

## TWC-NV / TWI Replacement & Options

TWC-NV (no web firmware) / TWI (web firmware) are the last iterations of our original Flowmaster series, a 2-Wire controller family we introduced over 20 years ago. A sensor-based 2-Wire system with pre-addressed LD decoders, there are many considerations to make when replacing these old controllers (due to failure or upgrade).

### What are my Options?

Our newest controller, the NLP, is a direct replacement for the TWC-NV or TWI controller. The NLP operates all LD-decoders & Tucor can import existing TWI decoder, station & program data into the NLP. Although the NLP comes with powerful enhancements & many new features, the NLP is also the more economical option for controller replacement in many retrofit scenarios!

Considerations Per Option	TWC-NV/TWI Refurb	TWC-NV/TWI (New)	NLP
<b>Warranty (Refurb)</b>	90 Days	3-Year Warranty with Warranty Form	3-Year Warranty with Warranty Form, 5-year via Extended Warranty Process (new installations)
<b>Server</b>	Legacy RealNet Server	Legacy RealNet Server	Enhanced NLPNet Server <ul style="list-style-type: none"> <li>No syncing (real-time data update)</li> <li>Self-administrated user access</li> <li>OTA firmware updates</li> </ul> Additional alerts & more!
<b>Expandability</b>	Must purchase additional license key firmware upgrades to expand up to 200 total zones	Must purchase additional license key firmware upgrades to expand up to 200 total zones	Up to 500 Zones, no license costs
<b>Feature Enhancement</b>	None. Only available for exact model swap. <ul style="list-style-type: none"> <li>Existing license key chip must be preserved</li> <li>Must purchase new transformer</li> </ul> Must use existing enclosure	None <ul style="list-style-type: none"> <li>Existing license key chip can be preserved</li> <li>New transformer included</li> <li>Purchase as panel-only or in new SSX enclosure</li> </ul>	New controller enhancements: <ul style="list-style-type: none"> <li>Expand from 10 to 50 Programs</li> <li>Real-time data update</li> <li>2-Wire alerts + enhanced diagnostics</li> <li>Calendar-based scheduling</li> <li>On-demand back-ups &amp; OTA firmware updates</li> <li>Access to new decoders with added short protection, enhanced diagnostics</li> </ul>

<b>Costs</b>	<b>Lowest</b> <ul style="list-style-type: none"> <li>Does not include license key upgrade (requires old license key chip)</li> <li>No upgrade for models (exact swap required)</li> <li>Not available for TWC-50/100/200</li> </ul>	<b>Highest</b> Price varies widely depending upon: <ul style="list-style-type: none"> <li>License Key size</li> <li>Enclosure</li> </ul> <b>Does not include communication</b>	<b>Mid-Tier</b> <ul style="list-style-type: none"> <li>New Controller with 8" Color Touch Screen</li> <li>New Communication</li> <li>New Cabinet (20" SSX or Retrofit Pedestal Assembly)</li> <li>Access to new Smart decoder series (NG-050)</li> </ul>
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## Retrofit Considerations

- As we've supported the TWC / Flowmaster Line for over 20 years, there are many iterations, variances & outstanding models. To help us accelerate support, we ask customers to provide:
  - A photo of the controller & existing enclosure
  - A detailed photo of any serial #s, labels or stickers inside the controller enclosure
- Decoder data **must** be preserved from the old controller (**See Data Extraction**) in **any** retrofit scenario
- To ensure a seamless deployment, any NLP deployed on retrofit 2-Wire may be subject to additional screening questions. Specific 2-Wire measurements & data may be required if:
  - Must:** Customers expanding zone counts beyond former controller model zone limits
  - Must:** Combining controllers
  - May:** Expanding zone count
  - May:** Expanding simultaneous zone count beyond former controller model zone limits
- The NLP can accommodate any Tucor-branded controller decoder as well as the new NG-series of smart decoders
  - The NLP requires new sensor decoders (SD-110). For TWI controllers with sensors deployed, the existing SD-100 will need to be replaced
- The NLP requires a remote access NLPNet subscription
- The NLP uses an all-new server, NLPNet. Customers will access NLP via a separate platform than legacy controllers (RealNet).
- The NLP comes in 2 retrofit enclosure options:
  - 20" SSX Cabinet
  - Tucor pedestal retrofit kit

## **Data Extraction**

The TWC-NV / TWI uses Tucor's oldest decoder series, the LD-series. These decoders are set to a fixed address & come in 1, 2, 4 & 6 address models. The controller references these addresses when activating any station.

**Because of the above, Tucor will not ship any TWC-NV/TWI replacement without express written confirmation of correct controller data. The controller will not operate the decoders without it.**

For TWI Customers:

- Tucor can extract this data from the server
- Customers **must take care & verify server data is up-to-date**. Controller **data is manually backed up to server** in a process known as syncing. Contact Tucor for more information.

For TWC-NV or Flowmaster (oldest models) Customers, or Customers without a valid web connection, Tucor accepts the following forms of information:

- Data via .LDB file. Tucor will accept & load data into new controller
- Physical controller (Tucor Data Retention Program)
  - For a nominal fee, Tucor will attempt to extract databases from an existing controller
  - Data is imported into new controller
  - Estimate 3-5 days processing time from date of controller receipt
  - Tucor Requires PO before processing controller. Placing a PO before shipping the old controller avoids additional delays

If a customer does not have access to any of the above, contact [support@tucor.com](mailto:support@tucor.com).