Service Bulletin: Informational
Recommended Cleaning Procedures for Shuffle Utility Products

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Overview

It is recommended that customers use the following procedures to clean and sanitize Shuffle utility products.

To ensure that utility products continuously work properly, bi-weekly maintenance is required. Sanitizing practices can be performed based on individual preference and necessity.

Environmental factors such as food at the table, presence of hand lotion, humidity, paper or plastic cards, card quality, frequency of card changes, or table layout fabric may require maintenance to be performed more or less often.

All Shufflers, Deck Checker®, and Accessories

Table 1 Cleaning Procedures

Part Name	Cleaning Procedure	Notes
■ Rollers ■ Card separators	Use the Service Menu to access the *Clean/Cleaning* mode. For the One2Six® shuffler, use the *Test Motors* option in the Service Menu. Use an isopropyl alcohol (IPA) pre-moistened fiber-free cleaning card in a back and forth motion or a soft, lint-free cloth to apply pressure to the rollers and underneath card separators.	Isopropyl alcohol - It is recommended that the IPA must be 99.5% purity or higher (pure alcohol). An IPA product with a lower percentage is diluted with water, which can lead to decreased evaporation time. 70% is the minimum percentage that should be used. **DANGER** *Isopropyl alcohol should only be used in a well-ventilated area.* **CAUTION** *Avoid the use of hand lotions, creams, and oils when touching the cards. Instead, use an alcohol-based hand sanitizer, which evaporates quickly.*
■ Sensors ■ Covers ■ Camera LEDs ■ Gripper pads ■ Card vault ■ VFD ■ LCD ■ Remote displays and touchscreens, including i-Verify®	To clean, use a clean, dry microfiber lint-free cloth, a foam swab, or a soft bristle dusting brush and, if necessary, use an anti-static water-based, non-abrasive foaming cleaner.	The recommended cleaning solution is Stoner A166 Clear Anti-Static Glass Cleaner or a similar product. If using pre-saturated wipes, the wipes should be non-abrasive, water-based, and anti-static. **WARNING** *Do not use a cotton swab. They shed fibers and can contaminate sensitive areas.* **WARNING** *Do not use harsh chemicals such as paint thinner or citrus-based solutions for cleaning any surface.* **DANGER** *Wipes should be changed after using. Failing to change the wipe can spread contaminants.*

Table 1 Cleaning Procedures

Part Name	Cleaning Procedure	Notes
▪ Camera ▪ Camera background plate	Use a clean, dry microfiber cloth to wipe away excess debris.	**CAUTION** *Avoid using any liquids, except in extreme cases. Use water or a water-based foaming cleanser.*
▪ Wheel magazines ▪ Racks	Inspect the Wheel Magazine or Rack for card wax build-up. With power OFF, rotate the Wheel Magazine manually or remove the Wheel Magazine or Rack. Fold a cleaning card in half with IPA or foaming cleaner. Clean the Wheel or Rack loading slots, as needed.	**CAUTION** *If removed, the Wheel or Rack must be correctly reinstalled into the shuffler.*
▪ Printer Assembly	To clean the printer, use compressed air, a blower, or a soft dusting brush to blow or dust out the paper fibers and any other debris.	—

i-Shoe® Auto/Safe-Bacc® Shoe

Table 2 Cleaning Procedures

Part Name	Cleaning Procedure	Notes
▪ Rollers	Use the Service Menu to access the Clean/Cleaning mode. Use a pre-moistened fiber-free cleaning card in a back and forth motion or a soft, lint-free cloth to apply pressure to the rollers.	Isopropyl alcohol - It is recommended that the IPA must be 99.5% purity or higher (pure alcohol). An IPA product with a lower percentage is diluted with water, which can lead to decreased evaporation time. 70% is the minimum percentage that should be used. **DANGER** *Isopropyl alcohol should only be used in a well-ventilated area.* **CAUTION** *Avoid the use of hand lotions, creams, and oils when touching the cards. Instead, use an alcohol-based hand sanitizer, which evaporates quickly.*
▪ Sensors ▪ Camera LEDs ▪ Covers ▪ Touchscreen display	To clean, use a clean, dry, microfiber lint-free cloth, a foam swab, or a soft bristle dusting brush and, if necessary, use an anti-static water-based, non-abrasive foaming cleaner.	The recommended cleaning solution is Stoner A166 Clear Anti-Static Glass Cleaner or a similar product. If using pre-saturated wipes, the wipes should be non-abrasive, water-based, and anti-static. **WARNING** *Do not use harsh chemicals such as paint thinner or citrus-based solutions for cleaning any surface.* **DANGER** *Wipes should be changed after using. Failing to change the wipe can spread contaminants.*
▪ Camera ▪ Camera background plate ▪ Card housing assembly ▪ Camera glass	Use a clean, dry microfiber lint-free cloth to wipe away excess debris.	**CAUTION** *Avoid using any liquids, except in extreme cases. Use only water or a water-based foaming cleaner.*

