

Appendix A: Horizon Error Codes

Following are the severity descriptions for the Horizon with Split Software (with E101) Error Codes for 26.04.1.27 or later and 27.04.1.32 or later.

Minor: A minor error does not affect the operation of the dispenser. The occurrence is logged in the relevant log file and operation continues as normal.

Medium: A medium error only affects the use of one grade or nozzle for one fuelling position. This type of error clears itself at the start of a new transaction. All other grades or nozzles on a fuelling position can continue to be used the same fuelling position.

Major: A major error only affects one fuelling position. All grades or nozzles will be unavailable on the fuelling position after a major error has occurred. All other fuelling positions will be unaffected. To clear a major error, the entire pump or dispenser must be restarted.

Supermajor: A supermajor error affects an entire pump or dispenser. To clear a supermajor error, the entire pump or dispenser must be restarted.

Error Code	Description	Severity	Solution
E1	W and M RAM database corrupted	Supermajor	Contact technical support
E2	Application RAM database corrupted	Supermajor	Restart with F1/F2 on Manager Keypad
E4	One or more tasks not started	Supermajor	Contact technical support
E5	Coldstart with Manager Keypad (CC59, FC1)	Supermajor	Information only, restart with F1/F2 on Manager Keypad
E6	NV data mismatch	Supermajor	Contact technical support
E7	NV data download error	Supermajor	Contact technical support
E8	Database not compatible with previous version	Supermajor	Contact technical support
E9	Hardware Coldstart	Supermajor	Contact technical support
16	Preset Underrun	Medium	Information only
20	Pulser disconnected/SIP magnet dropout	Medium	Contact technical support
26	Invalid calibration factor	Medium	Contact technical support
29	"Valve Stuck"/Initial dispenser or maximum no flow time-out	Medium	Dispenser time-out has occurred
32	Maximum authorize time expired/maximum fill time expired	Medium	Information only
33	Stop button activated	Medium	Information only
34	RAM battery status bad	Major	Contact technical support
44	Pump handle ON at power up	Medium	Information only, lower pump handle or return nozzle
46	Minimum preset limit	Medium	Information only, preset from POS or from keypad is too small
50	POS communications lost (disconnected)	Medium	Contact technical support

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Error Code	Description	Severity	Solution
51	POS communications established (reconnected)	Medium	Information only
58	Communication battery backup status low	Medium	Contact technical support
99	BOSS: W and M database CRC incorrect	Supermajor	Contact technical support
100	BOSS: Application Flash Hash invalid	Supermajor	Contact technical support
101	BOSS: W and M Application Flash Hash invalid	Supermajor	Contact technical support
4322	Valve board not connected	Medium	Contact technical support
5047	SIP/IS Pulsar: Reverse flow detected	Medium	Contact technical support
5049	Unauthorized flow detected	Medium	Contact technical support
5050	SIP/IS Pulsar: Invalid pulser/pulser pattern invalid	Medium	Contact technical support
5054	SIP pulser calibration switch open	Medium	Close SIP calibration switch
5055	W and M/ECAL board switch open	Medium	Close switch on the ECAL
5056	Main W and M security switch open	Medium	Close switch on the E101 CPU board
5065	STP board 1 disconnected	Medium	Contact technical support
5074	Vapor Recovery motor not responding	Medium	Contact technical support
5080	Air sensor connected but option disabled	Medium	Contact technical support
5081	Air sensor not connected but option enabled	Medium	Contact technical support
5088	IFSF board not connected but option enabled	Supermajor	Contact technical support
5089	IFSF board errors	Medium	Contact technical support
5091	ATC configured but no communication to ATC hub(s)	Supermajor	Contact technical support
5092	ATC hub detected but ATC is not enabled	Major	Contact technical support
5099	Number of probes exceeds the number of ATC grades	Minor	Contact technical support
5100	Number of ATC grades exceeds the number of active ATC probes	Medium	Contact technical support
5104	Abnormal system end during transaction	Minor	Contact technical support
5111	Display board communication failure	Major	Contact technical support
5118	PPU board communication failure	Medium	Contact technical support
5120	Fiscal printer release lost	Medium	Check fiscal printer
5122	PPU board grade select button stuck	Major	Contact technical support
5124	Density, transaction or preset display communications failure	Medium	Contact technical support
5130	Display board errors	Major	Contact technical support
5131	PPP keypad option set but not present	Medium	Contact technical support
5134	Density display communication failure	Medium	Contact technical support
5135	Preset display communication failure	Medium	Contact technical support
5136	Transaction display communication failure	Medium	Contact technical support
5137	Stop button not detected but option enabled	Major	Contact technical support
5139	Stop button stuck	Major	Contact technical support
5140	Push to start not detected but option enabled	Supermajor	Contact technical support
5142	Push to start button stuck	Major	Contact technical support
5183	Totalizer present but no return pulse detected	Medium	Contact technical support
5211	Satellite display communications failure	Major	Contact technical support
5230	Totalizer CRC per nozzle corrupted	Medium	Contact technical support
5411	Vapor Recovery maximum recovery volume exceeded	Medium	Contact technical support

