November-01-13 4:08 PM

Subject: **Updated** MDE-5127 Warranty Return EMV Part Checklist
Importance: High

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Attn: NEE Service Managers and DSS Subcontractors

It is not necessary to contact Gilbarco to order copies of the MDE-5127 warranty return checklist.
Further to the message below please note the checklist is available for download at any time from GOLD
Docs on the Gilbarco Extranet:

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

Thank you,
Nama Namasivayam

Message sent Oct 25, 2013:

From: Valorie Hennessey
Sent: October-25-13 5:19 PM
To: Daniel Letourneau; Kent Davis; Mike Christie; Cole Henham; Mark Proudfoot; Clint Hleck; Daren
Hamel; Taylor Lemoine; Al Lemoine; Roy Dykstra; Ron Down; Roy Newport; Rick Hill; Derek Hopkins;
Petroleum Sales
Subject: MDE-5127 Warranty Return EMV Part Checklist
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Subject: MDE-5127 Warranty Return EMV Part Checklist

Attn: NEE Service Managers and DSS Subcontractors

Please note that **effective November 9 2013, checklist MDE-5127 must be filled out for any warranty replacement of the following components**:

- TCR – M07999
- HCR 2 – M12492
- EMV Keypad – M08003
- SPOT Display – M08001

The completed checklist must be attached to the warranty EMV part sent to NEE so it can be returned to Gilbarco.

Attached you will find a copy of the checklist, as well as instructions on how to complete the form and a copy of the EMV Troubleshooting Guide for Canada September 2013. If you have any questions please ensure you contact your local NEE service office for further clarification.

Thank you,
Nama Namasivayam

Instructions for using MDE-5127 Warranty Return EMV Part Checklist

October 25, 2013

Effective November 4, checklist MDE-5127 must be filled out and returned to Gilbarco for any warranty replacement of the following components.

- TCR – M07999
- HCR 2 – M12492
- EMV Keypad – M08003
- SPOT Display – M08001

This document will explain how to use MDE-5127. It is a companion document to MDE-5118, the EMV Troubleshooting Guide for Canada. This troubleshooting guide must be used to resolve issues with the components listed above. If you still determine that the component must be replaced, MDE-5127 captures a summary of the steps taken in the process of determining that replacement was indeed necessary.

Overview of MDE-5118, EMV Troubleshooting Guide for Canada
This document contains troubleshooting steps for the components above and follows a "Symptom, Possible Cause, Steps to Resolve" process. Each section focuses on a specific component and provides these relevant troubleshooting steps.

Overview of MDE-5127, Warranty Return EMV Part Checklist
This checklist must be filled out by the technician for any EMV component listed above that is being replaced under warranty.
It is a companion document of MDE-5118 and follows the same structure.

Summary of steps
1. Completed checklist required with return of any TCR, HCR, EMV Keypad, or SPOT Display
2. **Must be filled out by the technician on site, <u>not by office personnel</u>**
3. One checklist per each returned component
4. Return checklist to Gilbarco with the part that was replaced. There should be one completed checklist for every part.

Instructions for completing MDE-5127
1. Use MDE-5118 to troubleshoot the component in question.
2. If the component requires replacement, then MDE-5127 must be completed.
   a. Fill out MDE-5127 *while on-site*. *This is critical to capture the exact steps followed.*

3. **Fill out one copy of MDE-5127 for every component replaced**. Do not try to record information for multiple components on the same checklist.
   a. *The steps below are shown visually in Figure 2.*
4. Fill out the required information at the top of the checklist:
   a. Gilbarco SR #
   b. Dispenser Serial #
   c. Fueling Position
   d. Technician ID
   e. Site Address
5. The checklist is broken into three sections – card readers, keypad, and SPOT display. Only complete the section for the component you are replacing!
6. Check the box of the component being replaced.
7. Input the Component Serial #, PPN, and H/W revision. *Figure 1 indicates location of H/W Rev.*
   a. *TCR does not have a serial # or H/W Rev.*
   b. *Only SPOT Display has a PPN*

Figure 1*. Hardware Revision information locations. TOP – HCR. LEFT – SPOT display. RIGHT – Keypad*

8. Put a check in the box next to the symptom observed. These symptoms align with those listed in the MDE-5118 troubleshooting guide.
9. Enter the step number that was listed within that symptom's section in MDE-5118 that guided you to replace the component.
10. Indicate if there was any physical damage.
11. Add any additional notes that impacted your troubleshooting method or resolution.
12. At the bottom of the checklist, input any general notes like site conditions or weather.
13. Write in your name, sign, and date.

National Energy Equipment Inc.

MDE-5127 Warranty Return EMV® Part Checklist			
GVR SR #:	Dispenser S/N:	Fueling Position #:	Technician ID #:
Please list only one component per form.		Site Address:	

☐ **SPOT Display** | Serial Number: | PPN: | H/W REV:

Check applicable symptom	Symptom Description (From MDE-5118)	Enter the number of the last step completed per MDE-5118	Physical Damage ☐ No ☐ Yes (please describe)
☐	"Debit Not Working"/"Debit Not Available" - Single fueling position		**Additional Notes/Symptoms Not Listed:**
☐	Red (Amber) screen		
☐	"System Error"		
☐	"Secure Module Not Responding"		
☐	Green screen - "Display Error" (appears in red)		
☐	SPOT softkey(s) not working		
☐	Unit does NOT accept RKL		
☐	Rainbow screen		
☐	"Bad Certificate" SPOT display		
☐	SPOT stops at step 2 and displays "KO" during start-up		
☐	Message tampered after software upgrade		
☐	SPOT reboots itself continuously		
☐	Red-X Card Reader		

General Notes (Environmental conditions, etc.):	Technician Name:
	Signature:
	Date:

Figure 2. *Layout of MDE-5127 (entire document not shown)*

Instructions for Returning MDE-5127

1. Return the completed checklist to Gilbarco with the part that was replaced. There should be one completed checklist for every part.