

Encore® S Series Pumps and Dispensers



Table of Contents:

Overview	3
Manual References	5
Spare Parts	5
Software Requirements	5
The Main Door	6
Door Node 4	8
PPU Board	12
Programming Grade Select Indicators	13
PPU Board (cont.)	15
Main Door Locking Scheme	17
Door Lock	18
Printer Door	19
Printer Paper Loading	20
Clearing Printer Jams	22
Shipping Tape	23
Support	24
Troubleshooting the System	25

Overview

This launch package will familiarize you with the features of the Encore S Series pumps and dispensers. It is not intended to serve as a replacement for Installation, Service, and Parts manuals. A list of reference manuals is provided on the next page. Always ensure you have the most current documentation. They can be obtained on the Gilbarco Veeder-Root website on GOLD® in the Gilbarco Extranet (www.gilbarco.com).



Encore® S Series

The Encore S series was introduced in 2005. Built on the industry leading Encore platform, the S series delivers a refined style that delivers the following simplified customer experience.

STYLISH design attracts customers

- Refined bezel and columns enhance site appearance
- Design instills comfort, confidence, and loyalty
- Brand View™ canopy and eye-level graphic reinforces retailer's brand image

SIMPLE operation for faster transactions

- Customer-defined, centralized layout
- Intuitive customer interface
- Large buttons with positive feedback

SMART Technology maximizes site profit

- SMART Meter™ eliminates fuel loss due to meter drift
- SMART Merchandising™ drives in-store sales
- SMART Connect™ increases site uptime
- SMART Flow™ increases throughput to drive profits

SECURE features reduce theft and fraud

- Security features to prevent unauthorized access
- Factory sealed pulsers and meters
- Programmable codes for site level security
- Increased payment privacy

SUPERIOR electronics platform for today and tomorrow

- Forward and backward compatible Encore® electronics
- Flexible to upgrade and grow with your business

Manual References

- MDE-3802 Site Prep Manual
- MDE-3985 Installation Manual
- MDE-3893 Owners Manual
- MDE-3804 Service Manual
- PT-1936 Parts Manual
- PT-1937 Recommended Spares

Recommended Spare Parts

Part	Description	ASC 100	Dist. 100	Dist. 500
M00455A004	TOTALIZER ELECTRO-MECH	1	2	4
M05835A001	PCA, DOOR NODE 4	2	2	4
M06069B001	KEYPAD SOFTKEY	2	2	4
M06070B001	KEYPAD STOP/CALL/START	2	4	4
M06070B002	KEYPAD STOP/CALL/START	2	4	4
M06143A001	ASSY, LIGHT & INDUCTOR (TRIND)	1	1	2
M06143A002	ASSY, LIGHT & INDUCTOR (TRIND)	1	1	2
M06143A003	ASSY, LIGHT BOARD (TRIND)	1	1	2
M06194A001	3 GRADE SINGLE PPU	3	4	10
M06194A003	3 GRADE DUAL PPU	3	4	10
M06194A002	5 GRADE SINGLE PPU	3	4	8
M06194A004	5 GRADE DUAL PPU	3	4	8
M04466B003	PPU Backlight Board LED Array	2	4	6

Software Requirements

Pump Node: Minimum Version 1.7.85 (Kit M01231A001)

Door Node: Minimum Version 1.0.46 (Kit M01229A002)

The Main Door (Outside)

