

## Hand protection and touchscreen responsiveness

**Issue** Because of concerns related to the transmission of the COVID-19 virus, we anticipate customer inquiries about the safe interaction between game players and the touch surfaces of our Class 2, Class 3, and VLT-supporting EGMs.

While we encourage the use of hand coverings as personal protective equipment for game players, hand coverings made from some types of materials will inhibit touchscreen functionality (on a game player monitor and virtual button panel).

This would likely lead to multiple taps on a touchscreen with increasing pressure on each tap in an attempt to generate the appropriate response.

This would alter and diminish the usual player experience and might result in a player dispute.

### Impact

Jurisdiction	Aristocrat EGM
All	Arc Single, Arc Double, Behemoth, Edge X, Flame 55, Helix Bartop, Helix slant, Helix Plus slant, Helix upright, Helix Plus upright, Helix XT, Mars X upright, Relm, Relm XL, Verve, Vii, Viridian, Viridian Hybrid stepper, Viridian widescreen

### Resolution

Aristocrat encourages the use of hand protection that is manufactured from thin material that will not impede the response to a game-players finger when it presses a capacitive touchscreen. This will ensure the highest level of responsivity and accuracy of the device.

Different types of hand protection should be tested on multiple EGMs to gauge the amount of force required to trigger a touch response and how quickly the response occurs.

Be advised, Aristocrat does not endorse any manufacturer, brand, or type of glove to be resistant against COVID-19 or any other infectious diseases. This information is provided for the sole purposes of addressing touchscreen functionality. For information about COVID-19, you can review the CDC website at [www.cdc.gov](http://www.cdc.gov).

Aristocrat requests that all customers impacted by this notification contact their internal controls (gaming authority) to review and determine the best approach for ongoing support.

Questions about this notice can be directed to the Aristocrat NSSC at [support@aristocrat-inc.com](mailto:support@aristocrat-inc.com) or (800) 482-3723.