



TECHNICAL

BULLETIN

TECHNICAL BULLETIN: 11-02

DATE: March 21, 2011

SUBJECT: EMV Card Reader Errors

AVAILABILITY: All Authorized Triton Distributors and Third Party Service Providers

This bulletin addresses:		Recommended Implementation is:	
	Documentation Changes	X	Now for all affected units
	Hardware Service Issues		All affected units during next service visit
	Software Announcements		Optional
X	Technical Tips		No implementation required

DESCRIPTION:

EMV card readers require careful maintenance to maintain peak performance. To help you maintain your card readers in top performing condition, Triton announces the release of a Card Reader Cleaning Kit specifically designed for the EMV readers. This kit addresses the cleaning of the card reader's IC circuitry and will clean the magnetic head at the same time.

This cleaning kit, when used as part of a routine preventative maintenance program, will reduce the incidence of card reader failure due to dust, dirt, and small foreign objects. It is suggested that the EMV Card Readers be cleaned monthly.

The kits may be purchased at ATMGurus.com

EMV Smart Card Reader Cleaners p/n 05010-00024 Box of 40 cleaners

If you have any questions, please contact Technical Support or our Parts Department at 1-901-248-6047 from outside North America or toll free in the U.S./ Canada 1-800-259-6672.