

Customer Notification

No. 0001-2011 Rev A.

SUBJECT: POTENTIAL PRINTER JAMMING IN TITO MACHINES

DATE: 07/12/11

PRODUCTS AFFECTED: TITO PRINTERS

MODEL(s):
FUTURELOGIC
GEN II &
GEN II UNIVERSAL

REASON:

Increase in printer paper (ticket) jamming in TITO machines.

APPLICABLE AREAS:

All gaming jurisdictions.

SYMPTOM(s):

FutureLogic Gen II & Gen II Universal printers producing jams in presenter region of printer.

CAUSE(s):

There may be various scenarios for jamming in the presenter area of the FL Gen II printers:

- Scenario #1: Specific lots of paper have been identified to potentially create a higher incident of paper jams under certain environmental conditions. The subject paper lots have been identified and can be traced to TITO tickets converted and sold to several properties.
- Scenario #2: Lack of preventative maintenance (P.M.) can result in a build-up of paper dust and other residues on the presenter rollers in the front of the FutureLogic Gen II Printers.
- Scenario #3: Up to date firmware (that is recommended) is not installed in the printer.

SOLUTION:

There are separate solutions that coincide with each potential scenario:

- For Scenario #1: Identify all carton date codes in property stock and report these to your TITO ticket supplier for identification of Subject Paper. The Subject Paper is from production dates ranging from September 2010 through February 2011; production dates are printed on the thermal side of each ticket. In the event you identify subject paper with these production date ranges, contact your paper supplier so an investigation can be initiated.
- For Scenario #2: Clean the printer using the FutureLogic cleaning kit described in Parts Required section of Notification. Read and follow cleaning instructions to ensure printers are free of foreign particles. This maintenance should be conducted generally on intervals of one (1) cleaning per year or as inspection warrants.
- For Scenario #3: It is also recommended, as a best practice, to update to the latest firmware revision available in your jurisdiction.

ADDITIONAL RECOMMENDATIONS:

Do not store spare media (tickets) stacks inside the games near heat sources. Temperatures within the game in these areas may exceed recommended ticket storage conditions causing discoloration, print quality and other issues. Refer to the ticket converters storage requirements of the media.

SCOPE OF SOLUTION:

Any game cabinet which contains a FutureLogic Gen II or Gen II Universal Printer and that is experiencing a high incident of ticket jamming.

PARTS REQUIRED:

<u>Part Number</u>	<u>Description</u>	<u>Quantity</u>
350-00292-100	KIT-CLEANING, PRINTER, FUTURELOGIC	1

Note: Each cleaning kit contains ten (10) sets of cleaning items.

TOOLS REQUIRED:

None

PROCEDURE:

Please refer to the instruction sheet included in the Futurelogic Printer Cleaning Kit, FutureLogic part number 350-00292-100, for complete cleaning instructions.

If you need any help addressing paper jams or if you have any other inquires or questions please contact FutureLogic by e-mailing customer.service@futurelogic-inc.com