

# **TLS System Warnings & Alarms**

---

## **Troubleshooting Guide**

# Notice

---

Veeder-Root makes no warranty of any kind with regard to this publication, including but not limited to, the implied warranties of merchantability and fitness for a particular purpose.

**Veeder-Root shall not be liable for errors contained herein or for incidental or consequential damages in connection with the furnishing, performance, or use of this publication.**

The information contained in this publication may be subject to change without notice.

This publication contains proprietary information which is protected by copyright. All rights reserved. No part of this publication may be photocopied, reproduced, or translated to another language without the prior written consent of Veeder-Root.

# TLS Warnings And Alarms




The TLS console is constantly monitoring its probes and sensors for warning and alarm conditions, such as fuel leaks, excessively high or low fuel levels, and equipment problems. In the Operating Mode with no warning or alarm condition active, the TLS-3XX consoles display 'ALL FUNCTIONS NORMAL' and the TLS4/8601 & TLS450PLUS/8600 consoles display 'SYSTEM STATUS'. When a warning or alarm condition occurs, the system displays/posts the alarm type and its location, indicating either tank, input or sensor number. Consoles with printers generate an alarm report showing the warning or alarm type, the location and the date and time of the warning or alarm condition that occurred. TLS4/8601 & TLS450PLUS/8600 consoles can be programmed to email a selected address if warnings/alarms occur.

**WARNINGS** - These indicate that an alarm is imminent or that a system fault has occurred.

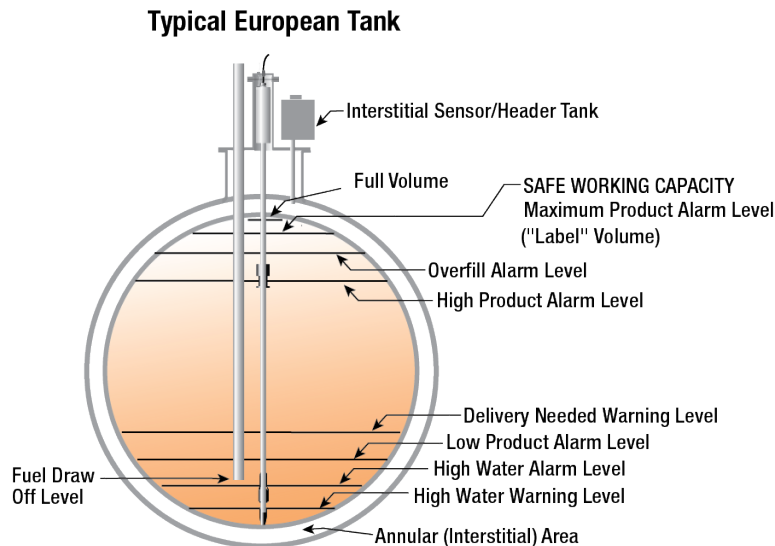
**ALARMS** - Alarms indicate that a potentially dangerous situation may have occurred.

**⚠ WARNING DO NOT IGNORE ALARMS! Know the alarm response procedures for your site.**

When a Warning or Alarm is posted follow the procedure below to acknowledge the alarm and shut off the audible beeper:

TLS-3XX Consoles	TLS4/8601 & TLS-450PLUS/8600 Consoles w/Display
 <p>Press the front panel red ALARM/TEST key to silence the alarm. The front panel warning and alarm lights cannot be turned off until the cause of the condition is corrected. The warning and alarm message(s) will remain active. If more than one alarm or warning exists the display will flash the messages alternately until the cause of the alarm condition is corrected.</p>	 <p>Touch anywhere on the status/warning or status/alarm bar (shown) at the top of the touch screen to go to the Reports &gt; Alarms &gt; Active screen and view the cause of the alarm. While in that screen, touch the status bar again to acknowledge the warning/alarm and shut off the beeper. The warning and alarm message(s) remain on the active alarm report screen until the cause of the condition is corrected. The warning/alarm status bar will continue to display until the alarm condition is corrected.</p>
	<p><b>TLS4/8601 &amp; TLS-450PLUS/8600 Consoles w/o Display</b></p>  <p>Touch the red ALARM RESET button on the console's front panel to acknowledge the warning/alarm and shut off the beeper. Warnings and alarms will remain active until the cause of the condition is corrected.</p>

## In-Tank Warning And Alarm Levels



## Displayed Alarm Messages

Common Alarm messages and a possible cause/action for the Alarms are listed in the table below. Actual Alarms displayed by a particular console will depend upon the features installed.

