

## Error Codes

Error Code	Fault	Action
Err 3	No price set.	Set a price at the pump or at the controller.
Err 4	CWID offline.	Check connections. Change CWID PCB.
Err 7	Excess flow.	Check for air.
Err 8	Excess reverse rotation of encoder.	Check product is not flowing back into the tank once the delivery has finished.
Err 9	Faulty encoder or disconnected encoder.	Check encoder circuit.
Err 10	Configuration Lost	Reconfigure C4000
Err 11	Invalid access code (Comcard or CWIDKey Basic systems only).	Enter valid access code.
Err 12	C4000 memory failure.	Change memory E2prom 'chip'.
Err 13	Temperature/Pressure Interface unplugged.	Reconnect interface board or replace.
Err 14	Temperature Probe disconnected.	Reconnect temperature probe or replace.
Err 15	Pressure Probe disconnected (LPG only).	Reconnect pressure probe or replace.

### NOTE

*For Error 7 (LPG) also occurs if flow rate exceeds 100 litres/min.*

*For Error 8 excess reverse rotation means the encoder has turned backwards more than 3/4 of one turn during a delivery, or within two seconds of the end of a delivery. This only occurs if the non-return valves installed on site are faulty.*

## Error Messages

On Pump LCD Display	On PIN Pad Dot Matrix Display (if Connected)	Explanation
REPAS	Pass Again	Card not read properly, try re-swiping. In addition, C4000 may be configured for the wrong card reader track, or the card or card reader could be faulty.
HOLD	System not ready	Pump no longer communicating with Central Controller.
:0.0		The full-colon on the display indicates that the processor supply has been OFF and back ON since the last transaction.
_____	Restricted Fuel	Card not validated for the pump/dispenser fuel grade set.
_____	Wrong System	Incorrect card used or the controller has the incorrect access code or ISO number set. Or requires setting for a particular Card Type.
_____	Expired Card	Card expiry date is earlier than controller date
_____	Bad Card	Algorithm check sum on cards is invalid
_____	Wrong Pin	An incorrect or invalid pin has been entered.
_____	Wrong Network	The network encoded on the card is invalidated in the controller.
RAnGE		Temperature probe out of range. (Only displayed when temperature setting selected on K Factor Switch). Probe either faulty or not connected.
	Low Battery	Fault on Secure PIN pad Processor PCB- replace complete PIN pad.
	Memory Error	Fault on Secure PIN pad processor PCB replace complete PIN pad.
Air (Flashing)		The air cut-out switch has operated. AdBlue meter has detected air in the system. (Air purge required)
GAS (flashing)		LPG ONLY. Flow rate fell to between 0 and 6 litres/min for more than 6 seconds. Indicates creepage due to presence of vapour.