

Introduction

Purpose

This document provides instructions to install the Encore® 300 Printer Replacement Kit (M11963K001) (replacing Fujitsu® with Hengstler®).

Table of Contents

Topic	Page
Introduction	1
Important Safety Information	3
Removing the Existing Fujitsu Printer	5
Installing the Hengstler Printer	8
Troubleshooting	14

Required Tools

The following tools are required to install the M11963K001 Kit:

- M5 Socket/Nut Driver
- M4 Socket/Nut Driver
- 1/4" Socket/Nut Driver

Parts List

The following table lists the parts included in the M11963K001 Kit:

Item	Description	Part Number	Quantity
1	E300 Hengstler Printer	M10755A001	1
2	Screw, Metric M5 X 10	M00417B101	2
3	Bracket, Printer Bezel	M03534B001	1
4	Gasket, Printer	M00325B002	2
5	Screw SEL TP HEX HD 6-20X	Q11677-24	4
6	Cable Hengstler Printer	M11165A001	1
7	Paper, PTR 3" OD Thermal	M04809B015	1
8	Ground Cable	M04331A003	1
9	MDE-4948 Encore 300 Printer Replacement Instructions (Replacing Fujitsu with Hengstler)	-	-

Related Documents

Document Number	Title	GOLD Library
MDE-3804	Encore and Eclipse® Series Start-up and Service Manual	<ul style="list-style-type: none">• Encore and Eclipse• Service Manual

Abbreviations and Acronyms

Term	Description
CIM™	Customer Interface Module
CRIND®	Card Reader IN Dispenser
ESD	Electrostatic Discharge
OSHA	Occupational Safety and Hazard Association

Important Safety Information

Note: Save this Important Safety Information section in a readily accessible location.

This section introduces the hazards and safety precautions associated with installing, inspecting, maintaining or servicing this product. Before performing any task on this product, read this safety information and the applicable sections in this manual, where additional hazards and safety precautions for your task will be found. Fire, explosion, electrical shock or pressure release could occur and cause death or serious injury, if these safe service procedures are not followed.


Preliminary Precautions


You are working in a potentially dangerous environment of flammable fuels, vapors, and high voltage or pressures. Only trained or authorized individuals knowledgeable in the related procedures should install, inspect, maintain or service this equipment.

Emergency Total Electrical Shut-Off

The first and most important information you must know is how to stop all fuel flow to the pump/dispenser and island. Locate the switch or circuit breakers that shut off all power to all fueling equipment, dispensing devices, and Submerged Turbine Pumps (STPs).

⚠ WARNING

 The EMERGENCY STOP, ALL STOP, and PUMP STOP buttons at the cashier's station WILL NOT shut off electrical power to the pump/dispenser. This means that even if you activate these stops, fuel may continue to flow uncontrolled.

 You must use the TOTAL ELECTRICAL SHUT-OFF in the case of an emergency and not the console's ALL STOP and PUMP STOP or similar keys.

Total Electrical Shut-Off Before Access

Any procedure that requires access to electrical components or the electronics of the dispenser requires total electrical shut off of that unit. Understand the function and location of this switch or circuit breaker before inspecting, installing, maintaining, or servicing Gilbarco equipment.

Evacuating, Barricading and Shutting Off

Any procedure that requires access to the pump/dispenser or STPs requires the following actions:



- An evacuation of all unauthorized persons and vehicles from the work area
- Use of safety tape, cones or barricades at the affected unit(s)
- A total electrical shut-off of the affected unit(s)

Read the Manual

Read, understand and follow this manual and any other labels or related materials supplied with this equipment. If you do not understand a procedure, call a Gilbarco Authorized Service Contractor or call the Gilbarco Support Center at 1-800-800-7498. It is imperative to your safety and the safety of others to understand the procedures before beginning work.

Follow the Regulations

Applicable information is available in National Fire Protection Association (NFPA) 30A; *Code for Motor Fuel Dispensing Facilities and Repair Garages*, NFPA 70; *National Electrical Code (NEC)*, Occupational Safety and Hazard Association (OSHA) regulations and federal, state, and local codes. All these regulations must be followed. Failure to install, inspect, maintain or service this equipment in accordance with these codes, regulations and standards may lead to legal citations with penalties or affect the safe use and operation of the equipment.

Replacement Parts

Use only genuine Gilbarco replacement parts and retrofit kits on your pump/dispenser. Using parts other than genuine Gilbarco replacement parts could create a safety hazard and violate local regulations.

Safety Symbols and Warning Words

This section provides important information about warning symbols and boxes.

Alert Symbol



This safety alert symbol is used in this manual and on warning labels to alert you to a precaution which must be followed to prevent potential personal safety hazards. Obey safety directives that follow this symbol to avoid possible injury or death.

Signal Words

These signal words used in this manual and on warning labels tell you the seriousness of particular safety hazards. The precautions below must be followed to prevent death, injury or damage to the equipment:



DANGER: Alerts you to a hazard or unsafe practice which will result in death or serious injury.



WARNING: Alerts you to a hazard or unsafe practice that could result in death or serious injury.



CAUTION with Alert symbol: Designates a hazard or unsafe practice which may result in minor injury.

CAUTION without Alert symbol: Designates a hazard or unsafe practice which may result in property or equipment damage.

Working With Fuels and Electrical Energy

Prevent Explosions and Fires

Fuels and their vapors will explode or burn, if ignited. Spilled or leaking fuels cause vapors. Even filling customer tanks will cause potentially dangerous vapors in the vicinity of the dispenser or island.

DEF is non-flammable. Therefore, explosion and fire safety warnings do not apply to DEF lines.

No Open Fire



Open flames from matches, lighters, welding torches or other sources can ignite fuels and their vapors.

No Sparks - No Smoking



Sparks from starting vehicles, starting or using power tools, burning cigarettes, cigars or pipes can also ignite fuels and their vapors. Static electricity, including an electrostatic charge on your body, can cause a spark sufficient to ignite fuel vapors. Every time you get out of a vehicle, touch the metal of your vehicle, to discharge any electrostatic charge before you approach the dispenser island.