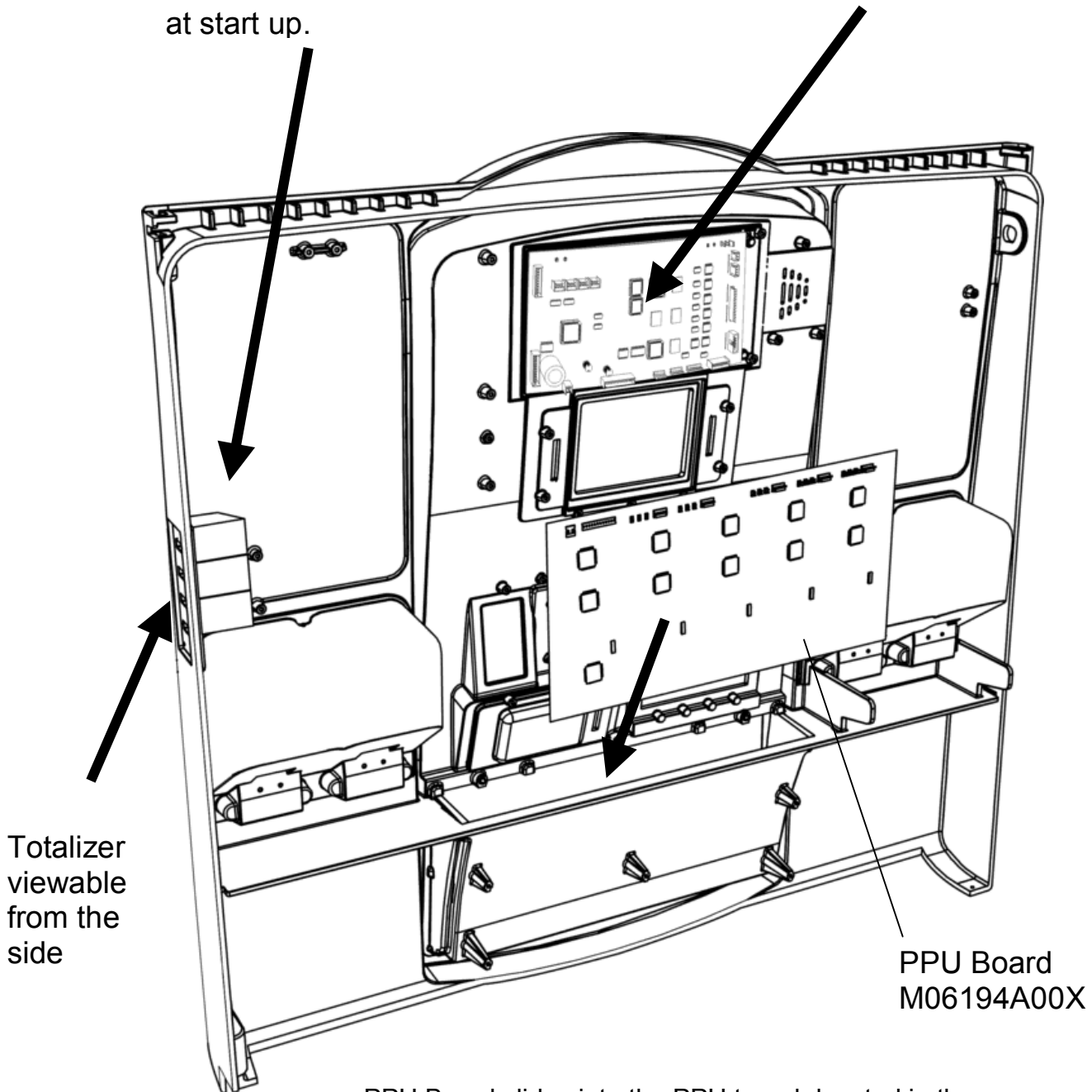
Door Node 4 with
larger money display
M05835A001



The Main Door (Inside)

Totalizer Location M00455A004
Note: Check totalizer for count
at start up.

