

PlayBridge Dealer4 Servicing (Arizona)



Part 1 of 4

Shipping, Service and Payment Information: Their purpose of the following guideline is to make the entire process of having your machine serviced as easy of possible. We suggest you print them out for handy reference and for use as a checklist. Be sure to check the sentences highlighted in green.

Complete the checklists (in Part 2 and Part 3) and include them in the package with your machine. While not mandatory, it sure is helpful in two respects. You won't inadvertently forget something and when we receive your machine, we will have a pretty good idea of what to expect when we power up your machine and begin. It's not a bad idea to make a copy for your own records.

Your contact information is important, particularly phone number(s) so that you can be reached if there are any servicing questions.

Packing Your Machine: Your machine is valuable. Please pack your machine carefully to prevent damage in transit. It is best to use the original box and packing materials. If they're no longer usable, or available, a double-walled box of approximate size 20x12x12 inches and about 10-15 feet of large bubble wrap (1/2 inch bubbles, not the smaller variety) works well. If in doubt, have UPS or FedEx pack the machine for you.

Shipping Your Machine: Ship your machine to the Service Center address (using either UPS or FedEx). You will need the following destination information when dealing with FedEx or UPS:

Dealer4 Service Center AZ LLC
11111 E. Loving Tree Lane
Scottsdale, AZ 85262
Attn: Sallie or Marty Dillian

Email: sallie.dillian@reagan.com
Telephone: (480) 540-8190 or (480) 488-2260

Please provide to your chosen shipping agent (FedEx or UPS) both the email address and telephone number of the Dealer4 Service Center AZ. You will be provided a tracking number. The shipping agent will normally notify the Dealer4 Service Center when your package is expected to arrive. As a backup to the shipping agent, when you have a moment, please send the tracking number by email to the Service Center. We will notify you by phone or email when your machine has arrived.

You will normally be without your machine for approximately 7-8 days. Your machine will be on the workbench for approximately 48 hours and then shipped back to you. For example, if your machine arrives at the Service Center at 4pm on Monday, it will normally spend Tuesday and Wednesday on the workbench and be shipped back to you on Thursday morning. How quickly you get it back is dependent on the speed of delivery you choose. More on that later.

Here are some suggestions to assist you during the time you will be without your machine:

- Make several sets of boards ahead of time before shipping your machine, possibly borrowing board sets from the Unit or other local clubs to use temporarily.
- Cooperate with another club in the area who also owns a machine and alternate servicing your Dealer4 machines. Make your boards on their machine and reciprocate when their machine needs servicing.
- Have your players make the boards themselves as they did before you owned a machine.
- Hand-make the boards (have your players suit and sort the cards after each game).
- Shuffle, deal and play for the week while your machine is being serviced.
- Schedule the service well in advance during a time when your club might be closed due to a local tournament.

Payment

1. **Please enclose (with the Dealer4 machine) a check made payable to “Dealer4 Service Center” in the amount of \$400.**
2. **After servicing, the Service Center will include a detailed invoice in the return packaging for any amount still due (which will vary on a case-by-case basis depending on parts needed and accessories desired). The invoice is payable upon receipt.**
3. **A pre-addressed return envelope for payment of any outstanding balance will normally be enclosed for your convenience.**
4. **Credit card payment is not currently available.**
5. **In the event that parts and labor are less than \$400, when your machine is returned, included in the packaging, in addition to your invoice will be a business check for any over payment.**

We usually suggest routine service every three years, or after every 50,000 deals, whichever comes first. With a good cleaning regimen of your machine at the club level, we often see machines that have achieved nearly 5 years and sometimes well over 100,000 deals. A set of cleaning suggestions will be returned with your machine which we hope you will find helpful in extending the service interval.

Regular service always includes replacement of the feed roller(s). Often the eight internal (green) rollers are also worn enough that they require replacement. The internal (green) rollers are replaced at a parts cost of \$11 each. There are 13 bearings that should be replaced after 50,000+ deals. Please indicate your preferences on the Work Order Form (examples below):

- Standard procedure after three (3) years or 50,000 deals is to replace all eight (8) internal green rollers and all thirteen (13) bearings – unless you choose one of the following alternatives:
- Replace only worn out rollers (based on their condition from examination), or
- Replace NO rollers regardless of apparent wear.
- Replace only those bearings that upon inspection are questionable.

Replacement of other broken, worn or damaged parts (e.g., plastic board guides, cover, floor, bearings) incur an additional parts cost however no additional labor charges. We're happy to provide those services.

However, if the USB port is broken and your machine requires a new USB port to be soldered on to the printed circuit board, that's a rather intricate process. The damaged USB port has to be removed from the printed circuit board and a new USB port soldered into place. An additional hour of labor will have to be charged. Be sure to let the Service Center know during initial contact if you think that may be a problem.

