



Date: Nov 19, 2025

Product Affected: Venture Screen

Document #: VE1024030

Overview of the Change

This Service Bulletin announces a **running change** to the Venture Screen assembly in production. We are transitioning to a new screen hardware version that features enhanced performance and a simplified integrated design.

This change is a proactive enhancement to our product line and ensures improved operational speed and long-term reliability.

Key Features and Improvements

The new screen assembly is a direct replacement for all prior revisions and offers the following benefits:

- **Significantly Faster Boot Time:** The time from power-up to a fully operational User Interface (UI) is achieved in approximately **50 seconds**. This represents a **61% increase in boot speed** compared to the previous version.
- **Faster Processor:** The new hardware utilizes a faster processor for enhanced responsiveness and overall performance when navigating the UI.
- **Integrated Design:** The harness board is now located inside the Venture housing for a more unified design.
- **Drop-in Compatibility:** The new screen is a **direct drop-in replacement** for all previous screen versions, including those used in Revision Door, Curved Door, Bevmax, and Merchant machines.

Installation and Connection Details

Installation remains simple as all interface connections are identical to the previous screen version.

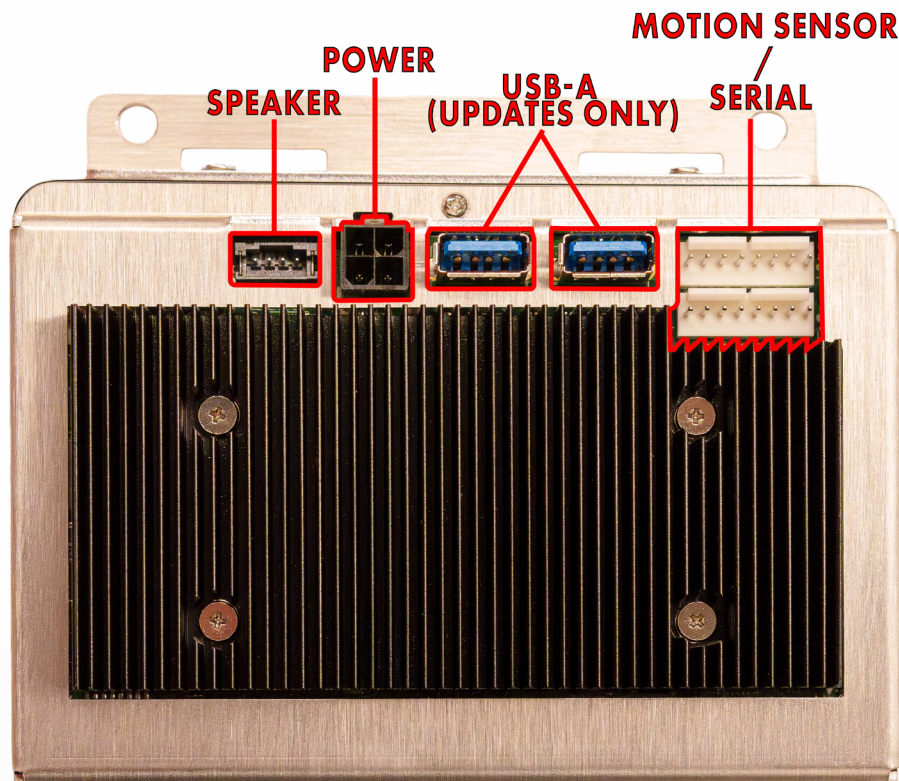
- **Form Factor:** The new screen maintains the existing physical dimensions and mounting points.
- **Connections:** All external cable connections are the same. **Power:** 4-Pin Molex connector
 - **Speaker:** 4-Pin left of the Power connector
 - **Serial / Motion Sensor:** These two ports are interchangeable; it does not matter which connection goes to which port.
 - **Upgrade Ports:** Ports for software upgrades (e.g., USB connection for a memory stick to upgrade the Venture software)



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Action and Availability

This is a running change in production.

- **Availability:** We began shipping machines and replacement units with the new screen hardware on **November 19, 2025**. Customers will receive the new screen hardware when ordering replacement units for service.
- **No Immediate Action is Required:** There is no need to proactively upgrade any existing, functioning screens in the field.

Contact Information:

For questions or additional support, please reach out to our our customer care and support team at 800-321-2311.

Thank you for your understanding and continued trust in our products.

Sincerely,
VE Solutions