Door Node 4
Main Display
M05835A001



Totalizer
viewable
from the
side

PPU Board
M06194A00X

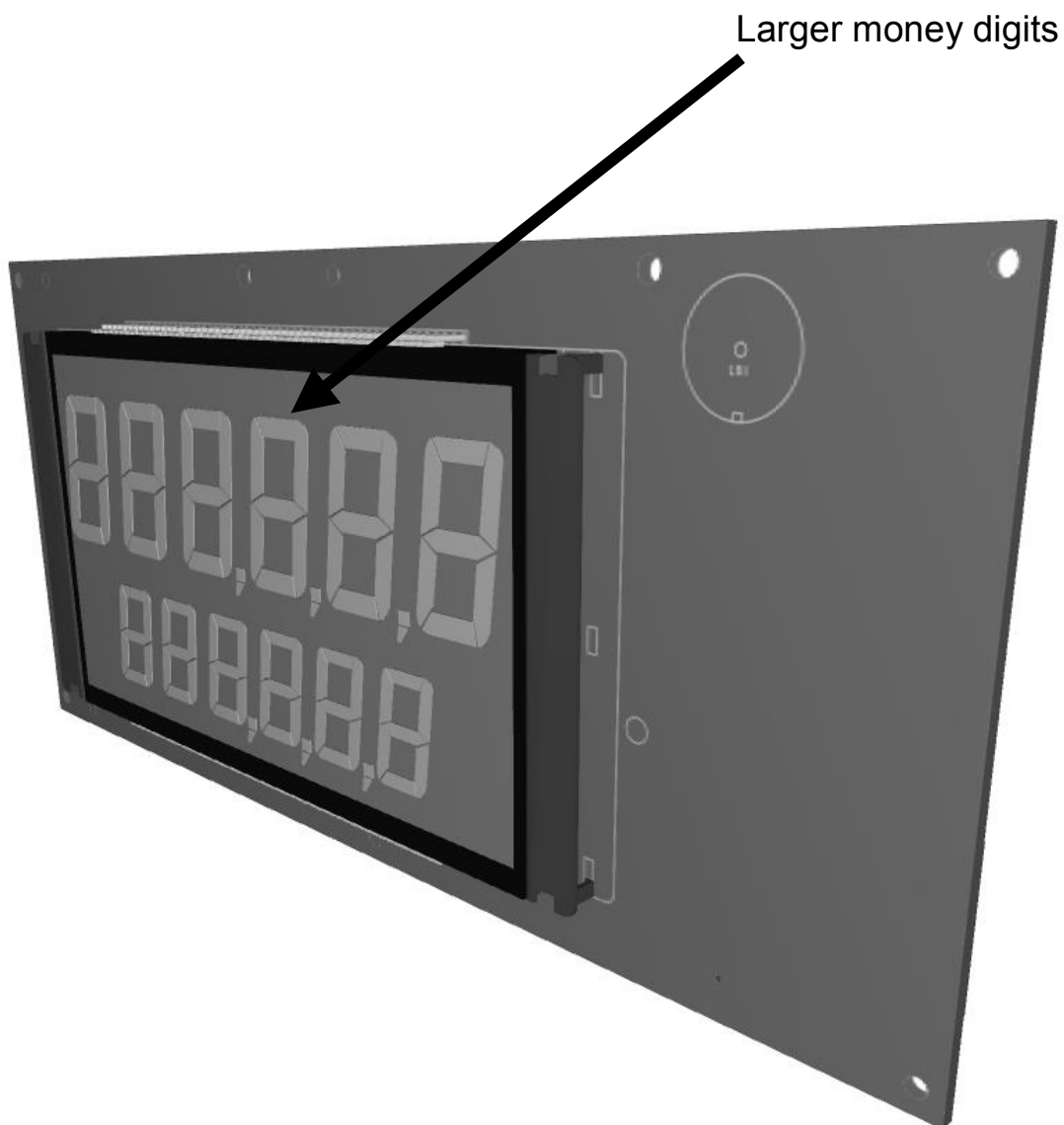
PPU Board slides into the PPU trough located in the inside lower part of the main door. It is held in by three 3 screws. The printer door must be opened in order to remove the PPU board for replacement.

