

# Dealer4 Service – Virginia Service Center

Please print and read these instructions in their entirety. Complete the forms on pages two and three (please print) and include them in the package with your machine. Include your name and phone number(s) so that you can be reached if we have any questions during servicing. Always feel free to contact us with any 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 are no longer usable or available, a double-walled 12x12x18 inch box and about 10-15 feet of 2 foot wide large-bubble bubble wrap works well. If in doubt, have FedEx pack the machine for you.

## SHIPPING YOUR MACHINE

Ship your machine to our local FedEx office. You must use FedEx (FedEx offices will not accept non-FedEx packages). For most Eastern U.S. customers, we suggest using FedEx **Ground** service, as it is the least expensive option and usually delivers in 2 days. Please give FedEx our email address and phone number and FedEx will normally notify us on package arrival. Please email us the tracking number that FedEx gives you, so we will know the expected delivery date/time and when the package arrives. Use this shipping address:

**TO: Rick Bingham c/o**  
FedEx Office Print & Ship Center  
9600 Main Street, Suite A  
Fair City Mall  
Fairfax, VA 22031

**Please Give FedEx our contact info:**  
Email: [bingham.rick@gmail.com](mailto:bingham.rick@gmail.com)  
Phone: 703-946-2997

## Hints, tips and additional information

You will normally be without your machine for approximately 7 to 10 days. It may take longer if there are (a) significant problems, or (b) if we received the machine without advance notice. 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 the machine.
- Cooperate with another club in the area who also owns a machine and alternate servicing your machines.
- Have your players make the boards themselves as they did before you owned a machine.
- Hand-make the boards yourself (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 is closed due to a local tournament.

Please ship your machine only after you've contacted our Service Center to schedule your service.

While we can often accommodate last minute service needs, we're sometimes busy and we may not be able to commit to the quick turnaround unless you pre-schedule.

## COSTS AND PAYMENT

No pre-payment is required. The return package with your machine will include a detailed invoice, payable upon receipt. A pre-addressed envelope for your payment check will be enclosed for your convenience. Credit card payment is not currently available. Zelle and Venmo payments are accepted if you prefer.

Dealer4 recommends routine service every three (3) years, or after every 50,000 deals, whichever comes first. Regular service always includes replacement of the feed roller(s) at a parts cost of \$18-\$24. Usually the eight internal (green) rollers are also worn enough to need replacement – the internal rollers are replaced at a parts cost of \$11 each (8 x \$11 = \$88 total). Often some of the motor bearings are worn out -- \$4 each. Replacement of most other broken, worn or damaged parts (e.g. plastic board guides, top cover, floor plate) incur additional parts cost but no additional labor charges. If the USB port is broken and your machine requires a new USB port to be soldered to the printed circuit board, an additional hour of labor will be charged. The service includes repacking your machine and dropping it back off at FedEx for return to you. If the box and packing materials are no longer usable, we are happy to provide new packing materials for the return shipment at our cost.

# Dealer4 Service – Virginia Service Center

Please complete this checklist and include it in the package with your machine.

## Dealer4 Shipping DO's and DON'Ts Checklist

\_\_\_ Please **DO** contact us by email or telephone to schedule your service before shipping your machine.

\_\_\_ Please **DO** pack the machine tightly in the original packaging or inside a heavy-duty box with bubble wrap and cushioning material. A FedEx 12x12x18 box and 10-15 feet of 24" large-bubble bubble wrap works well.

\_\_\_ Please **DO** include 1 or 2 plastic "Open Up" boards (if you use them) so we can adjust your machine to your boards, particularly if you have problems with the boards fitting or the cards sliding between pockets.

\_\_\_ Please **DO** include two 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-up board pockets.

\_\_\_ **Recommended:** Insure the shipment with FedEx, for at least \$4,000 (for replacement), or \$500 (for damage). 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. If you do not insure the machine for its full value, you are financially responsible if the machine is lost in transit (Note – we've not had this happen).

\_\_\_ Please **DON'T** include (1) the white USB cable, (2) the black power supply, or (3) the black power cord (they just add weight and increase the shipping costs). Exception: If you're experiencing connection or power error messages, the machine fails to power up, or the gates inside do not work properly, please **DO** include all 3 of the cables/items mentioned above so they can be tested.

\_\_\_ Please **DON'T** include the plastic 3"x10"x1/2" dealing platform/board insert (it just adds shipping weight).

\_\_\_ Please **DON'T** include a check. You will be invoiced based on the actual replacement parts cost and labor and actual shipping cost for the return shipping option you choose.

\_\_\_ Please **DO** fill out and include this checklist and the Work Order form on the next page with your shipment.

