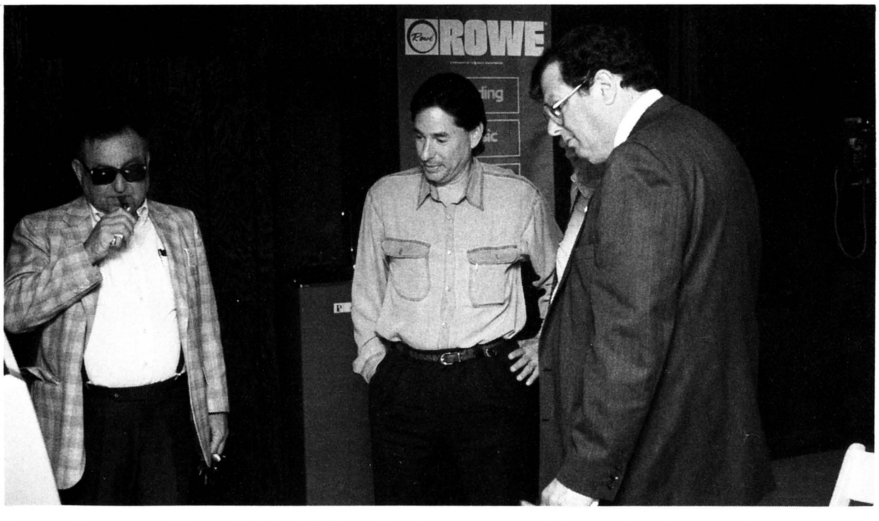
July 4th theme adds excitement as Eastern Distributors debuts the new Rowe 'LaserStar America' CD phonograph

Talk about red, white and blue! All the patriotic elements were in place recently, as Eastern Distributors Co. bowed Rowe's new jukebox to area operators. First, we have the flagwaving theme of the musical machine: it's called the Rowe/AMi *LaserStar America.* Next, don't forget the historical city of Philadelphia, home of Ben Franklin, the Liberty Bell and site of the signing of the Declaration of Independence . . . it's also the city where Eastern maintains its showroom. Finally, consider the date of the open house event, just shortly before the 4th of July!

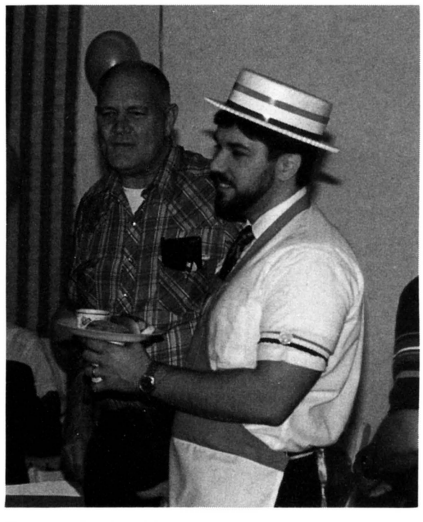
Actually, Eastern bowed the new Rowe juke to ops on June 23, but the Independence Day spirit still dominated the proceedings. "The all-American theme offered a buffet with hot dogs, apple pie, ice cream, and barbecued chicken," smiled Eastern's Phil Sternberg. In addition, Rowe's own "Mr. America" himself, Music VP Joel Friedman, attended the event. Hearing him chat about the new phonograph were operators from three states: Pennsylvania, Delaware and New Jersey. "*LaserStar America* was well received by all," concluded Eastern.



Mel Sonier (at right) greets Mr. & Mrs. Gary Papa of Zap Vending at Eastern's Rowe product show.



Ronald Bershad of Penn Triple "S" and Arnie Aronovitz of Apple Vending check out the new Rowe machine with the able assistance of noneother than Rowe's Joel Friedman himself.



Eastern's Ken Kavalkovich (wearing the hat) and customer Don Hamblin of Hamco.

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A "LETHALLY" GOOD TIME AT WORLD WIDE

Chicago distributor hosts area ops to Data East pinball showing; service seminar & party informs, entertains on 'Lethal Weapon 3'

World Wide Distributing (Chicago) hosted a special showing of Data East's *Lethal Weapon 3* pin on July 15. The hot new flipper game is based on the top action movie sequel of the summer '92 season. The welcome mat was really out for area operators and service personnel, with a cocktail party, a service school, and prizes given away every 30 minutes, ranging from clock radios to CD players.



At the July 15 event with *Lethal Weapon 3* are World Wide's Joe Carone, Howie Freer (who's now in retirement but never misses a World Wide event) and VP Doug Skor.

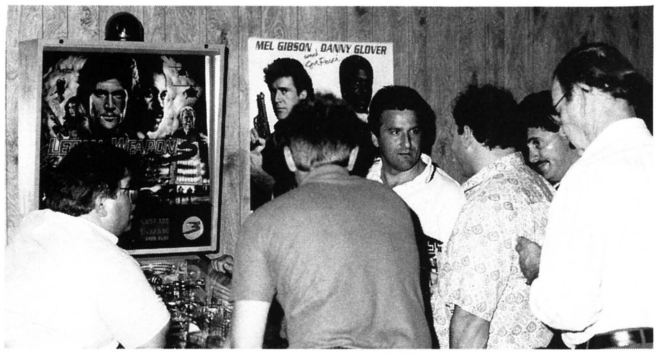
World Wide's service seminar on the machine was conducted by Jim Gorman, a member of the pinball's design team. Introduction of player features followed, with design chief Joe Kaminkow walking players through the various eye- and ear-popping sound and light sequences, which capture all the excitement of the Hollywood movie itself. Reps and technicians from Data East Pinball were present throughout the daylong event.

"We had a very good turnout," said World Wide's Bob Danko. "Operators were very impressed with everything about the game — design, diagnostics, service features, the works. Jim Gorman and Joe Kaminkow did a very good job of explaining the game inside and out, and left no questions unanswered."

Thanks to World Wide and to *Cashbox's* Camille Compasio for the photos.



World Wide staffers (from left to right): Joe Carone, Kitty Skor, Howie Freer, Gad Traube, Carla Saunders, Todd Saboff and Bob Danko.





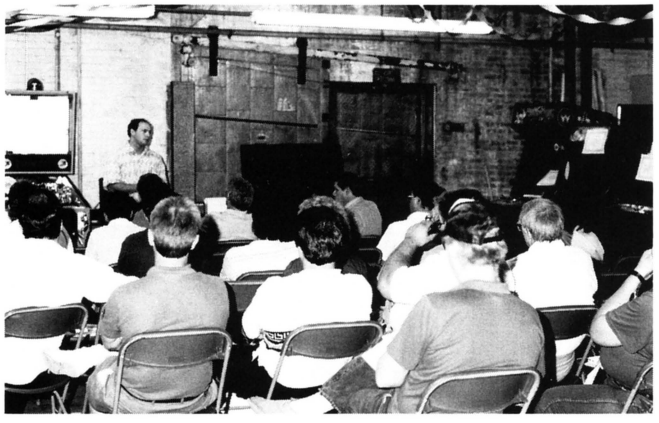
At left, Joe Kaminkow (back to the camera in the crowd) goes over some of the play features of new *Lethal Weapon 3* with World Wide customers. At right, a look into the showroom during the event which included a service school, cocktail party and product showing.



World Wide's Bob Danko with Data East's Jim Gorman.



Alan Miller and Ray Krottner take a break from play for this photo.



During the Data East service school, Joe Kaminkow covered design and machine features while Jim Gorman covered the technical stuff.



World Wide customers at the bank of *Lethal Weapon 3* machines.





Left: another look at some game-playing customers. Right: more play including Kristina Donofrio and Lonnie Rapp of the Data East design team.

FRANK TALK



by Frank "the Crank" Seninsky

What I Learned From Joe's Summer Vacation

Everyone's entitled to a vacation, and last week my partner Joe Camarota (head of operations here at Alpha-Omega Amusements) took time off. Boy, did I get an education while he was gone! I fielded all the service calls, visited locations I don't usually see, managed maintenance crews and schedules, etc. At the same time, I helped our accountants catch up on semi-annual paperwork and helped them create a massive, two-company integrated financial statement, requested by our bank. And of course, I still had to do all my regular management and marketing work.

Needless to say, it was a hectic week. The phone never stopped ringing. Between calls, a dozen employees were coming up and constantly asking for guidance and instructions. My daily schedule book was full of chores and appointments even before the week began, so every time I got an urgent call from a location or new business, I had no choice but to schedule them for an evening visit. Every night I dragged home around 11PM. . . or later!

Here are just a few highlights from an extremely busy week. At the end of this column, I'll share some lessons I learned from all this.

Monday morning, first thing: we must make a big delivery. We're sending out an $18,000 six-player pusher and some other redemption pieces to a location. I check the packing, paperwork, etc. and send them on their way. Two hours later, the account calls to ask "Where's the manual? We can't run this game without a manual! If you don't get me one, I'm not paying for the machine!"

I promise to get or find a manual. A call to the factory reveals the game is an overseas import. No manual is available. I tell my people that we need to create an $18,000 manual ourselves, with hand-drawn schematics if need be. If it takes all night, so be it. Naturally, we don't have any other units of this pusher on hand. Thank goodness our distributor was able to help us draw the circuits!

Also first thing Monday morning, the accountant walks in. She and our controller Karen have to spend the next two days working on our year-end tax return and six-month statement, as described above. This means I will get no help from Karen on the hour-by-hour problems that arise. One of the office staff is also on vacation that week. Add Joe to the list, and three key people are out of the loop! As the week goes on, I realize it's too many gone at once.

Later Monday morning: one of our top-grossing accounts phones. The manager (one of our most helpful partners at any location) is quitting in a couple of weeks, and doesn't know what kind of shape the place will be in without him. Great news. Nothing we can do about it, except wait and see.

One of our trucks delivers a brand-new Atari *Moto Frenzy* to an arcade, which we've been promising for weeks. No response from the arcade.

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My dispatchers say the delivery was accomplished; the truck has gone to the next location. The location calls to complain that the game should have been placed in a better spot on the arcade floor; the crew should come back and move it. Fine, I send the guys back and keep the customer happy.

Monday afternoon: the phone rings. It's the VP of a college account that we've had for 17 years. He says students have voted to have a pub on campus. Never mind the fact that, under the state's age-21 drinking limit, any such pub could only be patronized by seniors and grad students. The students have voted and that's it.

How does this affect us at Alpha-Omega? Well, says the college VP, our campus game room is the only possible site for the new pub. Nobody consulted us about the situation. Meantime, the school has already applied for, and received, a liquor license from the town. But in their wisdom, the city fathers have decided to take back the college's grandfathered-in arcade license. The VP says he's sorry, but he has no choice: the school will give up $60,000 revenue from our game room, and we have to pick up our games. We also have to immediately reschedule all our trucks and service calls. What about my multi-year contract? "Our attorneys will be in touch with you to work it out."

Later Monday morning: I'm working with the XYZ entertainment center, a 30,000-sq.-ft. site that's under construction and needs about 110 games. Earlier, I had ordered from 20 different sources around the country, in time for XYZ's originally-scheduled July 1 opening. Before Joe went on vacation, XYZ delayed its opening dates twice, to Aug. 1 and then again to Aug. 15. Meantime, games are in transit, games are arriving, games are in storage, and bills are coming due and being paid by us out of cash flow.

Naturally, my client at XYZ does not want to pay until he takes delivery. This leads to an interesting dilemma when a different one of my park locations calls. The park manager says his bank of 50 computer-linked games are down. If he can't fix his system, he may need 50 more pieces from us right away (mostly redemption) to fill the room . . . but only for the four weeks remaining of the summer season! A quick calculation shows that even if I could get the games, it could cost more than $150,000!

So here's the situation: with just a month left in the summer season, they are asking for $150,000 worth of equipment on three days' notice! I start praying that his computers will get fixed. A call to the park location later that day reveals their VP has decided, yes, to remove their equipment and ask for Alpha-Omega to supply the redemption pieces. He realizes he's asking for the near-impossible. So do I, but I say I'll try.

Sweating, I decide to take a shot that the XYZ Entertainment Center would have another delay. I decide to take all the pieces we're holding

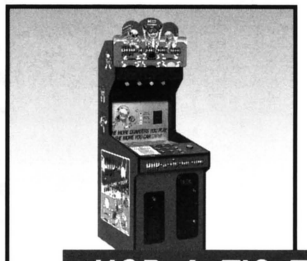
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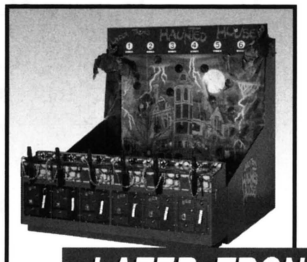
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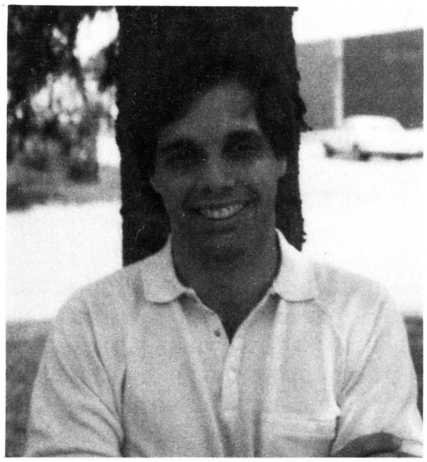


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JOE CAMAROTA

for XYZ, and give them to the park. I know Joe will have a heart attack when he comes back and has to set up a center with no equipment.

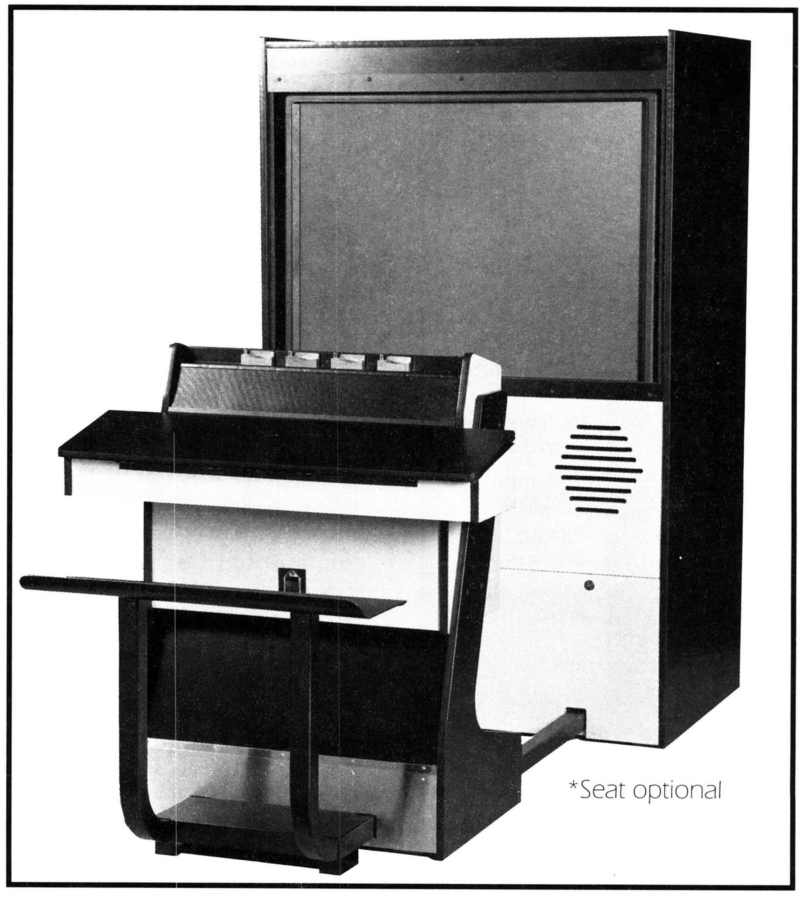
An hour later, the owner of XYZ Entertainment Center phones with "bad news" — he can't open for still another month. I told him what I did with his new games and said I would give him a discount on his equipment, which would be "used" for only a few weeks. He was very happy. The park was very happy. I was happy, too, but totally drained. This was still Monday! What else could happen?

Tuesday I had to handle dock receipts for a container of games (sitdowns, uprights, etc.) going to Jamaica. The games had to be delivered to the shipper by Wednesday, in order for our shipment to make the Friday boat. The export agent promised to fax me the needed dock receipts, as soon as I faxed her the needed paperwork (noting weights and precise cubic measurements of 12 boxes). I have a 5PM deadline before the export agent goes home. One hour after I finish the paperwork, as the day is waning, my foreman shows up and says "One game was not on your list; we have to crate a 13th game. We'll do it ASAP." I call the export agent and alert her that another box is coming, size and weight unknown. I go home.

Wednesay morning, the truck is loaded and ready to go to the docks, but it doesn't have the needed receipts from the export agent. I look at my "in box." No dock receipts! I call the agent, who says she faxed it Tuesday night, but will do it again. Everybody scrambles around, looking for what we need. We get the second fax and make our shipment on time. (Eventually, we find the original dock receipt. Somebody had put it in Joe's in-box, behind dozens of his other papers. Normally this is the proper procedure, but doesn't everyone here know that Joe is on vacation?)

Other events that week: Wednesday night, I had to drive to see an investment broker who wanted to operate a 50,000-sq.-ft. indoor entertainment center. Usually when I set up an appointment, I walk in knowing we've already sent the prospect a background information kit about Alpha-Omega and myself. Then we can start the meeting without me (a "shy guy") having to talk about myself. This approach also lets me take the initiative in the meeting, talking about the client and

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his needs instead of defending myself and my company.

I go into the meeting, meet the investment broker and am very impressed. As usual, I take charge at once. I look over his projections and estimates and discover they're seriously off. On the spot, I totally redo his six-months' effort. After 45 minutes, the broker looks at me, confused, and says: "What does your company do?"

