

# Dealer4 Service – Florida 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 it carefully to prevent damage in transit. It is OK to use the original box and packing materials. If they are no longer usable, use a double-walled 12x12x18 inch box and wrap the machine in 10-15 feet of 2 foot wide large-bubble bubble wrap. Fill the box with cushioning material. Do NOT use Styrofoam peanuts, or any carrying case that you use to transport the machine (these cases are not adequate for shipping). If in doubt, you can 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 of the Southeastern US, we suggest using FedEx Ground service, as it is the least expensive option and usually delivers in 2 days (1 day for most of Florida).

Please give FedEx our email address and phone number and FedEx will notify us when your package arrives.

Please email us the FedEx tracking number so we'll have the package delivery info and can pick it up promptly.

Use this shipping address:

**TO: Bill Bingham c/o**  
FedEx Office Print & Ship Center  
17505 Preserve Walk Lane  
Tampa, FL 33647

**Please Give FedEx our contact info:**  
Email: [bbinghamfla@gmail.com](mailto:bbinghamfla@gmail.com)  
Phone: 813-294-0870

## HINTS, TIPS, AND ADDITIONAL INFORMATION

You will normally be without your machine for approximately 7 to 10 days. It may be longer if there are FedEx delays, significant problems, or if we received the machine without advance notice. Here are some suggestions: 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 or away and we may not be able to commit to the quick turnaround unless you pre-schedule.

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 your 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 to occur during a time when your club is closed, i.e. for a local tournament.

## 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-\$26. Usually the eight internal (green) rollers are also worn enough to need replacement – the internal rollers are replaced at a parts cost of \$12 each (8 x \$12 = \$96 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 – Florida 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**, after shipping your machine, EMAIL the Fedex Tracking Number to [bbinghamfla@gmail.com](mailto:bbinghamfla@gmail.com)

\_\_\_ 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), with the cards that you use, so we can adjust your machine to best fit your equipment, especially if you have problems with boards fitting properly, cards sliding between pockets, cards dropping improperly into pockets, card recognition errors, etc...

\_\_\_ **Recommended:** Insure the shipment with FedEx for at least \$500 (for damage), or for \$5000 (for replacement). If you don't 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** send the USB cable or black power cord/power brick UNLESS you're having connection or power issues, i.e. the machine fails to power up, the gates do not work properly, communication errors, etc..

\_\_\_ Please **DON'T** include a check. You will be invoiced based on the actual costs for parts/labor and shipping.

\_\_\_ 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 address where you want the machine return shipped, preferably 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 actually costs less than residential delivery. If you have any questions, please call – we're happy to help.

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

Street Address: \_\_\_\_\_  residential?

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

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

Contact name/Phone number (incl area code): \_\_\_\_\_

Date machine must be back by: \_\_\_\_\_