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-

- [Legal](#)

- [Shipping](#)

- [Technical](#)

-
- [Initial Machine Setup](#)
- [Routine Maintenance](#)
- [Troubleshooting](#)
- [Error Codes](#)
-

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Troubleshooting

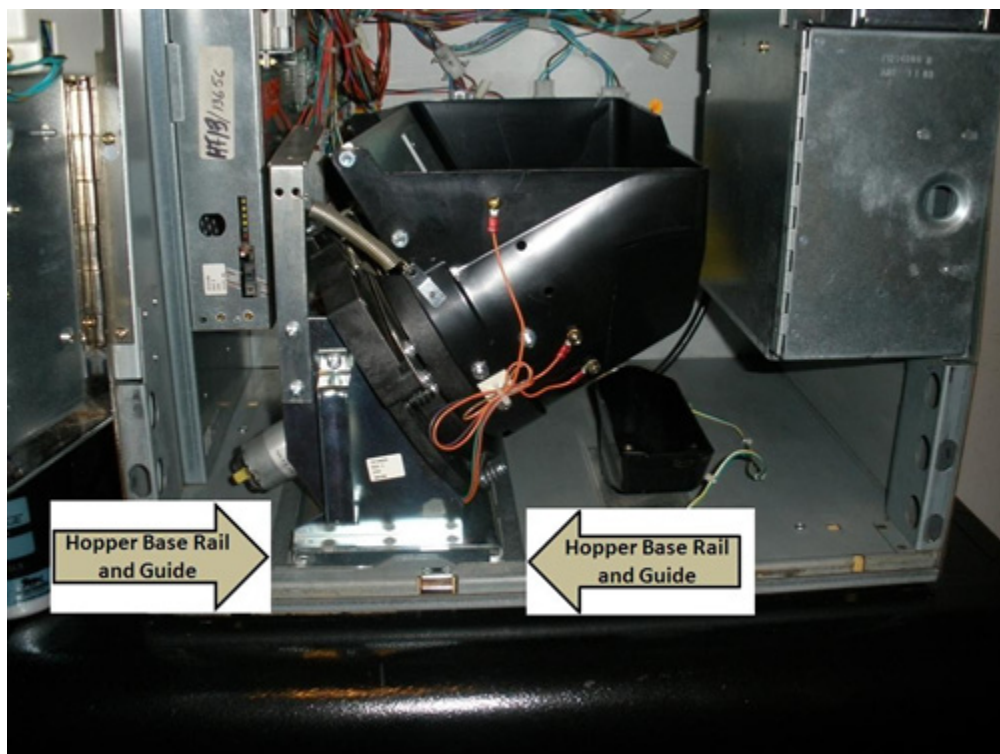
Machine Doesn't Power On

Prior to selecting a location to set up your slot machine, determine the household 120V AC outlet you are planning to use has power. Keep in mind some outlets are controlled on and off by a wall switch.

With the slot machine unplugged from the outlet and surge protector, open the slot machine main door. Remove the coin tray by lifting up and pulling out the tray. Simply pull it out and down to remove the tray.



The hopper is on the bottom floor of the machine and slides out on two base rails along two metal guides. Slide the hopper out slowly by grasping the handle with your left hand and supporting the hopper with your right hand. Do not use the black hopper bowl to pull the hopper out of the slot machine.



On the lower right corner of the slot machine you should see the black power cord coming into the machine. The power cord plugs into the Power Distribution Unit which is located on the back wall of the slot machine.

Verify the power cord is firmly plugged into place into the right side of the Power Distribution Unit.



Place the hopper back into the slot machine making sure it slides in easily and completely with the base rails on hopper guides on the bottom of the machine. The hopper plugs into a receptacle toward the back of the machine. It is designed to fit in easily without using excessive force.

The coin tray can be easily put back into place by ensuring the alignment pins on the coin tray match up to the top alignment holes on the bottom side of the machine. The tray should be pushed down into place. Make sure the tray is even when pushed into place. If the coin tray is not aligned and even, remove the coin tray, and repeat the procedure.