I ask if he read the background material we sent. He says he never got anything. The guy hasn't got the vaguest idea who I am! What an awkward position! I try to explain quickly, and promise to send him our background info kit (which will give me some badly-needed credibility). I haven't heard from him by the end of the week.

Last week, I had previously gotten a call from a nice guy with a large nearby arcade, whose revenues had dropped by half in recent years. The arcade owner claimed he only knew his vendor by first name and says he didn't have a contract. He wants to let the current vendor go, and wants us to provide and run the games.

I visit his place and see great potential, but I pry the current operator's name out of the guy. Back in my office, I phone this operator and tell him I'm interested in the location, if he and the owner can't work out their problems.

While Joe's gone, the operator calls to set up a meeting with me, him and the location owner. I set it up for early Thursday morning. It's a touchy situation — we all three know I could walk out with the account — but I explain how I'd add redemption, what it would cost, and how it would help revenues. The vendor asks me to go back and type up a proposal, and says he plans to buy the equipment from me. The outcome is still pending. At best, I will have made two good friends and have a good sale, without having to take a location from a competitor. We'll see!

Another event that week: my attorney calls to say a location (which I sued for breach of contract, six years ago) wants to settle. I say go ahead. My lawyer does most of the face to face negotiations with the defendant, but I'm on the phone with him nearly every hour discussing offers and counter-offers. This goes on for two days. Finally we agree in principle on a settlement. I think this should have been settled six years ago, but believe the outcome will ultimately be satisfactory.

Also that week, the attorney for AMOA of New Jersey calls me (I'm president of this state operator association). The town of East Brunswick has filed an appeal on their ordinance that bans cigarette machines, even though it was ruled unconstitutional last month. Our attorney says he wants to negotiate his fee for his work on the appeal... and he'd like to be paid right away. Our association has just come off a big, successful fundraiser but we have big expenses, too (lobbying for video lottery, etc.). I reflect how the scramble for funds is an ongoing battle that's never permanently won by a state association.

Friday morning, I get a call from the owner of a pool hall where we have about 20 games. I knew that revenues weren't good, but didn't expect to hear what I was told. "I've decided to close the business and this will be the last day. I'll wait around today for you to come collect, and pick up all the games." I said I was glad he had called me, and would have a truck there around 6PM. (If he hadn't called, we would have mostly likely found the place padlocked the following week and had to wait months to get our games back.)

Friday afternoon, the regional manager of a large bowling chain calls. He says he has both "good news and bad news" for me; which do I want first? I tell him that I'd appreciate the good news first, as it might make the bad news easier to deal with. The good news was that he has decided to offer us six additional locations for games. The bad news is that we must install the

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games by Aug. 21, just two weeks away. I said "no problem" and took a deep breath. This is the way to close out a hectic week! Six great new locations and half of the games will be here tonight from the closed pool room. All the pieces are coming together very nicely.

By Saturday, Joe is still on vacation and I've gotten through the week. Everything seems to be running smoothly. The office is closed and it's another busy weekend.

But nothing ever goes that smoothly. Saturday afternoon, our technician Patrick is at a park location, working on a *Terminator 2* video. He's got the top of the game open and he's leaning over, reaching inside it. Suddenly, some kids run by and bump into him. His arm gets caught and twisted inside the game. He gets out and is rushed to the emergency room, where they diagnose a herniated disc in his back, poor guy! He's still in lots of pain and is getting more medical diagnoses, etc., but meantime I have to reschedule everyone around him (not to mention fill out workers' comp forms, etc.) Wait until I tell Joe that Pat may be out for quite some time!

These are just a few of the highlights (and lowlights) of my week. I could go on with more "war stories," but there's not room in this column! Let me just say this: from all the ups and downs, I learned plenty. My normal working day (management and marketing) is pretty hectic, but Joe's responsibilities (day-to-day operations) makes for more than a full-time job around here. To do his job, plus mine and also handle association responsibilities was a 24-hour non-stop merry-go-round. The experience reinforced something I've long believed: to be a good manager, you must operate under Murphy's Law. "Anticipate everything that can go wrong, then assume it will and take steps to prevent it."

I also got to practice my favorite management technique: walking around with a notebook in hand, writing down everything I ask my people for, and everything they ask me for. Then I check back and follow up, to see that everything gets done. I learned that my employees need to write these items down, making checklists on paper, just as much as I do. Otherwise, we all get busy or forget too much, too often. (I guess we're all getting older.)

While Joe was gone, I got to know a group of managers and route men I don't usually work closely with. We got to know each other better, solved all the problems, and put systems into place to head off the same problems in the future. It was a good experience.

I also learned, all over again, that service remains a supremely important element of what we operators do. I learned, all over again, that super service means paying superclose attention to the tiniest details.

Finally, I learned that — in order to be our best — we really need Joe back from vacation! The week I had, just this once, is the kind of week he goes through 50 times per year. He deserves a lot of credit.

So do you other hands-on operators and employees out there. You are responsible for service, maintenance and ordinary location problems every day of the year and it's no easy task. My hat is off to you (and I'm ready for a vacation myself!).

TOP HITS OF JAPAN

from Game Machine Magazine, Sept. 1, 1992

TOP 25 VIDEO COCKTAIL

Model (manufacturer)

1 St. Fighter II: Champ. Ed. (Cap.)
2 Quiz Makyu's Advent. (Namco)
3 World Heroes (SNK)
4 Street Fighter II (Capcom)
5 Aero Fighter (Video System)
6 Super World Stad. '92 (Namco)
7 Undercover Cops (Irem)
8 Seibu Cup Soccer (Seibu)
9 Fixeight (Toaplan)
10 X-Men (Konami)
11 Where's Wally (Sega)
12 Atomic Punk 2 (Irem)
13 Super Shanghai (Taito)
14 Super World Stadium (Namco)
15 Truxton II (Toaplan)
16 Shanghai II (Sun Electronics)
17 Varth (Romstar)
18 Quiz TV Variety Show (Dynax)
19 Sand Scorpion (Tecmo)
20 Andro Dunos (SNK)
21 Cosmo Gangs (Namco)
22 Raiden (Seibu)
23 Ultraman Club (Banpresto)
24 King of the Monsters 2 (SNK)
25 Quiz DNA's Revolt (Tecmo)

TOP 15 UPRIGHTS & COCKPITS

Model (manufacturer)

1 Suzuka 8 Hours [del.] (Namco)
2 Suzuka 8 Hours [s/d] (Namco)
3 Mad Dog McCree (ALG)
4 Double Axle (Taito)
5 Driver's Eye (Namco)
6 Grand Prix Star (Jaleco)
7 Rail Chase (Sega)
8 Final Lap 2 [standard] (Namco)
9 F1 Exhaust Note (Sega)
10 Terminator 2 (Midway)
11 Final Lap 2 [del.] (Namco)
12 X-Men (Konami)
13 StarBlade (Namco)
14 Steel Gunner 2 (Namco)
15 Super Monaco GP [del.] (Sega)

TOP 5 FLIPPERS

Model (manufacturer)

1 Addams Family (Midway)
2 Hook (Data East)
3 Hurricane (Williams)
4 Batman (Data East)
5 Terminator 2 (Williams)

TORNADO TABLE SOCCER

the manufacturer of the game also works side by side with Tornado Promotions to provide operator tourney support while simultaneously promoting own national events

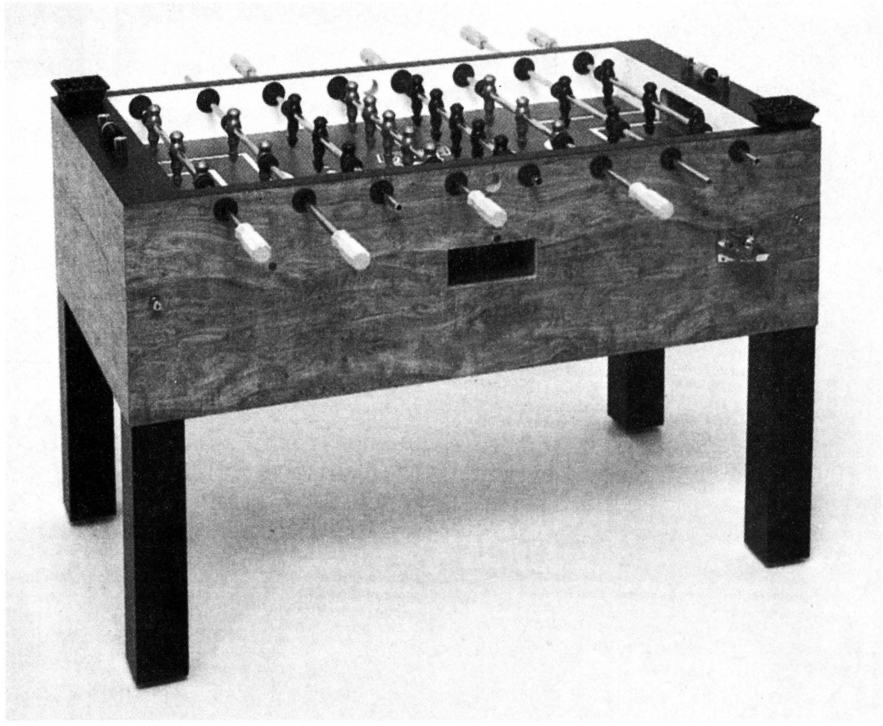
It's a whirlwind of excitement! A cyclone of fun! It's table soccer, and Tornado Table Soccer, along with sister company Tornado Promotions, are out to prove its tournament play can be a storm of success. The twin companies not only make table games, but also run national tournaments with prizes up to $100,000 at the world championship level. Result: player interest is growing year by year. The total program is a "profit twister" that can race across your balance sheet and blow your bottom line sky-high!

The first domestic table soccer manufacturer, Tornado Table Soccer, Inc. had its beginnings in 1970 with namesake product *Tornado Table Soccer.* Sponsoring its first national tourney in 1972, the company realized the success of organized tournament play and they took off from there. Since 1988, Tornado Table Soccer tournaments have been organized through Tornado Promotions and the events have progressively grown into big money and big draw competitions.

TOURNAMENT SET-UP

"We host five events a year," Tornado's Dave Courington explained. (Dave's two-tiered title is VP of Promotions for Tornado Promotions and salesman for Tornado Table Soccer.) "We assist operators in setting up tournaments at the local level and provide them with publicity for their competitions via printed promotional materials and an announcement on our tour calender. We also take care of mailing publicity for their event to interested parties," he went on. "It's really a mutually beneficial relationship. We promote their local events and they generate interest in our big-money tournaments."

According to Dave, all of Torna-



Above: Tornado's "The Survivor" soccer table. **Below:** The firm's Mike White and Dave Courington talked with operators about table features and promotions at their AMOA show booth last fall.



do's tourneys use their five-level classification system (players are ranked from rookie to pro). The program allows players to compete within their skill class, but also awards the players who beat someone in a class higher than theirs. This way, everyone can compete and even win!

"It's important to have skill categories like ours," said Dave. "That way, we nurture the younger and beginning players into pro status, and they'll become lifelong enthusiastic players."

At the present time, Tornado doesn't have a qualifying tournament system, though they hope to by the 1994 season. "We're working on establishing a state championship format where players will qualify for our tournaments and national championship. Right now," Dave explained, "players can attend our tournaments without qualifying (though rookies need to qualify on the local level before advancing to the national level) and that's great. But we want to have an operator-run qualifying tournament program all set up within the next year or so."



Another show stop for Tornado's Dave Courington and Mike White — ACME this spring. (They flank Bob Donnelly.)

OPERATOR SUPPORT

Tornado keeps steady contact with operators just the same by supplying them with their tour calendar in hopes that players competing at the local level will see it and attend some of the events. "It's really a great deal for operators," Dave observed. "They get free publicity for their events and we even provide them with the administrative paperwork they need to run their own tournaments. We also give their players something "bigger" to try for in our tournaments."

Another promotional tool working wonders for Tornado is their quarterly newsletter, *Table Talk*. "This is a terrific vehicle to get local operators and players involved," Dave shared. "The grapevine these players keep is overwhelming. There's an extensive network of communication going on between them. When they see their name in print, it adds that much more to Tornado tournament hype." He went on: "We also have a finger on the people who promote table soccer and through *Table Talk* and our other promo pieces we give them national exposure. If an operator wants to submit an article about a successful tourney he's run, all the better. Then we're really helping each other, and that's the name of the game."

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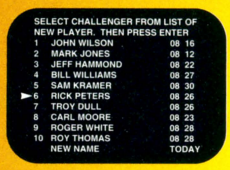
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GROWING PLAYER INTEREST

Tornado is pleased with the reults of their promotion efforts. "The participation and prize package has increased a lot since Tornado Promotions began running the show in 1988," said Dave. "Back then, a $10,000 tourney was a major event. Now, we run $25,000 to $100,000 events and the progress we're making is amazing."

Player interest is increasing right along with everything else. "All our competitors must be sanctioned by the U.S. Table Soccer Assn. (USTSA), and classifying players are just under the 7,000 mark," Dave reported. "Women, too, are participating more. I'm reasonably satisfied with the amount of women playing in our tourneys. We've included a Women's A and B division and participation is at about 15% and growing."

Table soccer doesn't draw just one type of player, either. Everyone finds something about playing that they enjoy. "We see players that range in age from 12-50," said Dave. "The average age seems to be about 24, but more and more people are becoming interested in the sport. New players are coming and older players are returning. In fact," he laughed. "For about 20-30 of our competitors, these tournaments are their livelihood."

"People are finding that table soccer is a good alternative recreational fix," Dave reported. "A lot of play is in bars and taverns but more and more arcades are picking up on the game, along with church groups, etc. I expect the games' appeal to grow and grow and grow. The future will see an increase in interest," Dave said positively. "Tornado is running tournaments like a business and they pay for themselves. With our promotions and operator support, no one loses."

1992 WORLD CHAMPIONSHIP

In the immediate future, Dave is looking forward to the Tornado $100,000 World Championship of Table Soccer scheduled for Sept. 2-7 in Dallas/Ft. Worth. The event culminates the '92 season and is expected to draw in excess of 3,000 players. "Last year over 2,450 people attended," said Dave, "and since we've added two new player classifications (17 and under and 35 and over), we anticipate a new pool of competitors."

With the close of the 1992 season, heads are turning toward 1993. The season kicks off on President's Day weekend (February, '93) in Oklahoma City, with other tour stops to include Long Beach (U.S. Open), Atlanta (Masters Tournament), New Orleans (Nationals) and a return to Dallas for the World Championship.

As the years roll on, Dave's personal goal is to see table soccer reach new heights. "Table soccer has always been appealing," he smiled. "It's not a fad, it's a true staple whose time has never run out. . . and never will."

If you'd like more information on Tornado's promotional and tournament program, contact Dave Courington at 817/483-6646.

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AMOA -NDA

AMOA's operator-run National Dart Assn. is dedicated to the promotion and expansion of electronic dart leagues; operators invited to become a part of it all



Various AMOA-NDA dart teams pose in front of the extensive trophy platform after the association's Team Dart VII championship, which took place in Vegas April 28-May 2.





"Darting means business!" proclaims AMOA's National Dart Assn. (NDA), and no one knows that better than operators who run dart leagues. Organized and run by operators themselves, NDA is here to assist other ops in league development. Now starting its eighth successful year, NDA is surely "where the smart start to dart."

And where to they end up? The group's Team Dart VIII international darting championships will take place in Las Vegas over the dates of April 26-May 1, 1993. The excitement starts here!

As we mentioned, NDA is a professional, friendly, operator-conceived and -run marketing and promotional program. Their special appeal is that they combine big-time glamour with that all-important personal touch: *fun!* And the results have been fantastic.

DARTS ARE HOT

NDA's biggest asset is the game itself. Darts are a growth market — have been for years now. They're simply a *huge* phenomenon in the Midwest, of course, where a single operating firm can boast 6,000 members in its leagues. But darts have taken root as far East as New York and as far west as California. "Electronic darting," said NDA's Exec. Director Joe Conway, "is the fastest-growing indoor sport in the world."

Why is darting so hot? It's a "social" sport that has revived tavern

business considerably. Darts are easy to learn and easy to play, and the game promotes consumption of brews (makes the locations happy) and social chit-chat (makes the players happy). The game never becomes boring because there is always another level of skill to be achieved. Looking for an entry to that 51% of the market which happens to be female? Darts are the ticket.

THE NDA PROGRAM

NDA's top leaders, from the president on down, are operators. NDA's operator-staffed board of directors and committees shape the philosophy, policy and goals of the entire program: membership, rules, services, publicity, tournaments, finances, industry relations, international affiliates, new dart games, etc. The operators "at the top" make sure they carry out the wishes of the "front line soldiers" who operate leagues down in the every-night trenches of the local tavern or other location.

Operators who wish to join NDA must be members of AMOA. They pay $200 for first-year dues (it's $150 per year thereafter). Qualifications are simple: own your own dart machines (at least six) and put them on location. The brand of machine doesn't matter. Submit your application, get approval, pay the fee and you're in. Your dart player will enjoy superb support in every direction, and so will you.

NDA will help you learn how to set up, promote and expand dart leagues. They'll help you "sanction" your players — i.e., rate them for skill level which will be officially recognized by the national organization, and used to match them with similarly-skilled players anywhere, anytime, so as to maximize player enjoyment. (Players only pay a $5 fee for this service.) They'll help you provide your players with rewards and recognition, including patches, write-ups in their own player magazine "Throw Lines," and other honors. NDA will give your player the pride and excitement of knowing they're part of a world-wide league with more than 10,000 fellow dart players all over the U.S., plus several foreign countries. Perhaps best of all, NDA will offer your player a chance to travel to Las Vegas for an international championship at the end of the darting season. They're sure to love the fun and excitement, whether they pick up a trophy and some prize money (last year it was $100,000) or not.

