

Service Information

Repairs

- Performed by our experienced factory technicians.
- Replace worn or broken parts: adjust, clean / oil all mechanical parts and reset your register. We DO NOT paint or polish.
- "Trip Rods" on older machines, which are used for coin release, will be removed to ensure repair issues do not occur in the future. This mechanism has been discontinued for over 10 years. Replacements and/or repairs of these "Trip Rods" are not available.

Repair Costs & Estimates

- Repair costs (parts and labor) for counters range from \$175 to \$350, depending on the age and condition of your machine. The cost will be higher if a new meter, motor or new register is needed. When sending your machine to us, include in your letter that you "approve maximum costs up to \$350" or a dollar amount that your comfortable with. If it is obvious that your repair will be higher, we will you before repairing.
- Estimates require complete dismantling of the machine, during which parts may become broken and reassembly may not be possible.

NOTE: Because of this, your machine may be returned in parts if the repair is cancelled.

- There is a \$50 fee for estimates if a repair is cancelled. This fee will be waived if the repair is performed or a new machine is purchased.

Information Needed

- Include a Cover Letter with the following: Company Name, Return Address, Phone Number and Contact Name.
- State the types of coins/tokens your process and how (wrapping/bagging), along with any known problems with the machine.
- Approve maximum cost, "up to a certain dollar amount for the repair" or state "Estimate".
- Please provide your payment type. State the following: "Charge", "C.O.D" or "Sending Check".
 - Charge: We will call you for your credit card Information.
 - C.O.D: We will call you with a total, so payment can be prepared for delivery.
 - Sending Check: We will call you with a total and ship upon receipt of check.

Repair Upgrades

- Our optional "**Crimper Upgrades**" are available for all existing Electric Counters. The "Crimper Upgrade" will add a crimping mechanism to the side of your Model CE, without affecting the function of your coin counter in any way. This mechanism will crimp/seal the open-end of a coin wrapper. The upgrade is available for **only \$289 and includes (1) crimping head of your choice.**

Shipping

- Our normal repair schedule is "in day 1, out day 3", based on a Monday - Thursday, 40 hour work week.
- We ship back FedEx Ground, Signiture Required, unless otherwise noted.
- When shipping, insure your equipment for replacement value as follows:

Manual Counter:	\$900	Manual/Electric Counter:	\$1,100
Electric Counter:	\$1,000	Manual Sorter:	\$700
Electric Sorter:	\$900	Electric Sorter:	\$900
Model ET:	\$1,900		

- To ensure your machine reaches our facility without delay, please review the below shipping methods and addresses.
- **NOTICE: We have changed locations and now have a new shipping address.**

- **Shipping via FedEx, UPS...(Recommended)**

KLOPP Service Department
251 Dunbar Ave
Oldsmar, FL 34677

- **Shipping via U.S Mail**

KLOPP Service Department
P.O. Box 985
Oldsmar, FL 34677-0985

NOTE: If your machine is shipped via U.S. Mail to 251 Dunbar Ave., it may be "returned to sender", due to KLOPP not having a mailbox at their physical address.

Parts

- Parts can always be ordered from the factory - even older models.
- **Important:** Model and serial number required when placing an order.
- Part Orders are usually shipped within 1 working day via FedEx Ground.
- \$5.00 processing fee applies.
- Payment: We accept all major credit cards or can ship C.O.D.

Required information: Part number, contact name, company, shipping address (no PO box), phone number, fax number (if available), model and serial number

Phone: 800-356-9080

Fax: 813-854-3069

Limited Troubleshooting

- Troubleshooting is always available, no matter how old your KLOPP may be.
- If you have problems operating, performing maintenance or installing replacement parts:

"Ask for Tech Service" CALL 1-800-356-9080