

# Coin Cell Battery Replacement Guide

## 1646 EPC4 and 1651 Panther I

B005-0000-2500

497-0528894 Issue A

©2020 NCR Corporation, all rights reserved.

**NCR - Confidential**

Use and Disclose Solely Pursuant to Company Instructions





The product described in this document is a licensed product of NCR Corporation.

NCR is a registered trademark of NCR Corporation. NCR RealPOS is a trademark of NCR Corporation in the United States and/or other countries. Other product names mentioned in this publication may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.

The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing LLC in the United States and other countries.

Where creation of derivative works, modifications or copies of this NCR copyrighted documentation is permitted under the terms and conditions of an agreement you have with NCR, NCR's copyright notice must be included.

It is the policy of NCR Corporation (NCR) to improve products as new technology, components, software, and firmware become available. NCR, therefore, reserves the right to change specifications without prior notice.

All features, functions, and operations described herein may not be marketed by NCR in all parts of the world. In some instances, photographs are of equipment prototypes. Therefore, before using this document, consult with your NCR representative or NCR office for information that is applicable and current.

To maintain the quality of our publications, we need your comments on the accuracy, clarity, organization, and value of this book. Please use the link below to send your comments.

Email: [FD230036@ncr.com](mailto:FD230036@ncr.com)

Copyright © 2020

By NCR Corporation

Atlanta, GA U.S.A.

All Rights Reserved



# Preface

## Audience

This book is written for end users (System Administrator and Maintenance Technician), NCR Field Engineering, and VAR/OEM Hardware and System Integrators

**Notice:** This document is NCR proprietary information and is not to be disclosed or reproduced without consent.

## **SAFETY AND COMPLIANCE INFORMATION**

This section introduces the hazards and safety precautions associated with installing, inspecting, maintaining or servicing the Panther 1 or EPC 4 components. Before proceeding, check the relevant hazard and safety information. Fire, explosion or electrical shock could occur and cause death or serious injury if these safe service procedures are not followed.

All work must be carried out in accordance with NFPA (National Fire Protection Association) 30, 30A, and 70, and any local authority.

### **PRELIMINARY PRECAUTIONS**

You are working in a potentially dangerous environment of flammable fuels, vapor, and high voltage. Only trained or authorized individuals knowledgeable in the related procedures should install, inspect, maintain or service this equipment.

### **EMERGENCY TOTAL ELECTRICAL SHUT-OFF**

Locate the forecourt emergency fuel shut-off valves and electrical isolation breakers. Understand how to use these, should they be required. Locate the switch or circuit breakers that shut-off all power to all fueling equipment and dispensing devices.

### **TOTAL ELECTRICAL SHUT-OFF BEFORE ACCESS**

Any procedure requiring access to electrical components or the electronics of a pump/dispenser requires total electrical shut-off of that unit. Understand the function and location of this switch or circuit breaker before inspecting, installing, maintaining, or servicing the OPTIC heater kit.

### **EVACUATION, BARRICADING, AND SHUT-OFF**

Any procedures requiring accessing a pump/dispenser head requires the following three actions:

- An evacuation of all unauthorized persons and vehicles
- Using safety tape or cones as barricades to the effected units
- A total electrical shut-off of the affected unit(s)

### **SAFETY EQUIPMENT**

Throughout the Disassembly and Installation procedures of the OPT Retrofit Kit involves working with and around hazardous materials and apparatuses. Use of proper safety equipment such as ANSI (American National Safety Institute) Personal Protective Equipment such as safety glasses, insulated gloves, and protective footwear.

## READ THE MANUAL

Read, understand and follow this manual and any other labels or related materials supplied with the equipment. If you do not understand a procedure, call NCR. It is imperative to your safety and the safety of others to understand the procedures before beginning work.

## FOLLOW THE REGULATIONS

Regulations in OSHA (Occupational Safety and Health Administration), national, state and local codes, including customer requirements must be followed. Failure to install, inspect, maintain or service this equipment in accordance with these codes, regulations and standards may lead to legal citations with penalties and may affect the safe use and operation of the equipment.

## SAFETY SYMBOLS AND TERMINOLOGY

**Caution:** This safety alert symbol is used in this manual and on warning labels to alert you to a precaution which must be followed to prevent potential personal safety hazard. Obey safety directives that follow this symbol to avoid possible injury or death.

### Signal Words

**Warning:** Alerts you to a hazard or unsafe practice which will result in death or serious injury.

**Caution:** Designates a hazard or unsafe practice which may result in minor injury, property or equipment damage.

**Note:** To emphasize points or remind installer of something, or to indicate the possibility of minor problems in the outcome of what installer is doing.

