

Update Bulletin

Equinox L5300 \$52 Rebate and Equinox L5200 Temporary Ship Hold

September 13, 2013

EXPIRED

L5200 users in some areas have reported re-swipe rates that exceed their typical experiences with PIN pad card readers.

Equinox has carried out a thorough investigation and found several variables that can lead to lower initial read rates. A common thread has been discovered that the L5200's new and highly sensitive read head, when coupled with its tension mounting, may not read all cards to Equinox percentage rate specifications, especially cards that vary from the industry spec.

Regional production and quality of the magnetic stripes on bank cards can vary greatly, which explains why some locations report no problems, while others are experiencing more re-swipes.

Equinox has developed a hardware enhancement to the L5200 read head and its tension mounting. Lab tests show that the upgrade is very effective, and revised units have been placed into live-store trials this week. After a successful four-week confirmation test, the change will be put into production, and Equinox expects to ship updated L5200s in early November.

Production installations indicate that the L5300 is not affected by this problem.

To help Channel Partners cover the temporary gap while L5200 shipments are on hold, Retalix, Equinox and POSDATA are working together to offer special pricing on the L5300:

- Channel Partners will receive a **\$52 rebate** on any model L5300 payment terminal. Use the regular L5300 PINs and pricing plus the instant rebate PIN below.
- The \$52 is an instant rebate against the existing L5300 dealer net price, taken on the Channel Partner P.O. and reflected on the Retalix invoice.
- This offer is effective immediately, and applies to all L5300 orders placed by November 18, 2013 for shipment by November 29, 2013.
- Channel Partners may also use the \$52 rebate when updating any unshipped L5200 orders to specify the L5300 instead. Use the same PIN below to get the \$52 rebate.
- This is not a recall of the L5200: any L5200 orders not changed to the L5300 will be fulfilled using the updated L5200s when they are available to ship.

Channel Partners will be notified when the L5200 returns to volume ship. Channel Partners may then return L5200 units with the problem to Equinox for repair under warranty.

PIN	Item	Price
HY-L5300-REBATE-52	Equinox L5300 \$52 Rebate Order one (1) each per L5300 terminal. Orders must be placed by November 18, 2013 for shipment by November 29, 2013.	-\$52.00