tripp

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To whom it may concern,

Due to lack of parts, XpertX and Tripp Enterprises can no longer service nor support the old style AKV2100PC devices. Much effort has been put into keeping them running over the years, but the lack of parts has brought our efforts to an end.

These devices have not been installed since 2014 They were based on Windows NT and Windows XP Operating Systems, which also are no longer supported.

The old style AKV systems can be identified in four main ways:
1) The controller will have a Red Button labeled "POWER" and a Yellow Button labeled "RESET"
2) The controller will have a serial number label on the back with a serial number sequence of 99-XXXXX
3) The wheel will have a camera for reading the balls
4) The wheel will have a serial number label under the locking cover with a serial sequence of 99U-XXXXX or 02U-XXXXX

Please note that this discontinuation is for the entire old style AKV2100PC devices, including the top wheel, bowl assembly and controller which are designed to operate together. The blower unit in both old and new style AKVs are identical and can continue to be used.

In addition, XpertX, who took over the distribution of Tripp Gaming devices, will currently continue to service all new style AKV systems with close support from Tripp Enterprises. Please note that unless you have a service agreement with XpertX, service will be provided only during regular business hours and loaner equipment will be provided only based on availability and at a fee. All installation will remain the responsibility of the location.

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Tripp Enterprises

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1/9/24
XpertX, Inc.