

Customer complaint: Cust states the touch screen is not responsive, has to rest the system in order for it to work momentarily.

Tech notes: Called Pleasure Way and spoke with a technician. I told him the screen wasn't functional it will only display the apps. When selecting an apps on screen be come frozen that you had to reset the battery switch to make it start working. He gave me the factory number to call. I spoke with the manufacturer & told the same thing about screen. he ask me if the screen is doing that right now said no because i cycle the battery disconnect. When it start failing to call him back so he can troubleshoot it with me. ticket number 990 . Call back to spider electronics to trouble shoot left a voice mail. Waiting on a call back .

Spider call me. We trouble shoot the issue with the entry screen. To remove from the wall and see it the LED green light is blinking, I told yes. when the screen is frozen dose the second screen dose the same. I told no it work fine. He ask me to get the one that not work and swap places with the one it work and tested. i told him the issue stay with the screen. The screen is the issue and need to be replace. He said that he is going to send a form to fill out to replace the screen. The touch screen to be replace. I replace the screen and tested all the function on the screen. TESTED-GOOD.