Working Alone

It is highly recommended that someone who is capable of rendering first aid be present during servicing. Familiarize yourself with Cardiopulmonary Resuscitation (CPR) methods, if you work with or around high voltages. This information is available from the American Red Cross. Always advise the station personnel about where you will be working, and caution them not to activate power while you are working on the equipment. Use the OSHA Lockout/Tagout procedures. If you are not familiar with this requirement, refer to this information in the service manual and OSHA documentation.

Working With Electricity Safely

Ensure that you use safe and established practices in working with electrical devices. Poorly wired devices may cause a fire, explosion or electrical shock. Ensure that grounding connections are properly made. Take care that sealing devices and compounds are in place. Ensure that you do not pinch wires when replacing covers. Follow OSHA Lockout/Tagout requirements. Station employees and service contractors need to understand and comply with this program completely to ensure safety while the equipment is down.

Hazardous Materials

Some materials present inside electronic enclosures may present a health hazard if not handled correctly. Ensure that you clean hands after handling equipment. Do not place any equipment in the mouth.

WARNING

The pump/dispenser contains a chemical known to the State of California to cause cancer.

WARNING

The pump/dispenser contains a chemical known to the State of California to cause birth defects or other reproductive harm.

In an Emergency

Inform Emergency Personnel

Compile the following information and inform emergency personnel:

- Location of accident (for example, address, front/back of building, and so on)
- Nature of accident (for example, possible heart attack, run over by car, burns, and so on)
- Age of victim (for example, baby, teenager, middle-age, elderly)
- Whether or not victim has received first aid (for example, stopped bleeding by pressure, and so on)
- Whether or not a victim has vomited (for example, if swallowed or inhaled something, and so on)

WARNING



Gasoline ingested may cause unconsciousness and burns to internal organs.
Do not induce vomiting.
Keep airway open.
Oxygen may be needed at scene.
Seek medical advice immediately.

WARNING



Gasoline inhaled may cause unconsciousness and burns to lips, mouth and lungs.
Keep airway open.
Seek medical advice immediately.

WARNING



Gasoline spilled in eyes may cause burns to eye tissue.
Irrigate eyes with water for approximately 15 minutes.
Seek medical advice immediately.

WARNING



Gasoline spilled on skin may cause burns.
Wash area thoroughly with clear water.
Seek medical advice immediately.

WARNING

DEF is mildly corrosive. Avoid contact with eyes, skin, and clothing. Ensure that eyewash stations and safety showers are close to the work location. Seek medical advice/recommended treatment if DEF spills into eyes.

IMPORTANT: Oxygen may be needed at scene if gasoline has been ingested or inhaled. Seek medical advice immediately.

Lockout/Tagout

Lockout/Tagout covers servicing and maintenance of machines and equipment in which the unexpected energization or start-up of the machine(s) or equipment or release of stored energy could cause injury to employees or personnel. Lockout/Tagout applies to all mechanical, hydraulic, chemical, or other energy, but does not cover electrical hazards. Subpart S of 29 CFR Part 1910 - Electrical Hazards, 29 CFR Part 1910.333 contains specific Lockout/Tagout provision for electrical hazards.

Removing the Existing Fujitsu Printer

Before you begin, read and understand all safety information found in MDE-3804 Encore and Eclipse Series Start-up and Service Manual - Safety Instructions.

Inform the Manager that the power must be removed and remove all power supplied to the unit at the breaker located in the building. Block off the unit from customers.

To remove the existing Fujitsu printer, proceed as follows:

- 1 Remove power to the unit. Follow OSHA Lock-out and Tag-out procedures.

WARNING

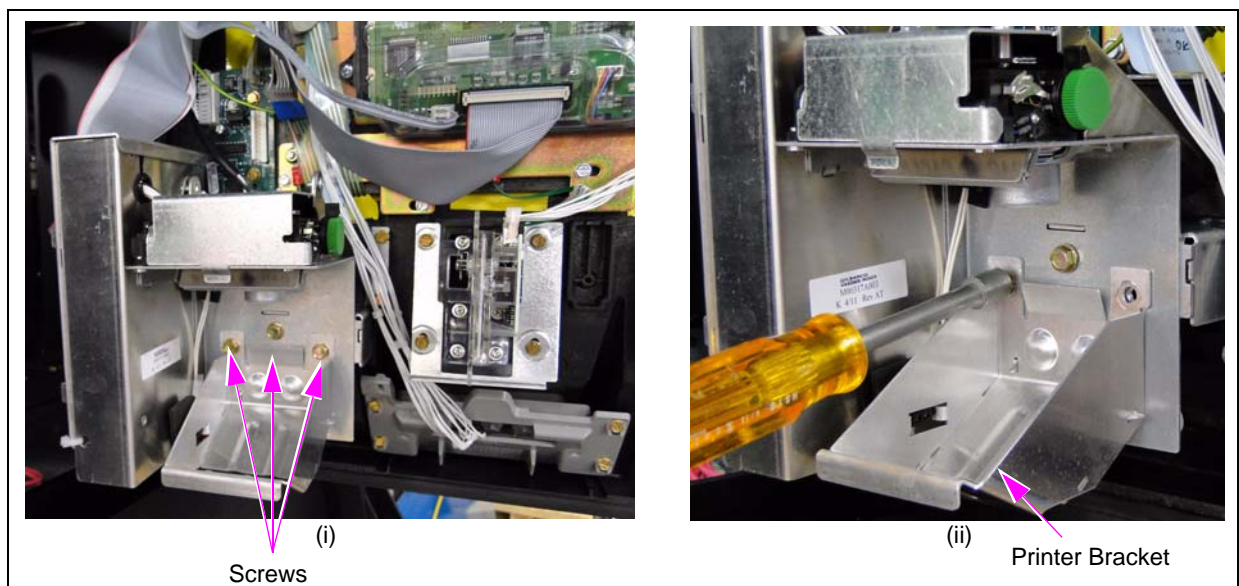
Failure to turn off the unit during the installation of the kit may cause injury or bodily harm from electrical shock. Ensure that all power to the unit is switched off before opening the door to the unit and during kit installation.

CAUTION

Wear Electrostatic Discharge (ESD) protection when handling the printer.

- 2 Remove the three screws that secure the printer to the printer bracket on the Bezel and remove the printer (see [Figure 1](#)).

