

## Error codes Sandpiper II



Error code	Description	Comment	1. Solution	2. Solution	3. Solution
E 1	Ram Database corrupted		restart (F1 + F2)		
E 4	one or more tasks not started	software	restart (F1 + F2)	reload the configuration	
E 5	software cold start (CC59 --> 1)	only for information	restart (F1 + F2)		
E 6	configuration error	if the error comes up after display change: press F1, 0, 1, 2, 8, Enter, and F2	restart (F1 + F2)	reload the configuration	
E 8	Database not compatible with further version	Ram Database	restart (F1 + F2)	reload the configuration	
E 9	hardware cold start (Jumper)	only for information	restart (F1 + F2)		
E 10	new Software found	Security Switch is closed (maybe the configuration is lost)	open Security Switch + restart (F1 + F2)		
E 60	internal Totalizer error	only for information	error code will be reset after restart (F1 + F2)		
20	pulser not connected but grade is configured	after nozzle out the dispenser checks the pulser power supply, if it is less than 5mA the dispenser shows error code 20	check the pulser connection on the IS Hub	change the pulser to another grade (test option)	change the IS Hub. Use The IS_Hub from another pump (test option)
26	Calibration Factors are "0"	normal Calibration Factors: Ecometer --> 054XXX C+Meter--> 153XXX	for example after E-Cal Board change	check the calibration factors via Manager Keypad	if the error is shown before a transaction, calibrate the dispenser
33	E-STOP Button present	only for information			
44	Nozzle Switch active after power up	error shown only up after a restart	Nozzle is taken during power up, replace it and press F1 and F2 (warm start)	read out the Eventlog and check which nozzle produces the problem	check the nozzle switch
50	POS communication lost	error shown up if a POS system is connected	check the data cable connection	check the cable shielding	ask POS manufacture for online checking
58	Battery Backup status low	only for UK	check the Battery Backup voltage (<11V)	check the connection	
4322	Valve-Board not connected		read out the Eventlog and check which valve creates the failure	check the Valve Board connection	change the Valve Board. Use the board from another pump (test option)
5034	software cold start (CC59 --> 1, E5)	only for information	restart (F1 + F2)		
5035	hardware cold start (Jumper, E 9)	only for information	restart (F1 + F2)		
5036	Ram Database corrupted	E1, E4 or E6	restart (F1 + F2)		
5037	internal Totalizer error (E 60)	only for information	error code will be reset after restart (F1 + F2)		
5047	reverse petrol flow detected	from the suction side could cause the f	read out the Eventlog and check which pulser causes the failure	the Check valve next to the meter can cause the error	
5050	pulse error	pulse M1 is different to pulse M2	air can cause the error	read out the Eventlog and check which pulser creates the problem	

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5055	E - Cal Switch is open	only for information	check the E -Cal Board Switch from the taken nozzle		
5056	Security Switch on the CPU is open	only for information	check the Security Switch ON the CPU		
5065	STP Connector (3 Phase)/ AC Connector PCA (1 Phase) not connected		check the STP Connector/ AC Connector PCA connection	check the fuses F1 (T2A) and F2 (T6,3A)	change the Board Use the board from another pump (test option)
5081	air sensor active but not connected	GPU pumping unit has no air detector	read out the Eventlog and check the air detector	check CC 98 and cable connection	change the IS Hub. Use The IS Hub from another pump (test option)
5088	IFSF Lon Board not connected but option is set	error code will be reset after restart (F1 + F2)	check the Bus - Ribbon Cable from CPU to the IFSF/Lon Board	check CC24	change the IFSF/Lon Board . Use the board from another pump (test option)
5089	error on the IFSF Lon Board		check the Bus - Ribbon Cable from CPU to the Lon Board	change the IFSF/Lon Board . Use the board from another pump (test option)	
5091	ATC Hub Communication Failure. ATC option set.		check the connection	change the Hub. Use the board from another pump (test option)	
5092	ATC Hub detected but ATC is not configured		check CC91.6		
5099	Number of probes exceeds number of ATC grades		check CC75	check the connected probes	
5100	ATC number of ATC grades exceeds number of probes.	for example cable break	check CC75	check the connected probes	
5104	abnormal system end during transaction	hardware problems while fuelling	check hardware	read out the Eventlog and check	if the problem comes up every time check the voltage - LED's (D19-D24) on the CPU
5111	Display communication problem	error code will be reset after restart (F1 + F2)	error code is shown in the Eventlog after power up (NO ERROR; only for information)	check CC92 (Side Parameter)	check the cable connection
5118	PPU Display communication problem	error only shown with option- PPU per grade	check the PPU connection	change PPU board. Use a PPU board from another pump (test option)	
5120	additional release lost	only for Poland	only for information		
5131	Preset Keypad option set but not present		check the connection	check CC22, FC1	change the keypad . Use a keypad from another pump (test option)
5139	E-STOP Button stuck	error code will be reset after restart (F1 + F2)	check the Button		
5183	Totalizer present but no return pulse detected	error code will be reset after restart (F1 + F2)	check the connection	check the Totalizer	check the Door Node
5211	Display (3 / 4) communication problem	error code will be reset after restart (F1 + F2)	error code is shown in the Eventlog after power up (NO ERROR; only for information)	check CC92and 91.4 (Side Parameter)	check the cable connection
5230	Totalizer CRC per Nozzle Corrupted	only for information	restart (F1 + F2)	open Security Switch + restart (F1+ +F2)	
5413	PPU Price is zero		check CC20		
5600	fuel density not programmed (ATC)	CC75	check CC75		