MANUFACTURER MEMBERS

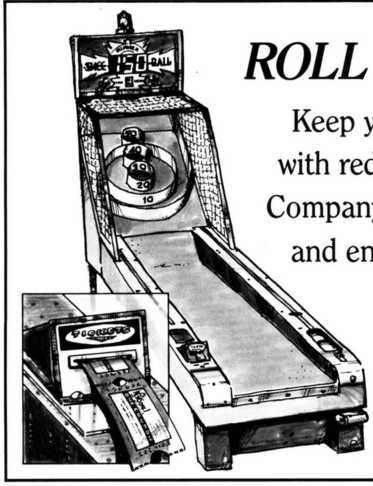
Another key NDA asset is the help and support it receives from its manufacturer members, Arachnid, Valley and Merit. These firms produce a range of innovative dart machines which cater to all sorts of players in league and non-league formats, ranging from the occasional "drop in" player to the dedicated, three-matches-per-week competitor. All firms provide their games for competition in the annual NDA finals; both recruit and finance guest teams from overseas. In addition, they generously provide tournament funding and expertise.

Arachnid, Merit and Valley also sponsor their own state and regional U.S. darting contests starting in the fall and continuing throughout the winter and spring. Arachnid's dart tour climaxes with its own Bull-Shooter World Dart Championship taking place in Chicago next May, Valley's dart tour ends in their annual Vegas championship and Merit's season feeds players into the NDA finals also next May. All three programs can be combined seamlessly with the NDA umbrella for operators who want to organize their league play on local, state, regional and national levels.

"We're extremely grateful for the continuing support and contributions from the manufacturers," stated NDA's Joe Conway, "they're the people who really make this program work."

TO LEARN MORE

This fall's dart tournament season is just getting started, so now is the perfect time to join NDA and receive the whole spectrum of member benefits. Throw your dart in the ring! Contact the group care of Joe Conway, Exec. Director, AMOA National Dart Assn., 141 W. Vine St., Milwaukee, WI 53212. Or call Joe at 414/263-2444.



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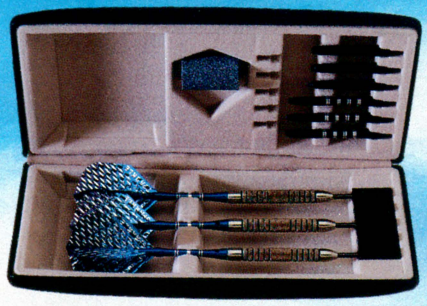
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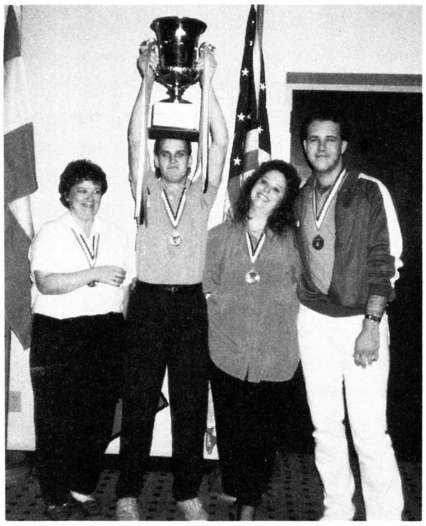
VALLEY DARTS

Valley's three-tiered dart program begins with local operators; ends with world competition in the World Cup Championships

From your neighborhood tavern to a European pub: it's the Valley Recreational Products 1992-93 Dart Tournament Program! The maker of *Valley Royal Dartes* and *Cougar Darts,* Valley is kicking off their annual season of dart tournaments in October, with 60 anticipated regional events which then feed into a three-level, worldwide tournament structure.

"Valley knows that electronic darts is a sport on the move," stated Valley's Sales VP Alan Schafer, "and Valley is committed to keeping the sport moving!" For those operators who want to profit from the rocketing electronic dart market — and from the professional Valley touch — now is a great time to get involved. Local tournaments begin Oct. 1.

Organized play is essential to advancing and promoting coin-op competition skill games, said Valley. For proof, officials of this Bay City, Mich.-based firm point to the success of their VNEA program (Valley National 8-Ball Assn.), which makes



Team USA winners of the 1990 World Cup Championships cheer their victory.

operators a winner with pool. That success gave Valley plenty of experience which it put into the creation, support and promotion of growing dart leagues.

As stated, Valley's tourney structure is three-tiered. The first level of play takes place at the local level as individual *Cougar Darts* operators run regional, qualifying tournaments. These events are held from Oct. 1992 to Feb. 1993. Entry fees are determined by the local operator, and all fees are paid back to participants as prizes.

This local level of play ultimately qualifies two winners per qualifying tournament in both men's and women's singles. These winners receive airfare and room accommodations from Valley for the second tier of competition: Valley's World Cup competition in Las Vegas. That event takes place from March 12-13, 1993.

The winners of the World Cup tourney qualify to represent North America in the Valley World Cup Championship, which will take place in a European venue sometime next fall. This is the third tier of Valley dart competition. The North American team wins a free trip to the World Cup (as grand prize) where they will compete against other countries' teams for the World Championship titles.

How can you, the operator, get involved? Valley operators are supplied, at a nominal charge, with a complete tournament kit which includes everything needed: announcement posters, schedules, tournament flow chart, rules, registration forms, as well as Valley hats, t-shirts and mugs. All local competition may be held on any brand of electronic dart machine, provided the game is owned by the operator. Once players reach the Vegas finals, they'll play exclusively on Valley dart games, provided by the manufacturer.

Operators who want to become "world citizens of darting" can contact Valley's Dave Kristal at 333 Morton St., Bay City, MI 48706; 517/892-4536.



Representing the United States at Valley's World Cup Championships in England Oct. 8-10, Team USA is (from left): Larry Clark, Karen Zimmerman, John Gray and Marie McMahon.

TOP DARTS

TOP Dart Systems helps operators set up local dart league competition; offers consultation, promotional materials and manufacturer support



TOP Dart's steel-tip dart board.

Darts, leagues and operators: a classic combination! And believe it or not, coin-op games and leagues are also an "event" in the world of steel-tipped darts. Based in Rochester, N.Y., TOP Dart Systems makes coin-op electronic dart games for steel-tip play. The firm also helps operators set up local league competition (called Dream Leagues) on those games. TOP Dart will consult with the operator on league start-up and maintenance, as well as provide promotional materials, league sign-up, rule sheets, etc. (TOP Dart Systems does not run its own regional or national tournaments, but it does pave the way for sanctioned local players to compete in the American Darters Organization annual North American Open, annually held in Las Vegas.)

Operators love the TOP Dart league program, says the company, and it gives them a chance to add some creative twists of their own. Last season, Oswego, N.Y.-operator Putnam & O'Brien sponsored (with co-sponsor Bud Lite Beer) their own regional tourney, drawing over 500 darters. Winners walked with money and trophies, and all players had a chance to enter a drawing, with a car given away as grand prize. TOP Dart reports Putnam and O'Brien will be back this season with an even bigger lineup, to top last year's 64-team roster!



The TOP Dart gang at AMOA '91 with their electronically-scored steel tip game.

Strong TOP Dart Dream Leagues are also supported by Albany Amusements (Albany, N.Y.), Primages International (Detroit, Mich.), and Rochester, New York's Western New York Dart Assn. (WNYDA). "We try to set up a league package in each city," explained TOP Dart VP Jeff Tarantelli, "then cater it to each location and for each operator."

New league start-ups are also scheduled for the Fall in Massachusetts, Virginia, Florida and the Bahamas. "Our program is working great!" reported TOP's marketing director Dave Kopack. "In areas where our operators run TOP Dart Dream Leagues, revenues have increased by as much as 25%. We're looking forward to a great 1992-93 season."

If you own and operate TOP Dart boards, and are interested in how they can help you set up leagues of your own, contact the TOP Dart Systems at 739 Linden Ave., Rochester, NY 14625; 716/586-1100.

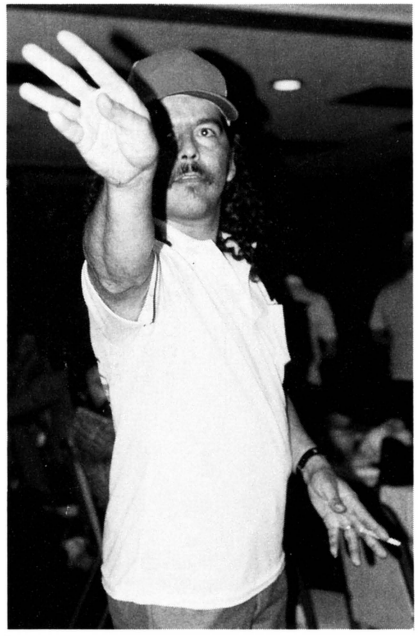
MERIT'S WORLD SERIES

Merit readies itself for another year of dart fun with their annual tournament program

Still flying high from their super-successful 1991-92 dart program, Merit is taking off again with the World Series of Darts sixth annual season. The '92-'93 tournament roster launches with seven blockbuster North American Regional tourneys before heading overseas for world competition. The manufacturer and all those involved with the tournaments are excited about this year's competition and its added bonuses: Great Lakes Dart Dist. as co-sponsor, and an innovative new computer program enabling the tourney crew to run more efficient events.

And let's not forget about the purse! "This year," said Merit marketing pro Bob Wiles, "the average guaranteed payout per tournament will be $10,000 plus trophies and awards."

Darts make sense for operators because they're a growth market . . . and Merit is helping that market — and individual operators —



grow. The Bensalem, Penn.-based manufacturer of the *Scorpion, II Plus 2,* and *Premier* electronic dart games has experienced tremendous growth with their regional tournaments expanding into new markets, and with existing markets enjoying a steady increase in player participation. "This season," shared Bob Wiles, "the emphasis will be to encourage more local league players to get involved in darts at the regional level."

As mentioned, this year marks the sixth annual tournament season for Merit. The series kicks off Oct. 30-Nov. 1 with the Sunshine Classic in Tampa, Fla. and will end with the Connecticut Classic April 16-18 in Trumbull, Conn. In-between sites will include Butler, Penn.; Ontario, Calif.; Indianapolis, Ind.; Sacramento, Calif.; and Portland, Ore.

Merit Industries' promotional team has developed a comprehensive, step-by-step program to assist operators in becoming involved in organized dart leagues. At the heart of this program is a series of kits which explain every aspect of organized leagues. Kits include clear, easy-to-read handbooks, plus support materials needed to help the operator reap the benefits of organized dart competition.

Merit explains that these promotional strategies are invaluable in strengthening the relationship between themselves and operators. And of their dart program, the company reports that since the Series' inception in 1987, the tournaments have been a great boon to the areas surrounding each of the regional tourneys. "Following a Series event," noted the company, "there is an incredible growth in interest, and profits to operators of our games."

To learn more about Merit's program, contact the firm at P.O. Box 5004, Bensalem, PA 19020; 800/523-2760 (in-state phone is 215/639-4700).



Here's a pic from Merit's 1991-92 World Series of Darts season kickoff in Bloomington, Ill. Pictured (left to right) are: event winner Ray Terroniez, Merit's Bob Wiles, Midwest Electronics' (the event's co-sponsor) Lois Soeldner, Merit's Bill Gay and Midwest Electronics' Tim Jones.

HOLLYWOOD'S ARE BACK AND BACK TO THE BASICS OF YEARS AGO

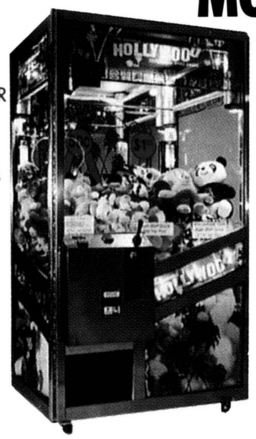
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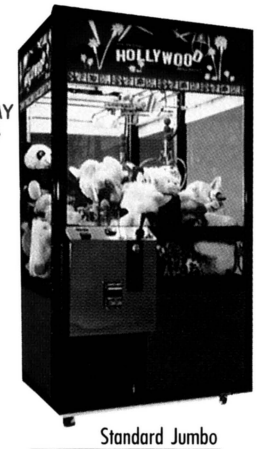
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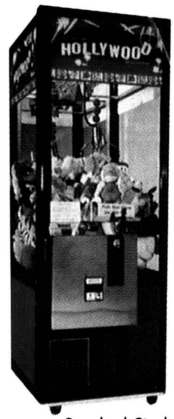
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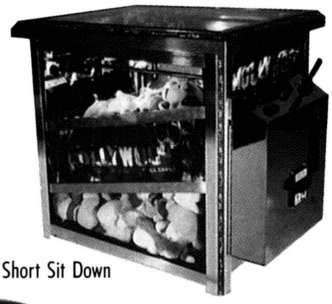
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HOLLYWOODS ARE BACK TO THE HIGH QUALITY & BASICS OF YEARS AGO

BUD LIGHT LEAGUES

Bud Light League does all the work for operators; darting pro Glenn Remick runs it with backing from Anheuser-Busch

Darts and beer are a "natural" combination, as any tavern owner can tell you. So "naturally," the Bud Light dart league has enjoyed tremendous member enthusiasm and growth since its inception in the fall of '91. Organizers call it "America's first national dart league," since technically it makes every player a competitor in one giant "league" rather than knitting together local leagues for the occasional tournament. The Bud organization boasts over 6,000 members from 32 states who are gearing up for the '92-'93 season beginning this fall.

The national dart program was created by Anheuser-Busch (A-B) as a means to promote their Bud Light brand beer, and they do everything from recruiting the location owners to setting up the matches and tourneys. The leagues are run on operator-owned equipment (any brand of steel tip or dart tip electronically-scored dart game is OK), so operators enjoy the benefits of tournaments without all the hassle. In addition, the professional A-B League Operators work with the coin machine operators to prevent any conflict of interest (i.e., no location jumping, no location ownership of games, etc.).

The whole shebang is run through the American Darters Assn. (ADA) headed up by well-known industry dart pro Glenn Remick. Along with A-B, the association carefully qualifies and intensively trains the league operators. After they've been trained, they manage leagues in their local markets and do everything from schedule player orientation meetings to holding weekly competitions. Sponsor A-B is there to help with its promotional materials, including cards, table tents, league flow charts, posters, hats, etc.

As we said, the '92-'93 season starts this fall with weekly competitions in local markets, where players dart for cash prizes and season-end trophies. At the end of the season, every team qualifies for the Bud Light National Championship held each August. This year, the action took place in Las Vegas.

For more information, contact the American Darters Assn., 1000 Lake St. Louis Blvd., Lake St. Louis, MO 63367; 314/625-8621.



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NEW PRODUCTS

NECK 'N' NECK from Bundra Games

Neck 'N' Neck is a video redemption game for up to six players.

Theme: Steeplechase/horserace theme.

Gameplay: The player presses a button to make his horse jump. The cleaner the jump, the faster the horse runs on one of the game's 64 random-length and -style tracks. Only the fastest player is able to win tickets (the more players, the higher the payout, although the computer will always compensate for lack of players). Completely operator-adjustable.

For more information, contact Bundra's new office at 1081 Country Club Rd., Plaza Level, Lake Zurich, IL 60047; 708/540-6400.

Product Updates from Nortech

Nortech introduces second-generation improvements to its **Time Machine** pool table controller. The battery-operated controller still converts existing pool tables into rack and/or time-play tables, but new features include the dual denominational coin mech (for dual pricing) and a programmable minimum buy-in to enter time-play mode. The company reports that the dual coin-mech system offers greater flexibility in pricing options, while the minimum buy-in requirement eliminates the possibility of players "beating the clock" and getting a free game.

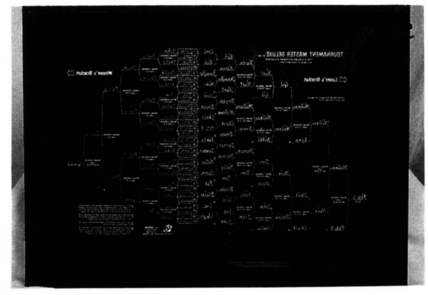
For more information, contact Nortech, Inc., P.O. Box 338, Virginia, MN 55792; 800/521-6372 or 218/741-6075.



SPORTS AUTHORITY from Classic

Classic introduces the sports trivia skill game, **Sports Authority,** for use in the redemption market. Stocked with Classic sports cards, the *Sports Authority* measures 63½" high and 25½" wide and comes equipped with a 13" monitor and sport card dispenser.

For more information, contact Classic, Inc., Rt. 37 & Germania Station Rd., P.O. Box 1697, Toms River, NJ 08754; 908/286-1120.



TOURNAMENT MASTER DELUXE from D.L. Johnson

The **Tournament Master Deluxe** is a lighted write-on display board capable of controlling tournament play. The product provides all that's needed to smoothly run events with up to 32 competitors in either a single or double elimination format. The operator simply enters the players' names and the *Tournament Master* does the rest, while allowing players to track their way through the competition and watch the progress of friends. The board can be hung on an easel or a wall, and features include scratch-resistant acrylic (easy to write on and easy to clean). It also has force five lighting, an intense "short-throw" lighting system containing light within the sign face, to give minimum light loss and maximum brightness. Four wet erase markers and an attractive ebony frame come with the unit.

For more information, contact D.L. Johnson Marketing Group, 7311 Warblers Way, Roscoe, IL 61073; 815/623-8360.

