

May-31-13 2:41 PM

Subject: Warranty Claims - GVR FlexPay EMV Card Reader

Attn: NEE Service Managers and DSS Subcontractors

Gilbarco has provided details on **how to submit warranty claims for the Chip and PIN card readers (TCR)** that have the warranty extension outlined in the earlier email below:

- All warranty claim submissions must be entered following the standard procedures using the online Web Closure tool
- Web Closure Service Reporting Process:
 - Select the "Canada Card Reader" equipment line for only M07999* and M12492* replacement items
 - Only M07999* and M12492* replacements will be covered
 - Any other parts logged against the "Canada Card Reader" equipment line will be rejected

It is very important that these details get passed along to your staff who submit online warranty claims. For further details please refer to the attached documents from Gilbarco. Please contact your local NEE service office if you have any questions.

Thank you,
Nama Namasivayam



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Gilbarco Veeder-Root FlexPay™ EMV Card Reader Notice

Dear Canadian Customer Partner,

As we continue the transition of our current Chip and PIN card reader (TCR) to the new HCR, we are enhancing the current warranty program to help provide a seamless transition.

Program details:

- Any Chip & PIN card reader requiring replacement between 6/1/2013 and 5/31/14 will be replaced under warranty. This program will be applicable to all customers and covers all units that would otherwise be out of warranty during this time frame. The program covers parts as well as mileage, travel and labor (MTL.)
- Chip & PIN card reader replacements will be done with the HCR card reader kits and GCM kits where applicable.
- Please note this is not a one year extension of current dispenser warranties. It applies only to card reader replacements during the time period noted above.

Thank you for your business and support of the Gilbarco Veeder-Root team.

If you have any questions, feel free to give me a call at 336-547-3279.

John Dounoucos
Product Manager – Payment Systems
Gilbarco Veeder-Root North America