Safe-Shoe™

Table 3 Cleaning Procedures

Part Name	Cleaning Procedure	Notes
■ Sensors ■ Covers ■ Remote touchscreen display ■ Front part assembly ■ Top camera well glass	To clean, use a clean, dry, microfiber lint-free cloth, a foam swab, or a soft bristle dusting brush and, if necessary, use an anti-static water-based, non-abrasive foaming cleaner.	The recommended cleaning solution is Stoner A166 Clear Anti-Static Glass Cleaner or a similar product. If using pre-saturated wipes, the wipes should be non-abrasive, water-based, and anti-static. **WARNING** *Do not use harsh chemicals such as paint thinner or citrus-based solutions for cleaning any surface.* **DANGER** *Wipes should be changed after contamination. Failing to change the wipe can spread contaminants.*
■ Camera ■ Bottom camera glass ■ Camera LEDs	N/A	**WARNING** *Avoid exposing these components, as they are gasket-sealed to prevent dust and debris from entering.*

Chippers

Table 4 Cleaning Procedures

Part Name	Cleaning Procedure	Notes
■ Sensors ■ Colorline reader LEDs ■ Covers ■ Touchscreen display	To clean, use a clean, dry, microfiber lint-free cloth, a foam swab ,or a soft bristle dusting brush and, if necessary, use an anti-static water-based, non-abrasive foaming cleaner.	The recommended cleaning solution is Stoner A166 Clear Anti-Static Glass Cleaner or a similar product. If using pre-saturated wipes, the wipes should be non-abrasive, water-based, and anti-static. **WARNING** *Do not use harsh chemicals such as paint thinner or citrus-based solutions for cleaning any surface.* **DANGER** *Wipes should be changed after using. Failing to change the wipe can spread contaminants.*
■ Conveyor ■ Conveyor cups ■ Pre-separator ■ Pre-separator disc	To clean, use an air blower or vacuum to blow out any debris. If necessary, use an anti-static water-based, non-abrasive foaming cleaner and a non-abrasive soft cleaning brush to clean the individual conveyor cups.	**CAUTION** *Do not aggressively scrub conveyor cups when cleaning as this may result in the discoloration of the conveyor cups, causing the chipper to malfunction.*

i-Score® Plus

Table 5 Cleaning Procedures

Part Name	Cleaning Procedure	Notes
■ LCD ■ Dealer keypad	Use an anti-static glass cleaner and a clean, dry, microfiber lint-free cloth or a pre-saturated non-alcoholic wipe to clean monitors. To clean dealer keypad, use a clean, dry, microfiber lint-free cloth or foam swab and, if necessary, use an anti-static water-based, non-abrasive foaming cleaner.	**DANGER** *Cloths should be changed after using. Failing to change cloths can spread contaminants or cause scratches on the monitor's surface by the contaminant.*
■ PC ■ Cooling Fan	To clean, use an air blower or vacuum to blow out any debris from inside the PC.	Keep liquids away, unless otherwise noted.

General Tips

- Use only a soft, lint-free cloth, or cleaning card. Avoid abrasive cloths, towels, paper towels, or similar items.
- Avoid excessive wiping, which might cause damage.
- Keep liquids away from the product, unless otherwise noted for specific products.
- Do not get moisture into any openings.
- Do not use aerosol sprays, bleaches, or abrasives.
- Do not spray cleaners directly onto the item.

Additional Information

Reference Information

Revocation Bulletins, Service Manuals, and other documents are available online at https://www.sggaming.com/members/login. To request a login and password, select **Request New Login**.

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