

Marketing Sales Release

EMR4 C06 Software Release

1.0 Purpose

This Marketing Sales Release is notification Veeder-Root has released version C06 software for the EMR4.

2.0 Software Changes

C06 Software contains the following changes:

- Previously, the EMR4's Interconnect Box's pulse output combined pulse information from Display Head 1 and Display Head 2 thus incorrectly doubling the pulse output. For customers with more than one remote display, the volume displayed would be a sum of the two display heads. Version C06 corrects this doubling of pulse outputs.
- In software version C05, an "IB Comm Failure" message would result from trying to request the config from a second Display Head when it wasn't connected. This communication error has been resolved in version C06.
- In software version C05, negative dispense values cause the pulse output to stop counting. With version C06 negative pulses will not interrupt the pulse output.
- Previously, the pulse output signal to remote displays was transmitted in bursts, which could cause a remote display to appear to increment in an uneven fashion. Version C06 includes improvements with pulse output timing to smooth the visual incrementing on remote displays.

C06 software changes do not affect any metrological settings within the EMR4.

Software is available for download with the following link: <https://www.veeder.com/us/emr4-electronic-meter-register-software-download-form> (link requires registration).

3.0 Weights & Measures Certification

Version C06 software is released to production and is available for download. Veeder-Root is in the process of renewing all global product certifications to add the C06 software release. During this transition, Veeder-Root will hold orders until the necessary certifications have been updated. Once a certification has been updated, the order hold for that region will be removed.

Certain regions such as the European Union and India are anticipated to take longer to attain certification approval for the C06 release. To obtain EMR4 components with version C06 software, the distributor must, in writing, send a note to Veeder Root Customer Service (customerservice@veeder.com) confirming that the distributor will assume full responsibility for software version compliance in accordance with local Weights and Measures certification requirements. The distributor agrees to load the appropriate version software (currently C05 for EU, BFD for India) back into the EMR4 to meet regional certification requirements and then update the software back to version C06 as required once the certifications have been completed. The distributor would be

responsible for the labor to perform these software changes. Any failure to manage inventory accordingly will be at the distributor's risk and mitigation responsibility. See [Appendix A](#) for email form.

4.0 Replacement Part Orders

If you order a Display Head or IB box as a field replacement, the new component will have the latest software installed in it, which as of this notice would be version C06. During installation of the field replacement you must ensure all the components (each Display Head and Interconnect Box) have the same software. If one or more components have different software versions, you will need to perform a software upgrade on those components.

5.0 Related Documentation

Technical Service Notice TSN 2019-11A provides instructions for service technicians to perform the software upgrade and downgrade. The TSN can be found here: [TSN2019-11A](#).

Current and previous versions of software are available for download with the following link:

<https://www.veeder.com/us/emr4-electronic-meter-register-software-download-form>

(link requires registration)

6.0 Ordering Information

For ordering information, contact Veeder-Root Customer Service at customerservice@veeder.com or by calling toll-free 800-873-3313 (International toll number +1-814-696-8096).

7.0 Appendix A

Instructions: Complete grey section with contact information and email content to customerservice@veeder.com

Attn: Veeder-Root Customer Service

As a Veeder-Root EMR distributor, I acknowledge that my organization is willing to accept EMR4 units with the understanding that the pre-loaded software version C06 is currently in the application status for my region's Weights & Measures certification. For all units we receive prior to application approval, we will assume full responsibility for software version compliance in accordance with local Weights and Measures requirements, and we agree to load the appropriate version software (currently C05 for EU, BFD for India) back into the EMR4 to meet regional certification requirements prior to commissioning the equipment. As required, the EMR4 system will be updated to version C06 or greater once the certifications have been completed. We will assume responsibility for the labor to perform these software changes. Any failure to manage inventory accordingly will be at our risk and mitigation responsibility.

Regards,

(Name)

(Title)

(Organization)

(Date)