



## **SERVICE BULLETIN**

12955 Enterprise Way  
Bridgeton, MO 63044-1200

Technical Service 800-628-8363  
Parts (800) 621-7278  
Parts Fax (800) 531-2580  
General Information (800) 325-8811

---

**DATE: 18 January 2002**

**ISSUE: 126**

**SUBJECT: Polyvend Board Repair Policy**

**Please see the accompanying new policy concerning the boards for Polyvend Equipment.  
Should you have any questions concerning this policy, please contact our CMS Parts Dept.**



**MERCHANDISING SYSTEMS™** *A Crane Co. Company*  
**CMS PARTS & SUPPORT**

January 11, 2002

To our valued parts customers:

Please be advised that Crane Merchandising Systems will no longer offer exchanges on reconditioned controller boards. We will continue to provide new controller boards as replacement on Polyvend manufactured equipment, if available, through CMS Parts and Support.

If you prefer to have a **POLYVEND MACHINE BOARD REPAIRED**, we are pleased to provide the list of known independent repair centers. This list is provided for information purposes only and is not intended to represent all parties, endorse capability, or imply any affiliation with Crane Merchandising Systems. Should you choose to have board repair work performed, we encourage your independent evaluation of service quality, turnaround time and cost. Crane Merchandising Systems is not responsible for any work performed by your selected controller board service center.

We appreciate your understanding of this matter and we thank you for your business.

For customers who have **COINCO BOARD** to be repaired, please contact:

COINCO  
300 HUNTER AVENUE  
ST. LOUIS, MO 63124

ATTENTION: ELECTRONIC REPAIR

1 314 725-0100

For customers who have a **VERSATILE BOARD** to be repaired please contact the number listed below. To help you identify a Versatile board there will be a white sticker on the PC board that will state Versatile or VSA on the sticker. Versatile does not repair any boards but their own manufacture.

MASTERWORK ELECTRONICS INCORPORATED  
630 MARTIN AVENUE  
ROHNERT PARK, CA 94928

ATTENTION: JEFF KIMES Ext. 138

1 800 541-5448

Sincerely,

CMS PARTS & SUPPORT  
12955 Enterprise Way  
Bridgeton, MO. 63044  
800-325-8811