

# TLS4/8601 Series ATG Alarms

## Troubleshooting Guide



# Notice

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## TLS4/8601 Series ATG GUI Alarm Report Screen

The Active Alarm screen is the primary alarm report location and shows all active and unacknowledged TLS alarms and warnings. You access this Active Alarm screen from the Home screen by touching the Status Bar at the top of the screen.

Once in the Alarm Report screen, touching the Status Bar again will acknowledge all selected unacknowledged alarms or the first active alarm if none are selected and turn off the console beeper (if it is turned on).

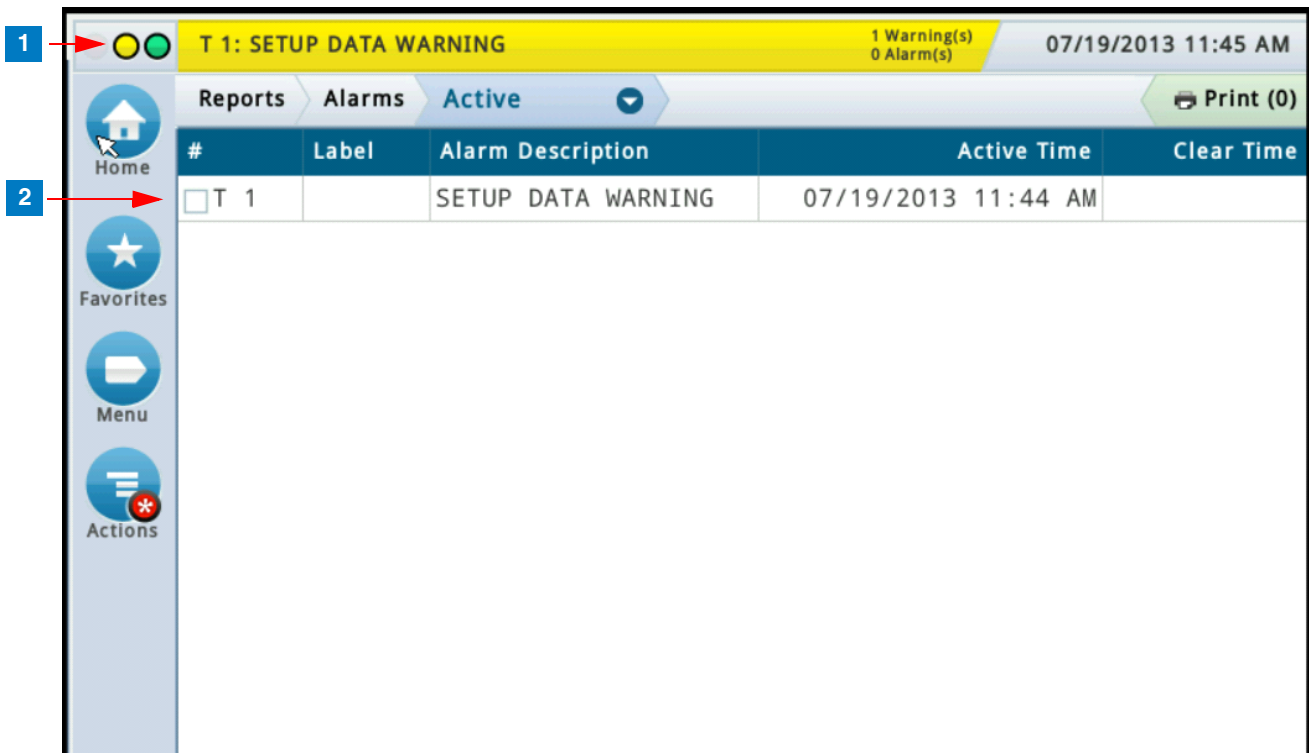


Figure 1. Alarm Report Screen

Legend for Figure 1			
Item	Description	Item	Description
1	Status Bar	2	Alarm Description

## TLS4/8601 Series ATG Parts Identification

The following figure identifies the components on the front of the TLS4/8601 Series ATG.