Short Device IDs used in the table below:

At = Atmospheric Pressure Sensor  
 H = 3-Wire CL Sensor  
 MS = Mag Sensor  
 Q = PLLD Line  
 s = Smart Sensor  
 Vp = Vapor Pressure Sensor

C = 2-Wire CL Sensor  
 I = External Input  
 P = Printer  
 R = Relay (TLS4/TLS-450PLUS),  
 T = Tank  
 X = Vapor Collection Sensor

Co = Comm Device  
 L = Liquid Sensor  
 Pc = Pump Controller  
 R = Receiver (TLS-3XX)  
 TS = Temperature Sensor

G = Groundwater Sensor  
 Ln = Line  
 Pm = Pump  
 RL = Recirculation Line  
 V = Vapor Sensor

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 (TLS4/TLS-450PLUS only)	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.
Capacitor Failing	Pc	Controller Device sends Ripple Fault. (Reports a capacitor failing FE.)	Refer to the applicable Smart Controller Installation guide for details.
Cold Temperature Warning	T	Probe temperature drops below -4°F (-20°C).	Probe returns to normal operation after probe temperature rises above 0°F (-17.8°C).
Communications Alarm	At, Pc, R, s TS, V, Vp	Device not communicating with TLS.	Call for service following the procedures established for your site.
Comm Error Fault	Pc	Repeated (over 16) low level communication errors on a Pump Controller.	Check pump controller setup in Setup > Pumps and Lines > Pump Controller.
Comm Out Alarm	Pc	More than 16 timeouts.	Clears when reply is received.
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.
Degradation Pressure Failure	Vp	Degradation Pressure Warning continues for 30 days or more. Failure is reported and shutdown occurs at the end of the 30th day at assessment time set in Setup > Vapor Monitor > General. <b>NOTE:</b> Test limits may vary, depending on your region.	Call for service following the procedures established for your site.

Message	Short Device ID	Cause	Action
Degradation Pressure Warning	Vp	50% of readings from Degradation Pressure Test (P>0.75kPa for 30min in 1hr) indicate a reading above the indicated pressure level. Creates warning at assessment time set in Setup > Vapor Monitor > General and continues for 7 consecutive days during any week. <b>NOTE:</b> Test limits may vary, depending on your region	Call for service following the procedures established for your site.
Density Offset Warning	T	The console calculated density offset amount exceeds the threshold amount: $\pm 10.012 \text{ kg/m}^3$ ( $\pm 0.625 \text{ lbs/ft}^3$ ).	Check the density offset values configured for the probe. If these values are correct, the probe float may be contaminated, and should be replaced. <b>NOTE:</b> This alarm message will continue to display (scroll) in the System Status box until you correct the cause of the problem.
Density Warning	T	Tank density is either: <ul style="list-style-type: none"> <li>• Greater than the tank density low limit plus <math>1.00 \text{ kg/m}^3</math> (<math>0.062 \text{ lbs/ft}^3</math>)</li> <li>• Or is less than the tank density high limit minus <math>1.00 \text{ kg/m}^3</math> (<math>0.062 \text{ lbs/ft}^3</math>)</li> </ul>	Verify fluid density (retest when product density is within the tank density low and high limits.
Delivery Needed Warning	T	Product level dropped below programmed limit.	Call for a delivery.
Dry Run	Pc	Controller device sends an Underload fault and the Low Product alarm is active and Pump Controller Switch Setting for Auto Restart/Reset is ON.	Clears after product level increases.
Email Failed Alarm (TLS4/TLS-450PLUS only)	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.
Extended Run	Pc	Controller Device sends Extended Run Fault.	Refer to the applicable Smart Controller Installation guide for details.
FP Shutdown Alarm	Vp	The fueling position has been shut down by the Vapor Monitor Controller (VMC) because the Remaining Time (the time before a shutdown, programmed in the firmware) has expired.	Call for service following the procedures established for your site.
FP Shutdown Warning	Vp	The fueling position has generated the number of errors necessary to issue a warning (programmed in the VMC firmware). The Remaining Time begins to count down to the time when the VMC will shut down the fueling position.	Call for service following the procedures established for your site.
Freeze Warning	RL	Recirculation was not started or was interrupted because the line or pump has been disabled (manually or by Automatic Events).	If appropriate, enable the pump (in Setup > Pumps and Lines > Pumps), or the line (in Setup > Pumps and Lines > Line). Alternately, disable Recirculation in Setup > Pumps and Lines > Recirculation.
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.

