



Ohio Administrative Code

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

Effective: September 27, 2021

(A) Electronic gaming equipment may not be placed into operation at a casino facility unless the equipment is suitable to operate.

(B) Critical program storage media must be verified and sealed by a commission employee before any electronic gaming equipment is placed into operation at a casino facility, unless otherwise approved by the executive director.

(C) A casino operator must notify the commission about, and remove from operation, any electronic gaming equipment that becomes unsuitable for operation at a casino facility due to an unexplainable malfunction. The electronic gaming equipment must 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 be performed by, or in the presence of, appropriately licensed personnel.

(E) Access within the secure area of electronic gaming equipment for the purpose of maintenance, repair, or other service must be logged, except for access associated with the scheduled removal of the equipment's bill validator canister. The log must include:

- (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) A description of actions performed during entry.