\_\_\_ Please **DO** write below or on a separate page any problem(s) you are having with the machine. Include the EXACT error message wording and any numeric error code(s) you received. (if NONE, write NONE):

\_\_\_ Please **DO** supply below the return address where you want the machine shipped, hopefully to an address where someone will be present to receive and sign for the package. We insure our return shipments, and the package will require signature upon receipt. For reliable and secure delivery, we recommend you have us ship the package to be held for pickup at your local FedEx Office or their partner (most Walgreens, Dollar General) which costs the same or less than residential delivery. If you have any questions, please don't hesitate to contact us. Please call – we're happy to help.

Club Name: \_\_\_\_\_

Contact name: \_\_\_\_\_

Street Address: \_\_\_\_\_  Check box if this is a residential address

City, State, Zip: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone numbers (include area codes): \_\_\_\_\_

# Dealer4 Service – Virginia Service Center

## Dealer4 Service Work Order

Please complete this form and include it in the package with your machine.

Standard machine service (3 hours labor – test, disassemble, clean, replace rollers and any other needed parts, reassemble, adjust to factory settings, update firmware, test, repack, deliver back to FedEx)

Labor (Parts Are Not Included): ..... \$ 225.00  
(We will replace any broken or worn out parts that are found)

Replace the Feed Roller(s) (required):

Two Short Yellow Feed Rollers (older machines)..... \$ 24.00  
Single Long Thin Orange Feed Roller (newer machines)..... \$ 18.00

Replace the 8 Green Internal Rollers (usually required), \$ 11.00 each

Replace any of the 13 Motor Bearings that are worn out (often required), \$ 4.00 each

\_\_\_ Additional and optional items from next page – please specify: \_\_\_\_\_

\_\_\_ Warranty parts and repairs (if machine is within 5 years and 50,000 deals)  
Please contact us before shipping if you think your machine needs repair under warranty.

Return Shipping Option (FedEx) –

NOTE: If you MUST receive your machine back by a particular date/time, please specify:

\_\_\_\_\_

FedEx shipping options are listed below, in approximate order of increasing cost. Nearly all locations East of the Mississippi River, and some locations beyond, can be reached in 2 business days when using the lowest cost GROUND shipping option.

All return shipments will be insured for \$5,000, for which the FedEx cost is ~\$65 i.e. \$1.30 per \$100.  
or for a lower insured value that you specify: \_\_\_\_\_

Please select an option:

- \_\_\_ Use the least expensive shipping option that meets customer's date/time schedule needs above
- \_\_\_ Ground (Recommended for most locations) (lowest cost)
- \_\_\_ Home Delivery (Ground delivery to a residence)
- \_\_\_ Express Saver
- \_\_\_ Express 2Day
- \_\_\_ Express 2Day AM
- \_\_\_ Express Standard Overnight
- \_\_\_ Express Priority Overnight (highest cost)

\_\_\_\_\_

Note: Parts prices above are current as of November 2023, and are subject to change without notice.

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## Optional Items

There are several service items that can make your experience dealing duplicate boards with the Dealer4 even better. Please write any items you want on the Work Order form on the previous page. If you have any questions, please contact us for more information about the following items. Parts prices below are current as of November 2023, and are subject to change without notice.

[Board Support Plate with Front Adjustor](#) **(Recommended)** – This item helps if you deal into plastic open-up boards, particularly if you also use plastic cards. Dealer4 makes this board support with front adjustor which allows you to turn a knob to raise the board and close the gap in the front, between the duplicate board and the pocket dividers, thus minimizing the sliding of cards between the pockets. This item must be installed during service. Cost for the part is \$73.00. 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 help the cards to fall correctly into the pockets of plastic open-up boards. These dividers are often installed along with the board support plate above. This item must be installed during service. Cost is \$75.00 for the full set of five (5) dividers. Note – machines with serial number 4438 and higher already have thick dividers.

[Card Hopper Extender](#) **(Often Helpful)** – This item from Dealer4 allows you to stack three decks of cards into the card 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 \$30.00.

[Bar Code Stickers](#) – A frequent problem during dealing is operator mistakes. Most commonly, cards can be dealt to a board with the wrong board number, resulting in scoring errors and incorrect hand records. Dealer4 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. Labels are available for board numbers 1 – 48 (1 set per sheet), or for board numbers 49 – 70 (2 sets per sheet). Cost is \$6.00 per sheet. You affix the labels to your boards. Contact us for instructions on where to place the stickers on your boards, and how to use this feature when dealing.

[Cleaning Kit](#) – Contains all of the items needed for you to properly care for your Dealer4 and keep it in peak operating condition. Includes compressed air, isopropyl alcohol, cleaning cloth, cotton glove, Q-tips, lens wipes, brush, and detailed cleaning instructions. Cost is \$40, including shipping, if shipped separately from your Dealer4, or just \$30 if it can be shipped in the same box as your Dealer4.

[Dealer4 Carrying Case](#) – No longer offered. Contact Baron Barclay who has a carrying case for sale.

[Loaner Machine](#) – No longer available.

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