

## Preparing Your Kirby Lester Unit For Shipment

1. Keep a record of the serial number of your Kirby Lester unit. We will need this number to track your unit while it is in Kirby Lester's possession for repair.
2. Complete the Inbound Repair Report/Payment Information form with a detailed explanation of all problems you are experiencing. Be sure to include your company name, address, phone number and a contact person. Failure to include this will delay the servicing of your unit.
3. Do not include your power cord, tray, or the top and bottom channel pieces of the funnel with your unit.
4. If your unit is equipped with a scanner, you MUST include it, as well as three (3) prescription barcode labels for testing purposes. Failure to include these will delay the servicing of your unit.
5. IF POSSIBLE, USE THE ORIGINAL CARDBOARD SHIPPING CARTON WHEN SHIPPING YOUR UNIT. If this is not possible, take great care in packing your unit for transit. Paper and Styrofoam peanuts are **NOT** acceptable for packaging; these items compress in transit and lose cushioning properties. Kirby Lester recommends wrapping the unit in large-cell bubble wrap and shipping it in a sturdy, well-sealed cardboard carton. **The customer is solely responsible for proper packaging of all shipments. Kirby Lester will not be liable for any loss or damage resulting from the customer's failure to properly pack a shipment.**
6. If your unit is not under warranty, please include payment by check or credit card and insert all known information on the attached Inbound Repair Report/Payment Information form.

Note: If the unit is being returned for warranty or contract service and the cause is a failure to clean the unit regularly, there will be a \$200 cleaning fee assessed, plus the return shipping/handling charge.

KL15, KL15e, KL15i	Age of unit 1-5 years	\$ 750 + \$75 S/H
	Age of unit 6-8 years	\$1,500 + \$75 S/H
	Units older than 8 years are no longer serviced.	
KL15df and KL15dfi	Age of unit 1-5 years	\$ 750 + \$75 S/H
	Age of unit 6-8 years	\$1,600 + \$75 S/H
	Units older than 8 years are no longer serviced.	
KL16		\$ 850 + \$75 S/H
KL16df		\$ 900 + \$75 S/H
KL20		\$1,000 + \$80 S/H
KL25		\$ 800 + \$105 S/H (minimum charge)
KL30		\$1,350 + \$105 S/H
KL50		\$1,100 + \$105 S/H (minimum charge)
KL50ep		\$1,200 + \$105 S/H (minimum charge)
KL50ic		\$ 800 + \$105 S/H (minimum charge)
KL50icf		\$ 950 + \$105 S/H (minimum charge)
KL50icfs		\$1,300 + \$105 S/H (minimum charge)
KL200	Age of unit 1-8 years	\$1,200 + \$215 S/H (minimum charge)
	Age of unit 9+ years	\$2,500 + \$215 S/H (minimum charge)
KL200 Feeder (502)		\$ 500 + \$105 S/H (minimum charge)

**CONTACT KIRBY LESTER SERVICE FOR FINAL INSTRUCTIONS  
BEFORE YOU SHIP YOUR UNIT**



## Inbound Repair Report/Payment Information

**BEFORE you ship your Kirby Lester unit for repair, you must contact Kirby Lester Service.**

Then complete this form and include it in the original cardboard shipping container. Provide a detailed explanation of all problems you are experiencing. *Failure to include this will delay the servicing of your unit.*

Pharmacy Name \_\_\_\_\_ Date \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Contact Name \_\_\_\_\_ Phone \_\_\_\_\_

Model Number \_\_\_\_\_ Serial Number \_\_\_\_\_

Detailed Explanation of Problem: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Questions? Contact Kirby Lester Service at 800.243.2465 or [service@kirbylester.com](mailto:service@kirbylester.com).

### Method of Payment

Purchase Order # \_\_\_\_\_

Check # \_\_\_\_\_

Credit Card # \_\_\_\_\_  MC  Visa  AmEx  Disc

Card Exp. Date \_\_\_\_/\_\_\_\_ Card Security Code \_\_\_\_\_

IF NO CHARGE:  Warranty  Service Contract  Service Warranty

### INTERNAL USE – Kirby Lester Only

Bill to Customer ID# \_\_\_\_\_ Ship to Customer ID# \_\_\_\_\_

Service Dept. Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Service \$ \_\_\_\_\_ Shipping \$ \_\_\_\_\_ Total \$ \_\_\_\_\_