

Field Service Bulletin

Date:	March 24 th , 2020	Prepared by: Jacob Penno
Subject:	Guidelines for extended EGM Shutdown	No of Pages: 1
Product:	IGT Electronic Gaming Machines	

APPLICABLE AREAS: All Jurisdictions

SUBJECT:

When powering down gaming machines (EGMs) for an extended period it can affect the rechargeable battery used for the machine's back-up memory.

SOLUTION:

All EGMs have backup memory to ensure the machine retains a 'memory' of gameplay for regulatory and gameplay reasons. Due to the nature of capacitors and NiMH type batteries that are used in an EGM's major components, **IGT recommends powering on all EGMs for a minimum of 4 hours every three days to allow batteries and capacitors to maintain charge.** This avoids memory backup corruption and component failures which may lead to unexpected EGM down time when clubs, pubs and casinos come back online after this pandemic is over.

For any IGT EGMs 15 years or older - i.e. Game King, GU4, Bluechip (AU1) - **IGT recommends avoiding powering down these EGMs where possible.** This is because the backup batteries in these older products may no longer function at a good capacity and replacement parts may be limited.

IGT also recommends that progressive controllers and IGT player tracking systems hardware are not powered down where possible.