



Customer Notification

Notification #:	20041223	Revision:	1.0	Page:	1 of 3
Release Date:	December 31, 2004				
Effective Date:	December 31, 2004				
Notification Status:	<input checked="" type="checkbox"/> Advisory	<input type="checkbox"/> Mandatory	<input type="checkbox"/> Announcement		
Classification:	<input type="checkbox"/> Firmware	<input checked="" type="checkbox"/> Hardware	<input type="checkbox"/> Policy/Procedure		
Description:	Sentry – Bezel Installation/Removal on S-2000 Machines				
Hardware:	ASY, SENTRY, IGT, S2000, ID024, WBA STYLE				
Firmware Version:	N/A				

Conditions:

Recently JCM has received field reports of Sentry Bezel electronic boards being damaged during the installation and/or removal from IGT Upright S-2000 machines. This may have been caused by the ESD Mesh Shield shifting out of place during the installation/removal process.

During the installation of the Sentry Bezel kit (JCM Part No. 550-100279; IGT Part No. 62544090) into the S-2000 machine, it is critical to ensure that the ESD Mesh Shield (JCM Part No. 200-100175) does not shift out of place. It should be held firmly and completely between the Diffuser (JCM Part No. 900-100052) and the Window (JCM Part No. 900-100051). (Refer to figure 1a on page 2.)

Also, during the installation of the Sentry Bezel into IGT S-2000 machines, the bezel must be mounted and installed flush to the door frame. It is possible to install the bezel incorrectly which allows the ESD Mesh Shield to move out of place. This can cause damage to the Sentry Bezel boards by causing an improper ground of the Sentry Bezel electronic board to the game door. (Refer to figure 1b on page 3.)

Notes:

As mentioned above, proper care must be used in installing and removing the Sentry Bezels in the IGT Upright S-2000 machine. Please refer to the drawings on Page 2 and Page 3 for additional details on proper seating of the ESD Mesh Shield and proper installation.



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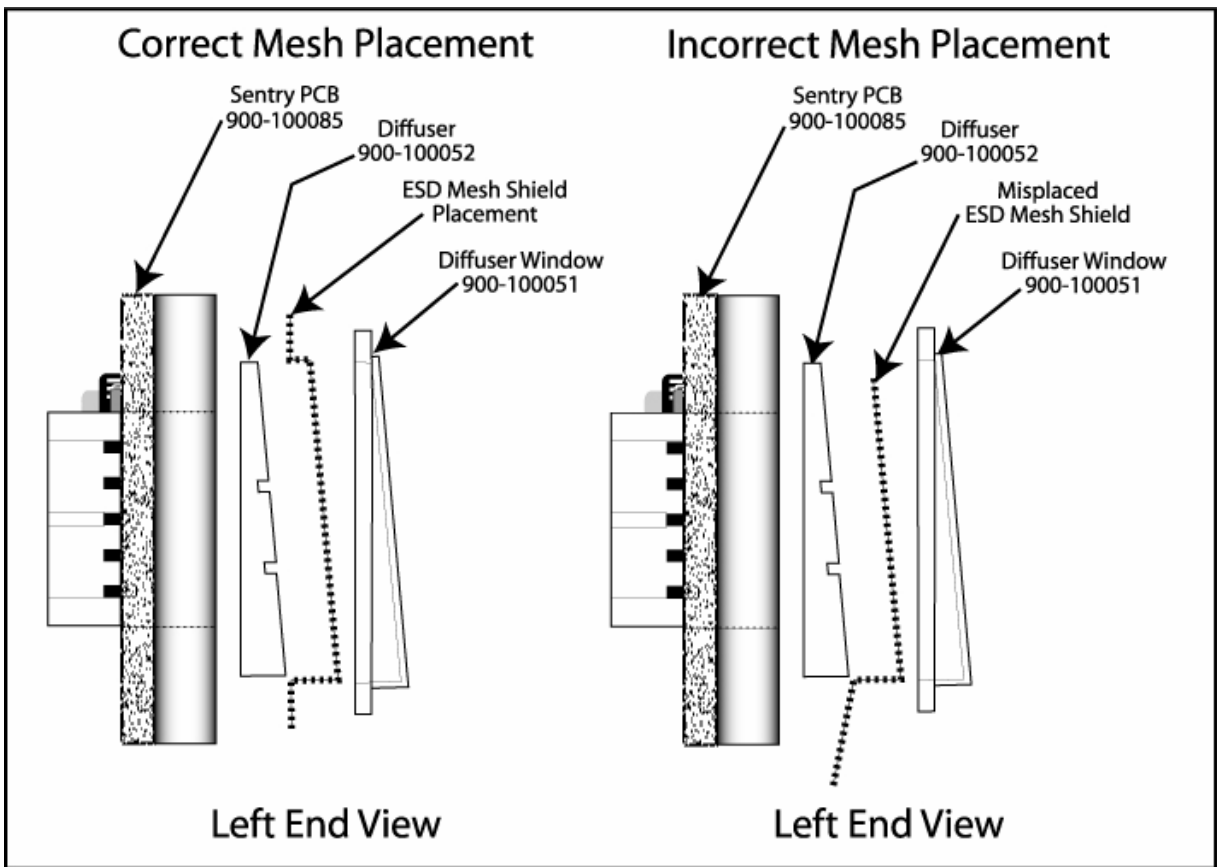


