

DECEMBER 1, 1994

The Colorado Division of Gaming has determined that there may be a recurring problem where the Jackpot Soft Meters do not increment in concert, or at the same rate, as the Jackpot Hard Meters in some Progressive Slot Machine systems.

This has been an on-going problem for some casinos. In the past, the variance between the soft meter readings and actual jackpot paid were reflected on the Jackpots Paid / Meter Jackpot Comparison Report as a "progressive jackpot." An explanation for the ongoing failure of these readings to coincide will no longer be acceptable; both soft and hard meters must increment at the same rate and actual jackpots should agree to the meters-within a 1% variance.

One possible problem for the failure for the two meters to agree is a wire harness malfunction. If a casino is experiencing this problem, it must be fixed in order to be compliance with Commission Regulation 47.1-1223, which reads, in pertinent part:

A slot machine must have both electronic (SOFT) and electro-mechanical (HARD) meters. Slot machine meters must have at least six digits. The slot machines must accumulate the same values in the electronic digital storage and provide the means for on-demand display of the stored information.

If a casino determines there is problem involving the hard and soft meters, it should correct this problem or contact the company, which installed the Progressive system to correct the problem.

Any questions regarding this issue or these repairs should be addressed to the Division of Gaming's enforcement section in any of the Division's offices.