NATIONAL ENERGY EQUIPMENT INC.

January-02-13 7:03 PM

Attn: NEE Service Managers and DSS Subcontractors

We have been advised by **Costco** that **technicians must NOT move or bypass sensors at any of their sites without first getting authorization from Jean Lauzon or Nancy Martin at Costco**. Please ensure this **very important** message is passed along to your technicians. If you have any questions or concerns please do not hesitate to contact your local NEE service office for clarification.

À l'attention des: Gérant de Services NEE et Sous-Traitants DSS

Nous avons été aviser par **Costco** que les **techniciens ne doivent PAS déplacer ou désactiver les sondes à aucun de leurs sites sans d'abord obtenir l'autorisation de Jean Lauzon ou Nancy Martin chez Costco**. S'il vous plaît vous assurer ce message **prioritaire** est transmis à vos techniciens. Si vous avez des questions ou concernes, n'hésitez pas à communiquer avec votre bureau de service NEE local pour clarification.

Jean Lauzon: jean.lauzon@costco.com

Nancy Martin: nancy.martin@costco.com

Best regards,
Valorie

Valorie Hennessey BA BEd
Corporate Trainer/ERP Specialist
National Energy Equipment Inc
1850 Derry Rd East
Mississauga ON L5S 1Y6
B: (905) 564 - 2422 x1310
B: (905) 766 -1310
C: (647) 654-8185
vhennessey@nee.ca

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

The TCR Card Reader 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).

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!

*Suncor (Canada) has requested that the HCR 2 card reader <u>NOT b</u>e 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 <u>NOT compatible with the EMV Canada G-SITE systems</u>. 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
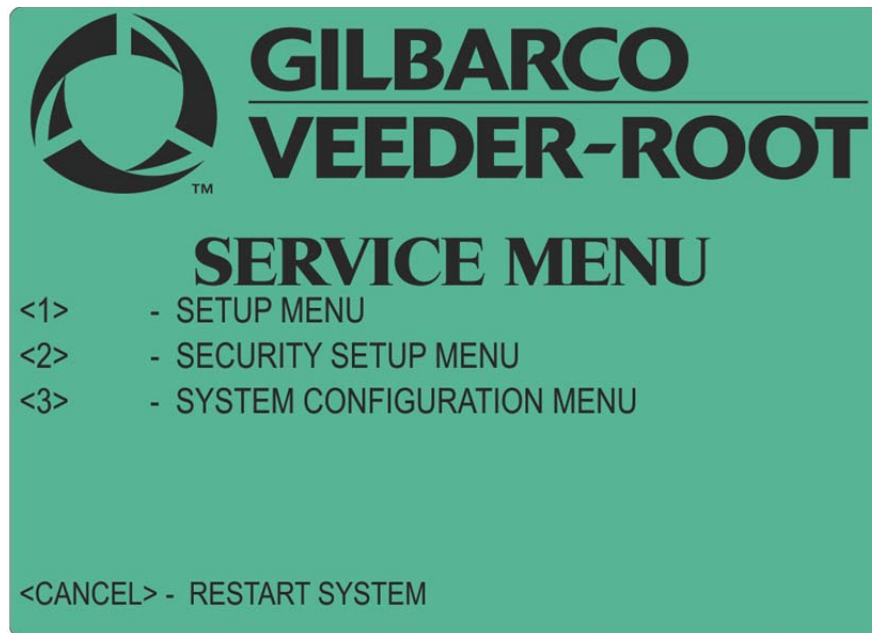4. Which side of the dispenser is the Activation taking place on

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 <u>**STOP at this screen; call Gilbarco before selecting option <2>**</u>

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:

- o   M12491B001- HCR2 Card Reader
- o   M13127K001- Gasket kit
- o   M12507B001- Bracket, E300/500, E-CIM
- o   M13364B001- Bracket OPT
- o   M12784B001- Bracket Advantage
- o   M07702A021- Cable
- o   Q11482- Cleaner Card
- o   Q11677-24- Screw
- o   M00414B005- Nut
- o   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		**2**			**3**

HCR2 kit (MDE-5030)
M12492K001

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

Shield Kit (MDE-5081)
M13193K002

Documentation References-

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

*Suncor (Canada) has requested that the HCR 2 card reader <u>NOT b</u>e 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 <u>NOT</u> 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
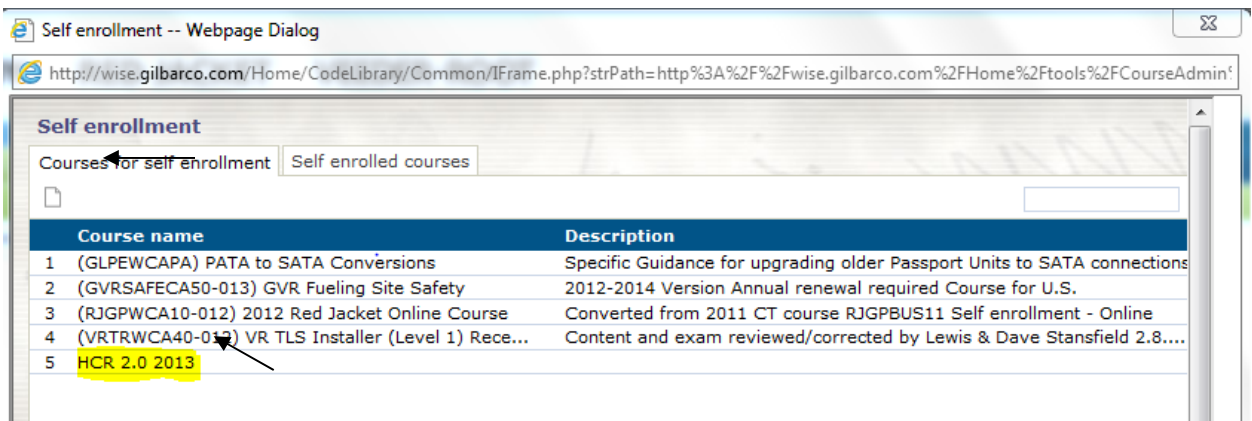7. The Dispenser Serial Number
8. The HCR 2 Serial number
9. The HCR 2 date of manufacture
10. Which side of the dispenser is the Activation taking place on
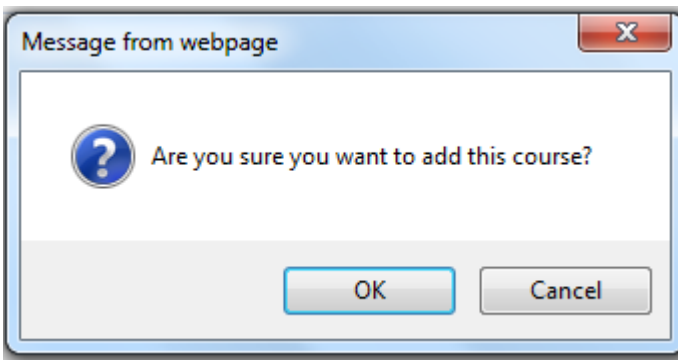
How to self-enroll in the HCR 2.0 2013 online course

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