

## TECHNICAL BULLETIN: 14-06

**DATE:** February 20, 2014 **Revised:** June 17, 2014 **Revised:** December 18, 2014

**SUBJECT:** Review of Canadian Polymer Updates (Revised)

**AVAILABILITY:** All Authorized CA Triton Distributors and Third Party Service Providers

### This bulletin addresses:

	Hardware Service Issues
	New Kit/Parts Available
	Software Announcements
X	Technical Tips

### Recommended Implementation is:

X	Now for all affected units
	All affected units during next service visit
	Optional
	No implementation required

### DESCRIPTION:

**Triton did NOT test the new \$5 and \$10 Canadian polymer banknotes prior to release on November 7, 2013. Dispensers should perform to expectation if configured per descriptions defined below and loaded with ATM fit (non-brick) currency. Triton strongly recommends new banknote bundles be processed through a note counter prior to loading in cassettes.**

### RECOMMENDATIONS FOR PROPER DISPENSING OF POLYMER NOTES:

**For All Dispensers** - The Canadian polymer bank notes contain Braille embossing. When the polymer bank notes are stacked in the same orientation, the embossing will make one side of the note stack appear “thicker” than the other. The difference in thickness may result in poor note pick and note skewing problems in every dispenser. It is highly recommended that when loading cassettes, the polymer notes be placed in a different orientation in every bundle of 50 notes:

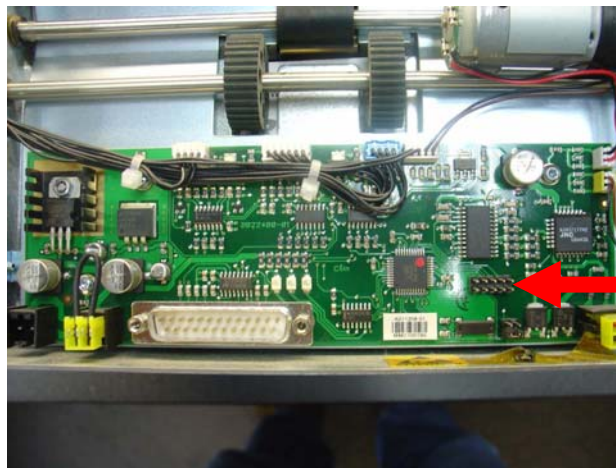


**Place Polymer Notes in Different Orientations Every 50 Notes**

**DESCRIPTION cont...**

**MiniMech**

- All MiniMech dispensers manufactured AFTER August 2007 must be upgraded to either 2011.02.FD or 2011.02.06 Firmware. See [Tech Bulletin 12-11](#) for details on updating firmware. (All future Canadian firmware loads will be polymer compatible)
- All MiniMech dispensers manufactured BEFORE August 2007 CANNOT be upgraded due to their lack of a JTAG port and must be replaced with a newer model.



JTAG  
port

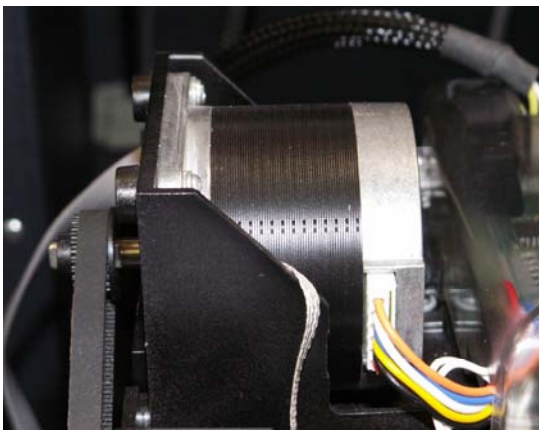
- A MiniMech Dispenser Infill Plate Upgrade Kit (part number **06200-00401**) is required for the MiniMech cassette. Installing the infill plate will address the dispenser's failure to pick the last few remaining notes in a cassette. See [Tech Bulletin 13-02](#) for details on installing the infill plate.



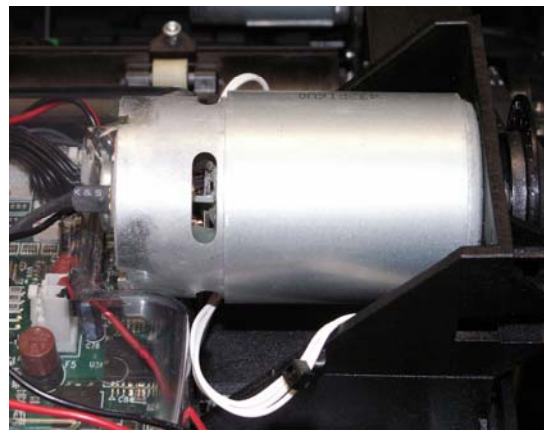
**DESCRIPTION cont...**

**TDM**

- TDM dispensers must upgrade the TDM Firmware using the TDM Firmware Loader Program Version v14.01b. This firmware upgrade program loads the correct version for TDMs with stepper motors and DC motors. As with the previous version of TDM Firmware Loader for Canada, the application is comloc controlled and requires a special download cable for firmware upgrades. Kits that include both the comloc and download cable may be ordered from Triton using part number **06300-00004**. (All future Canadian firmware loads will be polymer compatible)



