



April-10-13 11:02 AM

Attn: NEE Service Managers and DSS Subcontractors

The **TCR Card Reader** which is used in the EMV Canada CRIND SPOT application has now reached **End-of-Life**. Gilbarco will no longer be able to supply the TCR as a direct spare replacement.

Effective immediately, when a defective TCR is sent back to Gilbarco under warranty for replacement, an **HCR 2 kit** will be sent as a replacement. The HCR 2 has been tested and approved for use in the Encore S E-CIM, Encore 500, Encore 300, the Advantage dispenser, and the Outdoor Payment Terminal (OPT). **Please ensure you read the attached bulletin for further details.**

It is very important to note the following:

- Suncor (Canada) has requested that the HCR 2 card reader **NOT** be installed in any of their Petro-Canada sites, until such time as Suncor has had a chance to test and approve it for release into their sites
- The HCR 2 card reader is **NOT compatible with the EMV Canada G-SITE systems**. A TCR card reader must be used in G-SITE locations

Further details on the HCR 2 is available by completing the short HCR 2.0 2013 online training course currently available free of charge on the Gilbarco LMS site (<http://wise.gilbarco.com>). The directions on how to self-enroll in this course are attached. If you have any questions about accessing the course please contact Valorie Hennessey at vhennessey@nee.ca or (905) 766-1310

If you have any questions regarding the switch to the HCR 2 card reader please contact your local NEE service office.

Best regards,
Nama Namasivayam



Tribrid Card Reader (TCR) Conversion to a Hybrid Card Reader 2 (HCR 2) Canada Only!

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Effective immediately, when a defective TCR is sent back to Gilbarco under warranty for replacement, an HCR 2 kit will be sent as a replacement. The HCR 2 has been tested, and approved for use in the Encore S E-CIM, Encore 500, Encore 300, the Advantage dispenser, and the Outdoor Payment Terminal (OPT).

Note: A properly grounded ESD wrist strap must be worn while serving any electronic device or component. Failure to use electrostatic precautions may damage electronic components and void warranty.

Software-

When installing an HCR 2, the CRIND/SPOT software for that side **must** be upgraded to the latest manufacturing release (minimum version for HCR is 50.2.13). However, it's important to adhere to any TRP Bulletins or any Gilbarco directive to use more recent approved software versions. If the software version is less than the required minimum, the HCR 2 will not function as designed. The software can be obtained by connecting to the Gilbarco extranet and downloading it from the Gilbarco Laptop Tool. You must be a Gilbarco certified technician to have access to the Gilbarco Extranet and The Laptop Tool.

Important!

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***The HCR 2 card reader is NOT compatible with the EMV Canada G-SITE systems. A TCR card reader must be used in G-SITE locations.**

SOFTWARE facts:

1. Any side with HCR 2 must have a minimum of 50.2.13
2. It is ok to have an HCR 2 on one side and a TCR on the other.
3. If one side of the dispenser is upgraded to 50.2.13 or higher to support the HCR 2 upgrade, the other side SPOT (With TCR) can have a different version installed.

For example: This means we can replace a TCR with an HCR 2 and only upgrade the HCR 2 side to 50.2.13. The TCR side does not have to be upgraded.



4. *****If/when upgrading from a version less than 50.x.xx to a version 50.x.xx or higher, you may see a high number of dismount switch errors for the card reader. If this occurs you need to follow the troubleshooting TRP bulletins #2309 and #2420 that have been recently released.

Calling Gilbarco for Activation

When calling Gilbarco to activate the Card Reader, you must provide

1. The Dispenser Serial Number
2. The HCR 2 Serial number
3. The HCR 2 date of manufacture
4. Which side of the dispenser is the Activation taking place on



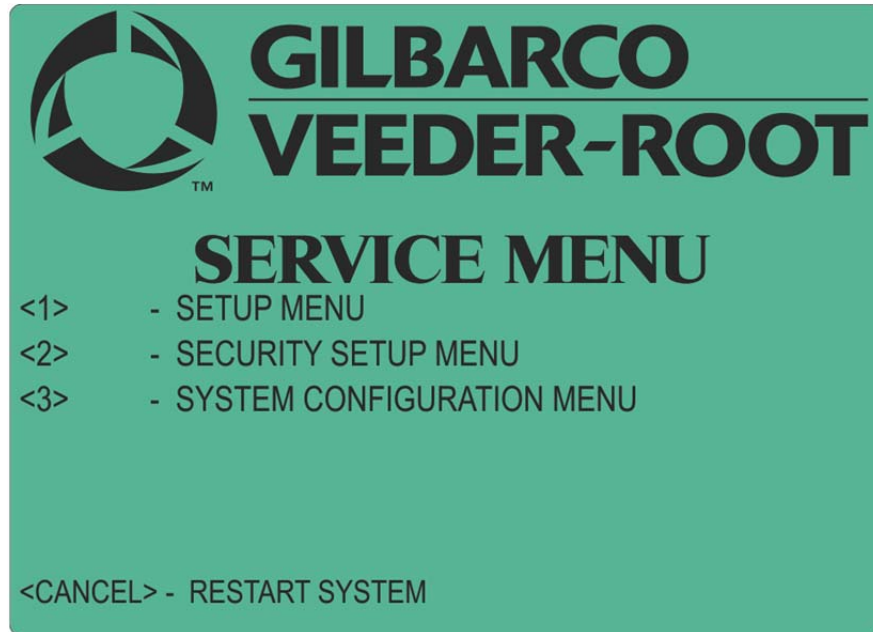
HCR 2 Serial
Number

HCR 2 Date of
Manufacture

All spare replacement HCR 2s must be activated. During the activation process, when you get to the Service Menu Screen (see figure 2), do not proceed until you have a GVR Support Center Specialist on the phone.



Figure 2 STOP at this screen; call Gilbarco before selecting option <2>



The reason for stopping on the Service Menu Screen is once you select option 2 (Security Setup Menu) on the Service Menu Screen, the dispenser will time out and warm start if the information is not completely entered in the required allotted time. Therefore, you need to have the specialist on the phone in order to complete the process within the allotted time. Allotted time is 60 seconds.

The HCR 2 card reader can also be purchased as a kit (Part number M12492K001). One kit per side of a dispenser, so you would need 2 kits for each 2-sided dispenser. Each kit will contain the following parts:

- M12491B001- HCR2 Card Reader
- M13127K001- Gasket kit
- M12507B001- Bracket, E300/500, E-CIM
- M13364B001- Bracket OPT
- M12784B001- Bracket Advantage
- M07702A021- Cable
- Q11482- Cleaner Card
- Q11677-24- Screw
- M00414B005- Nut
- MDE- 5030 Hybrid Card Reader (HCR) Kit (M12492K001) Installation Instructions



HCR 2 GCM Shield Matrix

START HERE

		What is Req'd?
Scenario 1	If you need to replace TCR and <u>DO</u> have contactless	1, 2, 3
Scenario 2	If you need to replace TCR and <u>DO NOT</u> have contactless	1

1

HCR2 kit (MDE-5030)
M12492K001

2

Dispenser	GCM Kit (MDE-4939)	Door Req'd?
Advantage - Narrow	M12024K012	NO
Advantage - Wide	M12024K002	T20415GX
E300	M12025K002	
E500		
ECIM	M12027K002	
Husky OPT	M12029K002	

3

Shield Kit (MDE-5081)
M13193K002

Documentation References-

- MDE-5030 Hybrid Card Reader 2 (HCR 2) M12492K001 Kit Installation Instructions
- MDE-4939 GCM
- MDE-5081 Hybrid Card Reader (HCR 2) Shield Kit
- Hybrid Card Reader (HCR 2) Service Launch Package- Gilbarco Extranet in the EMV library
- GCM TRP Bulletin #



Summary:

If a dispenser has contactless and you want to install the HCR 2 card reader the contactless must also be upgraded at the same time in order for both equipment to work. [See HCR 2GCM Shield Matrix page for details](#)

Important!

