

Suspected Malfunction of a Gaming Machine Form

Complete this form in the following circumstances:

1. When required as a result of a Patron Dispute Form, as outlined in the VCGLR's operational procedure governing patron disputes.
2. When required as a result of a gaming machine malfunction, entered in the Gaming Machine Event Register, that is unable to be rectified or diagnosed by a venue's licensed maintenance technician.
3. When requested by the VCGLR.

Venue Name: Date: Time: am/pm

Details of EGM with suspected malfunction:

10 Digit VCGLR ID #:	<input type="text"/>	Floor Position #:	<input type="text"/>
Venue EGM ID #:	<input type="text"/>	Manufacturer Name:	<input type="text"/>
Model #:	<input type="text"/>	Game Name:	<input type="text"/>
Game Software Version #:	<input type="text"/>	Base / Operating System Software Version #:	<input type="text"/>
Denomination:	<input type="text"/>		

Snapshot of EGM at time of malfunction:

Credits being displayed on meter:	<input type="text"/>	Number of credits last bet:	<input type="text"/>
Winning credits paid	<input type="text"/>		

Fill out Game Play Recall Information Form and/or print off EGM Game Play History Ticket for last 10 games

Completed Game Play Recall Information Form and/or printed EGM Game Play History Ticket attached?: Yes No

Status of EGM:

Locked Up (Frozen): Poll Disable: Powered off by Venue: Ready for Game Play: Other:

If Other, please describe status:

Details of suspected malfunction:

Venue Technician contacted: Yes No

Technician's Name:

Licence #:

Action taken:

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Venue Staff Details:

Manager's Name:

Licence #:

Attendant Name:

Licence #:

Manager's Signature:

Technician's Signature: