



January-18-13 1:35 PM

Suncor SPOT UPGRADE program CRIND CARWASH

Attn: NEE Service Managers and DSS Subcontractors

Some Suncor sites have been experiencing problems when their customers buy a carwash at the CRIND after the SPOT/Software (50.2.13P)/BAUD rate has been changed to 19200. When this problem occurs the CRIND will prompt “**PRINTING / PRINTER OUT OF ORDER**”, then it will print the wash ticket after a delay.

If you are working at a Suncor site where you have either upgraded the SPOT / Software (50.2.13P) / Changed BAUD rate to 19200 it is **IMPERATIVE that you buy a CARWASH only at the CRIND and watch for the PROMPTS above.** You can get the cashier to refund your wash ticket if you do not need a carwash.

- 1) If the WASH TICKET prints normally and you do NOT see the issue above, NO further action is required
- 2) If you do see the issue above then you need to install a new board on the DBOX that deals with the CRIND Loop
- 3) If you encounter item #2 above you need to do a separate work order to record your time and materials, and notify Lutchmin Maharaj (lmaharaj@nee.ca) at NEE of the issue and resolution

If you have any questions please contact your local NEE service office.

Best regards,

Valorie

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