



INSTITUTE FOR TESTING AND CERTIFICATION Inc.

Certified Quality Management System according to ISO 9001

Authorized Body No 224 * Notified Body No 1023 * Accredited testing laboratory * Accredited Inspection Body * Accredited Certification Body

Services of the Accredited Inspection Body No 4035 (Gambling Machines)

A Handbook for Clients

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1 Preface

The INSTITUTE FOR TESTING AND CERTIFICATION Inc. (hereafter ITC) has a broad offer of services. Their application is principally impacted by accreditation, authorization, and legislative rules. Without respecting them, it would not be possible to meet demanding requirements of ITC clients.

Handbooks for clients have been made in order to simplify the communication of the clients with accredited laboratories and inspection and certification bodies within ITC.

This particular Handbook aims at easier orientation of the client applying for the services of the Accredited Inspection Body No 4035 (AIB 4035) in the field of gaming machines and technical equipment for pools.

We believe that it will get, together with the information on www.itczlin.cz, a useful guide for successful co-operation with ITC and it will contribute to satisfaction of its clients.

2 Definitions

2.1 Basic Technical Terms

Accredited Inspection Body – an inspection body, for which meeting the requirements of the ISO 17020 (*Conformity assessment - General criteria for the operation of various types of bodies performing inspection*) has been certified by an independent accreditation body (in the Czech Republic: CAI). This guarantees the ability to accomplish inspections and to issue relevant documents as given in the annex to the Accreditation Certificate.

The inspection body makes assessment in the concern of private clients, their mother companies, or competent official bodies (e.g. state administration bodies) aiming at providing them objective information on conformity of products, procedures, processes, and technologies with relevant regulations, standards, or specifications. The parameters of inspections can comprise issues of quantity, quality, security, and suitability of devices or systems in the course of their operation.

2.2 Abbreviations Used

Act 22	Czech Act No 22/1997 on technical requirements for products (as amended)
AIB 4035	Accredited Inspection Body No 4035 (hosted by ITC)
AoC	Assessment of Conformity (with EU directives and relevant harmonized EU standards)
CAI	Czech Accreditation Institute (national accreditation body)
COSMT	The Czech Office for Standards, Metrology and Testing (COSMT)
GMTEP	Gaming machines and technical equipment for pools
HW	Hardware (tangible technical equipment of programmable machines)
IB	Inspection Body
ITC	Institute for Testing and Certification, Inc.
SW	Software (program equipment)

3 Legislation and Standards

3.1 Regulations and Standards

The frame of legislation relevant to activities of AIB 4035 is made by Act 22, giving guide for procedures for Assessment of conformity (AoC) and setting statute of the national accreditation body (CAI). The Czech Act 102/2011 *General safety of products* is another important act. Quality management system of inspection bodies (IB) is described in the international standard EN ISO/IEC 17020.

3.2 Scope of Accreditation

The scope of accreditation of AIB 4035 is defined in Annex to Attestation of Accreditation (see www.itczlin.cz, section O firmě / Akreditace) in the following way:

- **Field of inspection:**
Gaming machines and technical equipment for pools (GMTEP) including accessories
- **Type and extent of inspection:**
 - Gaming Plan
 - Technical capability of HW and SW
 - Technical solution (implementation)
 - Authenticity, complexity and objective correctness of submitted documentation

3.3 Notice for GMTEP Keepers in the Czech Republic

Inspection report and certificate issued by AIB 4035 is not sufficient for running GMTEP according to current Czech legislation.

For that purpose, ITC offers another service based on authorization by the Ministry of Finance of the Czech Republic (MF-CZ) for

- Expert assessments of GMTEP
- Issuing Attests of GMTEP Functionality
- Auditing of GMTEP in situ

according to Article 1, Par. 1, 2, and 5, and Article 46 of Czech Act 202/1990.

4 Services of AIB 4035: Before Starting

4.1 Contact Points

You can contact AIB 4035 by e-mail, phone, fax, letter, or by personal meeting of the following persons:

- **Office Prague**
Mr Jiri NOVOTNY
Zeleny pruh 1560/99, 140 02 Prague 4 – Braník
phone +420–296 374 707
fax +420–296 374 772
mail jnovotny@itczlin.cz
- **Office Zlin**
Mr Michal HES
Tomas Bata Ave 299, 764 21 Zlín
phone +420–577 601 536
fax +420–577 104 855
mail mhes@itczlin.cz

4.2 Application for Inspections

You order of services of AIB 4035 must include:

- **Applicant**
 - Name (person / company and company authorized representative)
 - Tax registration number
 - Address including ZIP
 - Contact person (a person entitled to deal with the order: name, telephone, e-mail)
 - Bank and bank account number (preferably as SWIFT and IBAN codes)
- **Object of technical inspection**
 - Type of equipment
 - Model
 - Producer
 - Year of manufacture, product number
- **Specification of service**
 - Service required (extent of inspection)
 - Output documents required
 - Language of output documents
(Czech or English being a standard, other European languages for extra fee)
- **Signature** of company authorized representative + stamp

Compulsory enclosures:

- Product description (characteristics, HW and SW specification, etc.)
- Instruction manual
- Relevant declarations (Declaration of Conformity / Declaration of Functionality)

The order ought to be sent to the contact persons mentioned in chapter 4.1. If needed, they will also help the applicant to fill out the application properly.