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Error Code	Description	Severity	Solution
5413	Zero price on PPU	Medium	Set prices from POS or use Command Code 20
5600	Fuel density not set with VRC or ATC enabled	Supermajor	Contact technical support
5601	ATC temperature reading out of range	Medium	Contact technical support
5603	Display board software version error/version changed	Major	Contact technical support
5604	ATC probe short circuit	Medium	Contact technical support
5700	Multiwire interface communications failure	Major	Contact technical support
5701	Multiwire interface unconfigured	Major	Contact technical support
5702	Multiwire interface device error	Major	Contact technical support
5703	Multiwire interface cash pulses overrun	Medium	Contact technical support
5704	Multiwire interface volume pulses overrun	Medium	Contact technical support
6036	AAB/PIB not detected but tank low level sensor enabled	Major	Contact technical support
6037	Pump handle ON at power up and hose leak test not possible	Supermajor	Information only, lower pump handle or return nozzle
6039	Kiosk switch not connected but option enabled	Major	Contact technical support
6040	Vapor Recovery Board not connected but option enabled	Medium	Contact technical support
6041	Vapor Recovery motors not responding	Medium	Contact technical support
6042	Vapor Recovery monitoring system stop (Vaporix stop)	Medium	Contact technical support
6047	Vapor Recovery Board detected but option disabled	Supermajor	Contact technical support
6048	Vapor Recovery service terminal connected	Medium	Contact technical support
6058	Satellite hardware not detected but option enabled	Medium	Contact technical support
6081	Maximum flow rate exceeded	Medium	Contact technical support
6082	High speed pulser out of range	Medium	Contact technical support
6084	Nozzle leak test failed	Medium	Contact technical support
6086	New software version detected	Supermajor	Contact technical support
6087	APP: Incompatible W and M software version	Major	Contact technical support
6088	SIP/IS Pulser: Communications lost with pulser device	Medium	Contact technical support
6089	SIP/IS Pulser: Pulser enable state error	Medium	Contact technical support
6090	SIP/IS Pulser: Too many pulsers enabled	Medium	Contact technical support
7108	BOSS: APP not polling ECAL board	Major	Contact technical support
8022	SIP Pulser: Encryption Failure ON enable	Medium	Contact technical support
8023	SIP Pulser: Encryption Failure ON disable	Medium	Contact technical support
8024	SIP/IS command mismatch	Medium	Contact technical support
8025	SIP Serial Number mismatch	Medium	Contact technical support
8026	SIP configured for by not detected	Medium	Contact technical support
8027	SIP device busy	Medium	Contact technical support
8122	Display proxy RAM allocation error	Major	Contact technical support
8123	Display proxy unknown board detected	Major	Contact technical support
9050	BOSS RAM runtime allocation error	Major	Contact technical support
9051	BOSS: Failure to create timer	Major	Contact technical support
9052	BOSS: Invalid callback used in constructor	Major	Contact technical support
9062	BOSS: Legal transaction response data in ATCL, PumaLan or Two-wire packet contains incorrect information.	Major	Contact technical support

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Error Code	Description	Severity	Solution
9063	BOSS: Legal data in Two-wire special function response contains invalid information.	Major	Contact technical support
9064	BOSS: Legal data in ATCL, PumaLan or Two-wire pump totals response contains incorrect information.	Major	Contact technical support
9065	BOSS: IFSF data mismatch	Major	Contact technical support
9101	BOSS: Display update failed	Medium	Contact technical support
9102	BOSS: Display lamp test failed	Medium	Contact technical support
9103	BOSS: W and M ECAL board poll failure	Major	Contact technical support
9104	BOSS: Multiwire board poll failure	Major	Contact technical support
9120	BOSS: Display update failed	Medium	Contact technical support
9121	BOSS: Hydraulics access failed	Medium	Contact technical support
9122	BOSS: Transaction data sequence failed	Medium	Contact technical support
9123	BOSS: LPG nozzle time-out	Medium	Contact technical support
9124	BOSS: UHF/Satellite nozzle time-out	Medium	Contact technical support
9126	BOSS: Transaction sequence number mismatch	Medium	Contact technical support
9127	BOSS: Application not polling hydraulics interface board	Medium	Contact technical support