



Technical Support
Services

Technical Support Services

RGB Technical Support Services team has more than 25 years of experience in rendering technical services, system maintenance services and consultation to over 10 countries in Asia. This valued experience has ultimately equipped us with vast and in-depth knowledge in every technical aspect of product maintenance, software and new game technology.

The team is dedicated to meet our customer needs and market requirements in a timely, reliable and cost-effective manner and provide Technical Assistance and After Sales Service to our customers by applying the latest technological methodologies and tools.

As the first line of contact with our customers, our team is trained with up to date technical skills to perform innovative and retrofit work.

RGB Technical Support Services team offers:

- on-site technical & system installation, support, upgrade and conversion
- on-site technical & system training solution
- remote system support resources
- consultancy on technical, machines and systems matters
- preventive maintenance and repairing of parts and components



The team also supports all brands of gaming machines including:

- electronic gaming machines and associated equipment for the brand of Aristocrat, WMS, AGT, Aruze, Spielo, SHFL, Zitro, GPI and etc.
- casino / table equipment including roulette equipment, card equipment and table display equipment.
- jackpot system including Dacom, Paltronic, SIP – Banks and wide area and Spielo System.

RGB Technical Support Services teams is deployed at all our TSM sites across the Asian Region.

The contact of our Technical Support Services key regions are as follows:

Technical Support Services

Email: techsupport@rgbgames.com

Contact Number:

- Malaysia - Head Office +604 263 1111
- Macau +853 2875 5533
- The Philippines +632 567 1560
- Singapore +656 744 0089
- Cambodia - Poipet +855 5496 7438
- Cambodia - Bavet +855 4471 5155

Technical Support Key Personnel

Malaysia (Perai)

Technology Centre / Factory

1. Mr. Khaw Chai Huat

(General Manager)

E-mail: chkhaw@rgbgames.com

2. Mr. Bernard Ling

(Technical Support Manager)

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