



*****CANADA ONLY*****

An increase in intercom related component failures has been reported to Gilbarco

Related Equipment:

- M04528A001 Call interface board
- M01233A002 Call button cable
- M07754B002 Option keypad
- ENE0601GXXX Option keypad overlay

Details:

Gilbarco is receiving reports of an unusual amount of failures regarding intercom related equipment. Due to the comparatively low cost of the related components, they are not normally returned as part of the warranty process. In order to gather more data on the failures, Gilbarco is requesting that if any of the parts listed above are replaced in the process of a warranty call to ship them back to Gilbarco for evaluation. Only if the parts listed above are proven to be faulty through proper troubleshooting should they be returned.

This request is effective as of today through 11/30/2013

It is required that you contact the Gilbarco Technical Assistance Center (TAC) at 800-743-7501 while on site. TAC will provide you with a reference number to report on your warranty paperwork, please place a copy in with the parts you are returning. TAC will require information including:

- Intercom system in use at the site
- Symptoms the unit is experiencing
- Troubleshooting performed to determine what component was the issue

*Note: Please do not attempt to separate the overlay from the keypad;
The damage caused would hinder effective testing.*

Please ship via UPS Ground to the following address,

billed to Gilbarco:

Gilbarco Veeder-Root
7300 W. Friendly Avenue
Greensboro, NC 27410
Intercom Component Returns
Attn: Mike Cameron