New from Telco

Telco introduces two models of low-cost high-return coin-op phones designed for small businesses. The **727** and **767** both feature a three-coin

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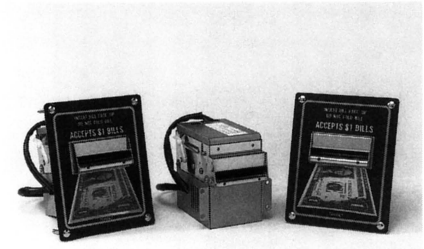
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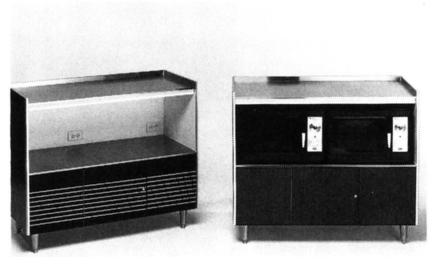
For more information, contact Telco Intercontinental Corp., 9812 Whithorn Dr., Houston, TX 77095; 713/855-2218.



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Available to retrofit existing pinballs and video games, Tekbilt's dollar bill acceptor is offered with programmable pulse outputs allowing the operator to select 1, 2, 3, 4, 5, 10, or 20 pulses per dollar.

For more information, contact your distributor or Tekbilt, Inc., Huntingdon Valley Industrial Center, 3983 Mann Rd., Huntingdon Valley, PA 19006; 215/322-3232.



METALMASTER JR. from Vendors Exchange

Metalmaster Jr. is a condiment counter designed especially for the needs of professional vendors. The *Metalmaster Jr.* features a stainless steel workshelf, a backsplash, and locked storage space. The counter can operate as a coffee station and is



Window Art from Solar Graphics

Solar Graphics offers a great way to transform your arcade or business store windows into an advertising art form with their window art. The art is applied using transparent colored and solar reflective films (they even block 80% of the sun's rays) and are a terrific means to create custom graphics minus the cost of traditional signage. Available art is anything from logos to custom decoration.

For more information, contact Solar Graphics, 3337-22nd Ave. S, St. Petersburg, FL 33712; 813/327-4288.

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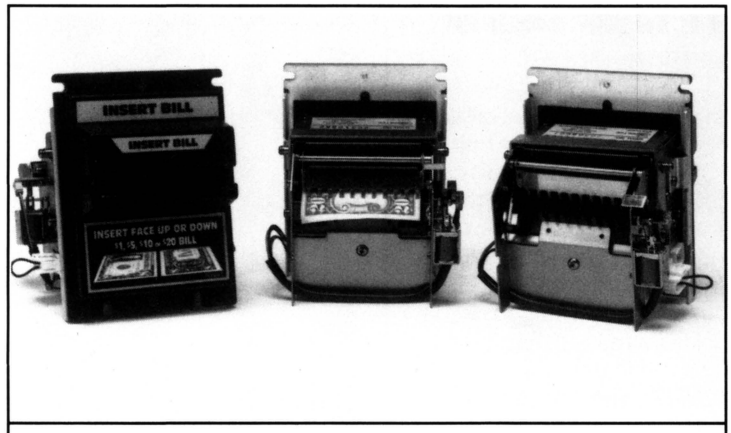
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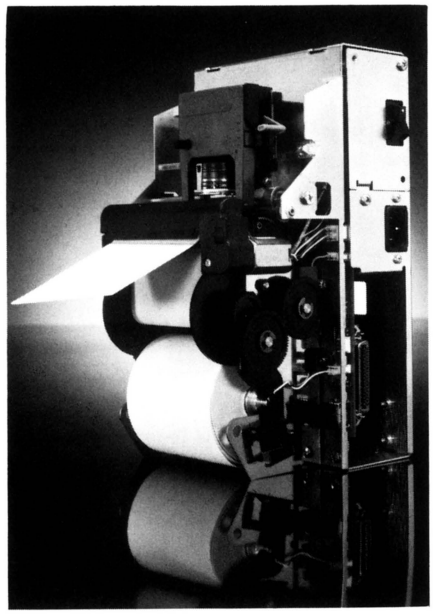
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capable of holding two microwave ovens. Available in all vending stylings, the unit contains two 20 amp electrical outlets with eight-inch service cords. Measuring 49" wide, 23½" deep and 41¼" high, the counter is mounted on 6" legs.

For more information, contact the Vendors Exchange, 4020 Payne Ave., Cleveland, OH 44103; 800/321-2311 or 216/432-1800.



MODEL 70 VLT PRINTER from Ithaca Peripherals

The **Model 70** is a compact-sized VLT printer (although custom configurations are available). The printer is capable of printing bar codes on winning tickets and has a print speed of up to six lines per second with "fast logic seek" and a ribbon life of six million characters. A built-in power supply is included and the printer comes with a standard one-year written warranty on parts and labor.

For more information, contact Ithaca Peripherals at 767 Warren Rd., Ithaca, NY 14850; 607/257-8901.



MODEL 71-V3 Bill Validator from Hamilton

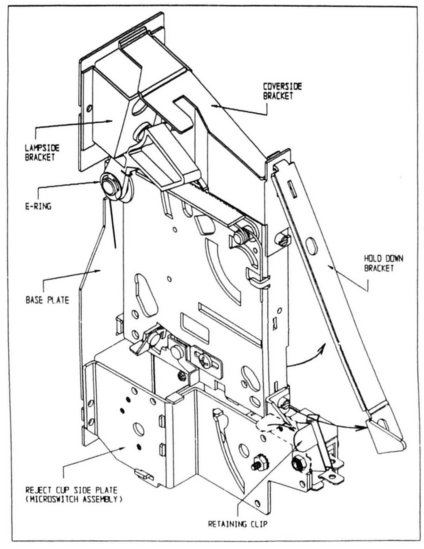
Hamilton Mfg. Corp.'s latest bill validator is a compact, stackerless unit for VLTs and OEM applications with confined space. Designed with a high torque motor and drum to provide positive bill transport, the validator reduces bill jamming and provides better bill acceptance. And, according to Hamilton, security is increased thanks to an S-shaped billpath and proprietary software. The validator accepts $1, $2, $5, $10 and $20 bills, switchable to any single bill or combination. Built-in diagnostics and display provide easier troubleshooting.

For more information, contact Hamilton Mfg. Corp., 3350 Secor Rd., Toledo, OH 43606; 419/535-7667.

DIAMOND BRIGHT from Nu-Look Products

Diamond Bright is a pinball playfield cleaner and polish. Specially formulated for the new acrylic playfields, the product polishes as well as removes scratches, haziness and abrasions. *Diamond Bright* is non-toxic and non-flammable. Each polish is available in 16 oz. bottles.

For more information, contact Nu-Look Products, 1340 Stirling Rd. #10B, Dania, FL 33004; 305/922-8877.



Enhanced Metal Kit Parts from Coin Controls

Coin Controls International have modified their kit parts (mounting assembly) for doors and front plate assemblies to provide greater versatility. The modifications include a redesigned base plate which allows the reject lever and spring to be replaced without replacing the whole base plate assembly, the removal of the lockout coil bracket from the reject cup side plate (allowing more space for coin acceptors) and stronger metal parts designed for high tolerance. The modified kit parts also now accept 3½" industry standard electronic and mechanical validators.

For more information, contact Coin Controls Int'l., 1850 Howard St., Elk Grove Village, IL 60007; 800/323-8174.

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X-MEN

Legal Questions

by Laurence Merritt and David Hagen

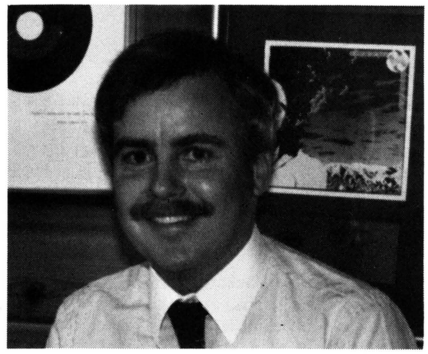
Do You Really Need a Written Location Agreement?

On at least nine different occasions during the past several years, this column has discussed the advantages of having a location agreement. These articles included: *Back to Basics on Contracts* (Feb. 1991); *More on Location Agreements* (Oct. 1986); *Know Who You're Dealing With and Put it in Writing* (July 1989); *When Competing With Other Operators, Respect their Contracts* (Aug. 1989); *Location Refuses Contract? Try an Expanded Delivery Receipt* (Oct. 1988); *Cover Attorneys' Fees in Advance: Get it in Writing* (Nov. 1988); *Teach Your Locations to "Rollover"* (July 1991); *How Long is Too Long for a Contract to be in Force?* (May 1991); and *Calculating Damages for Breach of Location Agreement* (Oct. 1987).

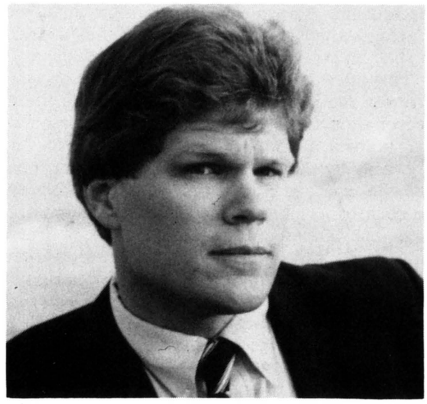
Even though we have spent so much time and effort emphasizing the importance of written location agreements, we still do not feel we have emphasized it enough! Further, we get numerous requests for copies of our standard Location Agreement. In response to both these issues, we thought it would be a good idea to simply print a copy of our Location Agreement in the column. You'll find that sample agreement immediately following this month's column.

After reviewing the Location Agreement, pull out your old copies of *RePlay* and review the articles listed above. This will give you an excellent working knowledge of how to use the standard vending contract.

Warning. The standard vending contract which is reproduced here, has been prepared according to *California law*. The law in other states may be different. The sample agreement should work in most situations, in most states. However, you should have your local attorney review it, prior to putting it into use.



LARRY MERRITT



DAVID HAGEN

Laurence Merritt has been helping operators with their legal problems for almost 20 years, taking many matters to trial and obtaining large judgments. However, he feels his greatest accomplishments are the times when he has been able to obtain successful results without going to trial. Mr. Merritt is on the panel of arbitrators for the Los Angeles Superior Court and has served as a Judge Pro Tem in the Santa Monica Municipal Court. He has also taught several paralegal courses at Waterson College.

David Hagen has represented operators for a number of years. He has taught paralegal courses at Waterson College as well as been an instructor in the MBA program at California Lutheran University. Laurence Merritt and David Hagen have worked together for many years and both welcome comments and questions. You can reach them at: Merritt & Hagen, Attorneys at Law, 6400 Canoga Ave. #311, Woodland Hills, CA 91367; phone: 818/992-1940; fax: 818-992-3309.

Incidentally, many people have called us, asking why the sample agreement states at the bottom that it is the "Vending Industry Standard Form." The reason that it is called this, is because it is the only agreement which we know of, that is used nationwide. There are probably many other form agreements which operators use. However, we know of no other agreements which are used as often as the one which we prepared. This sample agreement has been handed out at numerous conventions, lectures, etc., and we believe it has now become the "norm." Further, when a location sees that it is a "standard" agreement, they are less inclined to ask for a modification of any of its terms.



In today's business climate, you need more than this to secure location agreements. See the next page for Merritt & Hagen's standard Location Agreement form, though note that its terms are based on California law.

Once again, the use of location agreements in your business is critical to its ongoing success. The use of one similar to that which follows this month's column, is strongly advised.

LOCATION AGREEMENT

This Agreement is made between _____

(hereinafter referred to as the "Operator") and _____

(state whether sole proprietorship, corporation or partnership--if partnership, all partners must join in agreement (hereinafter referred to as the "Location").

1. The Location hereby gives Operator the exclusive right to maintain and operate coin-operated equipment at the business premises known as:

_____ and located at _____

2. The proceeds derived from the coin-operated amusement machines placed at the business establishment shall be divided between the parties hereto as follows:

Phonograph: Location _____%; Operator _____%; Minimum $_____ per week to Operator.

Amusement: Location _____%; Operator _____%; Minimum $_____ per week to Operator.

Cigarettes: Commission to Location in the sum of _____ cents per package sold in premises, payable quarterly, balance to Operator.

In the event of any increase in the cost of cigarettes or other articles dispensed through Operator's equipment, or in the event of any increase of any tax, royalty or other charge on the dispensing or on the sale of such articles, or on the ownership or operation of coin-operated equipment, which increase is not reflected in the increased retail price derived from the machines, Operator may reduce Location's commissions and compensation by the amount of the increased cost of operation so caused. Unless otherwise expressly agreed by the parties, no allowance for "houseplay" or "machine promotion" shall be permitted to Location.

3. The term of this Agreement is sixty (60) months. Thereafter, this Agreement shall renew itself automatically for like periods upon the same terms and conditions, unless either party gives the other, by registered or certified mail posted not more than sixty (60) days nor less than thirty (30) days prior to the expiration of this Agreement or any renewal thereof, written notice of the intention to cancel this Agreement.

4. The Location agreed to provide adequate and appropriate space for the Operator's placement of its machines in the business premises, readily accessible to the public, and will keep the same connected and in operation during all normal business hours. The Location will protect the machines from tampering, injury and damage, and will provide electrical current for the operation thereof, without expense to Operator. The Location shall be responsible for any damage or loss caused to the amusement machines by reason of any cause whatsoever. The Location shall not be responsible for the ordinary maintenance and repair of the amusement machines. Operator agrees to stock vending equipment provided hereunder on a regular basis, and to restore defective and inoperative equipment to operating condition as rapidly as circumstances will permit after receipt of notice from Location. The expense of routine service and maintenance for the equipment (except for parts and supplies) shall be borne by Operator. The Location shall promptly notify Operator of any machine malfunction. The equipment and the contents thereof, are and shall continue to be the property of Operator, and Location shall in no way pledge or encumber the same, or in any manner interfere with Operator's ownership.

5. The Location agrees that it will not purchase, rent, install, permit to be installed, or to be used in its business premises, similar equipment of any other person, firm or corporation, including competing equipment not operated by coins, and when cigarette machines are included hereunder, that the Location will not sell or dispense or permit the selling or dispensing of cigarettes at the business premises, except through Operator's equipment.

6. The Location agrees that upon any sale, conveyance or assignment of its business establishment, that the Location will procure the written acceptance and assumption by its successors and assignees of this agreement. This Agreement shall be binding upon the heirs, assignees and successors in interest of Location.

7. If the Location shall breach any provision of this Agreement, the Operator shall be entitled to recover as damages, all of the profits which it would otherwise have earned during the term remaining as of the breach of this Agreement. Those future gross profits shall then become immediately due and payable by the Location. The Operator's expenses are fixed and its damages shall not be reduced by its expenses, or any part thereof, or by any amounts that it may earn from other Locations. In calculating the loss of profits, it shall be assumed that the average weekly profits earned by the Operator prior to the breach would have continued during the remaining term of the Agreement. However, the loss of profits shall not be less than the minimum weekly commission provided for herein, if such a sum has been stated in paragraph 2. If legal action shall be instituted by either party to enforce the terms or conditions contained herein, then the prevailing party in any such action shall be entitled to recover from the other the reasonable attorneys fees and costs incurred.

8. The expense for any city, county, state and/or federal licenses, permits and taxes required for the amusement machines shall be borne and paid by Location. The expense for parts and supplies shall be borne equally by the parties except as stated in paragraph 4.

9. Operator shall have the sole right to select and rotate the type and number of machines it places at the Location's business premises. No minimum guarantee provided for herein shall be affected by removal or change of any machine unless the guarantee expressly applies to a specific item, and such item is not replaced by another machine or device of similar value. The minimum guarantee shall no longer apply if the Operator voluntarily removes all of its machines from the business establishment.

10. Should either party terminate or close their respective business for any reason whatsoever prior to the end of the term of this Agreement, whether such act be voluntary or involuntary, such act shall be deemed a breach of this Agreement by that party.

11. The Location warrants that during the term of this Agreement the business establishment will remain open for normal business hours for not less than forty (40) hours per week, and that there are no existing agreements for the installation or operation of any competing equipment in the business premises and that no such agreements will be entered during the term of this Agreement.

12. Should any part or clause of this Agreement be declared by a court of competent jurisdiction to be void or unenforceable, then that part or clause shall be deemed to be severable and the remainder of this Agreement shall be carried into effect. This instrument sets forth the entire agreement of the parties with respect to the subject matter. No amendment, extension, supplement or modification hereof shall have any force or effect unless reduced to writing and executed by Operator and Location.

13. Any controversy or claim arising out of or relating to this Agreement or any breach thereof shall be submitted to arbitration in accordance with the rules of the American Arbitration Association, and judgment upon the award may be entered by any court having jurisdiction thereof. The decision of the arbitrator shall be binding upon the parties. This clause shall not limit the right of any party hereto to obtain any provisional remedy, including, without limitation, writs of attachment, injunctive relief, writs for recovery of possession or similar relief, from any court of competent jurisdiction. In any controversy submitted to arbitration, the parties shall have the same right to take depositions and to conduct discovery as they would if the matter had been tried in a court of law.