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*The HCR 2 card reader is **NOT** compatible with the EMV Canada G-SITE systems. A TCR card reader must be used in G-SITE locations.

SOFTWARE facts:

5. Any side with HCR 2 must have a minimum of 50.2.13
6. It is ok to have an HCR 2 on one side and a TCR on the other.

If one side of the dispenser is upgraded to 50.2.13 or higher to support the HCR 2 upgrade, the other side SPOT (With TCR) can have a different version installed

All spare replacement HCR 2s must be activated. During the activation process, when you get to the Service Menu Screen (see figure 2), do not proceed until you have a GVR Support Center Specialist on the phone.

Calling Gilbarco for Activation

When calling Gilbarco to activate the Card Reader, you must provide

7. The Dispenser Serial Number
8. The HCR 2 Serial number
9. The HCR 2 date of manufacture
10. Which side of the dispenser is the Activation taking place on

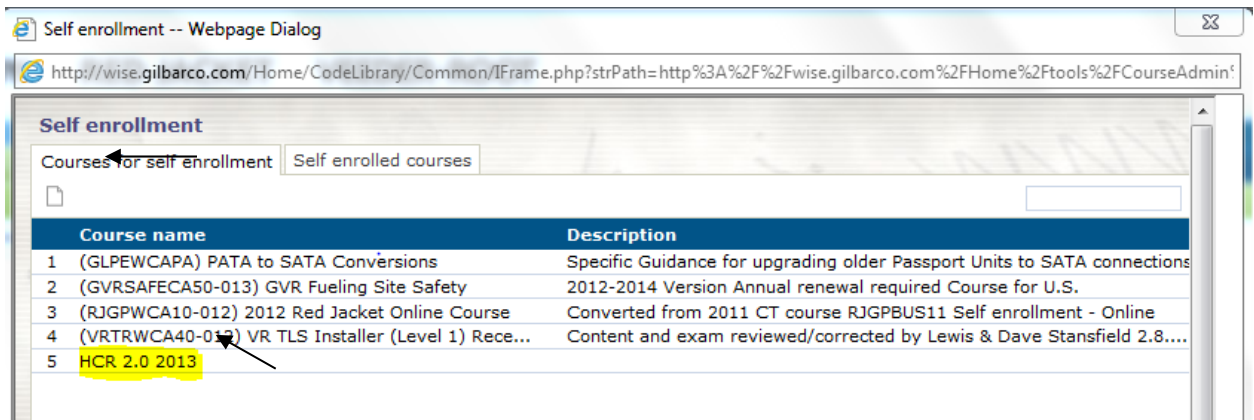


How to self-enroll in the HCR 2.0 2013 online course

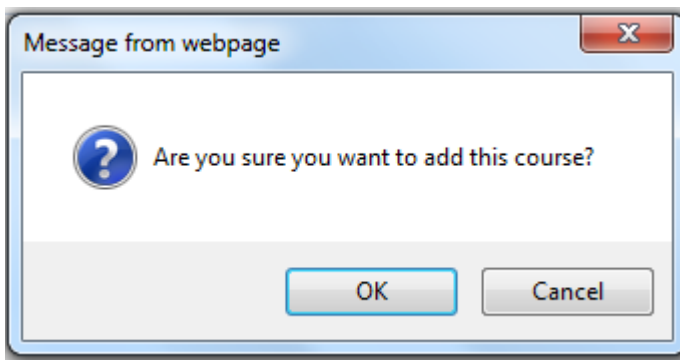
1. Log onto the WISE site (<http://wise.gilbarco.com>)
2. Select the “Self-enrollment” tab along the top of the screen:



