

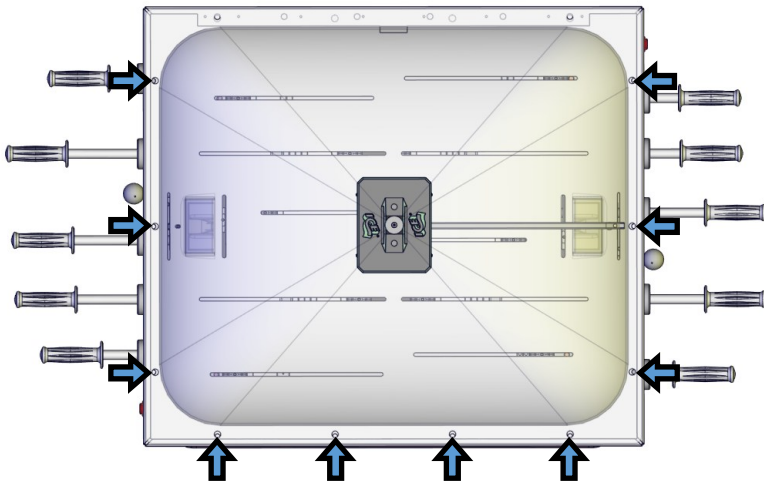
Super Chexx Pro Ramp Defect

It has come to our attention that some games manufactured after April, 2025 might contain defective puck ramps (SC1013). If your game is experiencing an issue where the puck does not travel down the puck chute all the way to the ejector, first make sure the path is cleaned from debris. This can be accomplished by pushing the players to the center. Remove the small Phillips screw holding the goaling to the table. Lift up on the goal to remove the player. Now you can peel back the ice surface enough to clean the puck ramp. See steps 1-5 below.

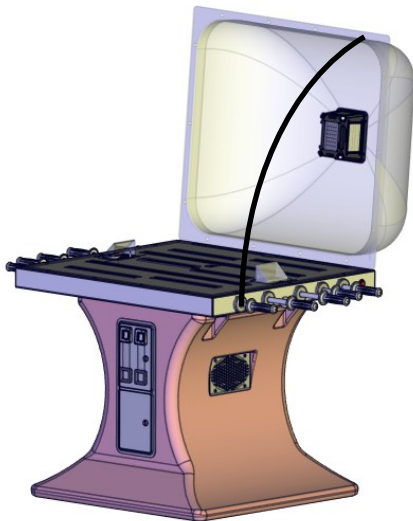
If the puck still stops before reaching the ejector after cleaning, you will need to remove the ramp to closely examine the backside of it.

You can watch a video on how to remove the players here: <https://youtu.be/cPfuyvAAf-8>

Step 1: Open the dome by removing all the bolts around the dome.



Step 2: Lift the dome and insert the “S” hook end of the metal wire included with your game to one of the bolt holes on the dome. The looped end of the metal wire goes around any handle. This will keep the dome opened.



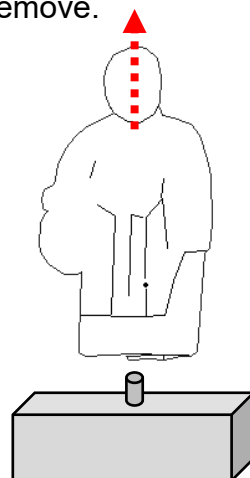
Step 3:

Remove the Phillips screw using a small #1 Phillips screw driver at the front of the goalie player.

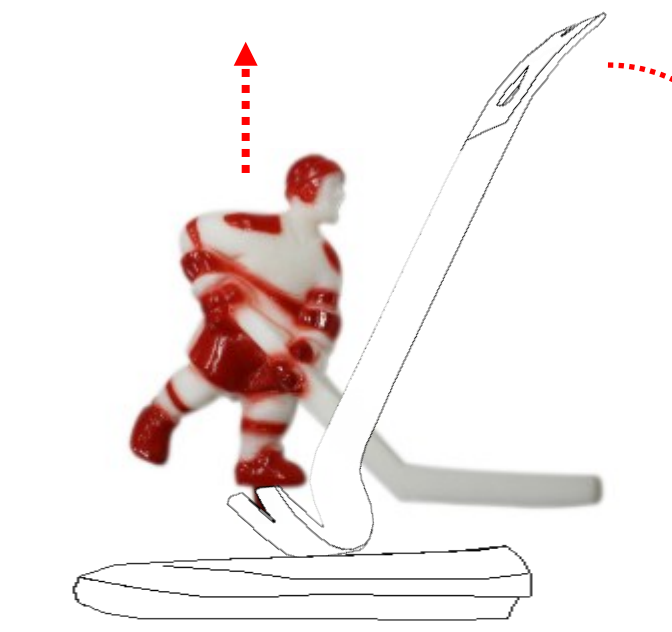


Lift the goalie player straight up to remove.