Stepper Motor



DC Drive Motor

- TDM dispensers upgraded with the Advanced Security Module must upgrade the TDM Firmware using the TDM Firmware Loader Program Version v16.03b. This firmware upgrade program loads the correct version for TDMs **ONLY** with DC motors. As with the previous version of TDM Firmware Loader for Canada, the application is comloc controlled and requires a special download cable for firmware upgrades. Kits that include both the comloc and download cable may be ordered from Triton using part number **06300-00008**. This upgrade is Canadian polymer currency compatible and is only available for RL & RT units with the DC motor. There currently is no upgrade for the stepper motor. (All future Canadian firmware loads will be polymer compatible)

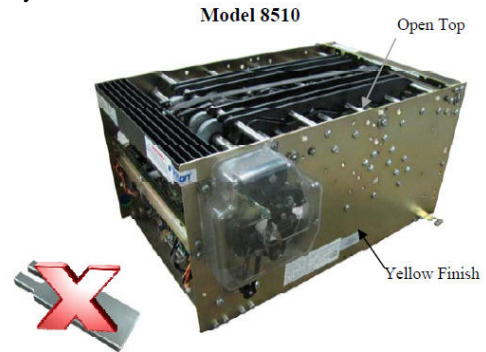
## DESCRIPTION cont...

### SDD

- All Rev. 2 - 4 SDD dispensers must be calibrated to 19.65mm to ensure accuracy. This adjustment will reduce rejects. (Adjustment tool part number **03011-02150**) Older SDD Model 8510 (Rev 1) dispenser (as shown below) CANNOT be calibrated and Triton recommends replacing with an updated model. See [Tech Bulletin 13-14](#) for details on the adjustment tool.



Adjustment Tool



SDD Dispenser Model 8510 Rev 1

- The SDD cassette requires note rail (guide) adjustment to minimize possible false “accountancy” errors. See [Tech Bulletin 12-04](#) for more information.

### HCDU

- Cassette height rails need to be adjusted to Canadian polymer currency settings. Reference [Tech Bulletin 14-02](#).
- Unlock and open the cassette that needs adjusting

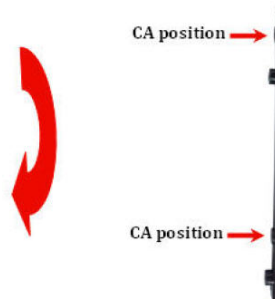


Remove screws



US position

US position



CA position

CA position



- Loosen, DO NOT REMOVE, the screws securing the right side rail.

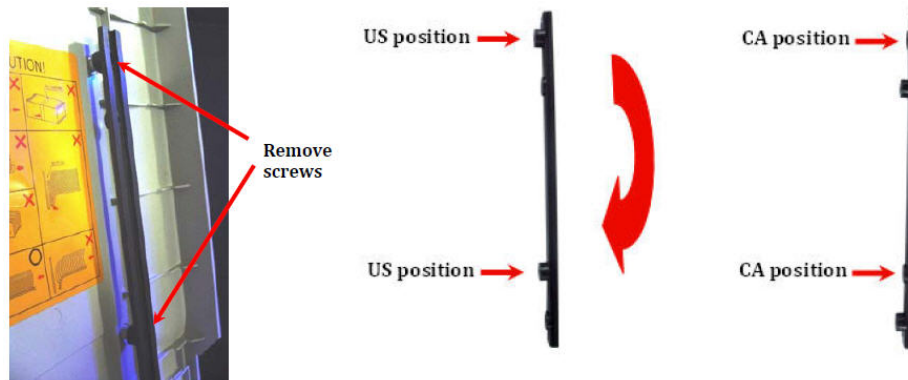


- Slide the rail to the left as far as it will go and tighten the screws.

**DESCRIPTION cont...**

**SCDU**

- Cassette height rails need to be adjusted to Canadian polymer currency settings. Reference [Tech Bulletin 12-09](#).