## OUT OF BOX FAILURE (OBF)

If you experience an out of box failure (OBF) during installation or staging related to a missing, wrong or defective unit or item, simply provide NCR with a detailed description of the issue and the item will be replaced free of charge. For assistance with this process send an email to [CustomerSat.Retail@ncr.com](mailto:CustomerSat.Retail@ncr.com) with the following details:

- NCR Sales Order # (Sales Order # are located on the box)
- Date of Product Installation
- Product Model #
- Unit Serial #
- NCR part # of defective/missing/wrong component
- Description of Failure (please be specific. For example: "display will not power on")
- Customer/Requestor's contact name, phone number and/or e-mail address
- Address to ship replacement part(s)

Transport the product in its original packaging to prevent impact damages.

If you do not have access to a computer, you may leave a voice message at: 1-800-528-8658 (USA), or (International) +1-770-623-7400. When leaving a message, please provide a phone number and/or an email address so NCR can contact you if additional details are needed.

**Note:** Used equipment that experiences a failure does not qualify as an OBF and should go through the NCR warranty process.



## WARRANTY

Warranty terms vary by region and country.

All parts of this product that are subject to normal wear and tear are not included in the warranty. In general, damages due to the following are not covered by the warranty.

- Improper or insufficient maintenance
- Improper use or unauthorized modifications of the product.
- Inadequate location or surroundings.

For detailed warranty arrangements please consult your contract documents.

## RETURNING DEFECTIVE HARDWARE FOR SERVICE

Use the following procedure to report/return defective hardware.

- Call the NCR Customer Care Center at 1-800-262-7782 and have the following information available when you place the call.
- Class/Model number of the defective equipment
- Serial Number of the defective equipment
- Equipment location in the store
- Description of the problem, including any system error codes, error condition, or guidance to the area of failure.

The NCR Agent will provide you with a work order number, which serves as your Return Material Authorization (RMA). Please provide the RMA on the outside of the shipping box.

**Note:** A work order must be opened for each device that is shipped for repair.

## REVISION RECORD

Issue	Date	Remarks
A	July 2020	First Issue

# Table of Contents

Preface .....	i
REQUIRED TOOLS AND MATERIALS .....	1
RECOMMENDED MATERIALS .....	2
1646 EPC4 .....	3
1651 Panther I .....	6



## **REQUIRED TOOLS AND MATERIALS**

- CR2032 or BCR2032 coin cell battery
- Torx T-15 screwdriver for EPC 4
- Phillips #2 screwdriver for Panther 1 components
- Slotted screwdriver or coin for slotted ¼ turn latch on Panther 1 enclosure

## **RECOMMENDED MATERIALS**

N/A

## 1646 EPC4

Caution: Ensure that AC power is disconnected from the component prior to performing this procedure.

- 1) Open Enclosure. To open enclosure, pull / push enclosure open latch toward the front IO.
- 2) While the open enclosure latch is in the forward position, separate bottom and top housing. See Figure 1:



Figure 1

- 3) Remove the SSD Cover Screw with a Torx T-15 screwdriver and remove the SSD cover.



Figure 2

- 4) Remove the SSD by gently pulling away from the EPC. Figure 3 is pictured with SSD removed:
- 5) Remove 4 screws and lift mother board cover. Lift rear of cover to aid in removal as applicable.

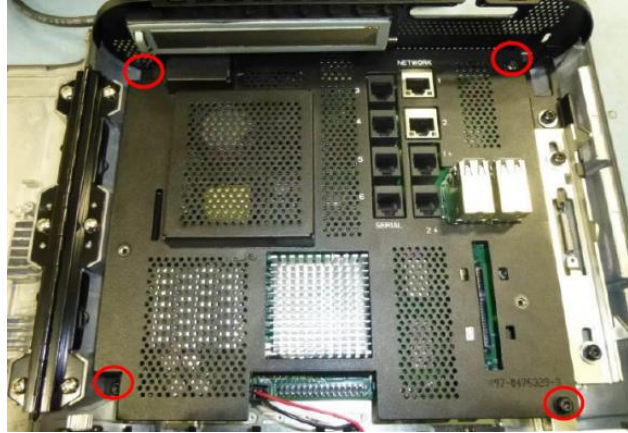


Figure 3

- 6) Remove memory stick from slot to gain access to battery below. Figure 4 shows memory stick already removed

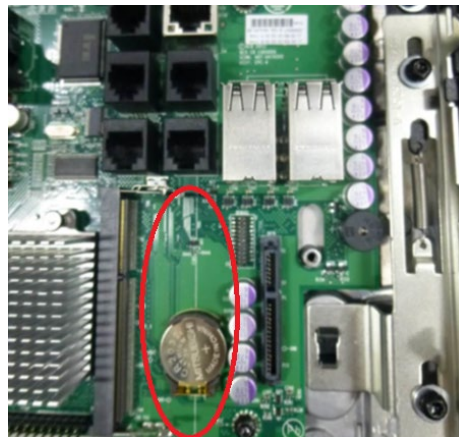


Figure 4

- 7) Push battery metal contact, in direction shown below with fingertip or screwdriver, enough to release the battery from the metal contacts. Remove and discard old battery.



