

**3772-9-10 Electronic gaming equipment maintenance, repair or other servicing standards.**

(A) ~~No electronic~~Electronic gaming equipment may not be placed into operation at a casino facility unless the equipment is in a suitable operating condition.

(B) Critical program storage media shall be verified and sealed by a commission employee or authorized agent before any electronic gaming equipment is placed into operation at a casino facility, unless otherwise approved by the executive director of the commission or the executive director's designee.

(C) A casino operator shall notify the ~~commission's gaming agents~~commission about, and remove from operation, any electronic gaming equipment that becomes unsuitable for operation at a casino facility due to an unexplainable technical anomaly/malfunction. The electronic gaming equipment shall remain out of operation until a report is provided to the commission detailing the issue with the equipment and describing how it was resolved.

(~~D~~) Any maintenance, repair or other type of servicing of electronic gaming equipment that is to be or has been placed into operation at a casino facility must occur in a secure location approved by the commission, ~~including the gaming floor.~~

(E) Access within the secure area of electronic gaming equipment for the purpose of maintenance, repair, or other service shall be logged, except for access associated with the scheduled removal of the equipment's bill validator canister. The log shall include, but is not limited to:

(1) The electronic gaming equipment manufacturer's serial number;

(2) The electronic gaming equipment's asset number;

(3) Name of the employee who opened the secure area;

(4) Gaming license number of the employee who opened the secure area;

(5) Date and time of entry; and

(6) The reason for entry.

(~~D~~F) A casino operator shall maintain/keep a log of electronic gaming equipment undergoing any maintenance, repair or other type of servicing. The log shall include, but is not limited to:

~~(1) The log, at a minimum, shall include the:~~

~~(a1) Name of the person(s) involved in the maintenance, repair or other type of servicing;~~

~~(b2) Date and time of the maintenance, repair or other type of servicing;~~

~~(3e) Areas or components of the equipment accessed~~Description of the maintenance, repair or other type of servicing;~~and~~

~~(4d) The electronic gaming equipment equipment's asset number~~manufacturer's serial number;~~and of identification.~~

(5) The electronic gaming equipment's asset number.

~~(G2) The All required logs~~ log shall be maintained in accordance with the record retention requirements contained in rule 3772-3-05 of the Administrative Code.

~~(3) The log shall be made available to the commission upon request.~~

~~(E) Upon completion of any maintenance, repair or other type of servicing of any electronic gaming equipment or the determination not to return the equipment to operation at a casino facility, a casino operator shall submit a written report to the commission detailing the issue with the equipment and describing either how it was resolved or why it could not be resolved.~~