Cause

There are a number reasons that could cause the jackpot to download. These are very easy to identify and rectify the issue.

What do you need to do?

If a jackpot is struck and does not download you will need to follow the below steps.

1. Note down the number (JIN) of the machine that has struck the jackpot and the amount won.
2. Turn the machine in question off.
3. Complete the Unpaid Prize Report.
4. Contact your service provider and request them to come to site.
5. Contact the trust rep and let them know.
6. Once on site the technician will verify the jackpot win and complete the required checks determine why the jackpot did not download.
7. Once the jackpot has been verified the player can be paid out.