

Requirements for the commissioning and ongoing provision of electronic gaming machine services

Version 4.1.1

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For further information, please contact the Office of Liquor and Gaming Regulation on 13 QGOV (13 74 68) or visit www.business.qld.gov.au/industry/liquor-gaming

Requirements for the Commissioning and Ongoing Provision of Electronic Gaming Machine Services

The primary intention of the following requirements is to ensure that installed EGMs are safe and secure.

1. Consoles must meet the requirements of the OLGR Console Specifications document, which is available from the Publications / Technical Information section of the OLGR web site.
2. Consoles are to be located strictly in accordance with the site plan as approved by OLGR. Any variation to the approved plan must be approved by OLGR. The appropriate forms are available from the Publications / Forms section of the OLGR web site.
3. Provision for the Site Controller must be made in the following manner :
 - a) Located in an area to which access is restricted to staff, service contractors and licensed repairers.
 - b) Located in a manner that allows the seal(s) to be readily verified.
4. Consoles must be securely bolted to each other using two bolts (8mm minimum gauge) with nuts and washers fitted.
5. Stand-alone consoles must be securely fixed to a wall and/or the floor.
6. All EGMs must be securely fixed in position.
7. EGMs must be securely bolted to consoles by the following means:
 - a) a minimum of 3 bolts with nuts and washers fitted (cup-head recommended – 8mm minimum gauge)
 - b) correct fixing holes must be utilised to ensure correct positioning of EGM as illustrated in the Console Universal Template document, which is available from the Publications / Technical Information section of the OLGR web site.
8. All EGM artwork must be securely installed. For new machines any artwork will have been preinstalled by the manufacturer. For game conversions the service contractor or licensed repairer will install the new artwork [where required], and in such cases is responsible for ensuring the artwork is securely installed.
9. EGMs must be electrically wired in a manner that meets the required relevant regulatory electrical standards and satisfies the OLGR Requirements for the Provision of Power to Machines (which is available from the Publications / Technical Information section of the OLGR web site).
10. EGMs must be fitted (secured) with approved locks at all required locking points. A list of approved locks is available from the Publications / Technical Information section of the OLGR web site.

11. Player loyalty unit/card readers are to be securely attached to the EGMs.
12. EGMs must be cabled (fibre optics) to a high standard of workmanship so that there is no adverse effect on data transmission e.g. no exposed wiring and radius of curvature on all cabling (including any excess) must be at least 10cm.
13. EGM Logic cages must be sealed. Logic cage seals must be fitted tightly and securely, and in accordance with the seal manufacturers specific instructions.
14. For identification purposes, site controllers must be labelled with "SITE CONTROLLER".
15. All site controllers must be sealed. The seals must be placed in accordance with the approved site controller setup, to deter / detect any unauthorised access.
16. Cashbox door sensors must be securely fixed in a manner that minimises the chances of them being damaged during cashbox clearances and they must be verified as operational in their final installed location.
17. The cashbox area is to be clear of any debris.
18. EGMs must only be powered-up at sites that satisfy the OLGR Guidelines for the Provision of Power to Machines.

NOTE:

The OLGR web site can be found at <http://www.OLGR.qld.gov.au>.

The **gaming machine licensee** has the overall responsibility for ensuring that these Requirements are followed. However it is the gaming machine licensee's specific responsibility to ensure that points 1 to 10 of these Requirements are carried out. Under normal circumstances this work should be carried out prior to the arrival of the service contractor/licensed repairer.

Points 11 to 18 are the specific responsibility of the service contractor / licensed repairer engaged by the relevant LMO to perform the work. However service contractors / licensed repairers should not carry out installation work if the gaming machines or consoles are not secured as per these requirements or if it is apparent that consoles do not meet the OLGR Console Specifications document and / or the relevant regulatory electrical standards.

Revision History

| Version | Changes | QIR | Who | Release Date | Incept Date |
|---------|---|-----|-----|--------------|-------------|
| 4.0 | Modified web references. | 310 | MB | 11/04/2005 | |
| 4.1 | <ul style="list-style-type: none">Updated to new DEEDI report document templateQOGR->OLGR | | YL | 20/08/2010 | |
| 4.1.1 | Updated to new JAG template | | JG | 3/05/2016 | |
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