- A packer plate upgrade kit is required for the SCDU cassette to properly dispense Polymer Currency. (part number **41017-00002**)



- SCDU Firmware Version 9.10.17 was released in SCDU Firmware Loader Version 2.0 and is available in KIT part number **06300-00007**. See [Tech Bulletin 13-13](#) for more information. (All future Canadian firmware loads will be polymer compatible)
- SCDU version 9.10.18 replaces the previous version 9.10.17 and can be used on both ARGO and Traverse units. This version is acceptable to use with the Canadian polymer currency. (All future Canadian firmware loads will be polymer compatible however the minimum version is 9.10.17)



## DESCRIPTION cont...

### NMD50

- Triton strongly recommends replacing older Rev 1 & Rev 2 dispensers with later models due to the number of component changes that are required for those models. Older models are identified with serial numbers prior to 1006523 and were manufactured prior to 2008.
- NMD Rev 3-5 must have the CMC board upgraded. An upgraded board can be recognized by the number 31 blacked out on the CMC board rev 3. CMC board rev 4 & 5 will not be blacked out.



CMC board rev 3



CMC board rev 4

- Perform a visual inspection to verify the pick rollers are of the “tractor” feed variety. See [Tech Bulletin 12-01](#) for additional information.



Smooth Rollers Used on NMD50 Rev 1&2



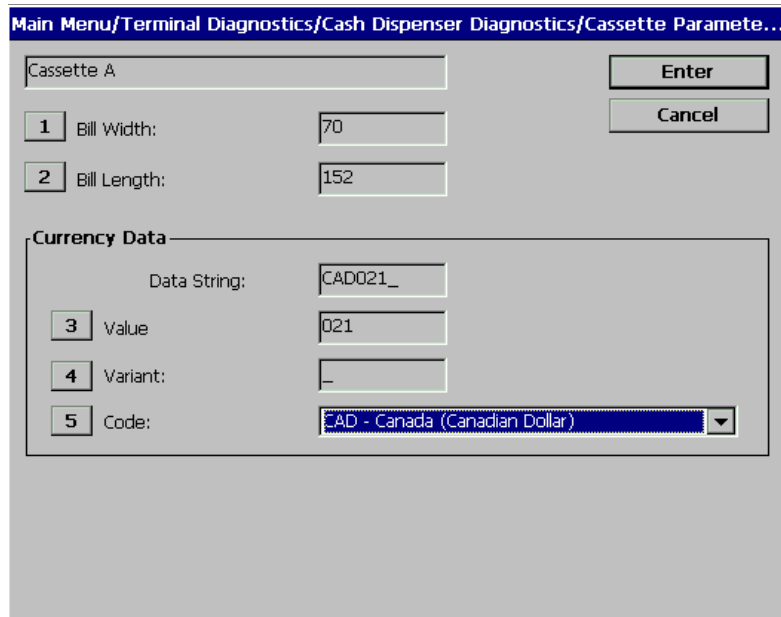
Tractor Rollers Necessary for Proper  
Polymer Note Picking

- NMD Rev 3-5 upgrade firmware on the CMC board to 2019-41.02 and the NFC board to 2006-08.DA. NFC firmware version 2006-08.DA is REQUIRED with CMC firmware 2019-41.02 for proper communication. (All future Canadian firmware loads will be polymer compatible)

## DESCRIPTION cont...

### NMD50 cont...

- Once the NMD is loaded with Polymer firmware such as 2019-40.BY, the cassettes must be configured properly in Management Functions for Canadian currency. See [Tech Bulletin 13-03](#).



The screenshot shows a configuration window titled "Main Menu/Terminal Diagnostics/Cash Dispenser Diagnostics/Cassette Paramete...". It contains the following fields and controls:

- Cassette A**: A text field at the top left.
- Enter** and **Cancel**: Buttons at the top right.
- 1 Bill Width:** A field containing the value **70**.
- 2 Bill Length:** A field containing the value **152**.
- Currency Data**: A section containing:
  - Data String:** A field containing **CAD021\_**.
  - 3 Value:** A field containing **021**.
  - 4 Variant:** A field containing **-**.
  - 5 Code:** A dropdown menu showing **CAD - Canada (Canadian Dollar)**.

Properly Configured Canadian \$20 NMD Cassette

- All units with an NMD50 should upgrade to software v3.2.0c. Upgrading to v3.2.0c will properly report erroneous bill counts as Error Code 323 (Dispenser Count Check) as opposed to 389. [Tech Bulletin 13-22](#).

If you have questions regarding this Technical Bulletin, please contact Technical Support at 1-228-575-3100 or toll free in the U.S. / Canada 1-800-259-6672. Visit [www.Triton.com](http://www.Triton.com) for additional information.

For all ATM Parts, Repair, and Training needs, visit [www.atmgurus.com](http://www.atmgurus.com).