



November-07-13 4:20 PM

Subject: Service Bulletin 2490 Added to FTP Site

Importance: High

Attn: NEE Service Managers and DSS Subcontractors

This is a reminder that the following GVR service bulletin has been released and has been posted on the NEE FTP site. Please ensure you, your technicians and your staff doing web closure (warranty and commissioning) have read it:

- Service Bulletin 2490 – Fault-Cause-Remedy codes updated2

The list of codes is attached, and posted as document #49 on the FTP site. These codes are to be used starting **Monday, November 11 2013**. Please let me know if you have questions.

Best regards,
Valorie

Valorie Hennessey BA BEd
Corporate Trainer/ERP Specialist
National Energy Equipment Inc
1850 Derry Rd East
Mississauga ON L5S 1Y6
B: (905) 564 - 2422 x1310
B: (905) 766 -1310
C: (647) 654-8185
vhennessey@nee.ca



Standardized Service Coding/Terminology

This is a Standardized Service Coding/Terminology Card. Select the codes that represent the service rendered.

FAULT (FAILURE):

Abuse (customer abuse)	910
Act of Nature	810
Audio Problem	003
Authorizing (console not authorizing)	530
ATC Error Code on Dispenser	144
Calibrate (does not calibrate)	350
Card Reader (inoperable)	520
Cash/Credit Buttons (not working)	040
Cash Drawer (inoperable)	030
Communication (no communication/polling)	550
Compute (does not compute properly)	110
CRIND - locked up (screens stuck)	234
Damaged (in shipping)	620
Data Loop (break/error in data loop)	510
Dead (unit dead)	330
Debit Card NOT accepted	233
Deliver (dispenser resets but does not deliver)	070
Display (inoperable)	090
Drive Off (customer drive off)	920
Error Message/Code (on display)	140
Factory Error (safety)	630
Foreign Material (in hydraulic area)	150
Fuel Coming Out of Vent	160
Fuel Sale (cannot clear fuel sale)	010
Installation (improper installation)	940
Keyboard (inoperable)	190
Leak (nozzle, hose, and so on)	710
Light (does not light)	120
Locked Up (console locked up)	050
Lost Activation Keypad - Green Screen	231
Lost Activation Reader - Green Screen	232
Lost Sales/Transactions	200
Memory Loss	210
Meter Leak	720
Network (problem)	540
No Problem Found	980
Noisy (unit noisy)	340
Open (cannot open POS System)	020
Operator Error	950
Paper Jam	420
PIN Pad (inoperable)	230
Power (surge/brownout)	235
Preset (dispenser preset under/over-run)	060
Preventive Maintenance	960
Price (does not accept price per gallon)	100
Printer (inoperable)	430
Printing (improper)	440
Read/Write Problem	255
Red/Amber SYSTEM ERROR on display	143
Customer Request	930
Resets (in the middle of sale)	260
Sale (on dispenser differs from console)	270
Scanner (inoperable)	290
Slow (fuel delivery)	300

FAULT (FAILURE) Contd.:

Stops (dispenser stops in the middle of sale)	080
STP/Motor (will not turn on)	310
Switches (grade select switches not working)	170
Tag Reader (inoperable)	555
Third-party Device Problem	560
Totals (not correct)	320
Voltages (improper voltages)	180
Warranty (contract/warranty requirement)	610
Weights and Measures (rejection)	970
X on Reader (dismount)	141
X on Keypad (dismount)	142

REMEDY (ACTION):

