How to Clear Pulser Failure at ICU and Remotely

Note: If a user gets a "Pulser Failure" message when trying to authorize a fuel transaction on a dispenser, it means that the pump has been authorized but it did not see pulses three times consecutively on the specified hose.
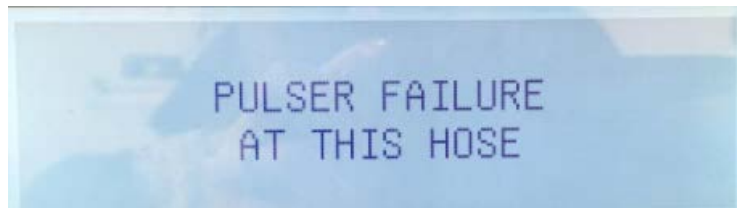
How to Clear a Pulser Failure at the ICU

Purpose: To clear a pulser failure at the ICU when remote access is unavailable.

Requirements:

1. Valid Employee Number
2. Valid Unit Number

When the ICU display says "Pulser Failure At This Hose" do the following:

1. Hit the "Special" key on the keypad until "Reset Hose" is displayed.

2. Enter the PIN code: 9131
3. Enter the pump number.
4. When the ICU says "Reset Hose" again, press "Cancel". No need to repeat this process unless more than one hose is affected.
5. The hose should be ready for operation.

How to Clear a Pulser Failure Remotely

Note: This should only be done if it is known that the pulser is working properly. This will reset ALL hoses on the ICU.

Purpose: To clear a pulser failure remotely when physical access to the ICU is unavailable.
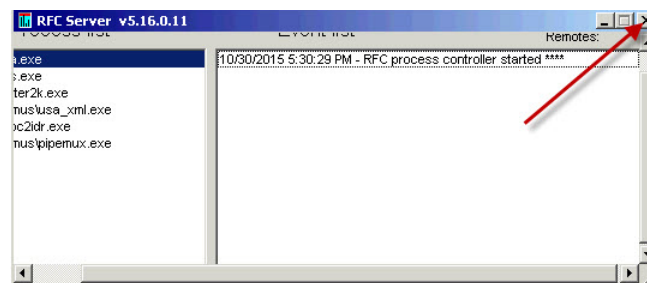
Requirements:

1. Remote access to the ICU via TightVNC or Radmin

When a user reports a Pulser Failure at the ICU, do the following:

1. Connect to the ICU via TightVNC or Radmin.
2. Double-click "Local Disc C:" or click "Start" then "My Computer" followed by "Local Disc C:".
3. Double-click "DDA" then "Station". Locate the "pump_bad.stt" file.
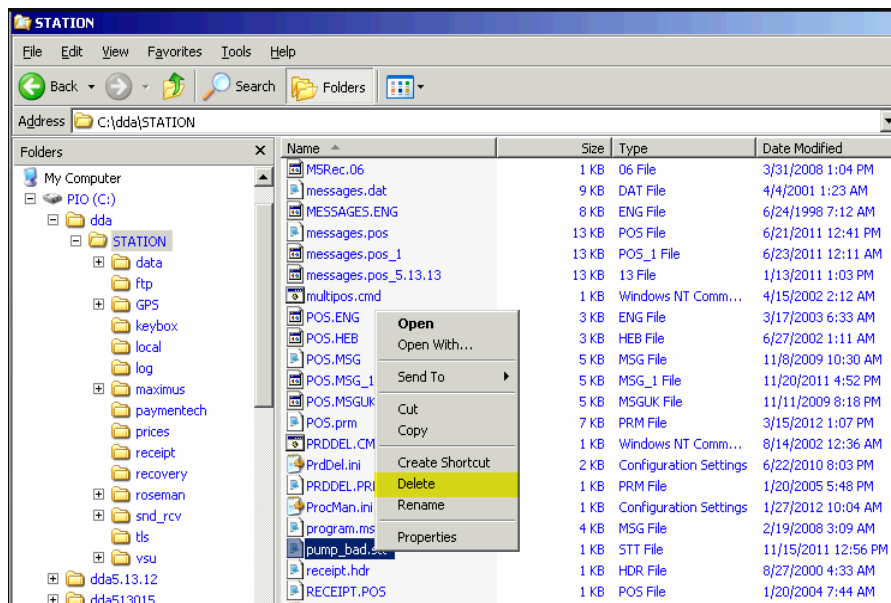
4. Delete the "pump_bad.stt" file.
5. Ensure that no one is fueling.
6. Close Procman.

7. Restart Procman.