Verify the power cord is firmly plugged into a good surge protector. Plug the end of surge protector into the outlet you have verified is good, and make sure the on/off switch on the surge protector is turned on.

Now turn the power switch on the inside right of the slot machine to the on position and verify the slot machine is powered on by lights illuminating. If the machine does not power on, please e-mail or call us.

Jackpot Payout

I've just hit a 25,000 credit Jackpot! The machine now needs to be reset to continue playing.

This is a problem we all wish we had all of the time and is very easy to reset, but it is imperative to follow the instructions below.

Depending on the model slot machine you have and the amount of the payout will determine the best course of action.

If you have an IGT S+ Slot Machine and your win is under the maximum payout amount specified on the center glass of the machine, the hopper may run out of coins or tokens. This is normally displayed by Error Code 3300 which is outlined below. In this case it usually a simple matter of taking the coins or tokens that have been paid out and putting them back in the hopper allowing it to fully pay out.

However, if you won a large jackpot that is “hand pay out”, you must closely follow the procedure below.



First open the main slot machine door. Locate the Jackpot Key which is normally kept inside the slot machine in a plastic envelope on the side of the cash box. If you do not find it inside the machine, often times the Jackpot Key will be strapped with the main slot machine door key. It is a small key as pictured below.

Take the key in hand and locate the jackpot reset which is a keyhole located on the right side of the slot machine. It is normally about two-thirds up from the bottom of the machine.



Insert the Jackpot Reset Key into the keyhole. Turn the key **ONLY ONE-QUARTER TURN TO THE RIGHT!** This will reset the machine, and once you close the main slot machine door, you will be ready to resume play.

IT IS ABSOLUTELY IMPERATIVE NOT TO TURN THE JACKPOT RESET KEY MULTIPLE TIMES!!! DOING SO MAY PLACE YOUR SLOT MACHINE INTO A TEST MODE AND WILL DELAY YOUR ABILITY TO CONTINUE PLAYING.

Error Code 3300 (IGT S+ Machines)

A full list of error codes are found on the Technical Tab under Error Codes on our web site. We reference Error Code 3300 as it a common code you may see.

Simply put Error Code 3300 is normally telling you your hopper is low on or completely out of coins or tokens.



Open the main slot machine door. Look into the hopper. If it is empty or has just a few coins or tokens, place about 500 coins or tokens back into the hopper. Close the main slot machine door. In a few moments you should hear the sound of the hopper's motor turning and soon the remaining coin payout will begin.

Hopper is Full and Coins Go Down a Chute to Bottom of Machine

Many home users of slot machines like to use their slot machines as a bank to save for vacations, remodeling projects, more slot machines, etc. Although this is a great way to accumulate a savings, at times those who use coins will find when the hopper is near full, coins will bypass the hopper.

Slot machines that accept coins were designed this way because when used constantly on the casino floor, hoppers could quickly fill.

There is a coin level probe on side of the hopper that looks like a brass screw sticking inward toward the hopper bowl. This probe detects when coins/tokens are at a selected level, and will cause the subsequent coins/tokens played to go down a chute to the bottom of the slot machine.



Provided your slot machine sets on a regular casino slot machine stand with holes in the top and the holes are aligned with the slot machine, those coins which bypassed the hopper will go down the chute, through the hole in the bottom of the machine, through the hole in the top of the stand, and into the open area in the stand cabinet.

As casinos have done for years, place a small plastic tub in the slot machine stand cabinet to collect these excess coins.



Error Code 3100 (IGT S+ Machines)

A full list of error codes are found on the Technical Tab under Error Codes on our web site. We reference Error Code 3100 as it a common code you may see.

Error Code 3100 (Extra Coin Out Tilt) normally signifies either a jammed/stuck coin or token in the coin-out chute on the hopper, or the hopper coin-out sensor has detected the hopper may have paid out an extra coin.

Open the main slot machine door. Remove the coin tray by lifting up and pulling out the tray. Simply pull it out and down to remove the tray.

The hopper is on the bottom floor of the machine and slides out on two base rails along two metal guides. Slide the hopper out slowly by grasping the handle with your left hand and supporting the hopper with your right hand. Do not use the black hopper bowl to pull the hopper out of the slot machine.

