



TECHNICAL

BULLETIN

TECHNICAL BULLETIN: 11-03

DATE: March 21, 2011

SUBJECT: Card Reader Improvements

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:

In our continuing effort to provide customers with the most reliable products possible, Triton has been working diligently to resolve an issue seen in Canada with EMV card readers of various ATM and POS manufacturers. Our research has shown that the issue is most likely caused by ESD (Electrostatic Discharge) damage carried to the card reader contacts by certain Chip Cards that have a conductive decorative layer in their construction. Even though the card readers were constructed to meet human body model standards for ESD protection, these particular cards cause the card reader to fail under certain conditions by conducting a charge directly to the card reader contacts. Failure can be identified by customers being unable to complete a Chip transaction due to Chip Cards not being read and a fallback transaction denied by the Acquirers.

Triton has field tested and is releasing to our customers an improvement to the card readers that hardens them to ESD even beyond the human body model. We have added a grounded static dissipating brush to the entrance to the card reader that will discharge the ESD from the problem cards harmlessly to ground. Triton has tested card readers with the added static brush protection for over 1,500,000 transactions with no failures.

Triton ATMs equipped with the EMV card reader manufactured after February 7, 2011 shipped with the improved card readers. Except for the RT/FT kits, all card reader kits shipped after February 21, 2011 were improved with the static brush. RT/FT kits shipped with the static brush improvement starting March 18, 2011. Please note that the ground wire from the static brush should be attached to the same location as the ground wire from the magnetic head. The part number for the new card reader is 09200-00418. Kit instructions are available for download from the Triton Partner Site.



Triton will assist our customers with field upgrade of their card readers through December 31, 2011. Card readers that are returned to us will be tested, inspected, cleaned, repaired and have the static brush added. Contact your sales representative for details of this program.

Triton's experience with our customers in a number of markets that have implemented EMV result in a number of observations:

- End user training on the use of EMV cards is important and there will be a period of adjustment as users become familiar with the different behavior required with EMV cards.
- Cooperation of card issuers to prevent the issue of cards that destructively conduct ESD is vitally important.
- Regular cleaning of the card reader contacts will improve the success rate of EMV transactions.
- Card read failures with EMV cards are higher than with mag stripe only cards, but they can be improved with the measures outlined here.

Please see our technical bulletin, 11-02 dated 21 March, 2011, about recommended cleaning cycles and how to obtain cleaning cards.

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.