3. Select “HCR 2.0 2013” from the list of courses and then click on the note icon along the left of the screen:



4. When prompted click OK to agree to add it:



5. The course will then be available for you to complete, it will be located under the “Canada” portion of the LMS

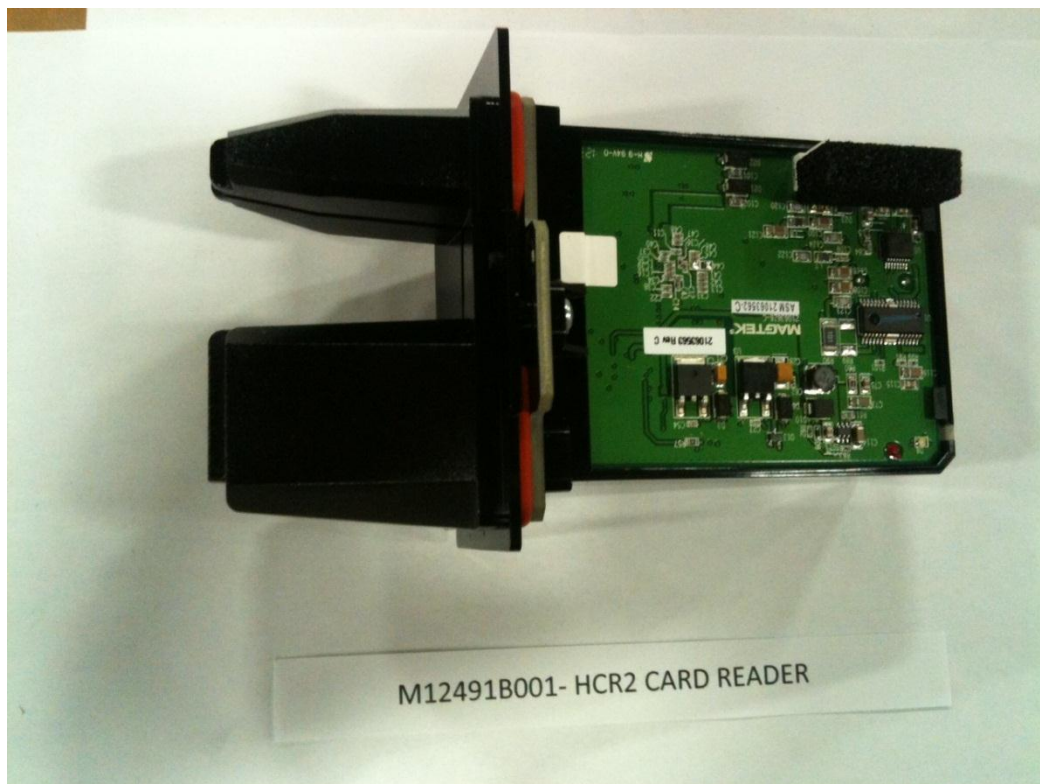


6. There are no quizzes or exams for this online course, so once you have completed the course there is nothing to hand in