EACH PARTY ACKNOWLEDGES THAT HE HAS READ AND UNDERSTANDS THIS AGREEMENT AND HEREBY EXECUTES THE SAME:

Dated: _____

Location: _____ Operator: _____

Address: _____ Address: _____

Telephone: Telephone:

Home (_____)_____Business (_____)_____ Office: (_____)_____Service: (_____)_____

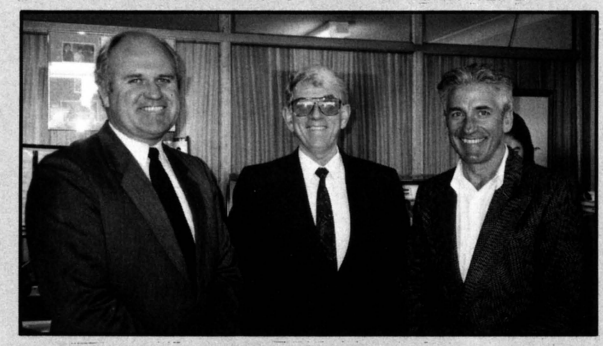
_____

Social Security # or Federal I.D. #

Vending Industry Standard Form Copyright Winter 1989 Prepared by Merritt & Hagen, Attorneys At Law 818-992-1940

GRAPEVINE

international



AUSSIE SHOW PLANNING — The 1992 South Australia AMOA coin-op trade show takes place Dec. 7 at the Ramada Grand Hotel in Adelaide. An important visitor recently dropped by the city's AMD to discuss show plans. From left, we see SA AMOA director Gerald Morgan, guest Malcolm Steinberg (chief of Leisure & Allied distributing) and SA AMOA prexy Frank Sebastyan.

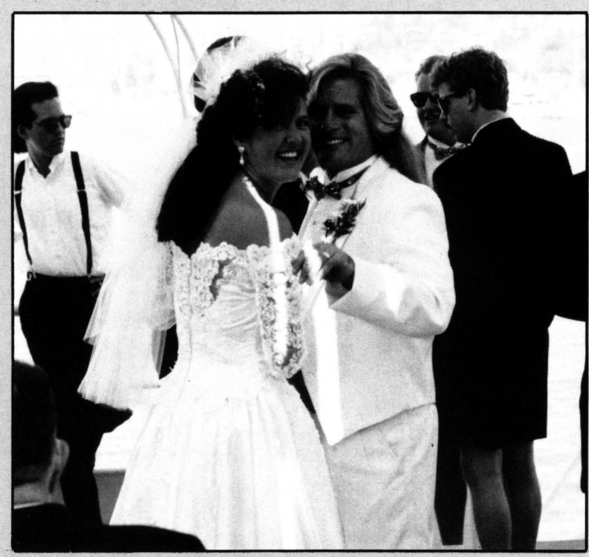
EXPO-GAME '92 — From September 4-13, the first exhibition of amusement games will take place in Buenos Aires, Argentina at the Palermo Fair Center. The show is being sponsored by the publishers of *Guia Machines,* a three-year-old reference guide for amusement machine industry people in Argentina. The magazine is now expanding to include the markets of Brazil, Paraguay and Uruguay (the MERCOSUR); Chile and Bolivia are also to be added to the magazine's readership and coverage. With the increasing attention given to these markets, a convention is certainly timely. For additional information on Expo-Game '92, contact Clio Publicidad Empresaria at 011-01-311-6133.

PLAYING FOR A CAUSE — The Starlight Foundation and operator Wayne Fromm's Video Invasion (Ontario, Canada) have organized a "Dinner and Video" fundraising event with all proceeds to go to the Starlight Foundation (a group for ill children, something like the Make A Wish Foundation). The $50 ticket gets two people a dinner and over three hours of video play, and the whole shebang takes place Oct. 19 at Video Invasion. Nice going!

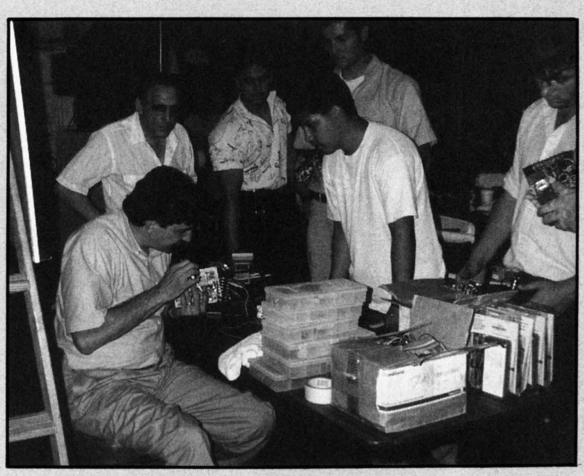
TUNING ELECTRONIC (a subsidiary of Hamburg, Germany's TV-Tuning GmbH), has announced that their *Seibu Cup Soccer* video game is "new and improved" with product updates. Additional features include a join-in at any time, new referee and linesmen characters, and color changes. The company also reports that game winners can continue play free of charge (though the computer will guard against long playtime) and a penalty kick competition mode is available in tie situations. Called *Olympic Soccer '92* in some areas, the game's name has been changed permanently to *Seibu Cup Soccer.* For more info, call Reymond Safft at 011-49-406-0602.

PLM '93 — Japan's leisure management exhibition, otherwise known as the Professional Leisure Management and Resort Development Expo (PLM, for short), will take place Jan. 31-Feb. 3, 1993 at the Harumi Trade Fair Grounds in Tokyo. PLM planners report that the leisure show has received the official support of all the major trade associations in Japan, as well as recognition from associations internationally. "Our original announcement brought a flood of inquiries," said the show's chief exec organizer Terutaka Tsuboi. "And I am confident that the convention and seminar program will quickly become the annual showcase for the Japanese leisure industry." For information, contact Stephen Luff at 011-44-71-486-1951 or within Japan, call 81-33-3814-8655.

southwest



MR. & MRS. JOE BATES! Yes, the Plush-4-Play topper wed his beloved Kathy Askew August 9 during a wonderful cruise around Newport Beach, Calif. The couple exchanged vows and rings aboard the "Spirit of Newport" during a moving ceremony full of love and laughter. (The guys in the wedding party even wore tuxedo shorts!) Following the cruise, the couple entertained at a luau-style reception. We join with their many friends to wish them a lifetime of happiness! Congratulations!



CENTURY VENDING hosted a July 10-11 service school at their Gardena, Calif. office complete with a full classroom and popular tech teacher Randy Fromm. With over 18 companies represented, the two-day hands-on session covered "Using Digital Multimeter," "Power Supply and Rebuilding," "Monitors from A-Z," "Conversion Advice" and Troubleshooting." According to sponsors Century Vending and AAC, the feedback was enormously positive. Pictured above is Randy Fromm (sitting) with some students and equipment in need of help.

THE BUZZ IS UP! Atari's called its dealers into the Westin Hotel by O'Hare Sept. 2 to see their brand new *Space Lords*. There's a buzz reportedly up about the game, based on test collection scuttlebutt. The factory will also show off a final version of their *Moto Frenzy* mini-deluxe that previewed to dealers at their Cannes meeting.

ATARI EXECS EXIT — At the "other Atari" which makes home games exclusively, former CEO and President Lawrence Siegel, along with COO and Exec VP Dana Plotkin, have left to concentrate on the formation of a new company to create entertainment software. The company is up and running this month and is based in the Chicago area. "We are negotiating with two large California-based venture capital firms," Larry Siegel said. "We'll be designing, producing and marketing multimedia, interactive software for video games and several computer platforms." The company name is not yet official, but for further info, you may contact Larry Siegel at 708/985-3182 or Dana Plotkin at 312/280-0776.

SO YOU WANNA BE A STAR — You may have read in our August cover story that Pioneer Laser Entertainment (PLE) has opened a karaoke retail store called the Star Factory located in Gurnee, Ill. The unique store rents out multiple private music studios complete with PLE's *Laser Karaoke* systems. Customers pay an hourly room rental fee, then sing in a recording studio atmosphere. They leave with a cassette of their performance. With its first retail location complete, PLE is planning ahead with new Star Factory sites.

EXIDY NEWS — The folks at Exidy (Redwood City, Calif.) report that they're "hoppin' and jumpin'" with new game *Daterbase* which is currently in full production. Exidy's marketing arm BullsEye is also "in full production" and has "enjoyed non-stop growth," according to Exidy's Virginia Kauffman. Finally, the Kauffmans took time out of their busy schedule to march Pete Kauffman's daughter, Amber, down the aisle last June. Congratulations Amber, Pete and Virginia! Congratulations, Exidy! What a schedule!

L.A. VINTAGE COIN MACHINE & ADVERTISING SHOW — This bi-annual show will feature merchanise and advertising pieces from all areas of coin-op promotion. Scheduled for Oct. 10-11, the first edition of the convention will take place at the Fairplex in Pomona, Calif. Organized by Bill and Rosanna Harris, owners of Arvada, Colo.-based Royal Bell (makers of rebuilt slots), the show will concur with Toyrific, a toy show to be held at the same time in an adjacent building. Both organizers say the two expos will highly complement each other. For more info, please call Rosanna Harris at 303/431-0799.



H.A. FRANZ (Houston) hosted an early July distributor open house featuring a special showing of Rowe's new *LaserStar America* juke. H.A.'s sales manager Jerry Johnston writes that the event was a great success, drawing more than 300 of their customers to the open house and Texas BBQ feast. Rowe's sales VP Joel Friedman also attended the celebration as did Texas state rep Al Edwards and AMOT's (Texas) Dock Ringo. During the festivities, Rowe held a drawing with lucky winner Jim Patton of Southwest G&A (Lake Jackson, Tex.) winning a brand new *Laserstar America* CD phono. In all, a great time! Pictured above are (left to right) Joe and Hoddy Franz with Joel Friedman.

midwest

IN MEMORIAM — Tom Seaver, the son of prominent Wisconsin amusement operator Ken Seaver, died late June in Santa Cruz, Calif. of cancer of the brain. Tom was 43 years old and owned and operated the Land of Oz game room in Stockton, Calif. at the time of his death. Tom leaves behind a seven-year-old son and his wife, as well as three brothers, his mother and father. His father, Ken Seaver owns Central Vending Service (Lake Geneva, Wisc.). Our condolences go out to everybody.

NORTH DAKOTA NEWS — The North Dakota Coin Machine Operators Assn. (NDCMOA) has postponed this month's convention due to the "need for intense work on governmental affairs which we must give our full attention to." Instead of the convention, NDCMOA will hold monthly membership workshops/meetings for the duration of the legislative session. The association also has plans in the works for a "Day on the Hill" during which they may schedule a show. If you'd like additional information on NDCMOA's future plans or membership requirements, contact them at 2700 — 7th Ave., P.O. Box 3123, Fargo, ND 58108.

WAMO'S BEST EVER — This year's dart tourney sponsored by the Wisconsin group WAMO was termed "positively one of the best." That on the heels of "probably the best ever in dart history" for WAMO made for big smiles at the April 24-26 finals, held at the Tri County Ice Arena in Neenah. Some 5,000 entries competed for over $70,000 in cash and prizes. This year's event makes eight in a row with more players and record-sized purses. The photo shows members of the WAMO Dart Committee accepting clock plaques to honor their hard work. From left, that's Dave Fonder, John Speers and Mike Bohrer. Not shown are committee members Tony Urso, Eric Jacobson, Ralph Fleege, Mike Mellen and Dale Saunders. WAMO thanked Arachnid, Merit and Valley



for generously donating about 60 machines used during the event. Participating operators could buy them afterwards with a $100 rebate. Congratulations, WAMO!

OHIO 8-BALL recently enjoyed its largest turnout in OCMA history! The Ohio Coin Machine Assn. held its 11th annual Valley 8-Ball League state championship tourney April 30-May 3 at the Richland County fairgrounds in Mansfield. Lorain Music & Vending hosted once again, with 17 OCMA operator members providing 150 men's teams, 32 women's teams and 12 Master Division teams. Players competed for $24,000 in cash, prizes, trophies and a shot at the VNEA international championships. Lots of hoopla went along with the

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- Set up to 7 special times

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Dual coin, dual pricing available
- Programmable minimum buy-in for time play

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- Battery charger
- Mounting template
- Operator's manual

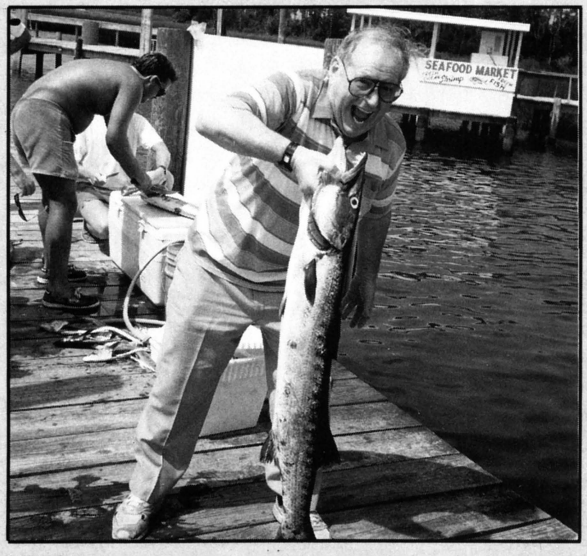
To order or for more information, write Nortech Mfg., P.O. Box 338, Virginia, MN 55792.
In USA and Canada call 1-800-521-6372. All others 1-218-741-6075.



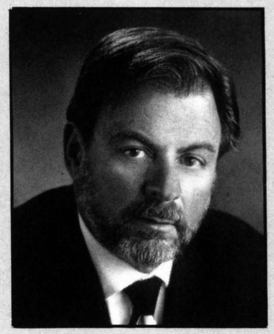
event, including good media coverage, ceremonies, and ribbon-cutting by a beauty contest winner (who went on to be Miss Ohio). Seen here are (from left) tourney director Jerry Dunbar, tourney president Toni Dunbar and several winning players. Not shown is John Ramberg who won the 1992 Meritorious Service award.

SUN PROCESS HIRE — The Elk Grove, Ill.-based adhesive coater, laminator and converter of plastic films has announced the addition of John Rhoads to their staff. As director of manufacturing, John will be responsible for all production operations. With 22 years manufacturing experience, the company is pleased to have him on board.

southeast



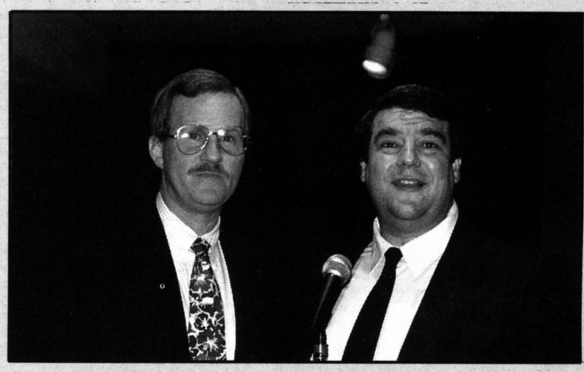
GOTCHA! — "I've met this guy before!" jokes ex-Bronx operator Sam Morrison, displaying the barracuda he caught in July during his fishing trip near Myrtle Beach, S.C. Indeed, certain Bronx bar owners (the barracudas) Sam dealt with the many years he ran jukeboxes and games in the city are distant memories now that he's retired (he makes his home in Yonkers). But, one never forgets those who want this game and/or that loan "or else!" While in Carolina, Sam ran into Billy LaHart (who's been running a route for Fred Collins) at a fishing pier bar Collins Music has. The two New York Staters reminisced about the old days, about Billy's late father Jack, and probably about Millie McCarthy (how could you not?).



HIGHLY HONORED — Robert Cassata, the "Bob" in Bob's Space Racers, has been named Manufacturing Entrepreneur of the Year (for the Florida region) by *INC. Magazine.* He will now be considered for national honors, in competition with winners from 38 other U.S. regions. Bob entered the amusement industry as a concessionaire in Daytona Beach (where his present factory is) back in the mid '60s. Within a few years he was running his own road operation and was one of the early innovators of trailerized games. He introduced his first *Space Racer* game in 1970 and it was a success. Soon after, he began to manufacture games for other operators and a period of growth began which has continued to the present. Bob's Space Racers, Inc. is a major gamesmith today, specializing in such redemption attractions as *Whac-A-Mole, Roll-A-Ball, Bully Buster, Super Shifter* and their new *Rising Water.* Congratulations for this well deserved honor!

LEISUREXPO II — Catering to the needs of the fun center, mini-golf and food service industry, Leisurexpo '93 will take place Jan. 22-24, 1993 at the Ocean Center in Daytona Beach, Fla. Whether you call it a fun center, a family amusement center or an entertainment center, convention organizers promise Leisurexpo will have something for you. To register for the event and its 14 seminars, contact show planners at 800/848-1651.

northeast



CMIA FUNDRAISER — The Coin Machine Industries Assn. of New England (CMIA) recently held a fundraising dinner to raise money for their legislative efforts in combatting the area's 5% receipt sales tax and cigarette bans. Held at Joe Tecce's restaurant on June 27 in Boston, the dinner and auction (with equipment donated from coin-op manufacturers) raised approximately $21,000. Shown above is CMIA incoming prexy (left) Bob

LeBerge (Teddy Bear Amusements) making a "thank you" presentation to past president Rick Kirby (NECO).

KRAMER MANUFACTURING has developed the only legally-approved 8-line redemption game for the state of Iowa. Designed in conjunction with Tokyo's Wing/Eagle Co., the *Fruits and Bells* game features a "Bell Fever" mode and a one- or three button skill stop. Exclusive distributorship of the game is in the hands of H-Z Sales (Omaha, Neb.).

northwest

COIN-OP COURAGE — On a recent business trip taking him from Butte to Missoula, Mont., Merit's Lamar Forque encountered a car accident. His car was second in a line of three vehicles whose drivers witnessed the crash . . . but Lamar was the only one who pulled over to help. Seeing the car in flames, Lamar rescued two children and the father driving the car. Unfortunately, the mother died in the accident and the father is not expected to survive, but the odds would have been much worse if Lamar had not been there to help. A deep bow to a man of courage and compassion, Lamar Forque!