Door Node 4

M05835A001

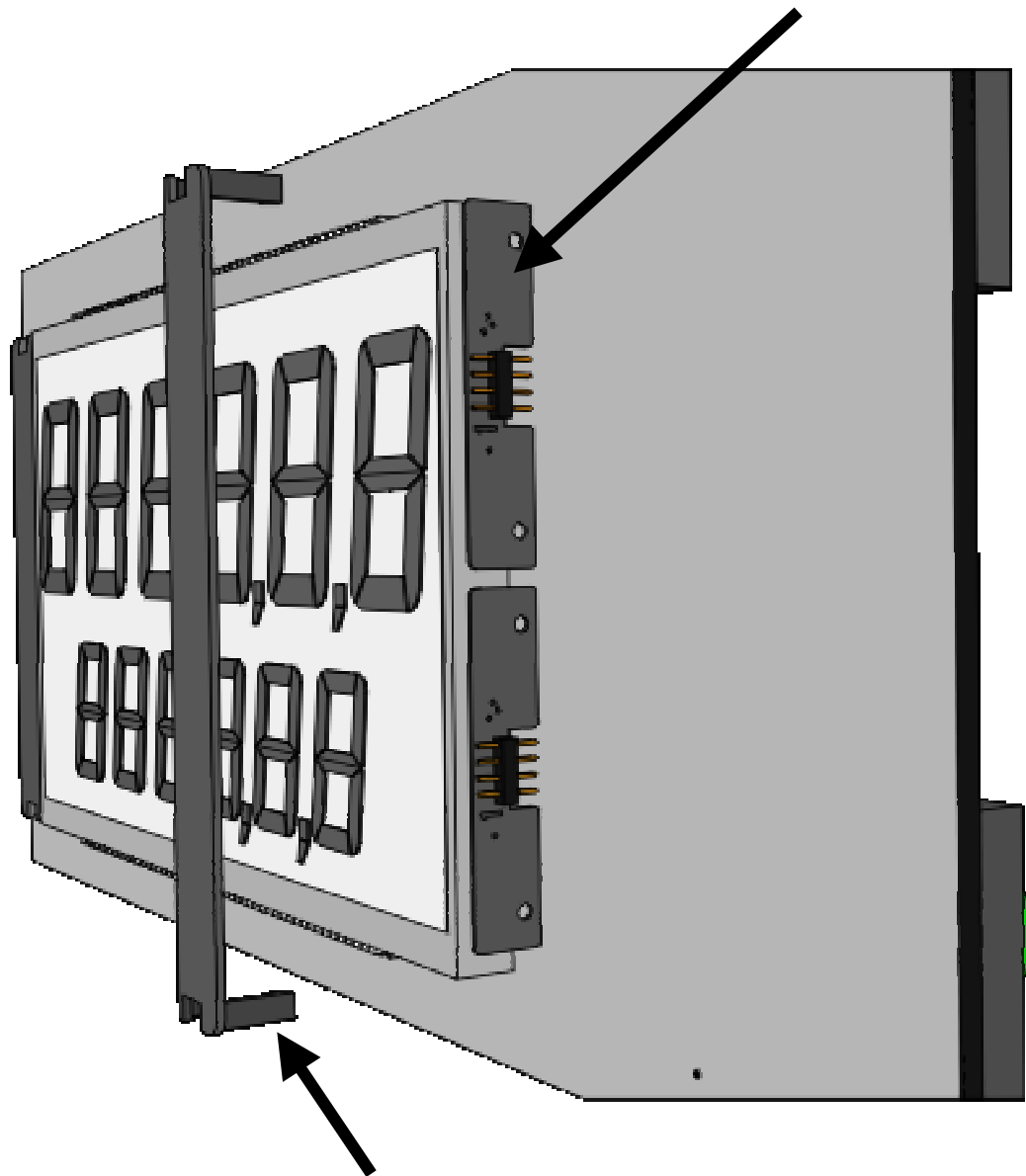
The Door Node/Main Display mainly introduces a combined money/volume LCD display, with larger size money digits. Some of the connectors along the bottom of the board are flipped compared to the old Door Node boards for ease of connection.

This board (Door Node 4) **cannot** be used on standard Encore 500. It is strictly designed for use on the Encore S main door.



Door Node 4 M05835A001 (cont.)

Main Display Field Replaceable
LED Array M04466B010 (4 per
board – 2 on each side of display).

