







# Nintendo Device Customer Data Erasure Process Notes

## **Manuals and Guides for Device Format and deletion of Customer Data including online Accounts :-**

- <http://www.nintendo.com/consumer/manuals/index.jsp>

## **To Obtain Device Masterkeys to enable removal of Parental Controls :-**

- Identify all units in Batch that have Parental Control setting activated
- List 'Enquiry/Confirmation number' & Console Serial Number for each device (If no Serial No available detail identify which variant of Nintendo family of Consoles)
- Email List to [customer-support@nintendo.co.uk](mailto:customer-support@nintendo.co.uk) , Subject 'FAO Scott Mason (Dixons Exit Stock Process)'
- Masterkeys supplied by Nintendo are only valid for day of issue and so must be used immediately.

## SLP Label Identification

The SLP barcode has the Barcode number printed beneath. This barcode and will always be 10 digits long and is a concatenation from the number printed down the right hand side of the barcode (SLP Number) and the two digit Zone Ref displayed in the top left corner of the SLP label.



This is the Unique Identifier for each unit. Format is always a 10 Digit number & will correspond to data in Column A on the Stock Manifest. The Barcode on the label will read this number when Scanned.