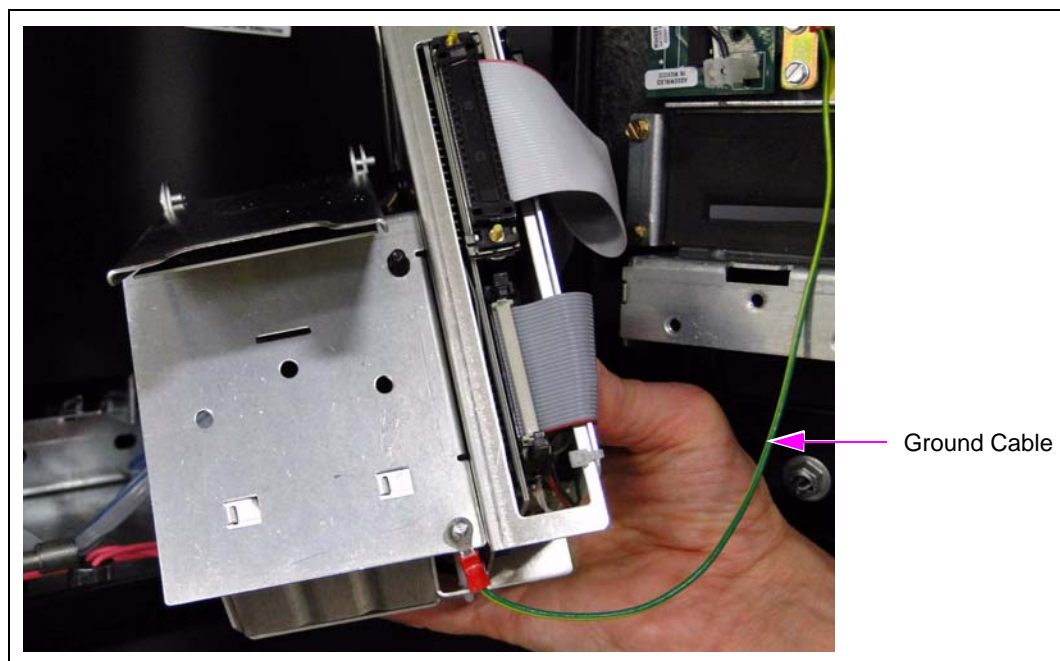
Figure 1: Removing the Printer



- 3 Remove the Ground Cable from the printer. Leave the other end attached to the Bezel and save it for reuse (see [Figure 2](#)).

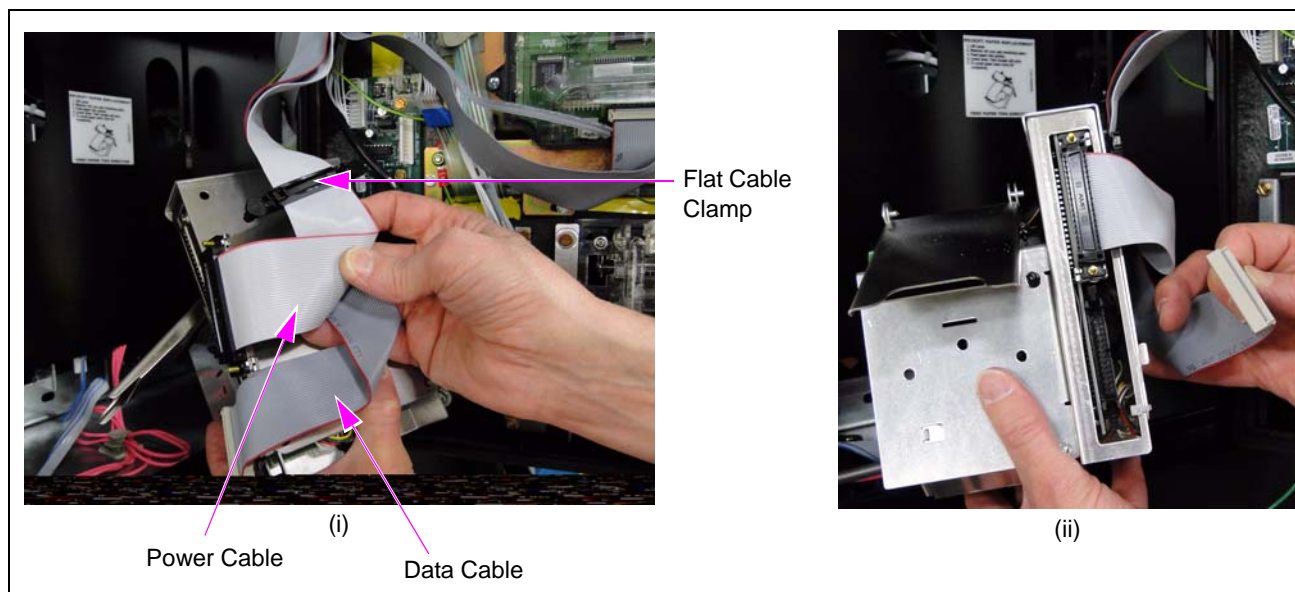
Note: A spare Ground Cable (M04431A003) is also provided in the kit.

Figure 2: Removing the Ground Cable



- 4 Remove the printer Data and Power Cables from the connectors on the printer (see [Figure 3](#)).