Message	Short Device ID	Cause	Action
Fuel Quality Alarm	T	Water/phase separation may be present in tank.	Test fuel at bottom of tank to ensure water/phase separation is not present.
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
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.
Gross Pressure Failure	Vp	Gross Pressure Warning (above) occurs for 7 or more consecutive days. Failure is reported and shutdown occurs at assessment time set in Setup > Vapor Monitor > General.	Call for service following the procedures established for your site.
Gross Pressure Test Warning	Vp	Nine 20 second samples of Gross Pressure Test (P>1.25kPa for 3min in 1hr) are reading over pressure. Creates an immediate warning. <b>NOTE:</b> Test limits may vary, depending on your region.	Call for service following the procedures established for your site.
Gross Pressure Warning	Vp	Gross Pressure Test Warning (above) occurs during the day. Creates warning at assessment time set in Setup > Vapor Monitor > General.	Call for service following the procedures established for your site.
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.
High Temperature	Pc	The Controller Device sends an Over Temp Fault (Reports a high temperature condition FE).	Consult pump controller installation guide. Call for service following the procedures established for your site.
High Temp Recirc Warning	RL	Temperature has risen above the High Temperature set in Setup > Pumps and Lines > Recirculation and Recirculation is not raising the temperature as expected.	Follow the established procedures for your site for high temperatures. (The warning will clear when the line returns to the range you have set in Setup > Pumps and Lines > Recirculation. <b>NOTE:</b> Warning also clears when feature is disabled and triggers when the feature is enabled if it is still active.)
HRM Reconciliation Alarm (HRM = Hourly Reconciliation Mode)	T	Activated for a tank 90 minutes after the 24-hour average variance has exceeded the preset HRM limits.	Review HRM hourly diagnostics. Contact VR Technical Support if variance cannot be resolved.
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.

Message	Short Device ID	Cause	Action
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 (TLS4/TLS-450PLUS only)	System <No ID>	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 (TLS4/TLS-450PLUS only)	System <No ID>	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.
L2 Open	Pc	Controller Device sends L2 Open Fault.	Refer to the applicable Smart Controller Installation guide for details.
Leak Alarm	T	A static in-tank leak test failed.Rerun in-tank leak test.	Rerun in-tank leak test.
Leak Test Active	T	In-tank leak test is underway.	Do not dispense fuel from this tank until message disappears.
Line Equipment Alarm	Q	A problem with the pressure measurement equipment has been detected.	Call for service following the procedures established for your site.
Line Out	Ln	A hardware failure or Setup Data Warning on a dependent device (pump) prevents this device from working.	Recheck device setup parameters (see Setup > Devices). Call for service following the procedures established for your site.
Liquid Warning	L, H	Liquid reached 1" (25.4 mm) on the dispenser pan or containment sump sensor.	Immediately follow the alarm reporting procedures established for your site.
Load Unbalanced	Pc	Controller Device sends Load Unbalanced Fault.	Refer to the applicable Smart Controller Installation guide for details.
Locked Rotor	Pc	The Controller Device sends a Locked Rotor Fault.	Refer to the applicable Smart Controller Installation guide for details.
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.