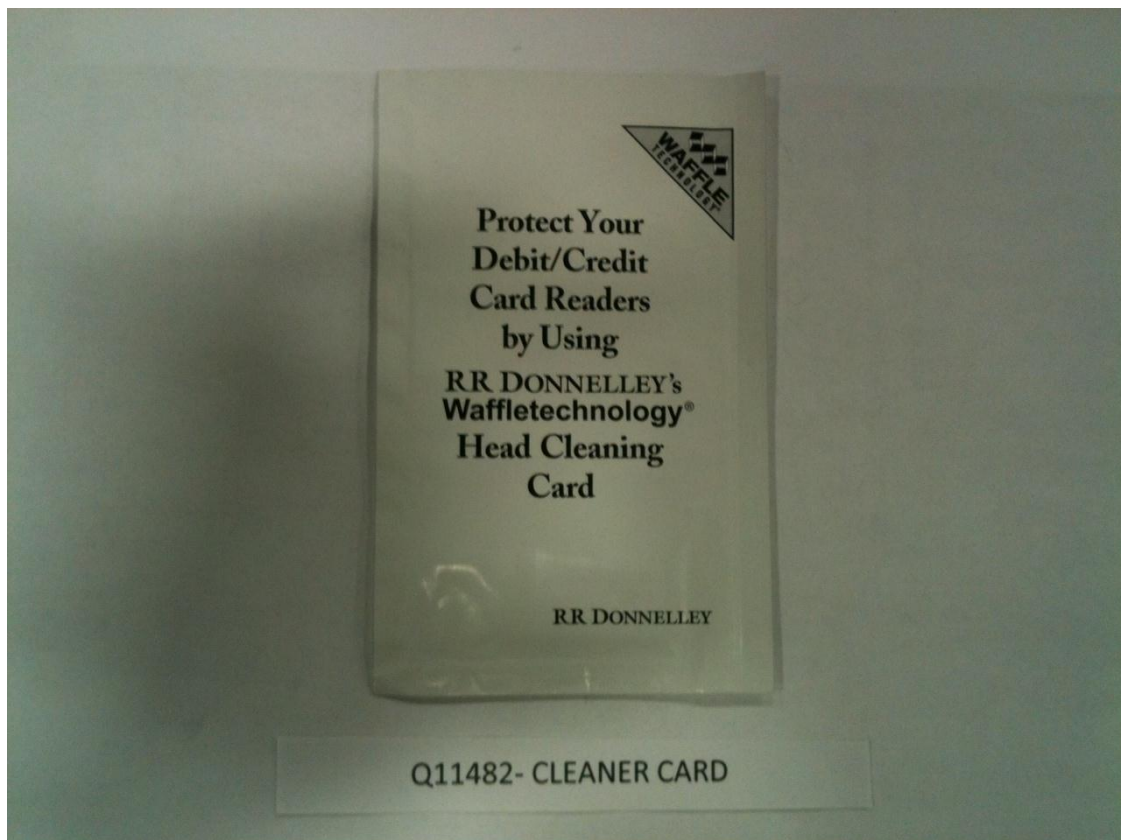
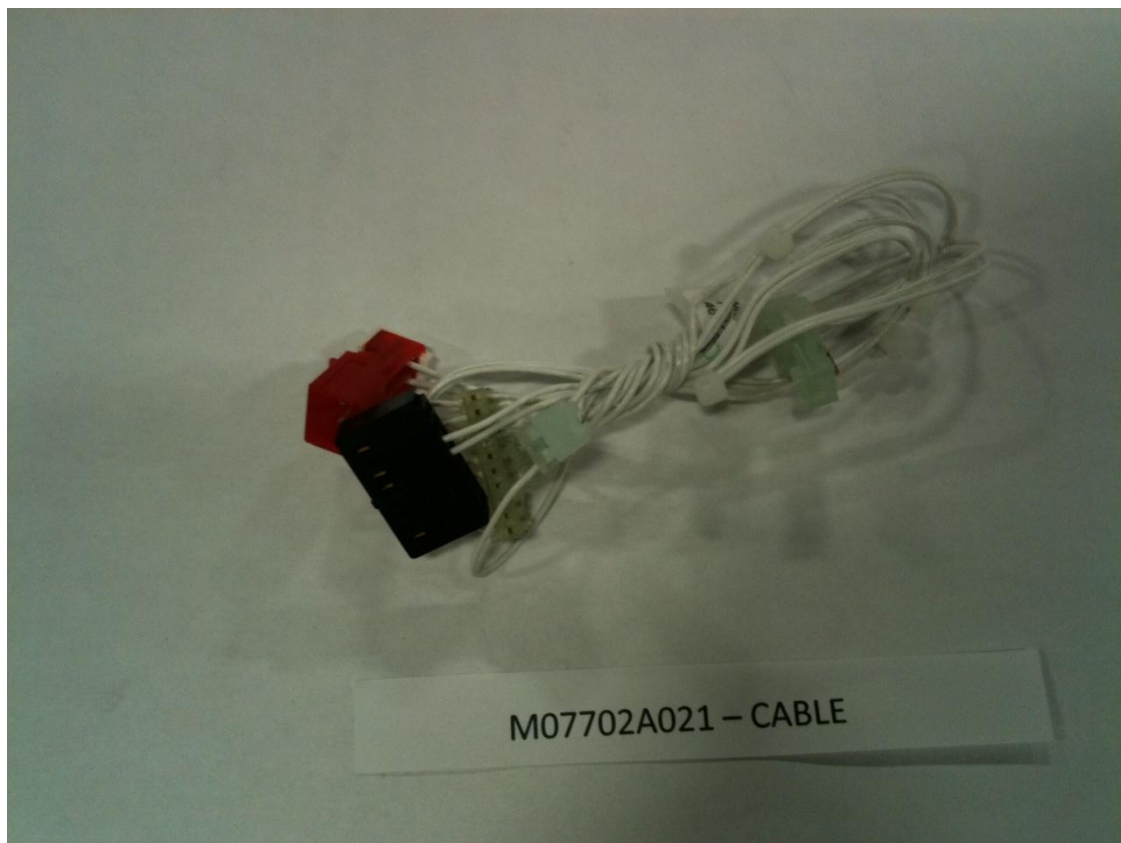
M012492K001- CARD READER KIT