Figure 3: Removing the Power and Data Cable



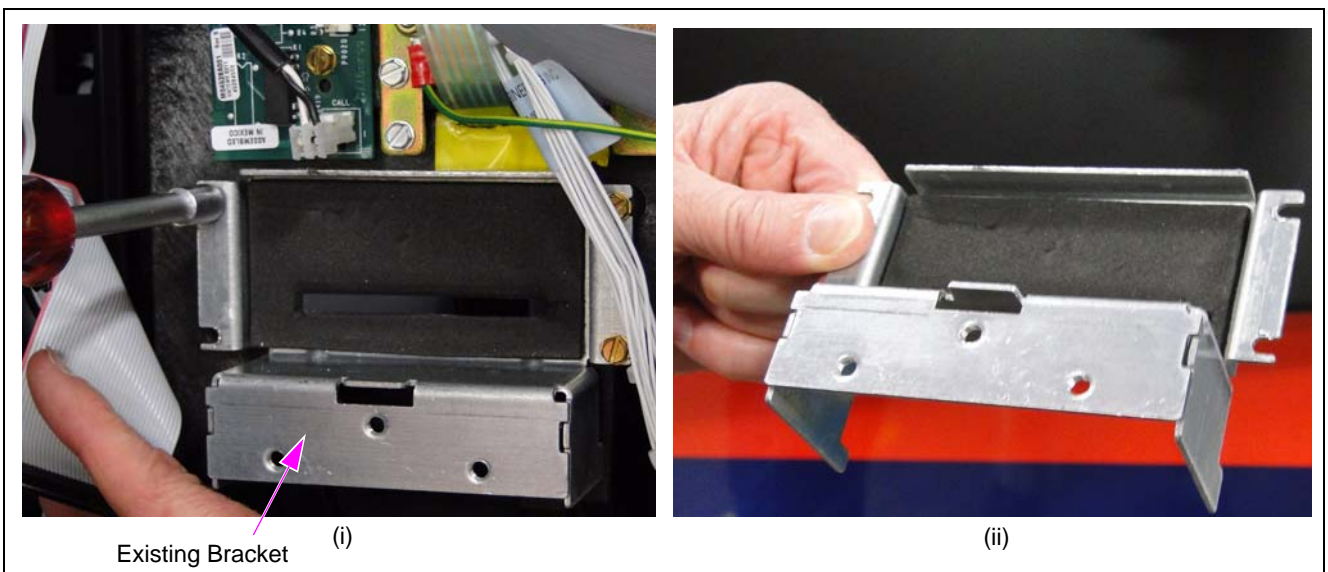
- 5 Remove the clamp (see [Figure 3](#) on [page 6](#)) that holds the cables flat against the back of the printer. Retain the Data and Power Cable originating from the dispenser for reuse (see [Figure 4](#)).

Figure 4: Data and Power Cable from the Dispenser



- 6 Remove the existing bracket by removing the four screws that secure it to the Bezel (see [Figure 5](#)).

Figure 5: Removing the Existing Bracket

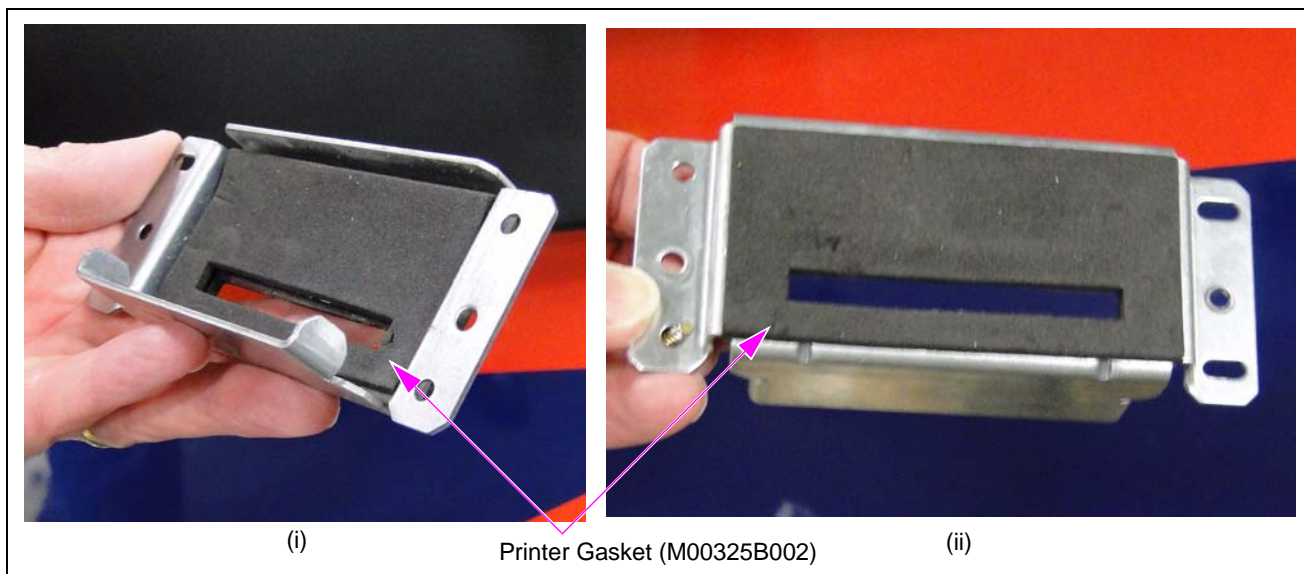


Installing the Hengstler Printer

To install the Hengstler printer (M10755A001), proceed as follows:

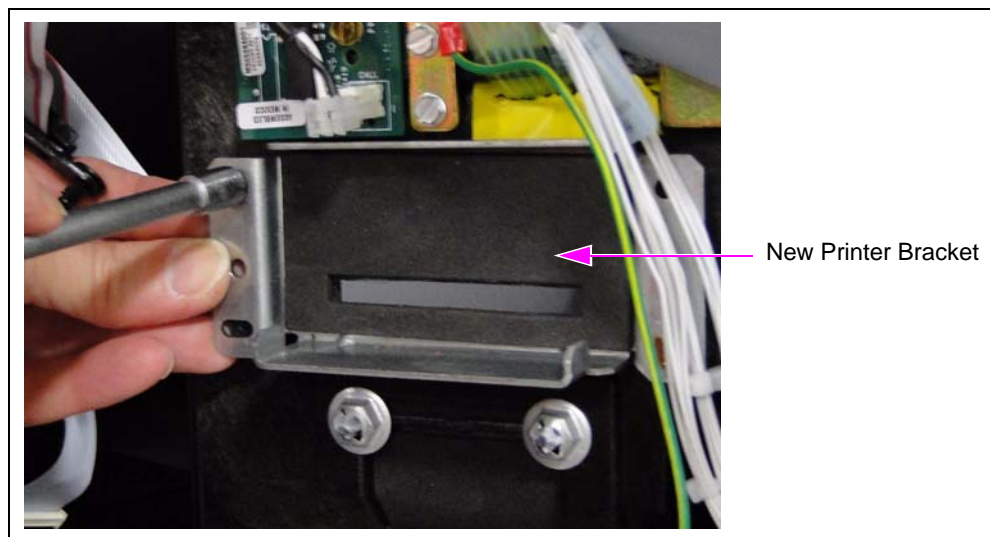
- 1 Obtain the Hengstler printer bracket (M03534B001) and the two adhesive-backed printer bracket gaskets (M00325B002) from the kit.
- 2 Install the two printer gaskets (M00325B002) onto the bracket using one on each side. Ensure that they are oriented correctly during installation (see [Figure 6](#)).