Dealer4 Service Part 2 of 4

The following checklist is provided to assist you. We recommend you include it in the package with your machine as it includes important contact information and any special instructions.

Dealer4 Shipping DO's and DON'Ts checklist (please initial each)

___ **Please DO** contact us by email or telephone to schedule your service before shipping your machine. Please don't ship until you have received an authorization (either by email or verbally) to ship your machine. (If there is a backlog of Dealer4 machines awaiting service, you don't want to ship your machine only to have it sitting in the service queue for its turn to be serviced). With three service centers (Arizona, Virginia and Florida), you have options.

___ **Please DO** pack the machine tightly/snugly in the original box and Styrofoam packaging, or inside a heavy-duty double-wall box with adequate bubble wrap as cushioning material. When packaged properly, the machine should not be susceptible of sliding around in the box. A 20x12x12-inch 'double wall' cardboard box and 10-15 feet of large bubble wrap works well.

___ **Please DO** include two (2) plastic "open-up" boards (if you use them) so we can adjust your machine to your boards.

___ **Please DO** include two (2) decks of the same cards you use, particularly if you have problems with card recognition or feeding, or with the cards dropping properly into the open board pockets.

___ **Recommended:** Insure the package for at least \$4000. If you do not insure the machine and the machine arrives damaged, or the machine is not carefully packed, you will be responsible for any additional parts and repair charges. Seriously, if you don't insure the machine for its full value (current price of a new machine is approx. \$5000-\$5400), you are financially responsible if the machine is lost in transit. It's your call on the insurance. We will respect your wishes.

___ **DON'T** include the white USB cable, the black power supply "brick" or the black power cord as they just add weight and increase shipping costs. **Exception:** If you're experiencing connection error messages, or the machine fails to power up, or the gates inside do not work properly, please **DO INCLUDE** (1) the white USB cable, (2) the black power supply brick, and (3) the power cord so they can be tested.

___ **DON'T** include the plastic 3"x10"x 1/2" plastic dealing platform (it just adds shipping weight and cost).

___ **Please DO** include the plastic top sliding cover however.

___ **Please DO** fill out and include this checklist having initialed each step as you complete it. It's helpful to us and contains your contact information and the return shipping information.

___ **Please DO** write on a separate sheet of paper in more detail any problem(s) you're having with the machine. If you're experiencing error messages, try to provide us the EXACT error message(s) wording and any numeric code(s) you may have received.

___ **See attached separate sheet of paper with details of problems**

___ **Please DO** supply the return address where you want the machine shipped, hopefully an address where someone will be present to receive and sign for the package.

Insured packages will require signature upon receipt.

If you have any questions, please don't hesitate to contact us. Seriously, please call anytime. We're glad to help. (480) 540-8190

Print legibly please:

Club Name: _____

Machine owner's name (if different): _____

Return shipping address:

If the delivery address is to be your club's address, please be confident that someone is normally there from about 10 AM to 5 PM.

Street address: _____

City, State, Zip Code: _____

Residential address: Yes _____ No _____

Contact Person: _____

Email address: _____

Daytime phone numbers (including Area Code): _____

Evening phone number if you accept after-hours calls: _____

Approx. date machine was purchased and put into service if known: _____

Dealer4 Work Order Part 3 of 4

Please complete the following and include it in the package with your machine. It informs us of your preferred service options.

Service desired: (* Note, parts prices are current as of November 2023 and subject to change)

Standard machine service (3 hours labor – test, disassemble, clean, replace rollers, reassemble, adjust, test, repack, deliver to shipping service) Labor (parts are not included)..... \$225.00

Replace the Feed Roller(s) (required):
Two Short Black Feed Rollers (older machines) \$ 24.00 *
Single Long Thin Feed Roller (newer machines) \$18.00 *

Replace the 8 Green Internal Rollers (standard procedure) – \$11 each *
 Replace the 13 motor bearings (standard procedure) – \$4 each *

Replace any broken parts that are found (recommended)
 Check made payable to “Dealer4 Service Center” in the amount of \$400 enclosed?

Other choices:

- Replace NO rollers**
- Replace rollers only as needed (based on apparent wear)**
- Replace bearings only as needed (based on inspection)**
- Optional items desired from list on Page 4 – please specify**

- 1. _____
- 2. _____

Warranty parts and repairs (if machine is within 5 years and 50,000 deals).

Warranty excludes service that becomes required due to a customer’s poor machine maintenance practices, use of unauthorized cleaning fluids, physical damage to gates, incorrect insertion of power or USB cords, evidence of accident (dropping for example and bent metal parts) or malicious damage.

