



April 29th, 2024

To Whom It May Concern,

Tripp enterprises has informed XpertX that they are out of supply of AKV celluloid Keno balls. Celluloid is the actual material from which the balls have been constructed for years. Tripp will be switching to ABS (different type of plastic) balls. The production of celluloid ping pong balls is being discontinued globally due to a change in safety standards.

The new ABS balls are identical in maintenance and performance. The standard care instructions included with each ball set do not change. We are told there is no anticipated change in pricing.

The shipping boxes are marked, and the part numbers are different. Unfortunately, although the two ball types are visually indistinguishable, they must never be intermixed. Doing so will result in frequency fluctuations and anomalies.

To prevent the possibility of ball types becoming mixed together, XpertX strongly recommends:

- A full change-over to ABS balls with a minimum order of two complete ABS ballsets.
- Destroying all old celluloid balls as soon as new ABS balls are received so there is only one type of ball available for use at the property preventing inadvertently mixing the two types.

Currently, Tripp is still shipping celluloid balls with the Dot Matrix encoding until supplies run out. Unfortunately, we have been advised that there is no more supply of celluloid Optical encoded balls. As such, if you are still using Optical encoded balls (used on the old discontinued AKV units), you will need to switch to ABS balls (we advise you to purchase multiple sets and dispose of your old sets). Alternatively, it might be a suitable time for you to consider upgrading your blower to the newer AKV2100PC model.

To identify your ball encoding type, Optical or Dot Matrix, please visit www.xpertxonline.com.

Best Regards,

Eric Thomassian, President
XpertX, Inc.