Figure 6: Installing the Printer Gaskets (M00325B002)



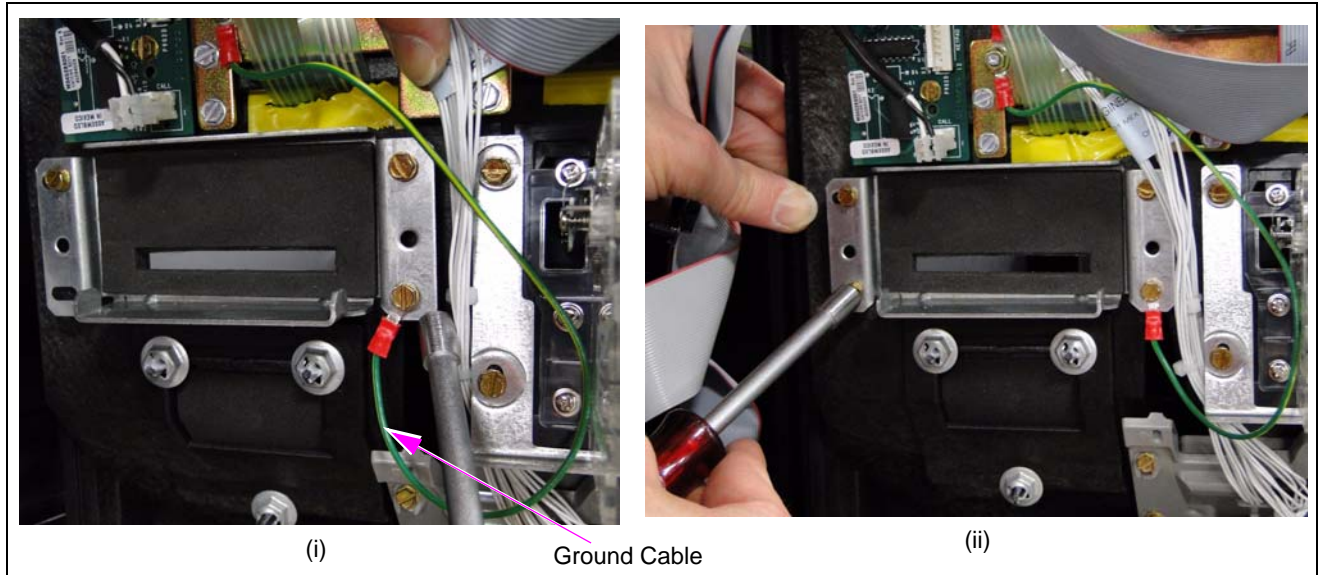
- 3 Install the new bracket (M03534B001) onto the Bezel using the screws (Q11677-24) provided in the kit (see [Figure 7](#)).

Figure 7: Installing the New Printer Bracket



- 4 Connect the Ground Cable to the printer bracket as shown in [Figure 8](#).
Note: A spare Ground Cable (M04431A003) is also provided in the kit. Use the spare Ground Cable (M04431A003) if the dispenser does not have a cable installed.

Figure 8: Connecting the Ground Cable

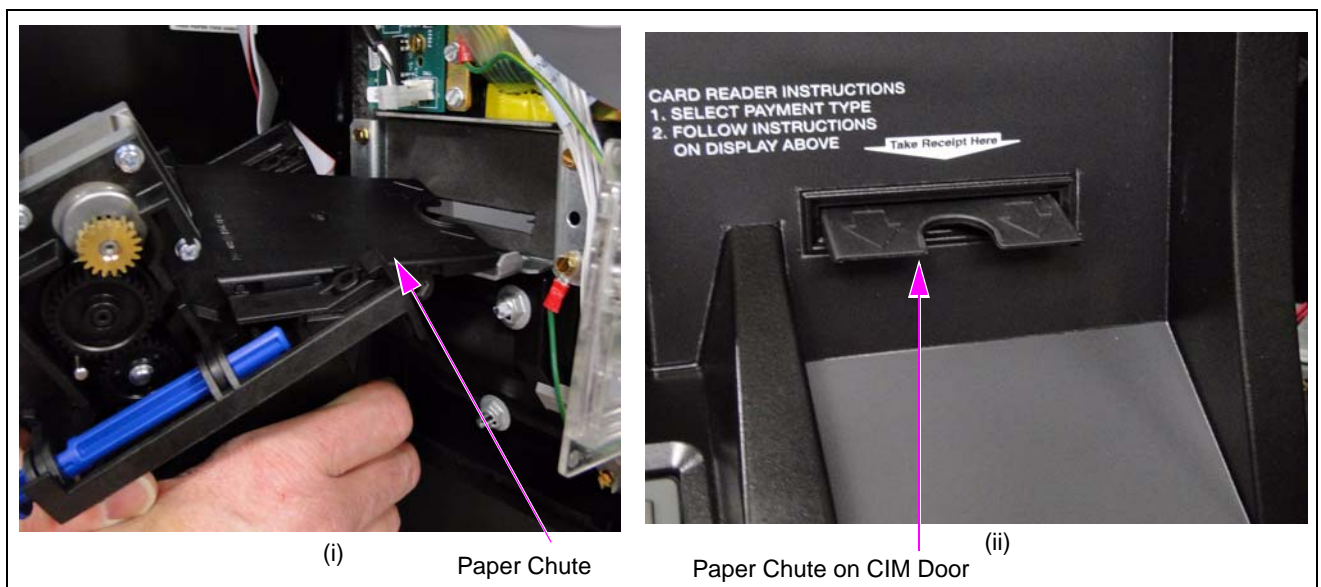


- 5 Obtain the Hengstler Printer from the kit. Insert the paper chute of the printer through the opening in the bracket and through the CIM door as shown in the [Figure 9](#).