PUGET SOUND BUSINESS JOURNAL

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1992 Entrepreneurs Of The Year

Ace Novelty's Mayers proves fun things can be big business

Benjamin Mayers' interest in toys and licensed merchandise started decades ago when he sold balloons on Seattle street corners while still in high school.

Today, Ace Novelty Co., the Bellevue-based company he founded, is a multinational corporation with offices around the world.

Ace enjoys annual sales of over $100 million, maintains credit lines of over $35 million, employs over 1,000 people worldwide and owns factories, warehouses and offices totaling over a million square feet.

Exposure to Ace products is almost unavoidable. The firm was the exclusive supplier of souvenirs for the 1990 Goodwill Games and Expo '86 in Vancouver, B.C., and boasts an extensive family of licenses for Disney products, the PBS-TV show "Sesame Street," over 30 universities, the National Football League, Major League Baseball Players Association and Nintendo's Super Mario Brothers, among others.

Benjamin Mayers, the firm's chairman, is the winner of this year's Northwest Wholesale/Retail Entrepreneur of the Year award.

His rivals in the final round of judging were J. Jeffrey Meder, chief executive officer of Drug Emporium Northwest of Kirkland and Linda Burton, president of Max Burton Enterprises Inc., a Tacoma-based manufacturer of stove-top grills.

Ace remains a privately held, family-run business. Mayers started the firm in 1953, the year he graduated from the University of Washington with a bachelor's degree in accounting. Son Ronald Mayers, the firm's president, followed his father to the UW and also majored in accounting, graduating summa cum laude in 1979.



MAYERS

The younger Mayers has served in key management positions within the company since 1979 and assumed the presidency in 1990.

Ace claims to be the largest domestic manufacturer of plush toys, including the popular Plush Parade line. Among its retail customers are J.C. Penney, K mart and Toys "R" Us.

The firm has been involved with world's fairs and expositions since the Seattle World's Fair of 1962. Its souvenir program at Expo '86 created new standards for event merchandising by generating in excess of $26 million in royalties for the exposition.

Ace is credited with reviving that 1960 creation, the Troll doll. These elflike creatures with wild, colorful hair became a children's favorite after Ace spent some $10 million on a national television advertising campaign that successfully resurrected the old toy line. □

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WHAT AN HONOR! The *Puget Sound Business Journal* recently named plush manufacturer Ace Novelty (Bellevue, Wash.) its "1992 Entrepreneurs of the Year" (the award's full title is Northwest Wholesale/Retail Entrepreneur of the Year). In their article, the *Journal* praised the company for its accomplishments, ranging from annual sales in excess of $100 million to crediting the company with reviving the "Troll trend." A privately-held, family-run business, Ace has been around since 1953 and is extremely pleased with this 1992 honor. Congrats!

AMOA Jukebox Top 30

FOR MONTH ENDING JULY 1992

COMPILED FOR THE AMUSEMENT & MUSIC OPERATORS ASSOCIATION'S JUKEBOX PROMOTION COMMITTEE

THIS CHART	LAST CHART	TITLE / SONGWRITER(S)	ARTIST / LABEL/DISTRIBUTING LABEL
		★ ★ No. 1 ★ ★	
1	3	**ACHY BREAKY HEART** D. VON TRESS (BMI)	BILLY RAY CYRUS MERCURY 866522-7
2	1	**FRIENDS IN LOW PLACES** D. BLACKWELL, E.B. LEE (BMI/ASCAP)	GARTH BROOKS CAPITOL 44647
3	2	**SHAMELESS** B. JOEL (BMI)	GARTH BROOKS CAPITOL 44800
4	7	**BOHEMIAN RHAPSODY** F. MERCURY (ASCAP/PRS)	QUEEN HOLLYWOOD 7-64794
5	4	**WHAT SHE'S DOING NOW** P. ALGER, G. BROOKS (ASCAP)	GARTH BROOKS LIBERTY 57733
6	13	**JUMP** J. MAULDIN (ASCAP)	KRIS KROSS COLUMBIA 38-74197
7	5	**RODEO** L. BASTAIN (BMI)	GARTH BROOKS CAPITOL44771
8	11	**TWO OF A KIND** B. BOYD, W. D. HAYNES, D. ROBBINS (ASCAP)	GARTH BROOKS CAPITOL 44701
9	12	**I CAN'T DANCE** T. BANKS, P. COLLINS, M. RUTHERFORD (ASCAP)	GENESIS ATLANTIC 7-87532
10	8	**THE THUNDER ROLLS** P. ALGER, G. BROOKS (ASCAP)	GARTH BROOKS CAPITOL 44727
11	17	**EVERYTHING ABOUT YOU** K. B. EICHSTADT, W. W. CRANE IV (ASCAP)	UGLY KID JOE MERCURY 866632-7
12	9	**UNDER THE BRIDGE** A. KIEDIS, M. BALZARY (BMI)	RED HOT CHILI PEPPERS WARNER 7-18978
13	—	**LET'S GET ROCKED** P. COLLEN, J. ELLIOT, R. LANGE, R. SAVAGE (ASCAP)	DEF LEPPARD MERCURY 866568-7
14	25	**OLD TIME ROCK & ROLL** T. E. JONES, G. H. JACKSON (BMI)	BOB SEGER CAPITOL 57797
15	6	**PAPA LOVED MAMA** K. WILLIAMS, G. BROOKS (ASCAP)	GARTH BROOKS LIBERTY 57734
16	16	**JUST TAKE MY HEART** E. L. MARTIN, A. PESSIS (ASCAP)	MR. BIG ATLANTIC 87509
17	10	**NEON MOON** R. DUNN (BMI)	BROOKS & DUNN ARISTA 12388
18	18	**UNCHAINED MELODY** ZARET (ASCAP)	RIGHTEOUS BROTHERS COLL 4214
19	—	**CRAZY** WILLIE NELSON (BMI)	PATSY CLINE MCA 53525
20	14	**TO BE WITH YOU** E. MARTIN, D. GRAHAME (ASCAP)	MR. BIG ATLANTIC 7-87580
21	24	**STROKIN** C. CARTER (BMI)	CLARENCE CARTER ICHIBAN 108
22	20	**STRAIGHT TEQUILA NIGHT** K. ROBBINS, D. HUPP (ASCAP)	JOHN ANDERSON BNA 62140
23	—	**THE REAL LOVE** BOB SEGER (ASCAP)	BOB SEGER CAPITOL 44761
24	—	**MY LOVIN** T. McELROY, D. FOSTER (BMI)	EN VOGUE EAST/WEST 7-98586
25	30	**SOME KIND OF TROUBLE** M. REID, B. MAHER, D. POTTER (ASCAP/BMI)	TANYA TUCKER LIBERTY 57703
26	19	**NOTHING SHORT OF DYING** T. TRITT (BMI)	TRAVIS TRITT WARNER 7-18984
27	—	**WITHOUT YOU WHAT DO I DO WITH ME** R. PORTER, L.D. LEWIS, D. CHAMBERLAIN (ASCAP)	TANYA TUCKER CAPITOL 44774
28	—	**MAMA I'M COMING HOME** O. OSBOURNE, Z. WYLDE, L. KILMISTER (ASCAP)	OZZY OSBOURNE EPIC ASSOC 74093
29	—	**GONE AS A GIRL CAN GET** JERRY MAX LANE (BMI)	GEORGE STRAIT MCA S7-54379
30	—	**MAYBE IT WAS MEMPHIS** M. ANDERSON (BMI)	PAM TILLIS ARISTA 12371

NATIONAL SAMPLING BY RECORD SOURCE INTERNATIONAL (RSI) BASED ON BOTH 45 RPM AND CD POPULARITY.

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BIG DO UNDER BIG SKY — The Montana association MCMOA held its annual in White Fish in their usual laid back fashion. Taking the airs above (from left) are Clint Lohman (Glendive), Dave Hall (Rowe), Stan Larsen (Struve), Phil Benson (the prez from Mazda), Cris Warren (Helena) and Jeff Flatness (Bozeman). Now, why is Dave hiding his kees?



IT'S A FIRST! The very first Rowe *CD-100C* sold in the northwest went to operator Tony Morlins (shown on the truck at left with Rowe's Dave Hall). Unit came right off the showroom floor at Music-Vend's jukebox showing in Seattle. No grass grows under Tony's feet!

DATEBOOK

SEPTEMBER 10-13
NCAMA (North Carolina) convention, Stouffer Winston Plaza Hotel, Winston-Salem. For more info, call Bobby Earp at 919/584-4833.

SEPTEMBER 11-13
The following dates have been changed for the NDCMOA (Nth. Dakota) conv. and show: Aug. 14-16. The new dates are as shown above. For site info, call the assn. at 701/235-3892.

SEPTEMBER 17-19
FunExpo (int'l family fun center and mini golf show), New Orleans Convention Center. For info, contact Bailey Beeken at 914/682-2027.

SEPTEMBER 22-24
World Gaming Congress & Expo, Las Vegas Convention Center. For more information, call 800/223-9638.

OCTOBER 1-3
AMOA Expo '92, Opryland Hotel and Convention Center, Nashville, Tenn. For more information, call AMOA at 312/245-1021.

OCTOBER 1-6
International Assn. of State Lotteries Congress '92, Miami. For information, call 301/330-7600.

OCTOBER 15-18
ENADA '92, (Italian trade show), Rome Fair, Rome. For more information, call SAPAR-AGIS (Italy's trade assn.) at 011-39-6-440-3686.

OCTOBER 21-23
Fer '92 (Spain), Recinto Ferial, Barcelona. For more information, call 011-93-416-1466.

NOVEMBER 5-7
NAMA National Convention, Trade Show and Education Sessions, Washington Convention Center, Washington, D.C. For more information, call 312/346-0370.

NOVEMBER 12-15
Pinball Expo and Flip Out Tournament, Ramada Inn O'Hare, Rosemont, Ill. For more information, call 800/323-3547.

NOVEMBER 17-21
IAAPA (amusement parks and attractions) 74th annual convention and trade show, Dallas Convention Center. For information, call 703/836-4800.

DECEMBER 8-11
ForainExpo/AmusExpo '92, the int'l exhibition for the entertainment industry, Paris Le Bourget Airport Exhibition Center. For details, contact Francoise Regnier at 011-33-1-47-42-92-56.

JANUARY 20-23, 1994
INTERSCHAU (German trade show), Hamburg, Germany. More details to be announced. For more information, call Dusseldorf Trade Shows at 312/781-5180.

MARCH 11-13, 1993
ACME '93, Sands Convention Center, Las Vegas. (Quarters hotel: Las Vegas Hilton). For info, contact Bill Glasgow, Inc. at 708/333-9292.

THE BLUE PAGES

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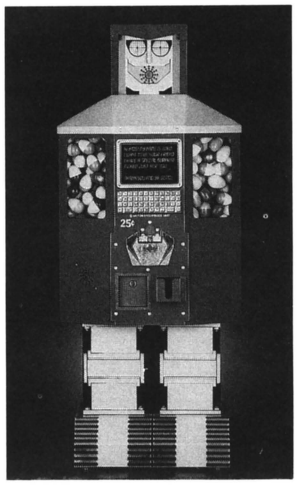
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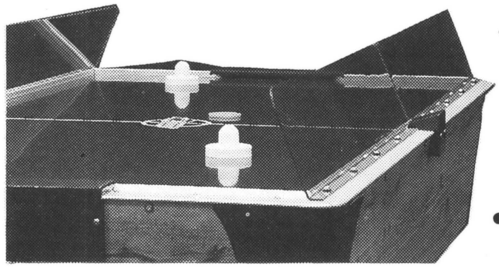
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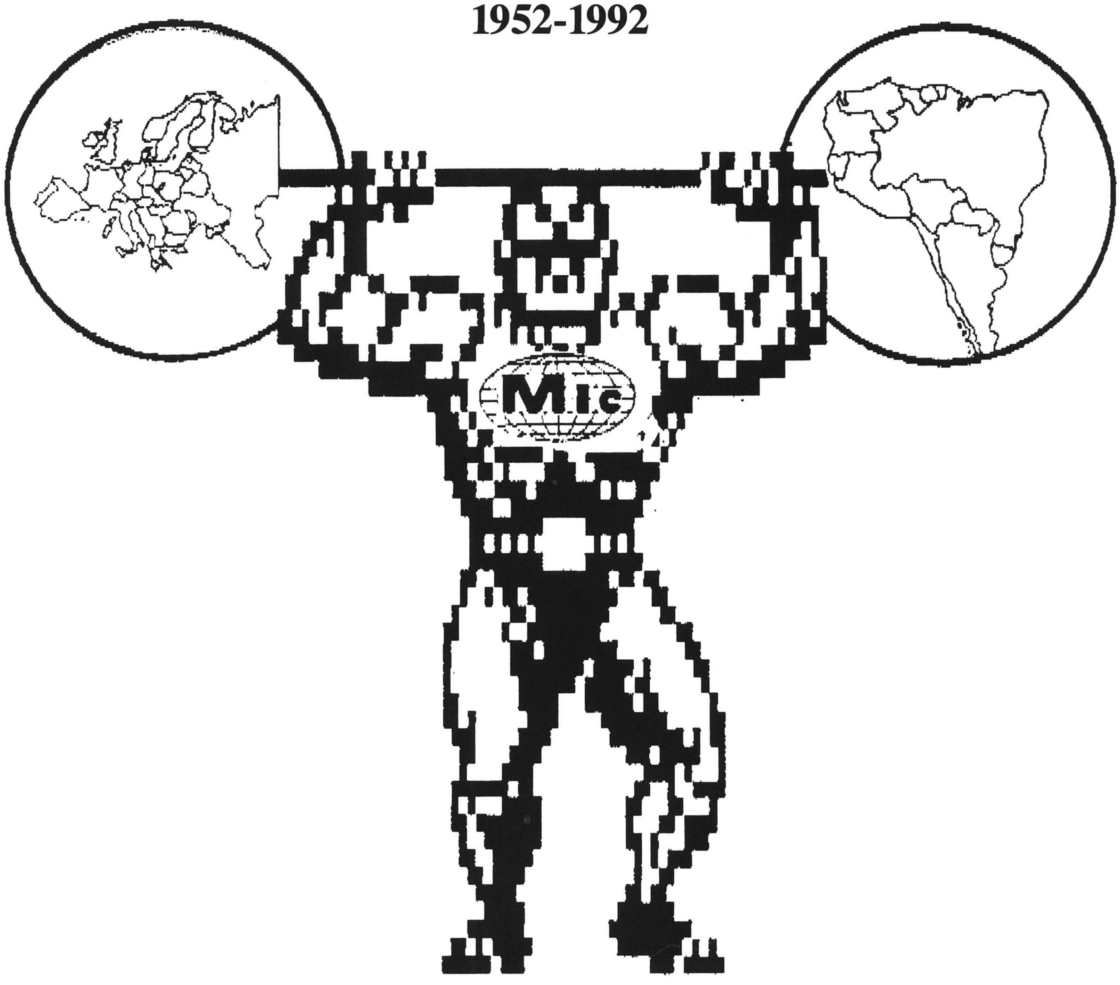
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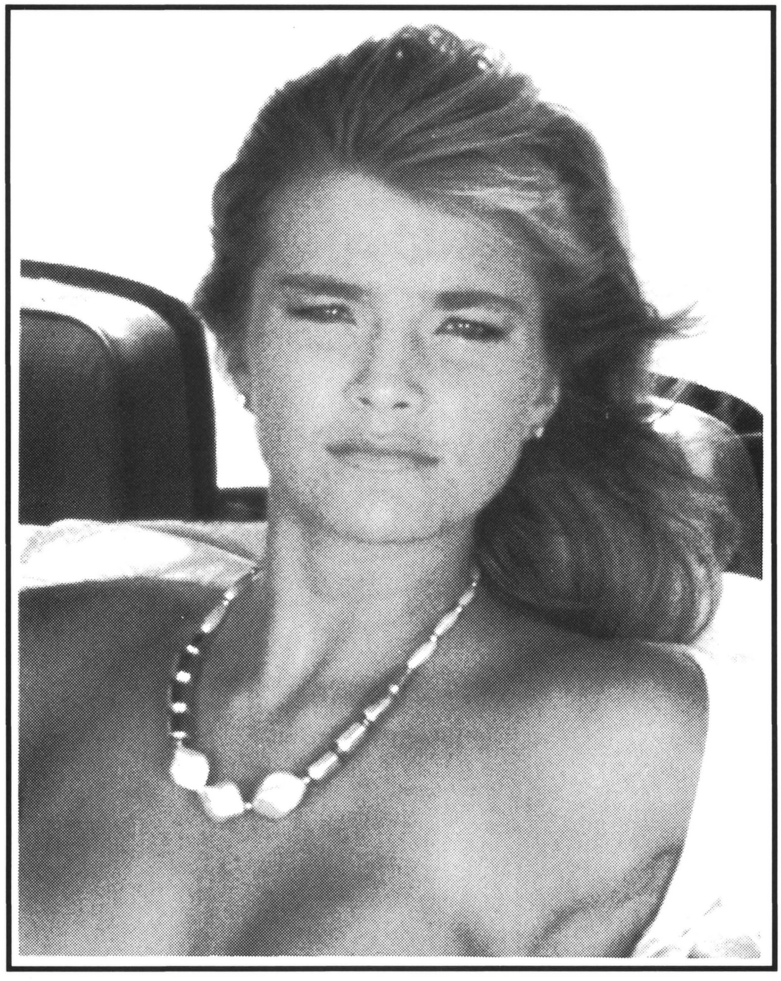
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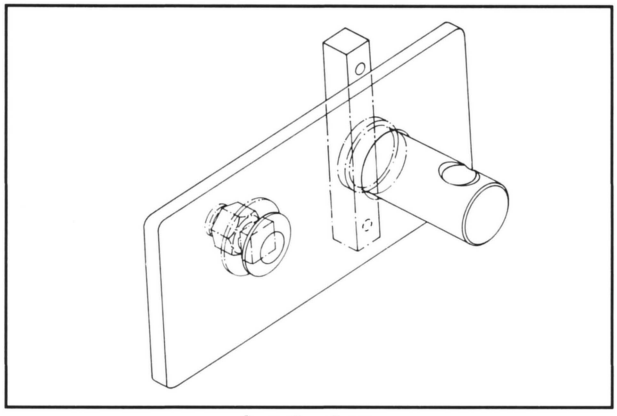
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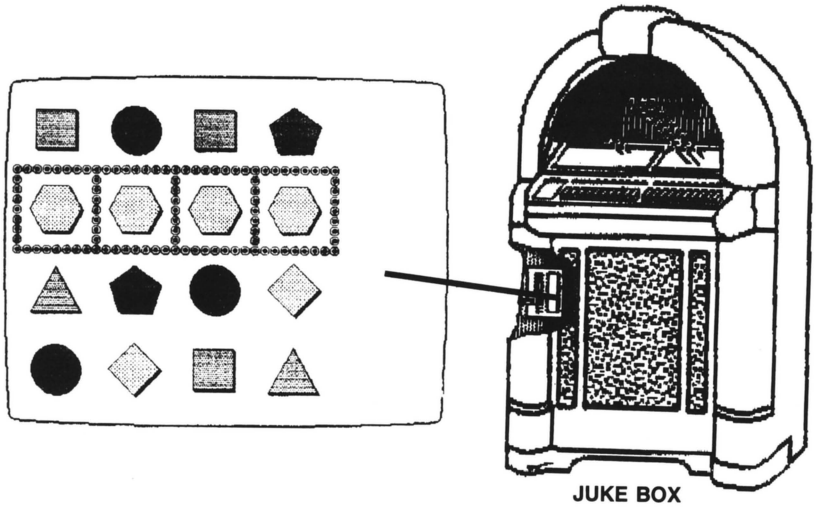
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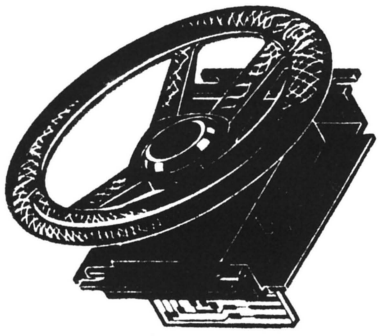
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November 7
Anahiem, CA