- M12491B001- HCR2 CARD READER
- M13127K001- GASKET KIT
- M12507B001-BRACKET, E300/500,E-CIM
- M13364B001-BRACKET OPT
- M1278B001- BRACKET ADVANTAGE
- M07702A021 – CABLE
- Q11482- CLEANER CARD
- Q11677-24- SCREW
- M00414B005-NUT
- MDE-5030 -HYBRID CARD READER (HCR) KIT (M12492K001) INSTALLATION INSTRUCTION











M00414B005-NUT



Q11677-24- SCREW

GCM KITS:

- M12024K012- ADVANTAGE – NARROW:
 - M12024A002- ASSY, C'LESS CARD READER ADVNTGE, EMV NARROW FRAME
 - M11964A002 - CABLE, OTI TO SPOT,
 - Q11677-24 (3X) - SCREW





M12024A002



M11964A002



Q11677-24

- M12024K002 – ADVANTAGE – WIDE
 - M12024A001 - ASSY, C'LESS CARD READER ADVANTAGE
 - M11964A002 - CABLE, OTI TO SPOT
 - Q11677-24 (4X)- SCREW





M12024A001



M1196A002



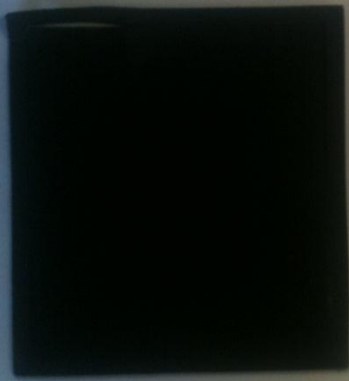
Q11677-24

- M12025K002 – E300/ E500
 - M12025A002- ASSY, C'LESS CARD READER E300/500 WITH EMV
 - M11964A001 - CABLE, OTI TO SPOT,
 - Q11677-24 (2X)- SCREW
 - M01234B001- LENS
 - M01160B001- GASKET
 - M00419B117(4X)- SCREW

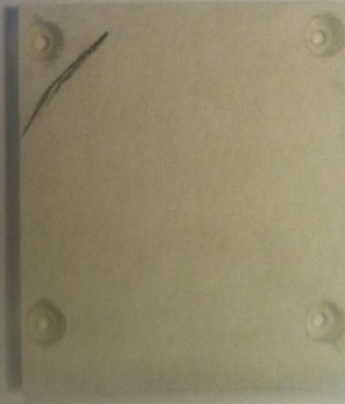




M01160B001



M01234B001



Q11677-24



M00419B117



- M12027K002- ECIM (500S W / EMV)
 - M11697B001 - ASSY, CONTACTLESS CARD,READER ANTENNA
 - M11964A001 - CABLE, OTI TO SPOT,
 - M07715B002 - GASKET, TRIND LENS,E-CIM
 - M07698B001- LENS, TRIND,E-CIM
 - M00419B311 (4X)- SCREW METRIC M3X8 FL HD,PH THD CUTTING FOR PLSTC
 - Q11677-26 (4X)- SCREW
 - M12032B001- SPACER
 - 067665(4X)-NYLON WASHER