CAUTION

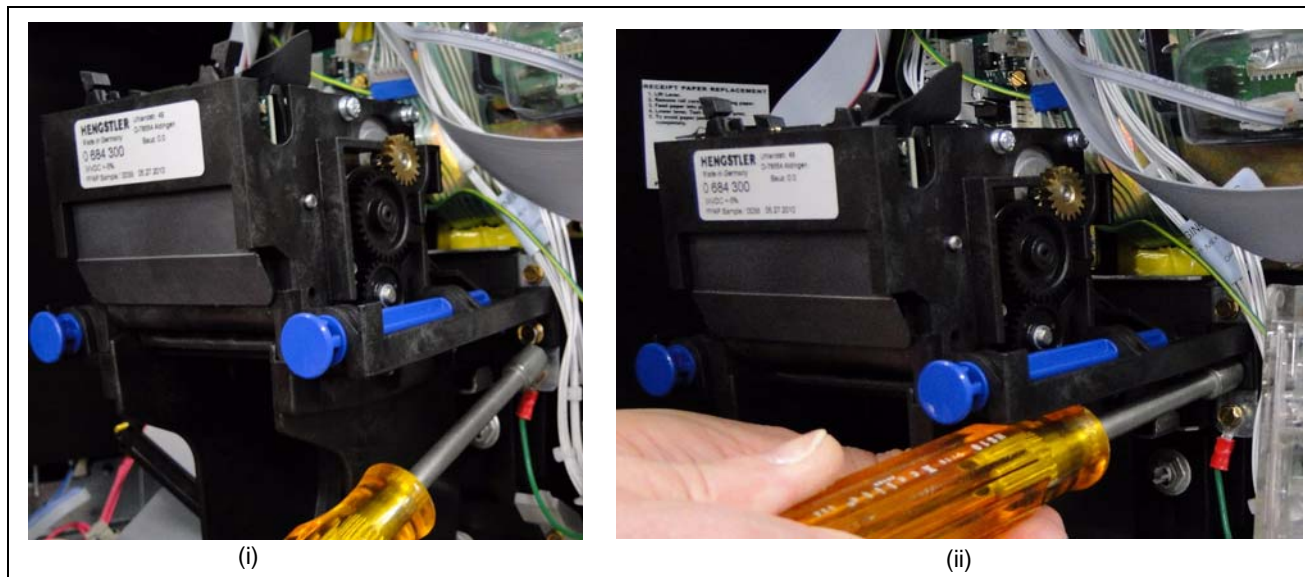
Do not pinch any wires.

Figure 9: Inserting the Paper Chute of the Printer through CIM Door



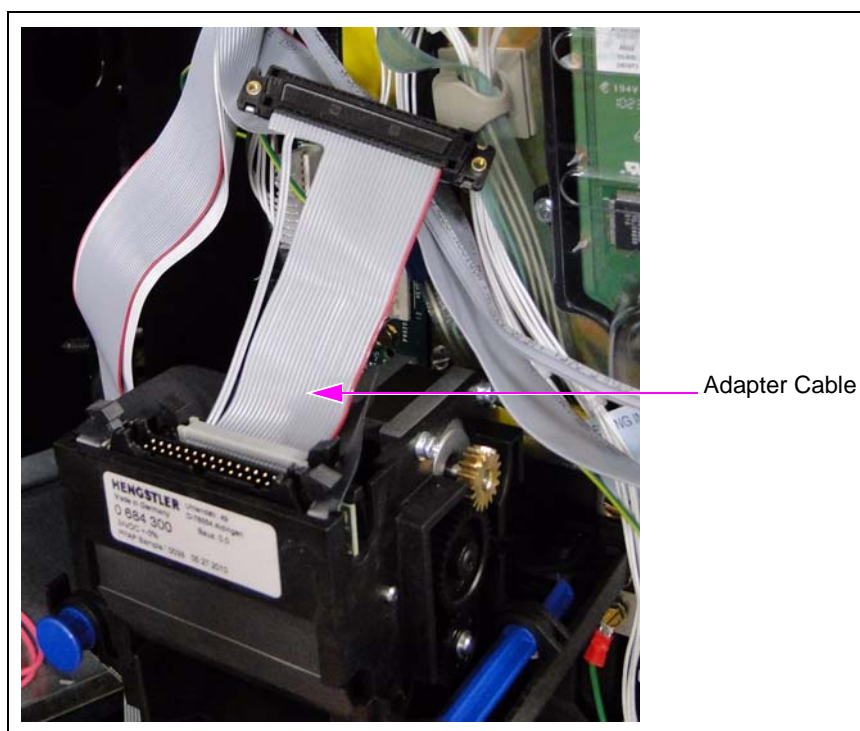
- Secure the printer onto the Bezel using the two large screws (M00417B101) provided in the kit (see [Figure 10](#)).

Figure 10: Securing the Printer onto the Bezel



- Plug in the Adapter Cable for the Power Cable to the 26-pin connector located on top of the printer (see [Figure 11](#)).

Figure 11: Connecting the Power Cable to 26-pin Connector



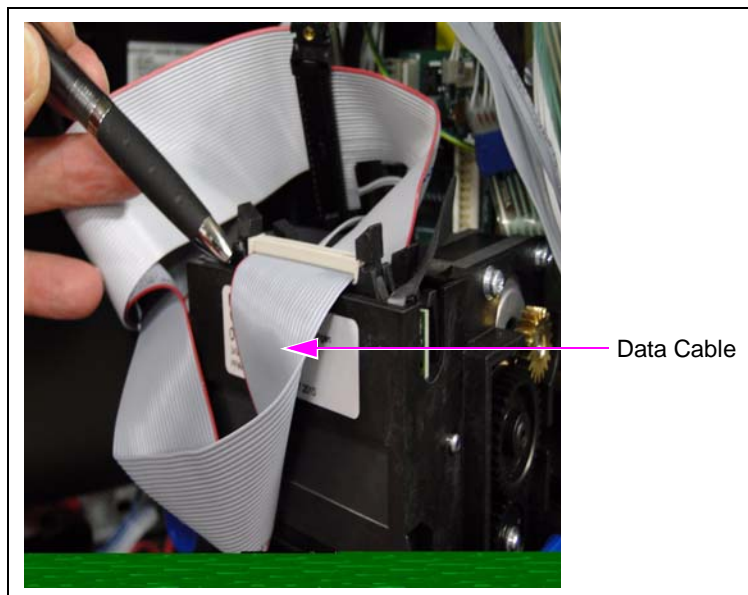
- 8 Plug in the other end of the Adapter Cable to the Power Cable originating from the dispenser (see [Figure 12](#)).