Error code	Description	Comment	1. Solution	2. Solution	3. Solution
5601	ATC Temperature reading out of testing range	PT100 (0°C = 100Ohm)	testing range: - 49°C ≈ 80Ohm till 78°C ≈ 130Ohm	check the sensor	change the ATC Hub. Use the board from another pump (test option)
5603	Door Node software problem	if the problem comes up after Door Node exchange: F1, 0, 1, 2, 8, Enter, F2	restart (F1 + F2) with open Security Switch	check Door Node	check CPU
5604	ATC probe short circuit error	PT100 (0°C = 100Ohm)	check the temperature sensor		
5700	no communication to MultiWire-Board		check jumper 1 (after jumper position change a restart with power on/ off is required)	check connection line (Display Bus Splitter)	change the MultiWire-Board with a other one for a test
5701	MultiWire-Board have no application		restart with F1 + F2	change the MultiWire-Board with a other one for a test	
5702	release error MultiWire-Board	OPT have to cut the release after every transaction	check CC 40.8 (1 = OPT have to release ; 2 = without OPT release)	check the wiring to OPT	change the MultiWire-Board with a other one for a test
5703	Price pulse scale overrun -> frequency	frequency of price pulse is too high	OPT give a too high price per unit	the calibration factor is too high CC99	
5704	Amount pulse scale overrun -> frequency	frequency Amount pulse too high	the calibration factor is too high CC99/ CC76.2		
6001	no connection to IS-HUB 1		check the connection	check the jumper setting	check IS-HUB 1
6002	no connection to IS Interface	error code will be reset after restart (F1 + F2)	check the connection	check the main power (230V)	change the IS Interface. Use a IS board from another pump (test option)
6003	no connection to IS-HUB 2		check the connection	check the jumper setting	check IS-HUB 2
6006	no connection to Auxiliary Adapter Board but option is set	only for Italy	check the wiring	change the AAB . Use the board form another pump (test option)	
6014	E-Cal Board not connected	error code will be reset after restart (F1 + F2)	check the connection	check the E-Cal Board	
6027	second STP Connector (3 Phase)/ AC Connector PCA (1 Phase) not connected		check the connection	change the Board. Use the boards from another pump (test option)	
6030	leak test failed (after authorising from POS)	only for Italy	only for information		
6031	hose leak test failed	only for France	only for information		
6032	hose leak test interrupted	only for France	only for information		
6035	tank low level error	only for Italy	only for information		
6036	tank low level option is set but not connected	only for Italy	check the AAB connection		
6037	handle on at power up and hose leak test not possible	only for France	only for information		
6039	kiosk SA Switch set but not connected	only for Italy	check the wiring		
6040	VR Board not connected but option is set		check CC 91. 14	check the connection	check VR Board

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6042	Monitoring stop		check the VR System	reset the Monitoring System and make sure that the VR problem is solved	
6048	FB1 Service Terminal connected	only for information			
6058	AAB / PIB not connected	error code comes only up with a SAT nozzle switch at AAB /PIB Board	check the connection	check CC91 FC 17	
6081	max. fuel rate overrun	max fuel rate per meter >85l.	check the calibration factors via Manager Keypad	check fuel rate (stand alone mode "5" at Manager Keypad or CC76.1)	
6084	leak test failed (after hang out the Nozzle)	only for Italy	only for information		
6086	new Software found (E 10)	Security Switch is closed (maybe the configuration is lost)	restart (F1 + F2)	open Security Switch + restart (F1 +F2)	

For further questions contact Technical Support:

0049 5258/ 13 444

Version\_06

AMO-F\_Maik Michalczak