Shipping Information: UPS or FedEx shipping is based on package weight, package dimensions, delivery distance, zip code and insurance and speed of delivery chosen. A generalized list of shipping costs is not available. Each item shipped is treated as a separate case. UPS handles about 75% of world-wide shipping. Since shipping costs cannot be calculated in advance because of the many packaging options available to you, typically a PlayBridge Dealer4 machine that is packaged in the original container with 2 decks of cards and 2 boards weighs approximately 19 lbs. With that information your shipping agent can provide you the approximate shipping costs in advance. Give them a call.

Important Note: When asked by UPS or FedEx representative if the Dealer4 Service Center address you are shipping to is a business or residential address, please choose “business”. In our experience, your package will typically receive better service and most importantly, be delivered earlier in the day (usually before noon which allows us to begin the servicing earlier). Thanks.

Listed below are FedEx shipping options in approximate order of decreasing cost. Insurance costs are typically \$13 or more per \$1,000 of insurance. **Costs shown below will vary and will be noticeably less for shorter distances.** For example, FedEx shipping for a Dealer4 machine (in a box 20x15x10 weighing 19 lbs.) return **shipped on Friday morning, the 8th of March, 2019**, from AZ back to KS, a distance of 1181 miles, had the following shipping options (shown in parenthesis below) which included \$4000 insurance. Your costs are not what is in parentheses - those are only an example.

- FedEx First Overnight (300.40) projected to be delivered 8 am Saturday, March 9th.**
- FedEx Priority Overnight (232.53) projected to be delivered 12 pm on Saturday, March 9th.**
- FedEx Standard Overnight (224.35) projected to be delivered 8 am on Monday, March 11th.**
- FedEx 2Day AM (192.65) projected to be delivered 10:30 am on Monday, March 11th.**
- FedEx 2Day (172.53) projected to be delivered before 8 pm on Monday, March 11th.**
- FedEx Express Saver (125.61) projected to be delivered before 8 pm on Tuesday, March 12th.**
- FedEx Home Delivery (68.57) projected to be delivered before 8 pm on Wednesday, March 13th.**
- Least expensive option available at the time of shipping.**

Insurance of \$4000 is recommended. Signature required. What is your insurance preference for return shipping? \$ _____

Please indicate your preference for return shipping by marking one of the choices above. UPS shipping options are similar. Also, if you prefer UPS, please let us know.

Dealer4 Work Order
Part 4 of 4

OPTIONAL ITEMS (* Note, parts prices are current as of November 2023 and subject to change)

There are several service items that can make your experience with dealing duplicate bridge boards even better. If you have any questions, please contact us for more information about the following items:

Board Support Plate with Front Adjustor – (Recommended) This item is a help if you deal into plastic open-up boards, particularly if you use plastic cards. Dealer4 makes this board support with front adjustor which allows you to turn a knob to raise the board which closes the gap in front, between the duplicate board and the picket dividers, thus minimizing the sliding of cards between the pockets. This item must be installed during service. Cost for the part is \$73 *. There is no added labor charge for installation of this or any of the parts listed below. Note: machines with serial number 5249 and higher already have this part installed.

Thicker Pocket Dividers – (Recommended) Dealer4 makes these thicker metal dividers between pockets to aid in the cards falling correctly into the pockets of plastic open-up boards. The dividers are often installed with the board support plate above. This item must be installed during service. Cost for this part set is approximately \$75 * for the full set of five (5) dividers. Note: machines with serial number 4438 and higher already have thick dividers.

Card Hopper Extender – (Often requested) This item from Dealer4 allows you to stack three decks of cards into the hopper for dealing instead of just two decks. The hopper extender can be installed when we have your machine for service, or you can easily install it yourself later. Cost for this part is \$30 *.

Bar Code Stickers – A frequent problem during dealing is operator mistakes. Most commonly cards can be dealt to a board with the wrong number, resulting in scoring errors and incorrect hand records. Dealer 4 has a solution to this problem. All machines with serial numbers 4163 and higher are already equipped with a Board Number Reader. Special adhesive bar-coded labels that work with the Board Number Reader are available. Each sheet is for a set of 48 boards, numbers 1-48, and higher numbers 49-80 are also available. You affix the labels to your boards. Contact us for current pricing, instructions on where to place the stickers, and how to use this feature when dealing.

Loaner Machine – If your Dealer4 has stopped working and you absolutely need a short-term loaner, a PlayBridge Dealer4 machine may be available locally for a daily fee to use until repairs can be made to your machine. Contact your nearest Service Center by phone or email to inquire if a loaner machine is available, and if yes, to make pickup and return arrangements. Availability of a loaner machine may be limited depending on customer demand.

Dealer4 Carrying Case – We no longer offer a carrying case, but one is available from Baron Barclay bridge supplies.