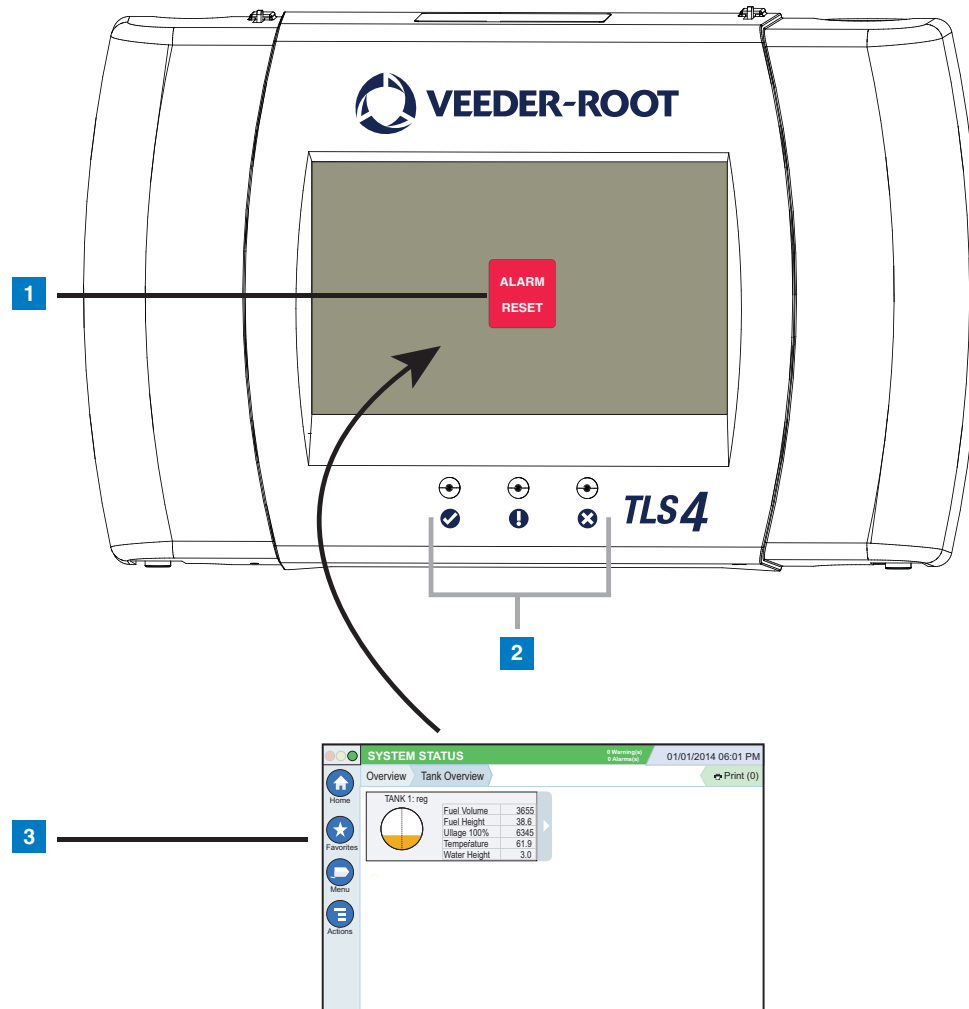


Figure 2. Front Cover Components

Legend for Figure 2			
Item	Description	Item	Description
1	Acknowledge Button Panel - No Touch Screen Display.  Note: To acknowledge an alarm, press the red acknowledge membrane button. Use of the remote GUI or other method (RS232 command) is needed to view a list of the alarms.	2	LED Status Indicators: ✓ Green LED - System Normal ! Yellow LED - Active Warning X Red LED - Active Alarm
		3	Optional Touch Screen Display - No Acknowledge Button Panel

## Displayed Alarm Messages

A complete list of displayed TLS console alarm messages and a possible cause/action for the alarms are listed in the tables below.

Actual alarms displayed by a particular system depend upon the options installed.

