

Office of Liquor and Gaming Regulation

Requirements for the Commissioning and Provision of Electronic Gaming Machine Services

Version 4.4



© The State of Queensland (Department of Justice and Attorney-General) 2021. Copyright protects this publication. The State of Queensland has no objection to this material being reproduced but asserts its right to be recognised as author of its original material and the right to have its material remain unaltered. Enquiries should be addressed to crown.copyright@qld.gov.au

The information contained herein is subject to change without notice. The copyright owner shall not be liable for technical or other errors or omissions contained herein. The reader/user accepts all risks and responsibility for losses, damages, costs and other consequences resulting directly or indirectly from using this information.

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

The primary intention of the following requirements is to ensure that installed electronic gaming machines (EGMs) are safe and secure.

These requirements are applicable to Queensland Club and Hotel markets only.

Note: All documents referenced below can be found at Queensland Government Publications—www.publications.qld.gov.au.

1. EGM consoles are to be located in the gaming machine area in accordance with the Gaming Guideline G03 – Plans (available at www.publications.qld.gov.au/dataset/liquor-and-gaming-guidelines).
2. 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
and
 - b) located in a manner that allows the seal(s) to be readily verified.
3. Consoles must be securely fixed in position.
4. All EGMs must be securely fixed in position.
5. EGMs must be secured as per the EGM manufacturer's instructions. Self-tapping fasteners such as coach or batten screws must not be used to secure EGMs to consoles. Consoles used for mounting must be fit for purpose. Where possible, mounting fasteners should be installed in areas which permit visual inspection, while still complying with manufacturer's instructions.
6. All EGM artwork must be securely installed. For new machines, any artwork will have been pre-installed 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.
7. EGMs must be electrically wired in a manner that meets the required regulatory electrical standards and satisfies the Requirements for the Provision of Power to Machines document.
8. EGMs must be fitted (secured) with approved locks at all required locking points. A list of approved locks is available from the Publications site.
9. EGMs must be cabled (fibre optics) to a high standard of workmanship so that there is no adverse effect on data transmission – for example, no exposed wiring and radius of curvature on all cabling (including any excess) must be at least 10cm.
10. EGM logic cages must be sealed. Logic cage seals must be fitted tightly and securely, and in accordance with the seal manufacturers specific instructions.
11. For identification purposes, site controllers must be labelled with 'SITE CONTROLLER'.
12. 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.
13. 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.
14. EGMs must only be powered-up at sites that satisfy the Requirements for the Provision of Power to Machines document.

The gaming machine licensee is responsible for ensuring that these requirements are followed. However, it is the gaming machine licensee's specific responsibility to ensure that points 1 to 8 of are carried out. Under normal circumstances, this work should be carried out prior to the arrival of the service contractor / licensed repairer.

Points 9 to 14 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 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 template QOGR → OLGR 		YL	20/08/2010	
4.1.1	Updated to new JAG template		JG	3/05/2016	
4.2	<ul style="list-style-type: none"> Updated for relevancy Removed references to requirements for EGM consoles 		JA	25/10/2019	
4.3	Clarification regarding securing of EGMs.		JA	17/06/2021	
4.4	Clarification of document scope		JA	16/12/2021	