Figure 12: Connecting Adapter Cable to Power Cable



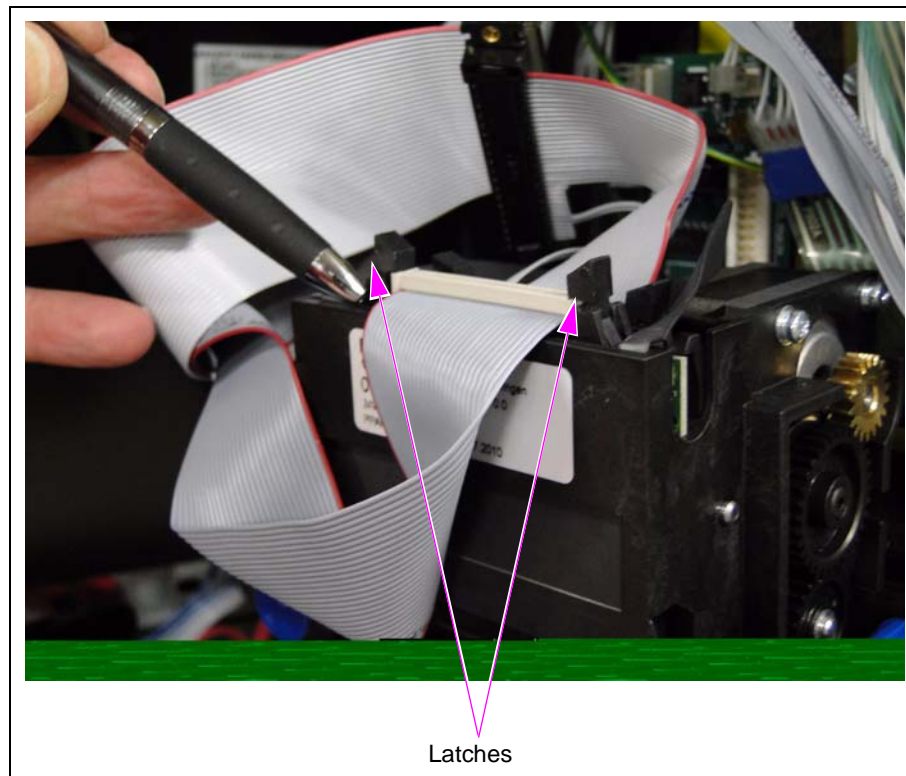
- 9 Connect the Data Cable (M11165A001) on the dispenser onto the printer. Ensure that it is plugged in and oriented correctly (see [Figure 13](#)).

Figure 13: Connecting Data Cable



- 10 Secure the latches on the Power and Data Cables (see [Figure 14](#)).

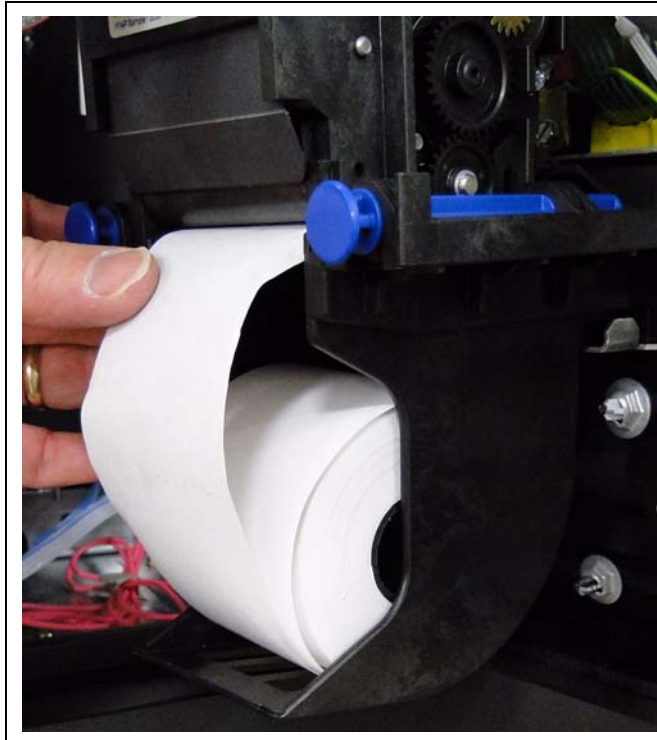
Figure 14: Securing the Latches



- 11 Power on the dispenser.
Note: No programming or software changes are required.

- 12 Install the paper roll (M04809B015) in the paper bucket of the printer and feed the paper as shown in [Figure 15](#). The printer will pull the paper in.

Figure 15: Installing the Paper Roll



Note: For the Paper Low sensor, see [Figure 16](#) on page 14.