Message	Short Device ID	Cause	Action
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.
Low Temperature Alarm	T	Probe temperature drops below -4°F (-20°C).	Probe returns to normal operation after probe temperature rises above 0°F (-17.8°C).
Low Temp Recirc Warning	RL	Temperature has dropped below the Low Temperature set in Setup > Pumps and Lines > Recirculation and Recirculation is not raising the temperature as expected.	Follow the established procedures for your site for low temperatures. (The warning will clear when the line returns to the range you have set in Setup > Pumps and Lines > Recirculation. <b>NOTE:</b> Warning also clears when feature is disabled and triggers when the feature is enabled if it is still active.)
Mag Sensor Communication Alarm	MS, s	Hardware failure - sensor or interconnecting wiring to console.	Call for service following the procedures established for your site.
Mag Sensor Fault Alarm	MS, s	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Fuel Alarm	MS, s	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Fuel Warning	MS, s	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor High Liquid Alarm	MS, s	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor High Liquid Warning	MS, s	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Install Alarm	MS, s	Sensor not installed in correct position.	Call for service following the procedures established for your site.
Mag Sensor Low Liquid Alarm	MS, s	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Low Liquid Warning	MS, s	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Temperature Warning	MS, s	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, s	Monitored parameter exceeded preset threshold.	Call for service following the procedures established for your site.
Mag Sensor Water Warning	MS, s	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.
Meter Not Connected	X	Airflow meter is disconnected from the VMC.	Call for service following the procedures established for your site.



Message	Short Device ID	Cause	Action
Missing Delivery Ticket Warning	T	Delivery Ticket information has not been entered at the console.	Enter Delivery Ticket information.
No Backfill Protect	Ln	A probe out has occurred on a tank whose pump is on this line. Because the probe is out, there is no backfill protection on this line and the tank may exceed its capacity without warning.	Call for service following the procedures established for your site.
No Dial Tone Alarm <i>(TLS4/TLS-450PLUS only)</i>	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.
Open Circuit	Pc	The Controller Device sends an Open Circuit fault.	Refer to the applicable Smart Controller Installation guide for details.
Overfill Alarm	T	Fuel level has exceeded a programmed limit. Potential overflow of tank may occur.	Stop delivery. Check for spillage.
Overload	Pc	SCI posts this alarm instead of Locked Rotor. See Locked Rotor.	Refer to the applicable Smart Controller Installation guide for details.
Over Speed	Pc	Controller Device sends Over Speed Fault.	Refer to the applicable Smart Controller Installation guide for details.
Over Voltage	Pc	Controller Device sends Over Voltage Fault.	Refer to the applicable Smart Controller Installation guide for details.
Pc Address 0 Found	System	The Pump Controller was assigned an invalid address of 0.	Assign valid address to pump controller.
Printer Out Of Paper <i>(TLS4/TLS-450PLUS only)</i>	P	Paper roll is empty.	Replace the paper roll only with Veeder-Root supplied paper rolls: P/N 514100-456 - TLS-4/450PLUS P/N 514100-210 - TLS-3XX
Printer Out Of Paper <i>(TLS-3XX only)</i>	System		
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 <i>(TLS4/TLS-450PLUS only)</i>	P	Printer feed roller release is open..	Push the release lever to the up position.
Printer Error <i>(TLS-3XX only)</i>	System		
Probe Out	T	Hardware failure - probe or interconnecting wiring to console.	Call for service following the procedures established for your site.