November 14
Phoenix, AZ

November 21
Detroit, Mich.

December 5
Houston, TX

December 12
Detroit, Mich.

1993

January 9
Detroit, Mich.

January 16
San Jose, CA

January 23
Houston, TX

February 6
Milwaukee, Wis.

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Phoenix, AZ

February 20
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Tampa, FL

November 14
Pinball Expo '92
Collectors Auction
Chicago, IL

December 5
Indianapolis, IN

December 12
Columbus, OH

1993

January 9
Louisville, KY

January 30
Indianapolis, IN

February 20
Tampa, FL

March 6
Louisville, KY

March 27
Columbus, OH

March 28
Collectors Auction
Columbus, OH

April 3
Philadelphia, PA

April 17
Indianapolis, IN

April 24
Orlando, FL

May 1
Dallas, TX

May 15
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June 5
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June 12
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September 12

Indianapolis, IN

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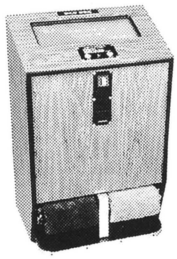
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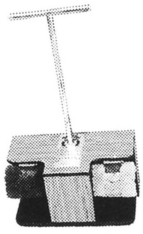
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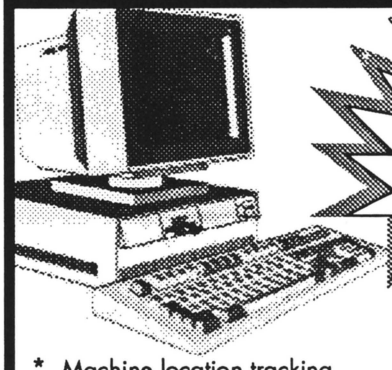
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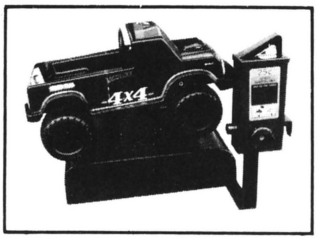
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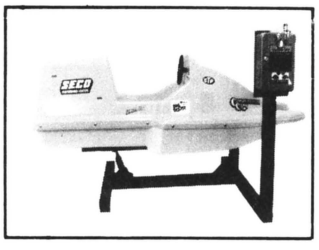
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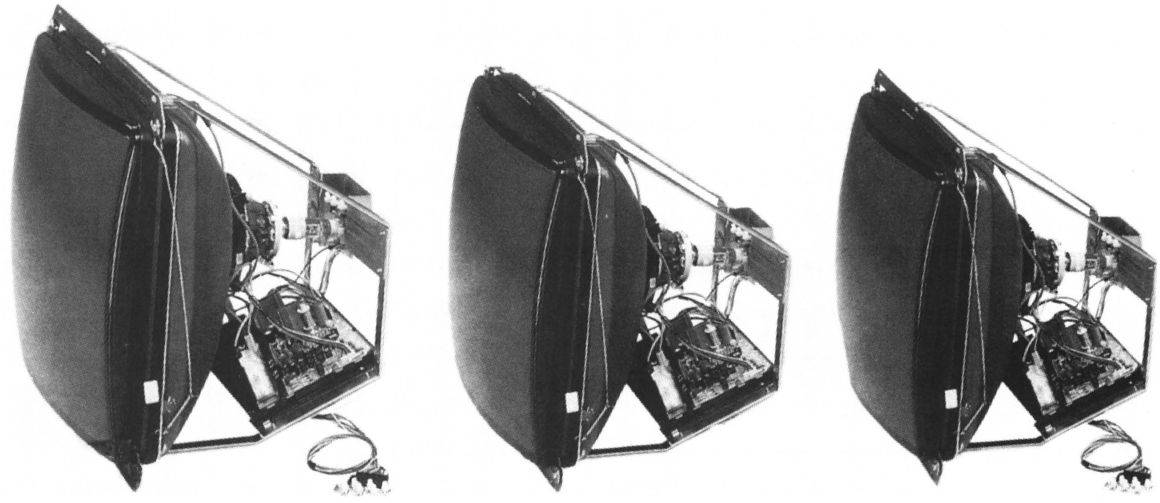
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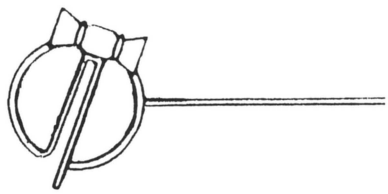
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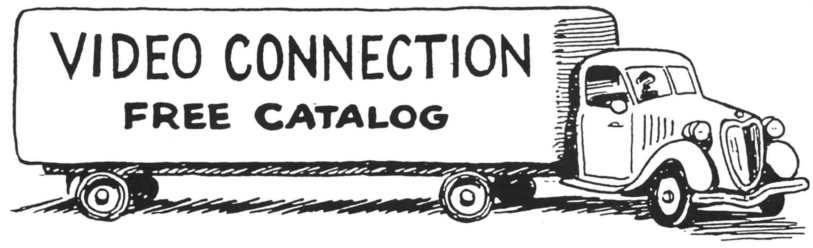
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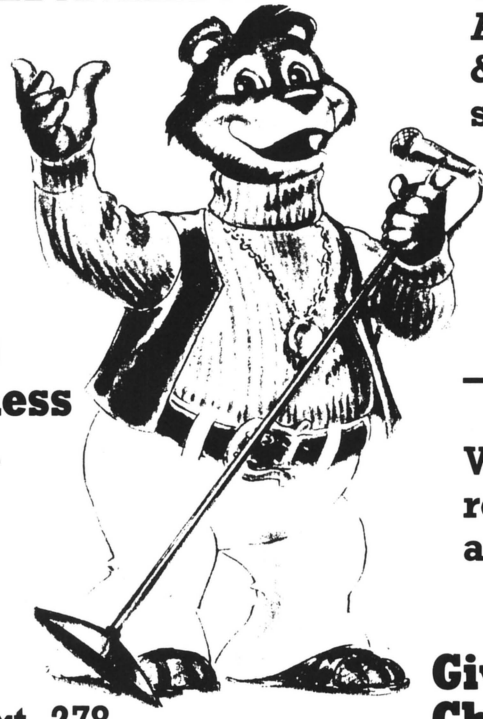
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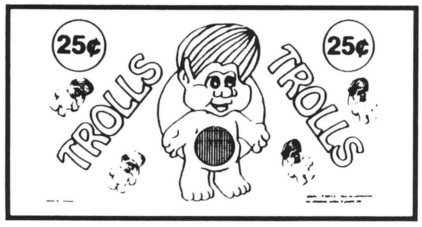
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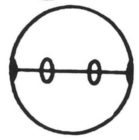
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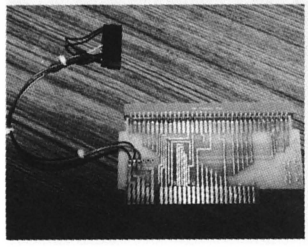
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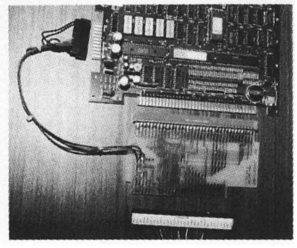
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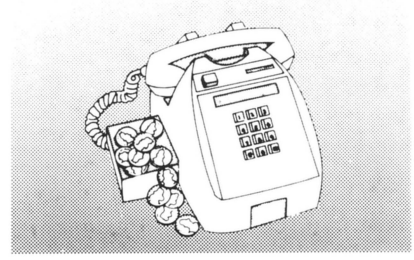
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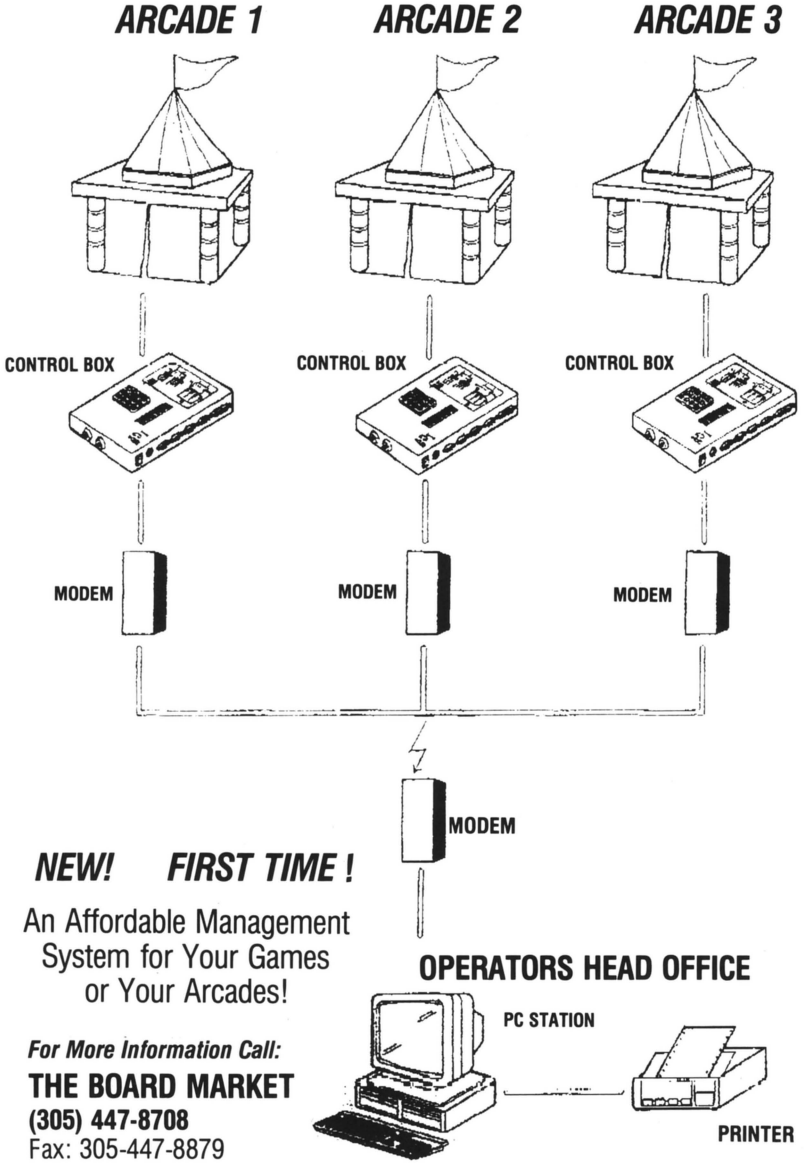
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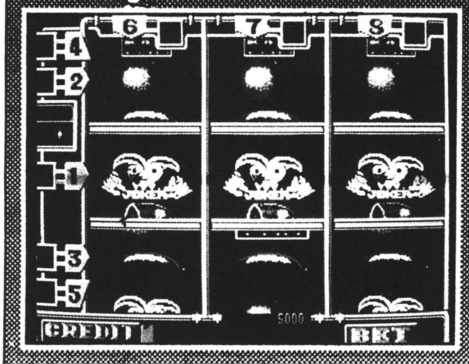
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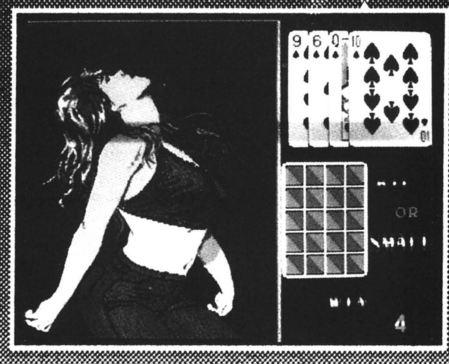
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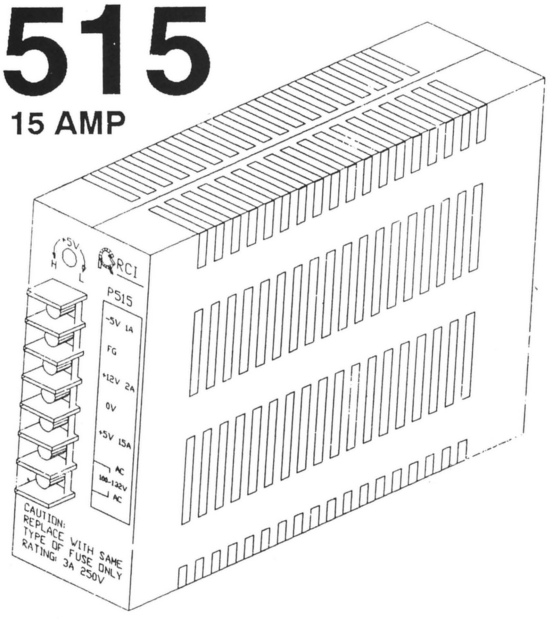
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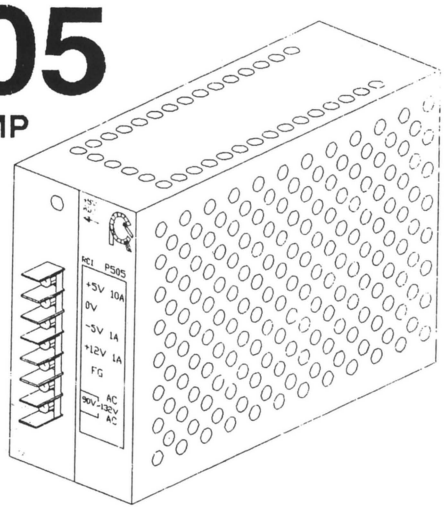
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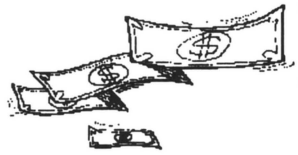
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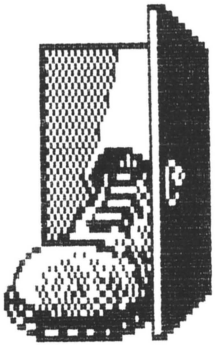
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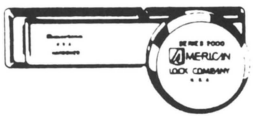
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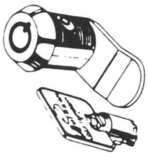
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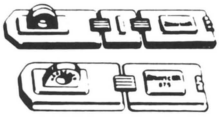


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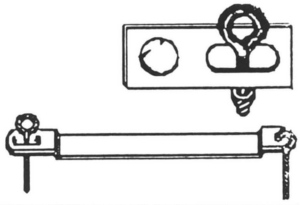




