January 28, 1974

The following information reflects some solutions to basic potential problems that you may encounter or have already encountered with Quadrapong. Hopefully, this may be helpful to you in keeping games in operation. We will begin to publish a monthly Customer Service Newsletter in February with the intention of clearing up some of the problems and complaints that you may be having with our games and keep you informed of Atari's progress.

QUADRAPONG

1). T.V. Mount - On some of the earlier Quadrapongs we were having a problem with the T.V. chassis falling down. These chassis were being mounted with four sheet-metal screws. We have changed this to four round-head Phillips machine screws 6/32 x 1½". There should also be 2 ea. No. 6 flat washers, 1 ea. No. 6 split lock washers and 1 ea. 6/32 Hex nut.

2). T.V. Power Cord - During shipping or when the machine is kicked around, the T.V. power cord tends to fall off. Check to see if this cord is pushed all the way in.

3). Interlock Terminals - On the earlier machines, the push-on terminals on the interlocks came loose during shipping. In order to prevent this, we have changed to a smaller terminal, Atari No. 80053. The measurements are .020 x .187, and the ETC No. is A8137. Changing to these smaller terminals should prevent them from falling off.

4). Interlock Bracket - The metal bracket that is used to mount the interlock was made from a thin piece of metal. This metal was easily bent and when the door was closed, the interlock would break. To prevent this, we have changed the bracket to a thicker piece of metal that shouldn't bend.