KLOPP®
INTERNATIONAL, INC.

1567 North Bend Dr
Tarpon Springs, FL 34689
TEL:813-855-6789
www.kloppcoin.com

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 20 years. Replacements and/or repairs of these "Trip Rods" are not available.
- Service Information applies to KLOPP Coin Counter/Wrapper/Baggers and Sorters. Repair Service for KCS Series: Coin Counting Scales and Currency Sorters is also available.

Repair Costs & Estimates

- When sending your machine to us, fill out the **KLOPP: Service Data Sheet** (page 3) and include it in the box with your machine. KLOPP Coin Counter repair costs (parts and labor) typically range from 400^{00} to 500^{00}, depending on the age and condition of your machine. The cost will be higher if it is extremely dirty or if a new meter, motor, or new register is needed. If it is obvious that your repair will be higher, we will notify you before repairing.
- **All machines will be disassembled to calculate an estimate of the repair cost**. There is a 50^{00} fee for estimates if a repair is cancelled. This fee will be waived if the repair is performed, or a new machine is purchased in lieu of repair. Estimates require complete dismantling of the machine, during which parts may become broken and reassembly will not be possible. **NOTE: Because of this, your machine will be returned in parts if the repair is cancelled.**
- You have 90 days from the date of the estimate to approve or decline the repair. After the 90-day period, the machine will be considered abandoned and will be discarded.

Information Needed

Please complete the **KLOPP: Service Data Sheet** and include it in the box with your machine. Be sure to complete the following:

- Fill in Model and Serial # and describe the issues you are having with your machine.
- For KLOPP machines, note the types of coins or tokens you process, and whether you wrap or bulk count into a bag or bucket.
- Choose Repair Cost Authorization, either pre-approval amount, or estimate.
- Choose which Method of Payment you will be using: Credit Card, Check/Money Order, or C.O.D.
- Charge: We will call you for your credit card Information.
- Check/Money Order: We will call you with a total and ship upon receipt of check.
- C.O.D: We will call you with a total, so payment can be prepared for delivery.

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 389^{00} and includes (1) crimping head of your choice.**

Shipping

- Our normal repair schedule is "in day 1, out day 5", based on a Monday - Friday, 40-hour work week. Holidays and weekends are not counted toward this time. Unforeseen circumstances may also affect the service time.
- When shipping, we recommend that you 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 | Currency Sorter: $2,000
- **PLEASE NOTE:** We ask that you **do not use Styrofoam packing peanuts**, as they can lodge inside the machine. If you must use peanuts, please wrap your machine in bubble wrap, or a plastic bag, to keep the peanuts out of the machine.
- **PLEASE NOTE: Do not remove the folding tray from the machine**; it helps protect the Meter and Coin Gauge from potential damage during shipping.
- **PLEASE NOTE: Do not include Wrapping Tubes or Bagging Tubes** with your repair, as they can be damaged or lost. KLOPP is not responsible for loss or damage to Wrapping or Bagging Tubes.
- **Shipping via FedEx, UPS, or USPS**

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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 2 working days via UPS Ground.
- $5.00 processing fee applies to all parts orders under $25^{00}.
- Payment: We accept all major credit cards or can ship C.O.D.

Ordering Parts

To place your order, please call 813-855-6789. You'll need to provide the following information when placing your order.

- Part number, if possible (visit www.kloppcoin.com/parts-service/parts-information for parts information)
- Contact name
- Company name
- Physical shipping address (no PO box)
- Phone number
- Model and serial number of your machine

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 813-855-6789

KLOPP: Service Data Sheet

(Include in box with machine)

Company Information:

Company Name: _____

Company Address:	Return Address: (if different then Company Address)
_____ Street	_____ Street
_____ City State Zip	_____ City State Zip

Contact Person: _____

Contact Phone Number: _____

Contact Email: _____

Machine Information:

Model: _____ Serial #: _____

Please clearly describe the issues you are having with your machine:

_____

_____

_____

_____

KLOPP Coin Counter Information: (Ignore for Bill Counters)

U.S. Coins Processed (circle all that apply): $1 .25 .10 .05 .01 N/A

Tokens Processed (circle all that apply): 1.125" 1.073" 1.00" .984" .900" .882" .800" N/A

Other Coins/Tokens: _____

Do you wrap your coins? Y / N Do you bulk count your coins into a bag or bucket? Y / N

Repair Cost Authorization:

☐ I pre-approve repair costs up to $_____
☐ I request to be notified of the estimate of the repair costs*.

Method of Payment:

☐ Credit Card - We will call you for your credit card information.
☐ Check/Money Order - We will call you with a total, and ship upon receipt of check or money order.
☐ C.O.D. - We will call you with a total, so payment can be prepared for delivery.

*Estimates require complete disassembly of your machine, during which parts may become broken and reassembly will not be possible. Because of this, your machine will be returned in parts if the repair is cancelled. There is a $50.00 fee for estimates if a repair is cancelled. This fee will be waived if the repair is performed, or if a new machine is purchased in lieu of repair.