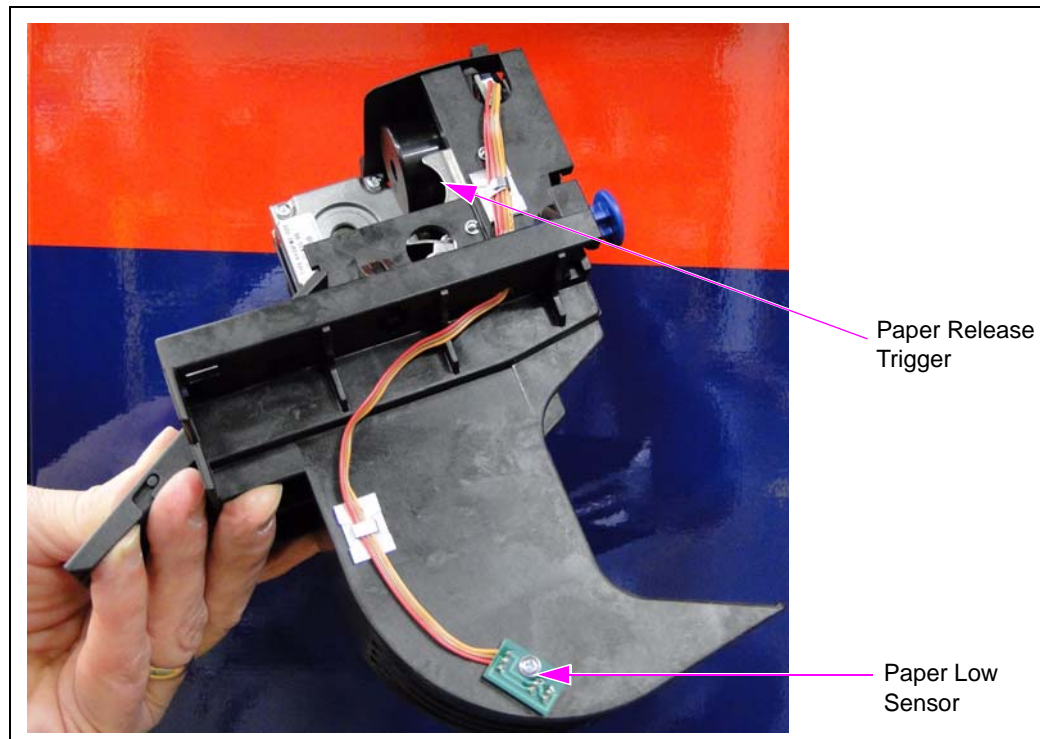
- 13 Close the main door.
- 14 Test the printer by performing a standard print test using the CRIND Diagnostic Card.

Troubleshooting

Removing Paper from the Printer

Press the paper release trigger to remove paper from the printer (see [Figure 16](#)).

Figure 16: Clearing the Paper



Troubleshooting Paper Jams

Pull out the print head release pin (see [Figure 17](#)) and tilt the head of the printer to the left side to clear paper jams (see [Figure 18](#)).

Note: The printer head can be tilted only to the left side to clear paper jams.

Figure 17: Print Head Release Pin

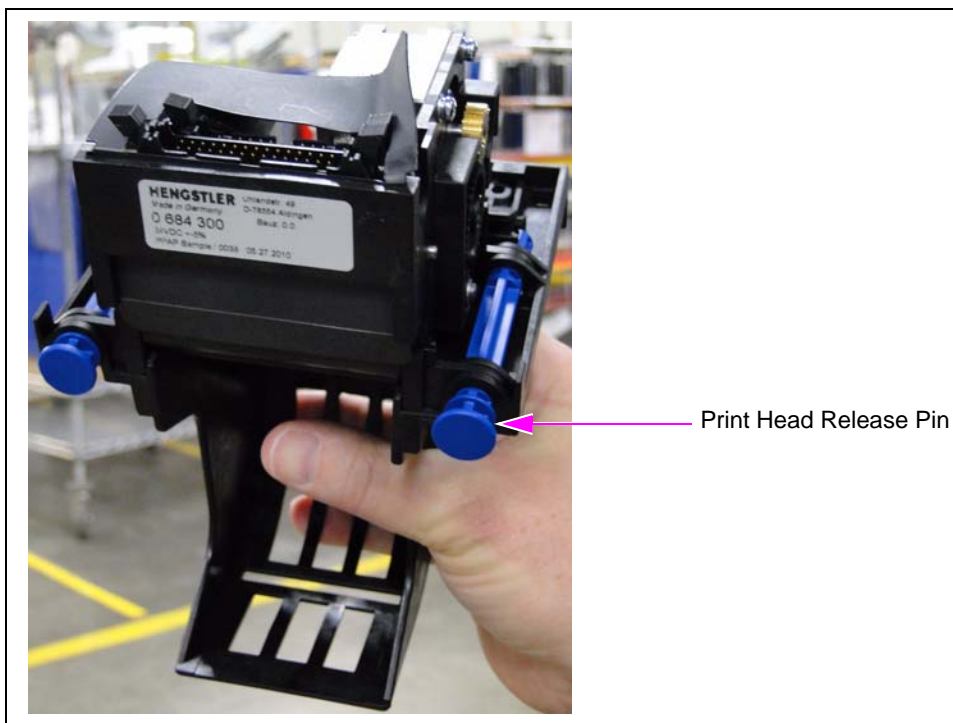
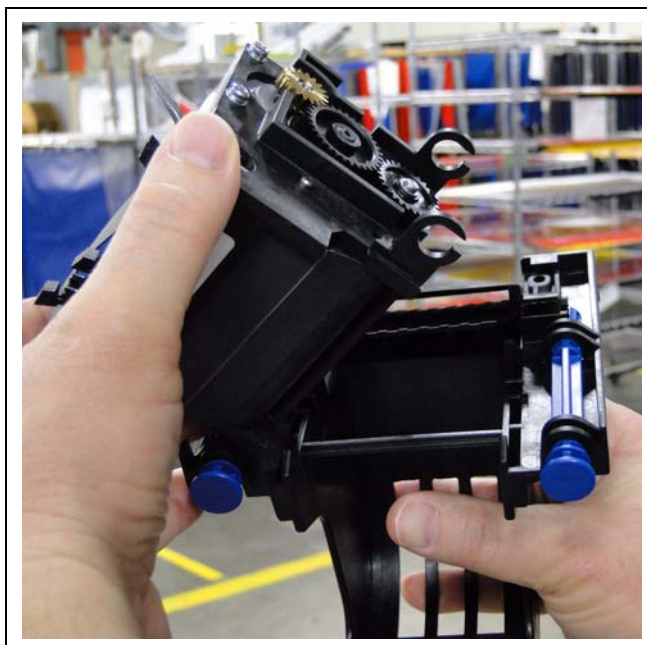


Figure 18: Clearing the Paper



CIM™ is a trademark of Gilbarco Inc. CRIND®, Encore® and Eclipse® are registered trademarks of Gilbarco Inc. Fujitsu® is a registered trademark of Fujitsu Limited. Hengstler® is a registered trademark of Danaher Corporation.



© 2011 Gilbarco Inc.
7300 West Friendly Avenue · Post Office Box 22087
Greensboro, North Carolina 27420
Phone (336) 547-5000 · <http://www.gilbarco.com> · Printed in the U.S.A.
MDE-4948 Encore® 300 Printer Replacement Kit (M11963K001) Installation
Instructions (Replacing Fujitsu® with Hengstler®) · March 2011