

How to Clear Error Code 20

On the Encore 500 Series and 700 S

Series Dispensers

There seems to be some confusion on how to correctly remove an error code from an Encore 500 and Encore 700 series dispensers properly. Gilbarco is receiving Pump Control Nodes back from the field with an indication that they were replaced because of an error code 20 or repeated error code 20's. If you do not properly clear an error code 20, it will continue to be a problem on the dispenser.

Gilbarco has received many returned Pump Control Nodes that were determined to be "No Defect Found". This indicates many PCN's may be getting replaced prematurely. It is believed that some are returned due to improper replacement in an attempt to correct error code 20.

Remember!

You should always attempt to troubleshoot a problem before replacing a part or clearing an error code!

If an error code 20 persists after troubleshooting, try rebooting the dispenser, if it still persists troubleshoot the pulser hardware and cable connections. You should look for pulser tampering as well. If you can't find anything visually wrong, then repeat the "Clear error code 20" process provided below.

The below procedure provides the steps that should be followed for clearing an error code 20.

***You must bypass the security switch before attempting.*

How to clear an error code 20

1. Install the manager's keypad
2. Press F1
3. Enter any valid level 2, 3, or 4 PIN code
4. Press enter
5. Press F2
6. Remove the manager's keypad

For specific pulser troubleshooting, please use MDE-3804