Message	Short Device ID	Cause	Action
Annual Test Needed Alarm	Q, T	System failed to perform an annual test (0.1 gph [0.38 lph]) in the programmed number of days.	Schedule a 0.1 gph (0.38 lph) test.
Annual Test Needed Warning	Q, T	System failed to perform an annual test (0.1 gph [0.38 lph]) in the programmed number of days.	Schedule a 0.1 gph (0.38 lph) test.
Annual Line Test Fail Alarm	Q	0.1 gph (0.38 lph) line test failure. Dispensing halts, if programmed to do so.	Consult PLLD Alarm Quick Help Guide and PLLD diagnostic screens.
Annual Leak Test Fail Alarm	T	System failed an annual in-tank leak test.	Rerun in-tank leak test. If second test fails, call for service.
Autodial Failed Alarm	Co	System failed to connect to a remote receiver after 'n' tries.	Verify the address book settings for the contact are correct (i.e., modem device number, phone number to dial), verify the receiving device (fax or modem) is operational. Contact technical support for assistance.
Cold Temperature Warning	T	Probe temperature drops below -4°F (-15.6°C).	Probe returns to normal operation after probe temperature rises above 0°F (-17.8°C).
Continuous Handle On Alarm	Q	Handle signal has been active for a programmed number of hours.	Call for service following the procedures established for your site.
CSLD Rate Increase Warning	T	An excessive amount of fluid leaked into the tank during a test period.	Call for service following the procedures established for your site.
Delivery Needed Warning	T	Product level dropped below programmed limit.	Call for a delivery.
Email Failed Alarm	Co	The console did not successfully send email when configured to email.	Verify the address book settings for the contact are correct (email address of recipient), verify network connectivity is available (Ethernet card is installed). Contact technical support for assistance.
Fuel Alarm	L, G, C, H, V	Fuel is present in the area being monitored by the sensor.	Call for service following the procedures established for your site.
Fuel Out Alarm	Q	Tank product level below 10-inch (25.4 cm) level - cannot pump when active.	Schedule a delivery.
Generator Off	I	Backup generator shut down, in-tank leak testing resumed.	None
Generator On	I	Backup generator switched on, in-tank leak testing halted.	None

Message	Short Device ID	Cause	Action
Gross Test Fail Alarm	Q	3 gph (11.3 lph) line test failure. Dispensing halts, if programmed to do so, while the alarm is active.	Consult PLLD Alarm Quick Help Guide and PLLD diagnostic screens.
Gross Leak Test Fail Alarm	T	In-tank leak (3.0 gph [11.3 lph]) test failed.	Rerun in-tank leak test. If second test fails, call for service.
High Liquid Alarm	L	<b>Dispenser Pan/Containment Sump Sensors</b> Liquid reached 8" (203mm) on the dispenser pan sensor or 10" (254mm) on the containment sump sensor.	Immediately follow the alarm reporting procedures established for your site.
		<b>Dual-Float Differentiating Hydrostatic Sensor</b> A sensor in a brine-filled interstice detects an increase in the brine level increase. Liquid is entering the riser pipe, or in a high groundwater area, an outer wall rupture has occurred.	Call for service following the procedures established for your site.
	H	The sensor detects a high liquid level.	Call for service following the procedures established for your site.
High Product Alarm	T	Product level in tank rose above programmed limit.	Do not allow additional delivery until product is dispensed below preset limit.
High Water Alarm	T	Water detected in tank exceeds programmed alarm limit.	Remove water from tank.
High Water Warning	T	Water detected in tank exceeds programmed warning limit.	Remove water from tank.
iButton Fault Alarm	System	iButton failure. System detected Damaged or Corrupted iButton. The warning has been active 20 days and has transitioned to an alarm. The alarm will be active a maximum of 10 days. After the duration of 30 days, the user will be able to access only the following screens: About, Active Alarms, Alarm History, Priority Alarm, Maintenance Software and Ethernet Communication Setup.	Replace iButton with valid one.
iButton Fault Warning	System	iButton failure. System detected Damaged or Corrupted iButton. Warning can be active a maximum of 20 days.	Replace iButton with valid one
Input Alarm	I	External device changed from programmed condition.	Check the operation of the external device.
Input Normal	I	(Not displayed, printed out only) External device returned to preset condition.	None
Invalid Fuel Level	T	Product level is too low, causing the fuel and water floats to be too close together.	Call for a delivery.
Leak Alarm	T	A static in-tank leak test failed. Rerun in-tank leak test.	Rerun in-tank leak test.

