



SERVICE TECHNICAL BULLETIN

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Title **Recommended cleaning techniques for use on Aristocrat cabinets**

Issue

There have been numerous requests regarding recommended cleaning techniques for Aristocrat gaming cabinets

Because a gaming cabinet includes a variety of materials and finishes, it is challenging to approve a specific alcohol or ammonia-based product that will clean but not damage every surface

The following recommendations are for cleaning the exterior surfaces of a cabinet

Sensitive plastic surfaces	Sensitive cabinet features	Cleaning recommendations
Lens caps	Arm rests	Non-abrasive cloth
Button bezels	Button panel bolsters	Alcohol free
Plexiglass overlays	Chrome finishes	Ammonia free
Printed artwork, reel strips	Painted surfaces	Misting/foaming cleaning agent
Cabinet decals		Avoid excessive liquid applications directly to EGM surfaces

Resolution

We recommend the use of soapy water, glass cleaner, and/or a cleaning solution that is ammonia-free and alcohol-free along with non-abrasive cleaning material (cloth) to clean the external surfaces of an EGM

The use of ammonia and alcohol-based cleaning can have adverse effects and result in damage to cabinet materials and painted surfaces

It is recommended to apply the cleaning solution first to a non-abrasive cloth and then the surface that requires cleaning. Applying cleaning solutions directly may result in liquids seeping into any of the sealed surfaces of the cabinet