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**\*\*URGENT - PLEASE DISREGARD NOTICE - Suncor SPOT UPGRADE program CRIND CARWASH TICKETS**

**Attn: NEE Service Managers and DSS Subcontractors**

Please **DISREGARD** the notice below that Gilbarco sent out last week. Further communication on this issue should be released from Gilbarco in the near future.

Please contact your local NEE service office if you have any questions.

Thank you,  
Valorie

**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](mailto: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

**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](mailto:vhennessey@nee.ca)