



To our Valued Customers,

Wymac would like to advise our customers on the maintenance of Wymac EGMs and promotional products during the Government mandated shutdown of all licensed clubs, pubs and casinos.

This advice is to ensure that all Wymac products are in the best possible condition for a return to operation once licensed venues are permitted to open and resume trading.

EGMs

All EGMs have battery backup memory to ensure that required meter information is kept as per government requirements. Wymac recommends that our EGMs are powered up for a minimum of 4 hours every 3-4 days to allow the batteries to charge and avoid any corruption or loss of memory. We also advise that all progressive meters be captured.

PROMOTIONAL JACKPODS AND KIOSKS

All jackPods and Kiosks should follow the same procedure as EGMs to ensure there is no loss of memory.

With regard to promotional servers and PCs, we recommend that you follow your standard IT procedures and maintenance throughout the shutdown period.

We wish to thank you for your ongoing support, and please stay safe.

Warm regards,

The Wymac Team

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