Activation, Initial	4000
Activation, Reactivation	4010
Adjustment, Mechanical	2010
Calibration	2020
Cleaned	2030
Coldstart/RAM Clear/Purge	2040
Controller/POS Coldstart	2141
Controller/POS Warmstart	2142
Cycle power/Reboot/Warmstart	2160
EMV Table Download	4030
Incomplete/Call Not Closed	2049
Installed	2060
Lubricated	2065
Network Issue	2080
No Problem Found	2100
Part Required	2125
Program/Reprogram	2140
Reformat	2170
Removed	2180
Repaired	2190
Replace Tank Farm Component	2205
Replaced	2200
Reseat Connector	2210
Reseat PCB	2220
Retrofitted	2240
RKL	4020
Sealed	2245
Set Switches/Jumpers	2250
Technician Assistance	2270
Trained/Retrained	2280
Upgraded Hardware	2290
Upgraded Software	2300
Vendor Meeting	2310

CAUSE (COMPONENT):

ATC Cables	1341
ATC Node/T-meter/Board	1342
ATC Probe	1343
Audio/Video	0028
Ballast	0030
Battery	0040
Bezel-door/Dispenser	0050
Board, Beeper	2000
Board, Blend Controller	0073
Board, CRIND®	0180
Board, Control/Logic	0910
Board, FCB	2001
Board, Gateway	0450
Board, HIP	2002
Board, Hydraulic Interface	0440
Board, Intercom	2003
Board, I.S. Barrier	0480
Board, Memory	0570
Board, Mother	0610
Board, Motor Drive	0360
Board, PIP	2004
Board, SIP	2005
Board, Regulator	0985
Board, Relay/Relay Control	0990
Board, Valve Driver	0940
Breakaway	0075
Cabinet/Enclosure	0080
Cable Wiring Harness	1340
Camera/Video Source	0085
Car Wash Kiosk	0090
Card Reader, HCR	0101
Card Reader, Other	0100
Card Reader, TCR™	0102
Cash Acceptor/Cassette	0070
Cash Drawer	0120
CRIND Node	0185
Dispenser Hub/EDH	0215
Display, SPOT	0221
Display, Other	0220
D-Box	0265
Door Node	0267
Electrical/Wiring	0275
Ethernet® LAN Hub/Router	1076
Fan	0280
Fasteners/Clamps	0290
Fax/Modem	0600
Filter - Fuel	0310
Firmware Chip	0320
Fuse	0370
GCM	0103
Gender Mender/Connector	1330
Graphics/Decals	0395
GSM	1070

CAUSE (COMPONENT) Contd.:

Hard Drive	0710
Heater	0400
Hose	0410
Hose Outlet	0430
Keyboard/Mouse	0490
D-Box	0265
Keypad, EMV®	0741
Keypad, EPP	0742
Keypad, Other	0505
Lamp Holder/Socket	0510
Lamp/Light Bulb	0520
Leak Detector	0530
Lock Assembly	0560
Meter, Other	0590
Motor - Pump/Belts	0630
Motor VaporVac®	0635
Nozzle Boot/Flapper	0670
Nozzle	0650
Operating Lever	0680
O-ring	0685
Passport®/Server/Client	0695
PC/BackOffice Interface	0720
Piping/Tank/Siphon	0745
Power Supply	0760
Printer/Printer Parts	0790
Pulser	0880
Pump Computer - Mechanical	0900
Pump Node	0935
Pumping Unit/Parts	0970
Retractor Reel	1030
Scanner	1060
Seals	1065
Sensor	1080
Sheathing	1085
Software	1090
Spring	1095
Strainer Assembly	1100
STP/Capacitor	1105
Sump	1110
Switch - Key Operated	1120
Switch - Touch	1150
Swivel	1170
Tank Monitor™/PLLD	1185
TRIND®/Speedpass™/Contactless	1175
Thermistor	1195
Totalizer Assembly/Cable	1200
Transmitter	1235
USB/RS-232 Converter	1075
Valve - 2 Stage	1310
Valve Blend	1260
Valve Check	1270
Valve Coil	1275

CAUSE (COMPONENT) Contd.:

Valve - Diaphragm	1280
Valve - Digital	1285
Valve - Impact/Shear	1290
Valve - Other	1296
Valve - Proportional	1297
Valve - Pumping Unit	1300
Valve - Vapor Recovery/Venturi	1320