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AMI Parts Website FAQ's for Operators

Why did AMI create this web site for operator-direct parts purchasing?

Our Operators have been asking for it, and in today's world where internet retailing dominates, our customers expect it. AMI has long prided itself on being "operator-friendly", and this is another example where we are investing to help make Operator businesses better and more profitable. Throughout most of the country, AMI's distributor support is excellent. But there are a few areas where operators don't get the local help they need. AMI wants all of its jukebox customers to have access to parts needed to keep equipment running - and the addition of the [AMI Parts Website](#) will do this.

What can I buy on this website?

Virtually all the parts for AMI jukeboxes and Tap TV are available. You can use assembly drawings to visually identify the part number you need, OR use the quick-buy feature if you already know the SKU numbers for what you need. You'll also find a large selection of accessory Kits, such as the Video kit to enable your jukebox to play Music Videos (and thus earn more money). Finally, there's a whole category of Marketing supplies to help you promote jukebox play on location.

Is it easy to purchase parts on line?

Absolutely! Just go to the website: <http://parts.amientertainment.net>. You'll find a typical online shopping experience, including checkout and payment using a credit card.

Can I store my Credit Card number and shipping info for repeat purchases?

Yes. Shipping, billing, and payment info can all be stored and managed for a simple, streamlined ordering process.

Is the credit card information I enter on the site secure?

The parts ordering website is PCI Compliant, meaning it adheres to the security standards set by the credit card industry.

What are the options for shipping? Can I request overnight shipping?

We ship via UPS, so all of their services are available, which you'll see at checkout. Actual freight will be calculated and added to your invoice with no markup. Currently, the system calculates Shipping Costs after the purchase, and they will be added to the invoice. You can call Customer Service if you need to know the exact shipping charges prior to shipment. Soon, shipping costs will be fully integrated and shown during checkout prior to committing the purchase.

What login credentials (username & password) do I use?

For technical reasons, this system will use a separate login/password from your AMI Operator Website credentials. On first use of the parts system you can set that up.

Why can I find some parts on the Internet for less money?

Often it is NOT the same part. Authorized AMI parts are available through AMI and AMI Distributors. AMI will not accept responsibility for unauthorized parts – and use of them may void your warranty.

Now that I can buy parts directly from AMI, should I continue to purchase parts from my local, authorized AMI distributor?

Yes. AMI Distributors are the best in the business, and for good reason – they add value in many ways. Distributors often have parts in stock for local pickup. They often allow open account terms for parts purchases. And they deserve your loyalty after years of good service. AMI is simply providing an alternative, different method for those times when it's needed. Keep in mind that with AMI online you will need to pay with a credit card at the time you place your order.

Can I place my order by phone or fax instead?

No. This is an online system, designed to be secure and efficient.

Can I order an Advance Replacement part?

No. For over a decade AMI's policy on Advance Replacement has been to rely upon the local, authorized AMI distributor to make AR items available. Please contact the distributor where you purchased your jukebox.

Can I have the charges added to my monthly jukebox sweep?

No. Online parts orders require a credit card at time of purchase.

What about returns?

The system has provisions to handle returning items, in the unlikely event you should need to do that.

I know that AMI is still making Megatouch parts available to help those of us with legacy game systems.

Can I buy those parts from here as well?

Yes. However, drawings are not available so you will not be able to easily "browse" for parts. The part numbers are shown in your manual, and can be ordered online by entering them directly.

I don't see drawings for my CD-100K, how do I order parts for it?

We don't have drawings online for all of our older jukeboxes, but those diagrams are available in your manual. You can easily search for and order any of those parts that are still available.

Will I have access to various services after the order is placed? The kinds of things that I get with other web shopping sites?

Yes – this is a full-fledged B2B shopping experience. Since it's intended for business users, it may be slightly different from the consumer experience, but if you are familiar with online shopping, you will find it simple to use.

Specifically, you can expect services such as:

- Confirmation of Order (via email)
- Notification of Shipment (via email)
- Shipment Tracking
- Past Orders shown in Account
- Ability to easily Reorder items purchased previously
- Retrieving past Invoices
- Returns and Shipment Issues

Can I buy an entire new jukebox from this site?

Sorry, no (unless you'd like to purchase it piece by piece, which we don't recommend). Call your Distributor, please.

Where can I get more details and information if I still have questions?

First, please explore the parts website at <http://parts.amientertainment.net/>. At the bottom right of the Home Page, in the orange bar, you will find links to the [Terms of Use](#), and the [Privacy Policy](#). Clicking on these links will download the PDF which will provide important information. Finally, your local Distributor, as well as AMI Customer Support, always stand ready to help you.