Do this for both sides.

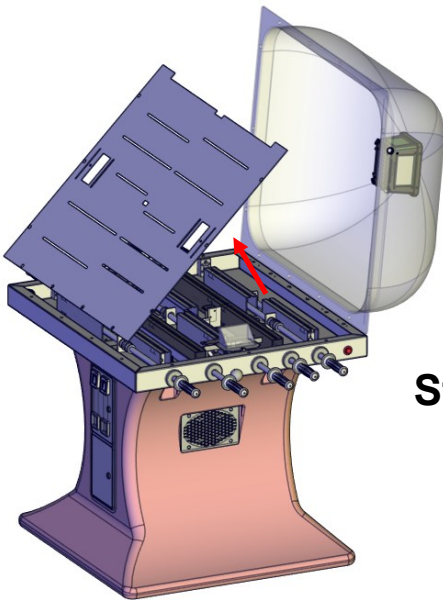
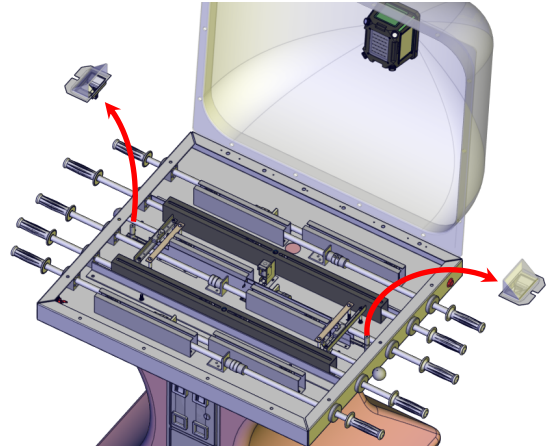
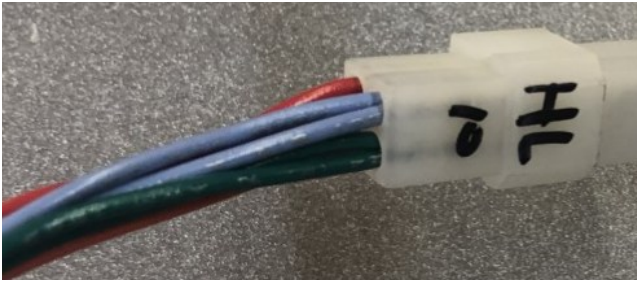


Step 4: Each player needs to be removed. Pull straight up to lift each player out. A tool is included that can be used to aid in lifting. It is a small crowbar. Use the short end and player under player. Place a rag or cardboard to add protection to the ice surface.



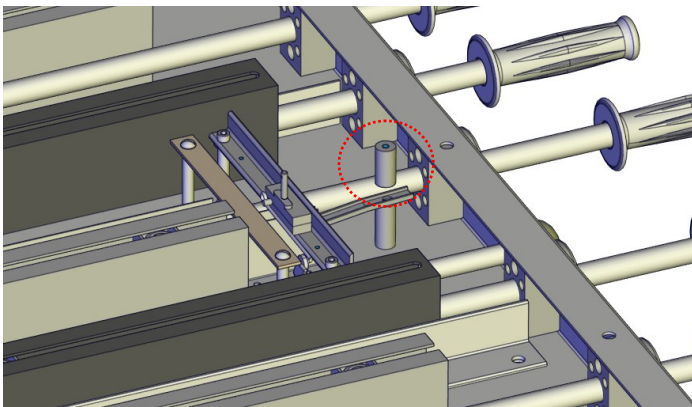
Step 5: Lift one end with a goal net and unplug the RGB harness. Do this to the other side too.