Inspect the hopper to determine if any coins/tokens appear to stuck or jammed in the hopper knife or the hopper coin-out channel.

If a coin appears to be stuck or jammed, empty the hopper of coins/tokens for easier access to clearing the jammed coin/token.

Once the stuck or jammed coin has been removed, place the hopper back into the slot machine making sure it slides in easily and completely with the base rails on hopper guides on the bottom of the machine. The hopper plugs into a receptacle toward the back of the machine. It is designed to fit in easily without using excessive force

Refill the hopper with the proper size coins or tokens.

The coin tray can be easily put back into place by ensuring the alignment pins on the coin tray match up to the top alignment holes on the bottom side of the machine. The tray should be pushed down into place. Make sure the tray is even when pushed into place. If the coin tray is not aligned and even, remove the coin tray, and repeat the procedure.

Close the main slot machine door. The error code should be gone and the machine is ready to play.

Error Code 12 (IGT S+ Machines)

The 3.6 volt battery on the slot machine CPU Board normally lasts for years. However when an Error Code 12 is displayed, this is an indication the battery voltage has dropped below 2.9 volts and is now a low battery.

It is recommended to replace the battery as soon as possible. They can be ordered on Gambler's Oasis's web site www.slotmachineoasis.com under the Other Products Tab – Parts. When ordering a replacement battery, we will provide you with detailed instructions on how to change this battery which is located on the slot machine's CPU Board.

In order to reset Error Code 12 temporarily, simply open and close the main slot machine door.

It is important not to wait for a long time to replace the battery as data stored on the RAM may be lost. Replace the battery AS SOON AS POSSIBLE!

Retrieving Currency from the Cash Box

Although retrieving currency from the cash box is routine, we have placed it this section to ensure you follow the correct steps for retrieving currency from your slot machine. Remember not all slot machines are equipped to accept currency in order to comply with certain laws.

If your slot machine is equipped with a bill acceptor, bill transport and cash box, the bills in the cash box can easily be retrieved.

Open the slot machine main door. The cash box door is located just under the yellow chute for the bill acceptor. Ensure the cash box door is fully open.

On the right side of the cash box toward the top is a release level. Push release lever down and pull the cash box straight out toward you. If the cash box seems difficult or impossible to pull out, make sure you have pushed the release lever down.





Hold the cash box in both hands and turn it upside down. Notice on the bottom of the cash box is a door which has two small finger sized holes on one side. Normally the door is held closed by a small piece of electrical tape so the bottom cash box door doesn't come open while removing it from the cash box chassis of the slot machine.

While holding the cash box with the bottom door up toward you, open the door and you will see where the bills are stored. The large spring expands as more and more bills are added to the cash box.

Remove the bills by pulling them straight out.



Close the bottom door of the cash box and re-secure the door using the same small piece of electrical tape. Turn the cash box around to the original position when you removed it from the slot machine.

Align the flat top of the cash box with the flat surface at the top of the cash box chassis from which you removed it. Slide it firmly into place.

Close the cash box door and the main slot machine door. You are ready to play!

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About Gambler's Oasis

Gambler's Oasis was founded on the principal of providing top quality casino slot machines and gaming devices to your home at the most

reasonable price. Whether you want one slot machine or twenty slot machines, your home game room can become an oasis, a refuge, a haven for fun for you, your family and friends.

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“ALL I CAN SAY IS WOW! I wish all companies operated like yours! The communication Mike provided me was second to none. He was very informative of what our machine would and would not do. It shipped the same day I paid for it, and I had the tracking number shortly after.

I received the machine and it was packed perfectly, and in beautiful shape. Bubble wrapped, then shrink wrapped, and placed in the exact size box it needed. The machine I purchased had a topper, and Mike took the time to explain exactly how it hook up and even took the time to send extra topper nuts in case I misplaced one. The personalized tickets were a real bonus.

I would recommend Gambler’s Oasis to anyone that wants a great deal, great product and excellent customer service. Thanks a lot Mike, now I am looking to buy another so I can play, since my wife will not get off this one!!!”

- Name: Mike & Christina (IGT Triple Red Hot 777s)

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