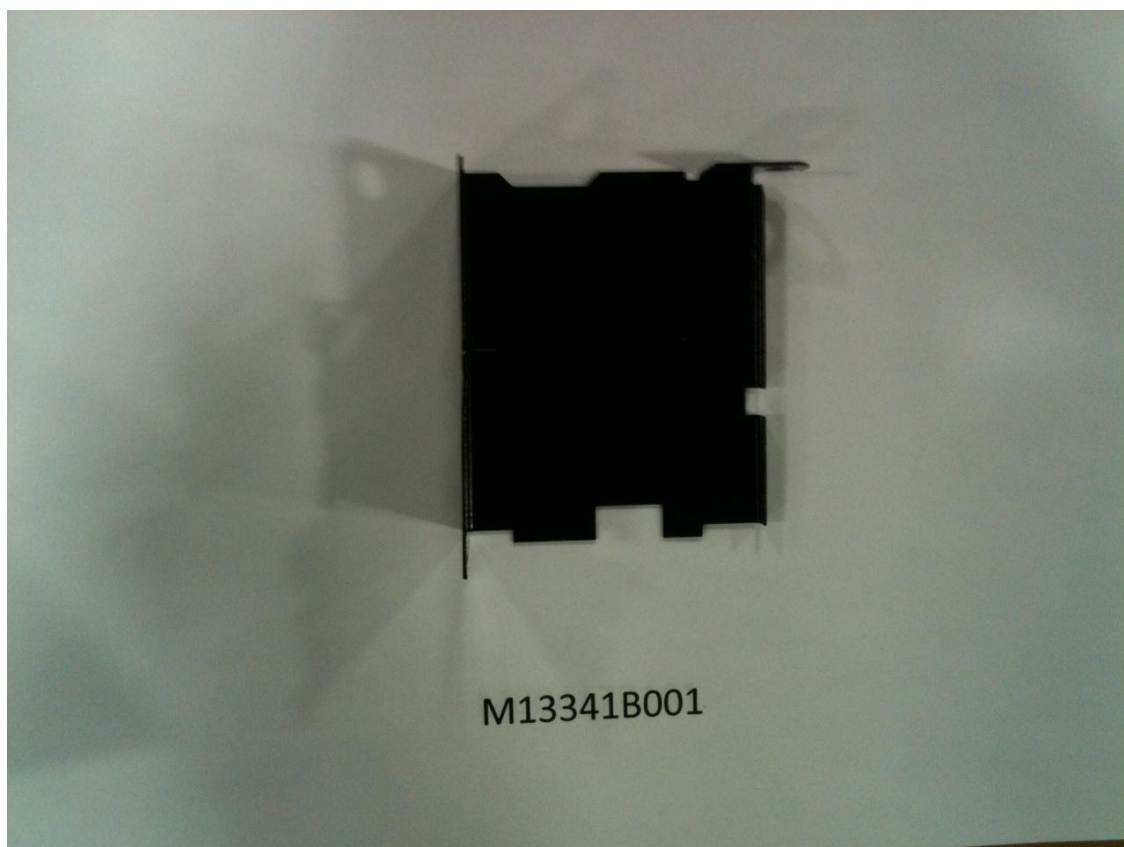
SHIELD KIT

- M13340B001- SHIELD, HCR2 CONTACTLESS CR, TOP
- M13341B001- SHIELD, HCR2 CONTACTLESS CR, BOTTOM
- M04431A003- CABLE, GROUND HENGSTLER,PRINTER TO MONO-BRACKET
- M04431A005- CABLE, GROUND EMV DISPLAY TO C.D. MODULE
- M00417B101- SCREW, METRIC M5 X 10,THREAD FORMER, HEX HEAD
- K50866- STAR WASHER
- Q10178-07- CABLE-TIE





M13340B001



M13341B001



M04431A003



M04431A005



DOORS

- T20415 G1