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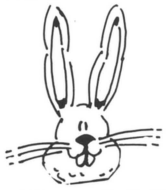
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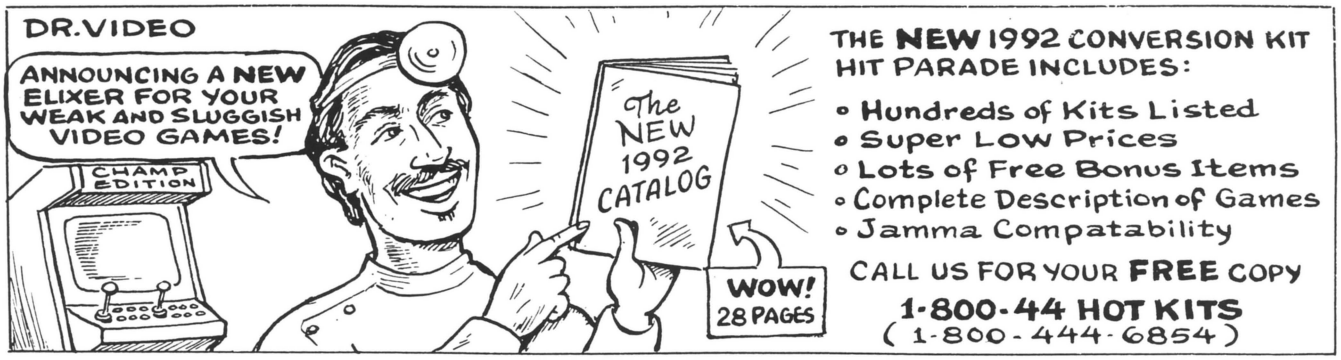
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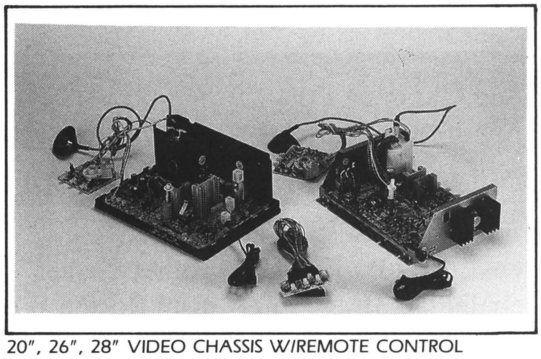


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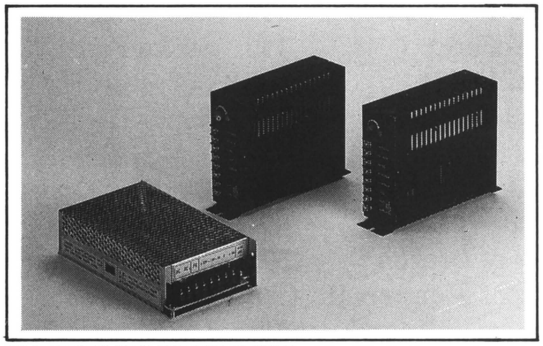


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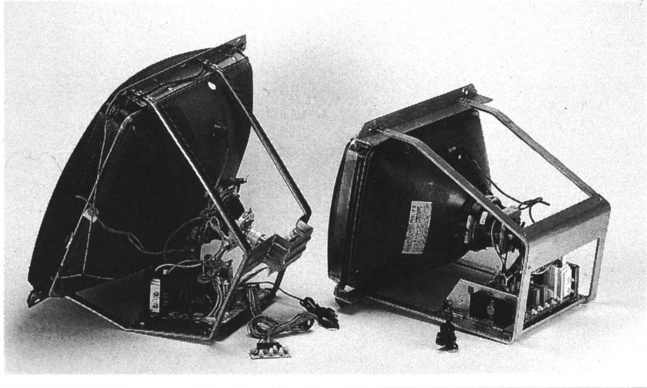
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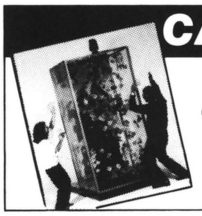
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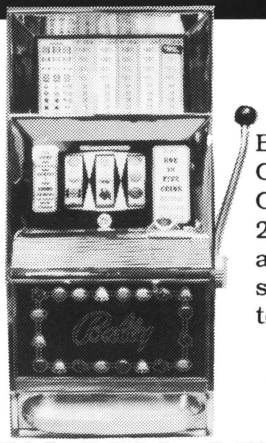
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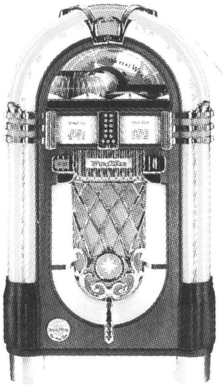
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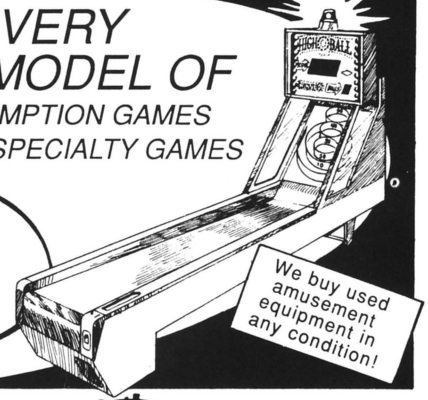
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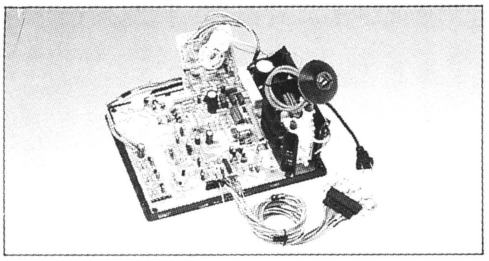
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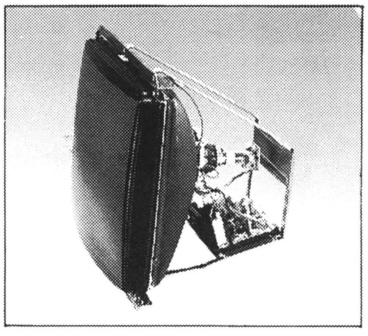
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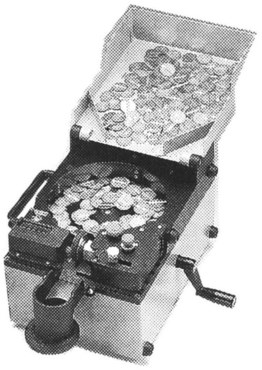
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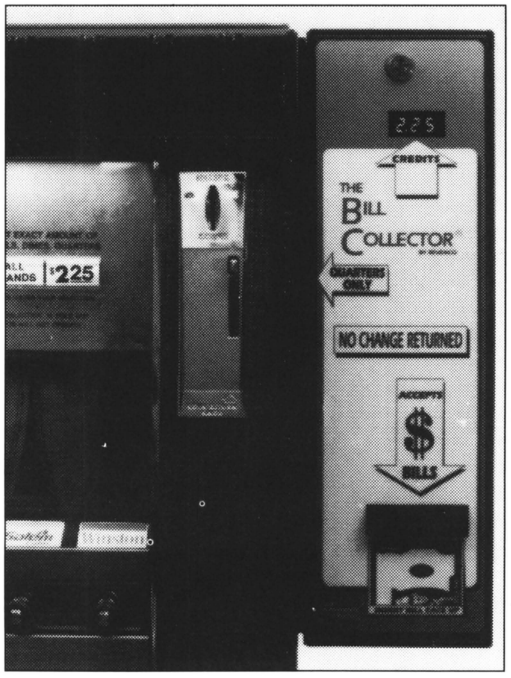
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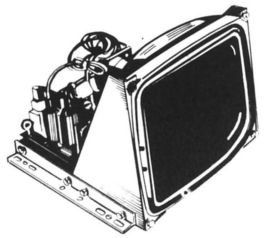
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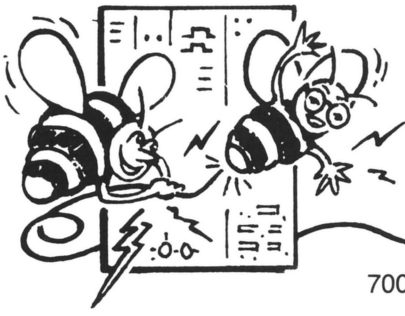
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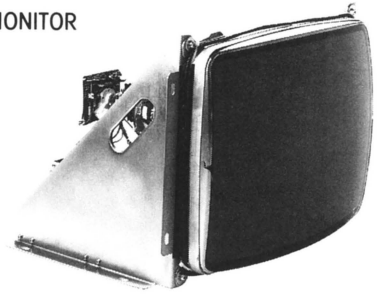
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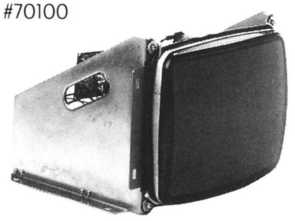
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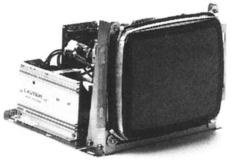
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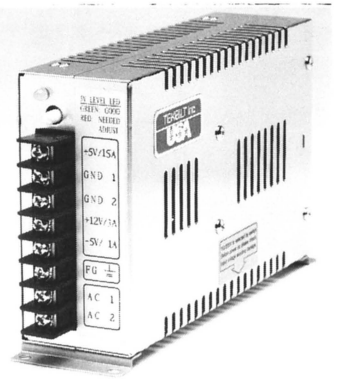
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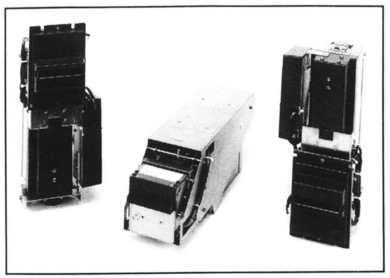
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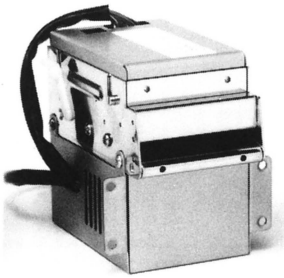
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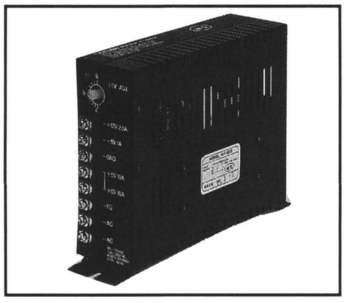
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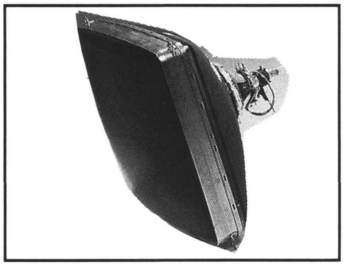
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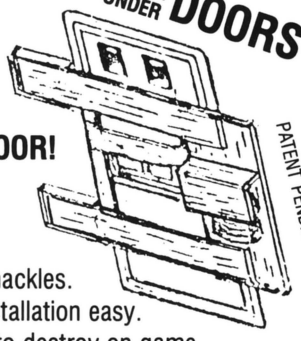
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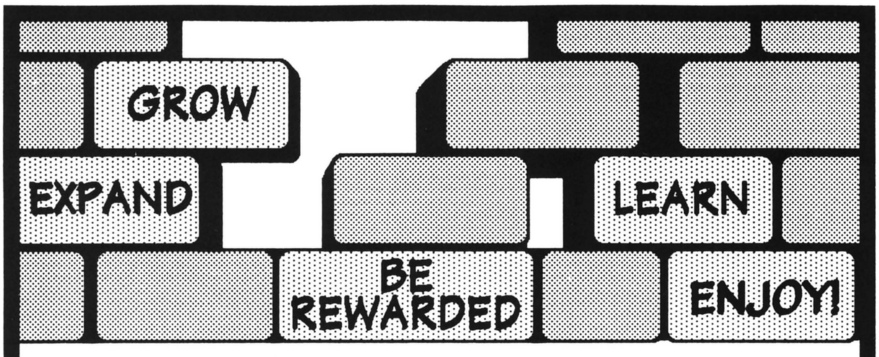
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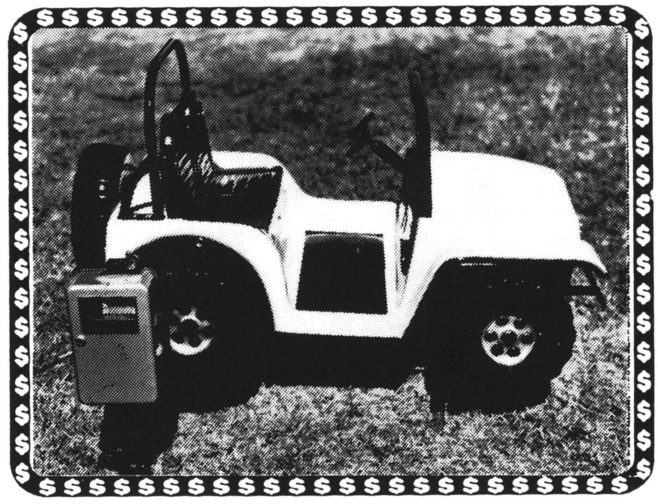
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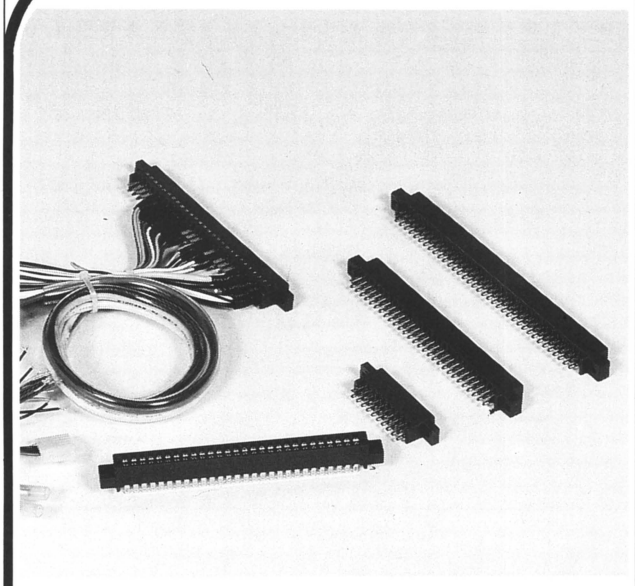
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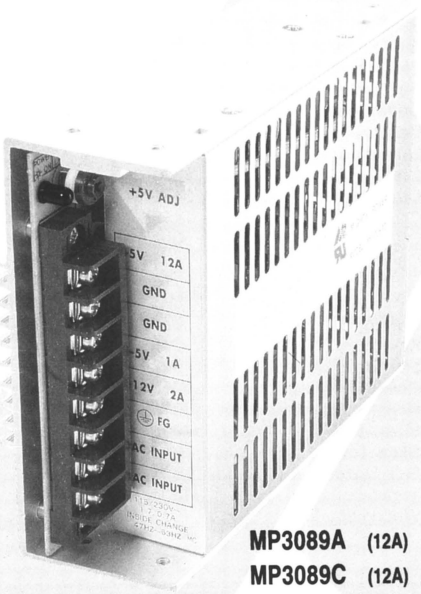
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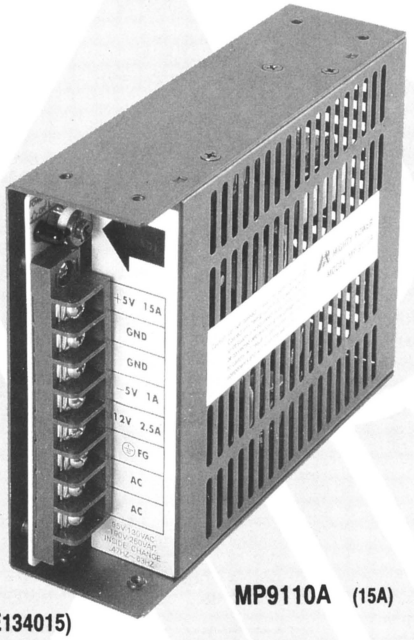
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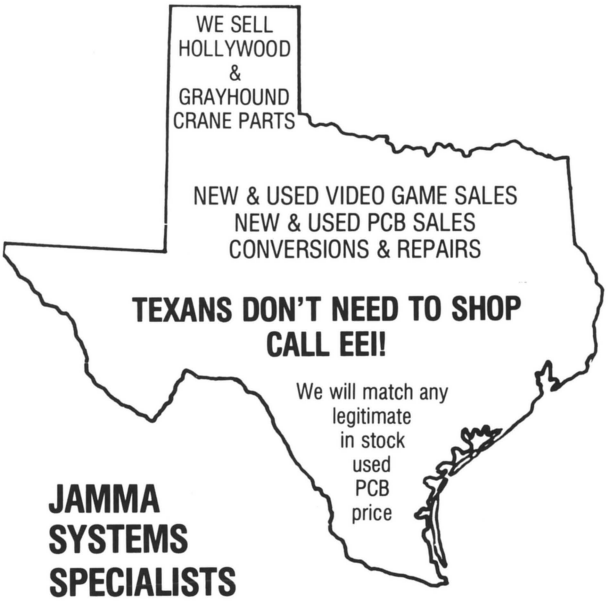
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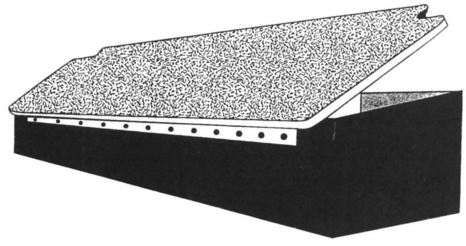
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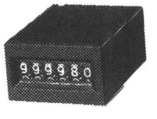
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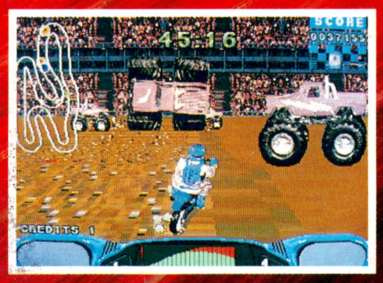
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