Figure 1a



Customer Notification

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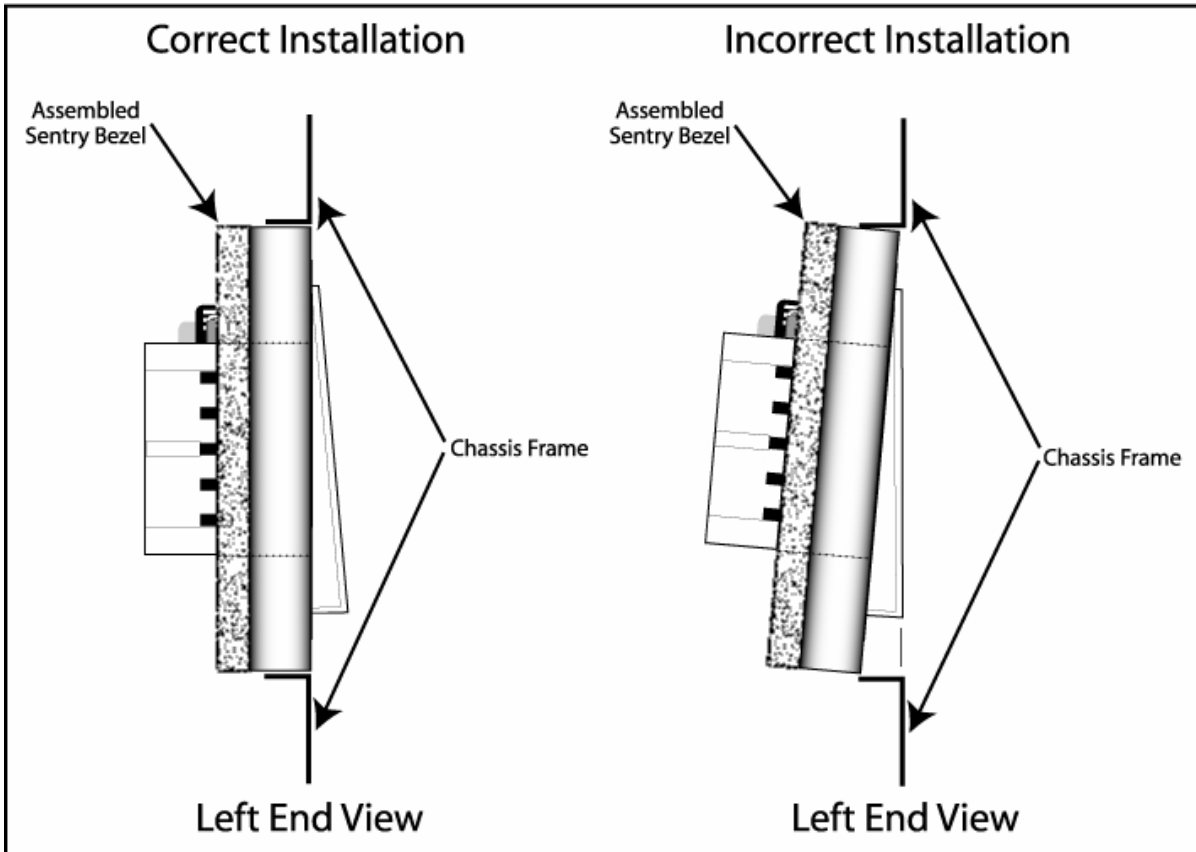


Figure 1b