



Ainsworth Game Technology Ltd
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10 Holker Street,
Newington NSW 2127
T: 1300 556 268

27 March, 2020

RE: Gaming Machine Operation – Maintenance Recommendations

Dear valued customer,

Following the government enforced shutdown of all licensed venues to combat COVID-19, there is no doubt we are all experiencing an unfamiliar and unprecedented time.

For the duration of the shutdown it is highly recommended that all machines are powered on once a week for a minimum of 8 hours or twice a week for 4 hours. This will greatly assist in ensuring longevity for continued operation when required to come back online.

An alternate option would be to place the EGM into sleep mode (where available). This allows only the machine's processor to continue operating, keeping the batteries on the mainboard charging to hold machine configuration including meters and data.

Our team is still available should you require any parts or wish to discuss anything further. Please contact our office on 1300 556 268 between 8:30am to 5:00pm Monday to Friday.

We wish you all the best throughout this testing time and look forward to continuing business with you as soon as possible.

Stay safe and well.

Kind Regards,
Ainsworth Game Technology Ltd

A handwritten signature in black ink, appearing to read 'Hieu'.

Hieu Nguyen
National Technical Support Manager