



Dear Customer,

As you may be aware, CPI (MEI) utilizes Authorized Service Centers to handle warranty and non-warranty repair work for payment systems. We plan to expand the use of Authorized Service Centers to handle other highly engineered electronic components used in our Vending Machines Manufactured in Williston SC. Effective June 1, 2021, we have authorized one of the Authorized Service Centers, DIEB Enterprises, to repair and refurbish the following parts:

- Navigator
- Atlas "G" Control Board

In the near future, we plan to expand this offering to include:

- Cora Telemeter
- Atlas "H" Control Board

NOTE: Please do NOT return Radios with your control boards, Navigators and Cora devices.

Pricing

- Navigator Repair - \$45 (1 year warranty)
- Navigator Handling charge of \$20 for "No Fault Found"
- Atlas G Repair - \$100 (1 year warranty)
- Atlas G Handling charge of \$30 for "No Fault Found"
- Reconditioned Navigator – \$50 + defective unit (1 year warranty)
- Reconditioned Atlas G – \$150 + defective unit (1 year warranty)

Process

You will no longer send your devices to Crane in Williston SC. You have two options available to have DIEB handle your repair work. See Contact Information for DIEB at the bottom of this communication.

- Send the defective devices to DIEB directly.
- You may already have a DIEB representative visit your site to pick up other items they repair. They will now be able to include the items listed in this communication.

DIEB will inspect your device:

- If no fault found they will send the device back to you and you will pay for the diagnostics they perform, according to the Pricing above.
- If fault is found and the device is under warranty, it will be repaired and returned to you at no charge.
- If fault is found and the device is not under warranty, device will be repaired and returned to you. You will be billed according to the Pricing above.
- If the unit cannot be repaired you can chose to get a refurbished unit at the Pricing shown above or a new unit from CPI Williston (ONLY Cora and Atlas H board)

Contact Information

DIEB Enterprises

Michele Hovatter, Sales Manager

9334 Hwy BB

Hillsboro MO 63050

Office: (800) 237-0521

Cell: 636-232-8947