4.3 Revision of the Application

The application is registered by a AIB 4035 specialist. It is further checked. In case it is not correct or any compulsory data are missing, the specialist specifies the deficiencies and asks the applicant for a supplement.

4.4 Price and Delivery Terms

The price of the service and the delivery terms are usually set after receiving all data described in chapter 4.2. In some cases, a preliminary inspection of the object of application in situ is necessary.

4.5 Contract

Official business relation between the client and the applicant is concluded by a written contract including:

- Specification of contract parties
- Extent of the service
- Price, payment and delivery terms
- Cases of breaking the contract, sanctions
- Rules for backing out of the contract

The start of the works is preconditioned by signing the contract by the both parties and (usually) by prepayment of the service.

5 Services of AIB 4035: Description

The technical inspection on gaming machines is executed in accordance with the (Czech) Inspection Directive IO-03-01 *Technical inspection of gaming machines and technical equipment for pools including accessories*. The directive stays at the client's disposal. The following procedures are covered by the directive:

- Inspection of new machines (to be put into operation)
- Inspection of machines in operation
- Inspection on request of the body granting licence
- Inspection on request of the state surveillance body
- Inspection on request of the licence keeper

5.1 Technical Inspection of New Machines

5.1.1 Inspection of Complexity and Correctness of Documentation

The submitted documentation must, pursuant to valid legislation, contain:

- Detailed description of the game and Gaming Plan
- Description of setting of all DIP–DIL switches or other regulators enabling modification of game parameters (if they are used)
- Picture of the front window (only for cylinder machines)
- Original of the memory element (EPROM, PROM, erasable ROM, hard disc, CD-ROM, DVD. etc.)
- FD or CD with list of the source program
- Statistical game record of the win-share course recorded with min and max win-share and min and max bet amount setting
- Hardware manufacturer's declaration on the date of manufacture
- Software manufacturer's declaration on identity of the software in the inspected machine with software already documented and registered
- Document on meeting requirements of electrical safety and electromagnetic compatibility

5.1.2 Inspection of HW and SW Technical Capability

This inspection is executed on a sample of the machine made by the same manufacturer of the same type and model. In particular the following aspects are measured (depending on the type of the machine and the relevant legislation):

- Maximum bet in one game
- Maximum win in one game
- Duration of one game
- Maximum loss in one hour
- Win-rate
- Records of inserted and paid-off coins and banknotes

5.2 Technical Inspection of Machines in Operation

After finishing of regular yearly maintenance, AIB 4035 executes, on request of the licence keeper, a technical inspection focused on assessment of conformity of GMTEP with requirements according to valid attestation or legislation. This inspection covers these two procedures:

5.2.1 Inspection of Complexity and Correctness of Documentation

AIB 4035, attended by the representative of the licence keeper, checks in particular:

- Identification data and location of the applicant
- Details on GMTEP manufacturer, type and model, date of manufacture, production number
- Evidence of ownership
- Technical data on the machine including details on all independent equipment, list of memories, identification of gaming SW, etc.
- Documents relating to attestation of conformity of the machine with requirements of functionality

5.2.2 Inspection of the Gaming System

AIB 4035 executes a technical inspection of the gaming system of GMTEP by way of direct playing. The gaming system is verified according to game description and Gaming Plan, respecting particularly maximum bet in one game, maximum win of one game, etc.

5.3 Technical Inspection on Request of an Authorized Body

On request of the body granting licence or of the state surveillance body, AIB 4035 executes a technical inspection focused on assessment of conformity of GMTEP in operation with requirements according to valid attestation or legislation, in the extent specified in the request. The most usual requests are:

5.3.1 Inspection of GMTEP Suspected of Fake Documents

AIB 4035 makes an assessment of complexity and correctness of documentation as stated in chapters 5.1.1 or 5.2.1.

5.3.2 Inspection of the Gaming System

The inspection is executed in situ and it is not announced in advance. It is made by way of direct playing as described in chapter 5.2.2. If necessary, the inspection can also include direct access into the GMTEP.

6 Rules for Recognition of Results from Outside

Recognition of results found in other laboratories and presented in the documentation submitted by the client is fully in the authority of AIB 4035. The results from accredited laboratories, not older than 3 years, are usually recognized.

The results of tests made in manufacturer's laboratories or in other laboratories without accreditation, are usually not recognized. Tests made on unique test equipment can be a departure from this rule. In this case, AIB 4035 prefers making these tests with assistance of its experts.

7 Documents Issued

After an inspection, AIB 4035 issued the Inspection Report and, in some cases, also the Inspection Certificate. The documents meet all requirements of EN ISO 17020. Their samples are in Appendix 2 and 3 to this Manual.

8 Other Related Services of ITC

Besides the services in the scope of AIB 4035 accreditation, ITC can execute non-accredited inspections in areas outside the scope. The output is then a non-accredited inspection certificate.

Based on authorization by the Ministry of Finance of the Czech Republic, ITC can make assessments and certifications of capability of technical equipment and systems for lotteries and other similar games, except for GMTEP, in accordance with articles 1 and 46 of the (Czech) Act No 202/1990.