Message	Short Device ID	Cause	Action
Probe Out /Line Out	Pc	<p>Probe failure – the system does not know the tank’s fuel level and cannot provide backfill protection. The line will be shut down.</p> <p>Probe failure (system does not know fuel level) and there are alternate tanks on the line (Alternate-Volume and Alternate-Height dispense modes):</p> <p>If Active Switchover is enabled, the system will pump from the alternate tank on a Probe Out condition.</p> <p>If Active Switchover is disabled, the same pump will continue to pump from the same tank on a Probe Out condition.</p> <p>In all cases, the tank is ignored on the next hook signal during a Probe Out condition.</p>	Call for service following the procedures established for your site.
Pump Controller Comm Out Alarm	Pc	Repeated (over 16) communication time outs from a pump controller. Clears when valid communication is restored. (Does not require a pump controller reset or power cycle to clear.)	Check pump controller setup in Setup > Pumps and Lines > Pump Controller. Call for service following the procedures established for your site.
Pump Disabled	Pm	Pump is disabled by an automatic event.	Clears when pump is no longer disabled.
Pump Inlet Blocked	Pc	Controller sends an Underload fault and Low Product alarm is not active and Pump Controller Switch Setting for Auto Restart/Reset is ON.	Clears when Underload fault clears. Refer to the applicable Smart Controller Installation guide for details.
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.
Recirculation Fault Alarm	RL	Recirculation was not started or was interrupted because the line or pump has been disabled (manually or by Automatic Events).	If appropriate, enable the pump (in Setup > Pumps and Lines > Pumps) or line (in Setup > Pumps and Lines > Line). Alternately, disable Recirculation in Setup > Pumps and Lines > Recirculation.
Relay Fault	Pc	Controller Device sends Relay Fault.	Refer to the applicable Smart Controller Installation guide for details.
Sensor Open Alarm	Q	Pressure sensor reading is less than -8 psi (-55.16 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, TS, 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.
Sensor Test Warning	Vp	The Vapor Pressure Sensor might be stuck since tests have shown near 0 pressure readings for 24 hours. (Sensor Test).	Call for service following the procedures established for your site.
Sensor Test Failure	Vp	The Sensor Test Warning has occurred for 7 or more consecutive days Failure is reported and shutdown occurs at the assessment time set in Setup > Vapor Monitor > General.	Call for service following the procedures established for your site.
Setup Data Warning	All Devices	Device setup data problem.	Recheck device setup parameters.

Message	Short Device ID	Cause	Action
Short Alarm	L, G, C, H, TS, V, Vp	A short has occurred in the sensor wiring or in the sensor.	Call for service following the procedures established for your site.
Short Circuit	Pc	Controller Device sends Short Circuit Fault.	Refer to the applicable Smart Controller Installation guide for details.
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.
Sudden Loss Alarm	T	System detects loss of fuel during an idle period.	Check for gross leak.
Temp Control High Temp Warning	TS	Temperature has risen above the High Temperature set in Setup > Temp Control.	Follow the established procedures for your site for high temperatures. (The warning will clear when the line returns to normal temperature.)
Temp Control Low Temp Warning	TS	Temperature has dropped below the Low Temperature set in Setup > Temp Control.	Follow the established procedures for your site for low temperatures. (The warning will clear when the line returns to normal temperature.)
Uncalibrated	Pc	Controller Device sends Uncalibrated Fault. (Reports that is has not been calibrated FE.)	Refer to the applicable Smart Controller Installation guide for details.
Underload	Pc	Controller device sends an Underload fault and at least one of the following: -A tanks is not assigned. -A Probe Out alarm is active (Probe Out alarm in a tank on the line). -The Pump Controller Switch Setting for Auto Restart/Reset is OFF. -A Low Product alarm is active and the Pump Controller Switch Setting for Auto Restart/Reset is ON and the product level has increased.	Call for service following the procedures established for your site. Check fault condition on controller. Consult pump controller installation guide.
Under Voltage	Pc	Controller device send Under Voltage Fault.	Refer to the applicable Smart Controller Installation guide for details.
Unknown Fault	Pc	Controller Device sends Unknown Fault.	Refer to the applicable Smart Controller Installation guide for details.
Voltage Unbalanced	Pc	Controller Device sends Voltage Unbalanced Fault.	Refer to the applicable Smart Controller Installation guide for details.
VMCI DIM Comm Timeout Alarm* *Sub-alarm information available via <b>Actions &gt; VMCI Comm Timeout</b> indicates which VMCI are affected.	X	VMC powered off.	Call for service following the procedures established for your site.
		VMC not connected.	
		Incorrect VMC serial number.	Correct the serial number in Setup > Vapor Collection Monitor > Sensors <b>NOTE:</b> The serial number must be six digits. (Enter leading zeros to pad the number if it is not six digits.)
Water Out Alarm	G	Water level is below the float switch, making the sensor ineffective.	Call for service following the procedures established for your site.