Remove the nets.

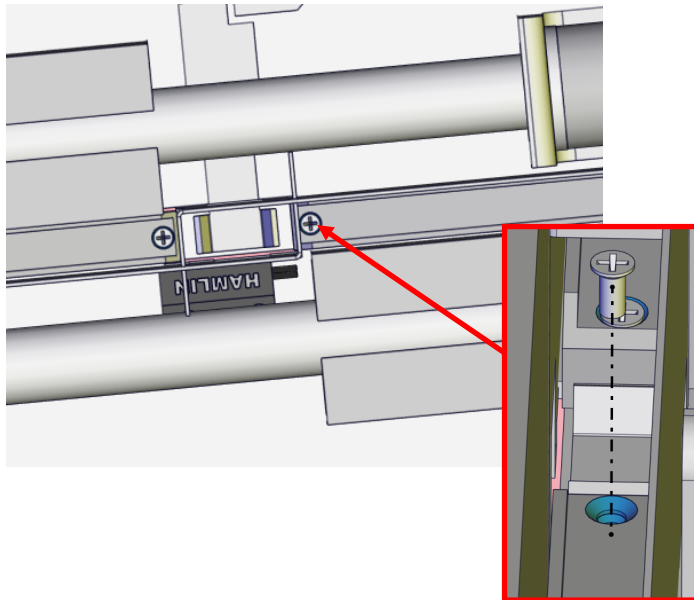


Step 6: Lift the Ice surface up and out of the game.

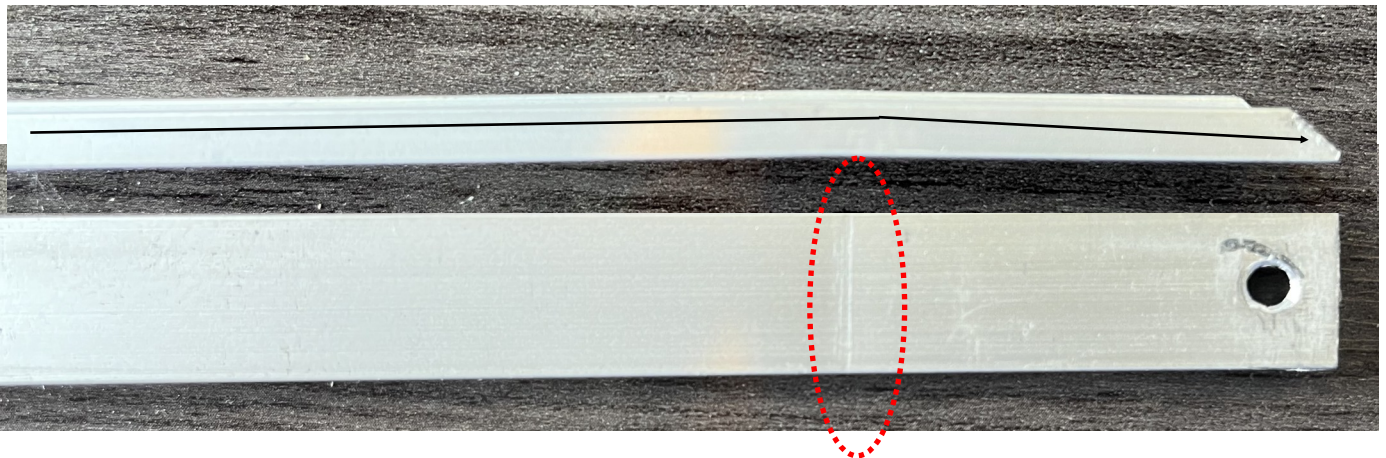
Step 7: Remove the spacer. If too tight, use a rag to give extra grip or use a channel lock pliers.



Step 8: Remove the Phillip screw located at the opposite end of the chute (it is surrounded by a wall, a magnetic screw driver is suggested).



Step 9: Remove ramp and flip ramp over. If you see a line stamped into the metal on the small hole side, the ramp is defective and requires replacing. Please contact our parts department to obtain the replacement. A photo and the defective part is required to claim warranty.



Note:

The other side has a larger hole and is bent to provide the slope towards the ejector. This side is correct.

Step 10: Repeat process for the other side.

Step 11: Reassembly by following these instructions in reverse.