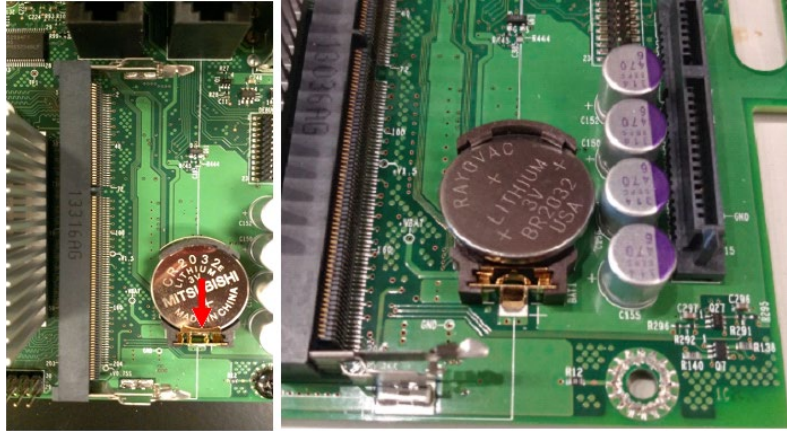


Figure 5

- 8) To install new battery, place one side under metal contacts first, and then snap the other side down into the plastic housing.



Figure 6

- 9) Reinstall the memory in reverse of step 6).  
 10) Reinstall the motherboard cover in reverse of step 5).  
 11) Reinstall SSD in reverse of step 4).  
 12) Reinstall SSD cover in reverse of step.3).  
 13) Reinstall enclosure in reverse of steps 2) and 1).  
 14) Return power to unit.  
 15) Customer to set the time as applicable.

## 1651 Panther I

**Caution:** Ensure that AC power is disconnected from the component prior to performing this procedure.

- 1) Disconnect A/C power cord from the unit before opening door.
- 2) To open door, turn the slotted latch with a coin or slotted screw driver  $\frac{1}{4}$  turn. Once unlatched the door can be opened.

**Note:** Please note that lifting on the door while opening will result in the door coming off the hinges by design.



Figure 7

- 3) To remove the door simply open the door and lift the door upwards off the hinges.



Figure 8

- 4) Remove the SSD Cover Screw with a Phillips screwdriver and remove the SSD cover.



Figure 9

- 5) Remove the SSD by gently pulling away from the Panther 1 Unit. Figure 10 is pictured with SSD removed.
- 6) Remove 4 screws and lift motherboard cover.

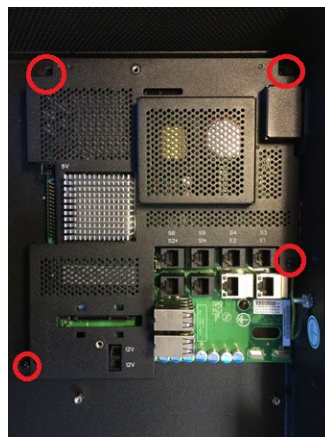


Figure 10

- 7) Remove memory stick from slot to gain access to battery below. Figure 11 shows memory already removed



Figure 11

- 8) Push battery metal contact, in direction shown below with fingertip or screwdriver, enough to release the battery from the metal contacts. Completely remove and discard battery.

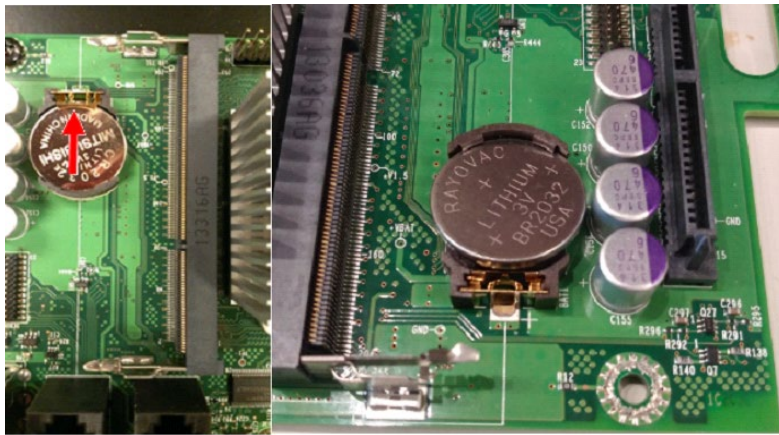


Figure 12

- 9) To install new battery, place one side under metal contacts first, and then snap the other side down into the plastic housing.



Figure 13

- 10) Reinstall the memory in reverse of step 7).

- 11) Reinstall the motherboard cover in reverse of step 6).
- 12) Reinstall SSD in reverse of step 5).
- 13) Reinstall SSD cover in reverse of step.4).
- 14) Reinstall enclosure in reverse of steps 3) and 2).
- 15) Return power to unit.
- 16) Customer to set the time as applicable.