Top Golf Play Maker Equipment Failure Knowledge Base

Overview: A Top Golf Facility has a massive amount of equipment, much of which is not monitored. If a Play Maker sees that a piece of equipment is faulty, they are tasked with performing basic remediation tasks outlined in this document. The following are types of equipment or items a Play Maker will contact us about along with basic troubleshooting tasks to remediate the issue. Some of the items may be classified as an emergency or high revenue effecting items and will have unique actions to take. Each

- **Screen Issues**
    - Screen Flickering
        - Power off and power on the screen.
        - Check to see if the resolution is set to 1920 x 1080
        - Ensure that the screen is set to 60 Hertz
    - Screen Blank
        - Ensure the small red power light next to the power button is illuminated
        - Unplug and plug in the screen
        - Check to see if the resolution is set to 1920 x 1080
        - Ensure that the screen is set to 60 Hertz
        - If this doesn't work, open a case

- **Bay Issues**
    - Ball Not Dispensing
        - Check for any Obstructions
        - If no obstructions Maintenance Required, and must Open Case by an authorized technician
    - Ball Statistics / Top Tracer
        - If the ball distance seems wrong, test other balls as it is likely the ball
        - If the speed of the ball seems wrong, test other balls. If other balls also seem wrong, open a case for the radar sensor.
        - Check another bay. If there are issues there as well, we will need to open a case as there is probably something wrong with the tracking cameras.

- **Kitchen Issues**
    - Gas Smell
        - The Play Maker must Call the fire department immediately.
        - The Play Maker must ensure that all personnel evacuate the kitchen area
    - Grill Temperature
        - This is a high Revenue effecting issue
        - A severity 1 case must be opened immediately

- **Club Issues**
    - Club Damage
        - Replace Club by opening a case
    - Club Missing
        - Replace Club by opening a case

Severity Table: The following lists the default severity level of each of the above issues. This is to be used when creating a case, however, Play Makers can change the severity by request.

- Screen Flickering = Severity 2

- Screen Blank = Severity 2
- Ball Not Dispensing = Severity 2
- Ball Statistics = Severity 2
- Grill Temperature = Severity 2
- Gas Smell = Severity 1
- Club Damage = Severity 3
- Club Missing = Severity 3