Message	Short Device ID	Cause	Action
Leak Test Active	T	In-tank leak test is underway.	Do not dispense fuel from this tank until message disappears.
Liquid Warning	L, H	Liquid reached 1 inch (25.4 mm) on the dispenser pan or containment sump sensor.	Immediately follow the alarm reporting procedures established for your site.
Line Equipment Alarm	Q	A problem with the pressure measurement equipment has been detected.	Call for service following the procedures established for your site.
Low Liquid Alarm	L	The sensor in a brine-filled interstice detects a decrease in the brine level. A hole is in the tank's inner wall, or in low groundwater areas, a hole is in the outer wall.	Call for service following the procedures established for your site.
Low Pressure Alarm	Q	Low pump dispense pressure is detected during a dispense. Dispensing halts if programmed to do so.	The next handle up will restart the pump.
Low Product Alarm	T	Tank level dropped below the programmed limit.	Call for a delivery.
Mag Sensor Communication Alarm	MS	Hardware failure - sensor or interconnecting wiring to console.	Call for service following the procedures established for your site.
Mag Sensor Fault Alarm	MS	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Fuel Alarm	MS	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Fuel Warning	MS	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor High Liquid Alarm	MS	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor High Liquid Warning	MS	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Install Alarm	MS	Sensor not installed in correct position.	Call for service following the procedures established for your site.
Mag Sensor Low Liquid Alarm	MS	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Low Liquid Warning	MS	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Temperature Warning	MS	Ambient temperature exceeded sensor's operating range (-40 to +122°F [-40 to +50°C]).	Warning removed when temperature returns to within sensor's operating range.
Mag Sensor Water Alarm	MS	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Water Warning	MS	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Maximum Product Alarm	T	Product level rose above the programmed limit.	Stop delivery. Do not allow additional delivery until product drops below preset limit.



Message	Short Device ID	Cause	Action
No Dial Tone Alarm	Co	System failed to detect an operational line after 3 tries.	This alarm must stay active until it is confirmed that the alarm has been reported.
No CSLD Idle Time Warning	T	System has not had enough idle time over previous 24 hours to run a statistical leak detection test.	Stop dispensing fuel from this tank until CSLD test is complete.
Overfill Alarm	T	Fuel level has exceeded a programmed limit. Potential overflow of tank may occur.	Stop delivery. Check for spillage.
Printer Out Of Paper	System	Paper roll is empty.	Replace the paper roll with Veeder-Root part number 514100-456 only.
Periodic Test Fail Alarm	Q	0.2 gph (0.76 lph) test failure. Dispensing halts, if programmed to do so.	Consult PLLD Alarm Quick Help Guide and PLLD diagnostic screens.
Periodic Test Needed Alarm	Q, T	A periodic in-tank leak (0.2 gph [0.76 lph]) test has not been successfully completed within the programmed number of days.	Schedule a 0.2 gph (0.76 lph) test.
Periodic Test Needed Warning	Q, T	A periodic in-tank leak (0.2 gph [0.76 lph]) test has not been successfully completed within the programmed number of days.	Schedule a 0.2 gph (0.76 lph) test.
Periodic Leak Test Fail Alarm	T	In-tank leak (0.2 gph [0.76 lph]) test failed. Dispensing halts if programmed to do so.	Rerun in-tank leak test. If second test fails, call for service.
Printer Error	System	Printer feed roller release is open.	Push the release lever to the up position.
Probe Out	T	Hardware failure - probe or interconnecting wiring to console.	Call for service following the procedures established for your site.
Pump Out Alarm	Pm	A relay or external input has a Device Out alarm active and the pump(s) that use that device will not pump gas. Note that if a pump goes into Device out, the Line it is on will go into 'Device Out' as well.	Call for service following the procedures established for your site.
Sensor Open Alarm	Q	Pressure sensor reading is less than -8 psi (-51.2 kPa). Only tested while the pump is running. Dispensing halts if programmed to do so.	3 gph (11.3 lph) test must pass to clear the alarm. Call for service following the procedures established for your site.
Sensor Out Alarm	L, G, C, H, V	The sensor setup was performed incorrectly or a sensor is disconnected or is not functioning properly.	Call for service following the procedures established for your site.
Setup Data Warning	All Devices	Device setup data problem.	Recheck device setup parameters.
Short Alarm	L, G, C, H, V	A short has occurred in the sensor wiring or in the sensor.	Call for service following the procedures established for your site.
Shutdown	Q	System shut down line because of failed line leak test, or an alarm assigned to disable the line is active.	Identify offending alarm, and refer to PLLD alarms for corrective action.
Siphon Break Active Warning	T	Siphon break valve has shut down manifold for tank test.	Clears when tank test completes.

Message	Short Device ID	Cause	Action
Sudden Loss Alarm	T	System detects loss of fuel during an idle period.	Check for gross leak.



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