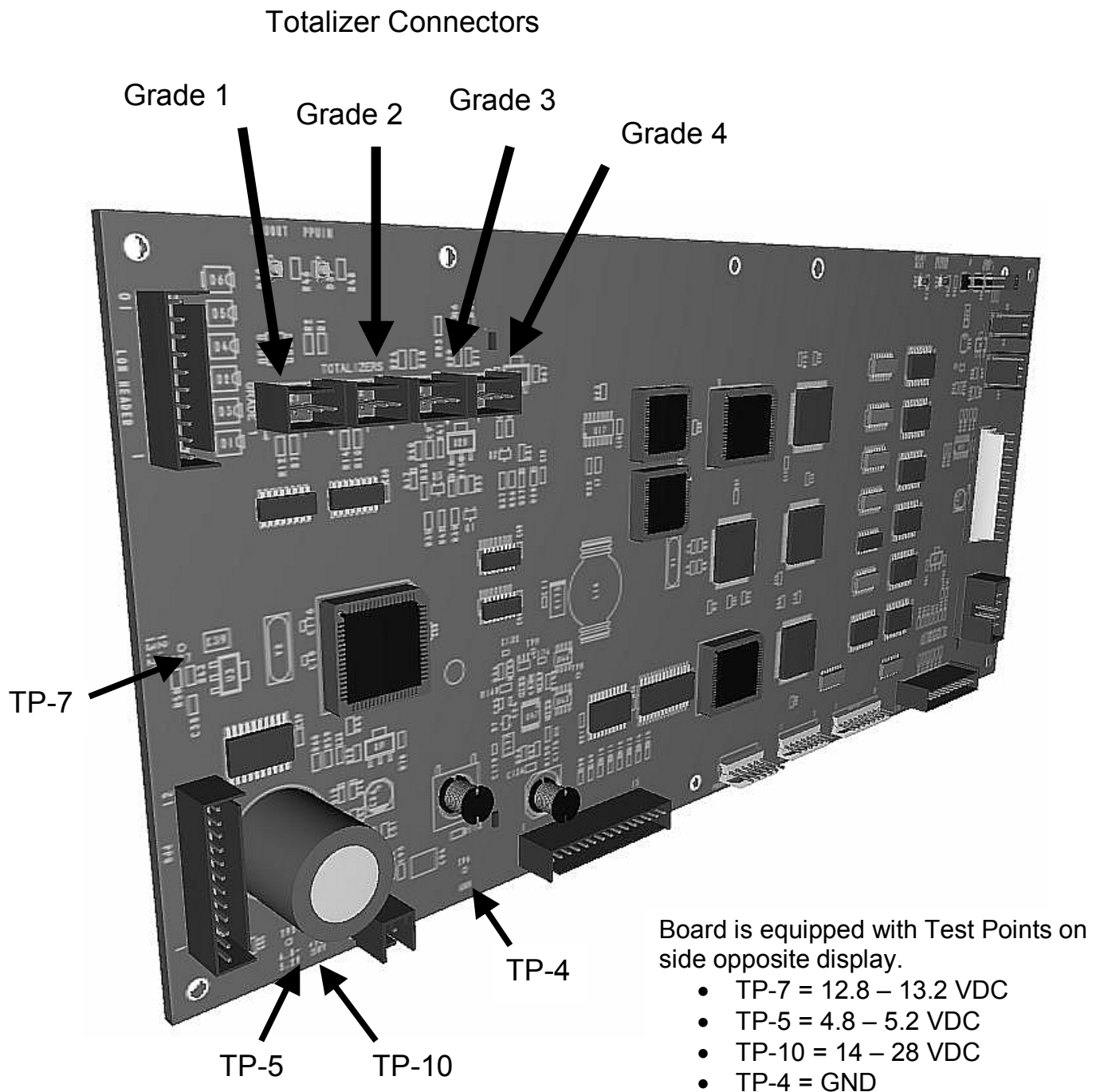


Remove cover to access
LED Array Board

Door Node 4

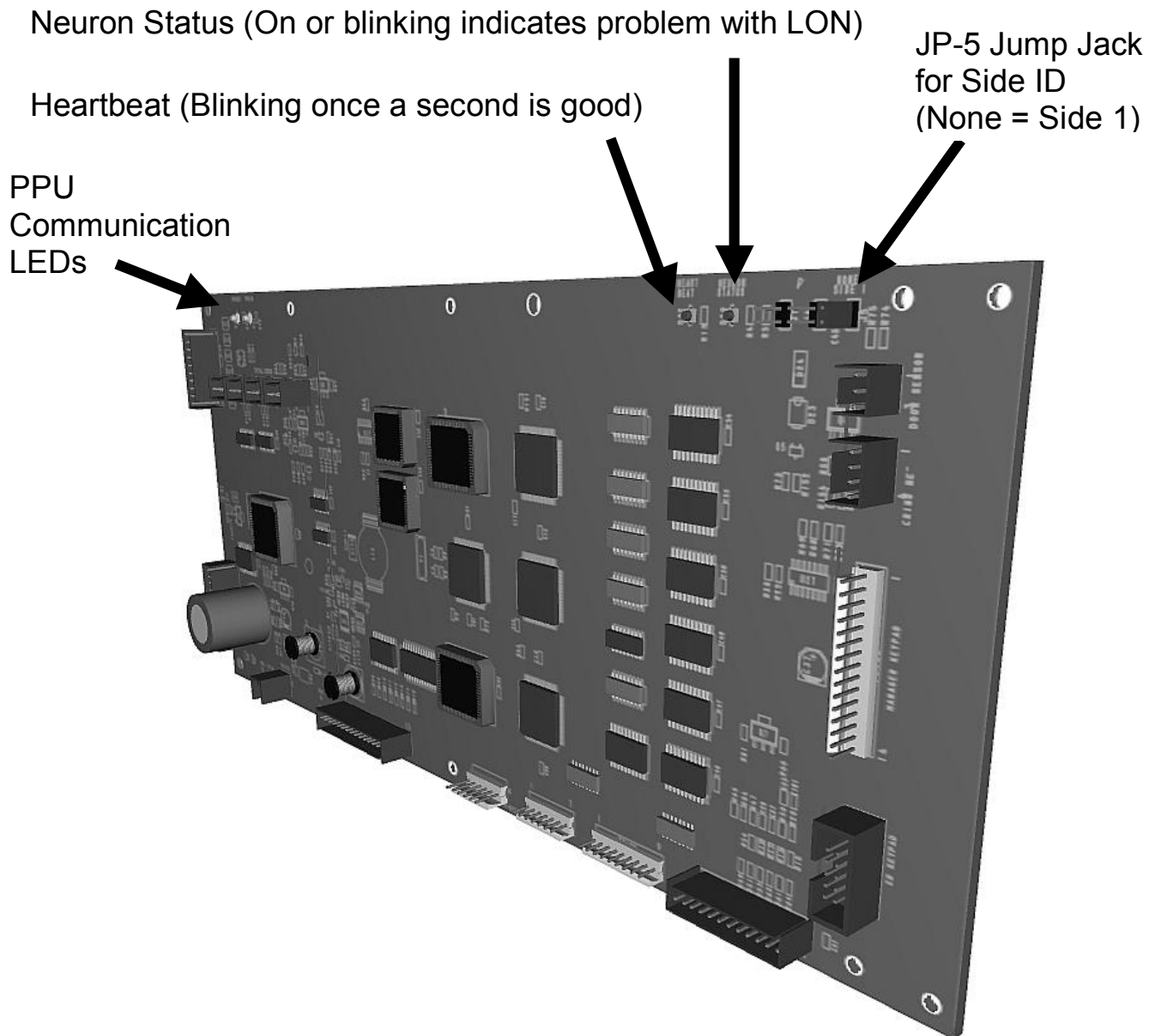
M05835A001 (cont.)

Totalizer cables plug directly into Door Node 4 (Same as Door Node 3)



Door Node 4

M05835A001 (cont.)



The Door Node 4 has the same basic function as the Door Node 3. Reference Sandpiper 2b launch package for additional information.

PPU Board

M06194A00X

(New One-piece PPU board M06194A00X with Encore S main door)

A001 (3 grade single with mounting bracket)

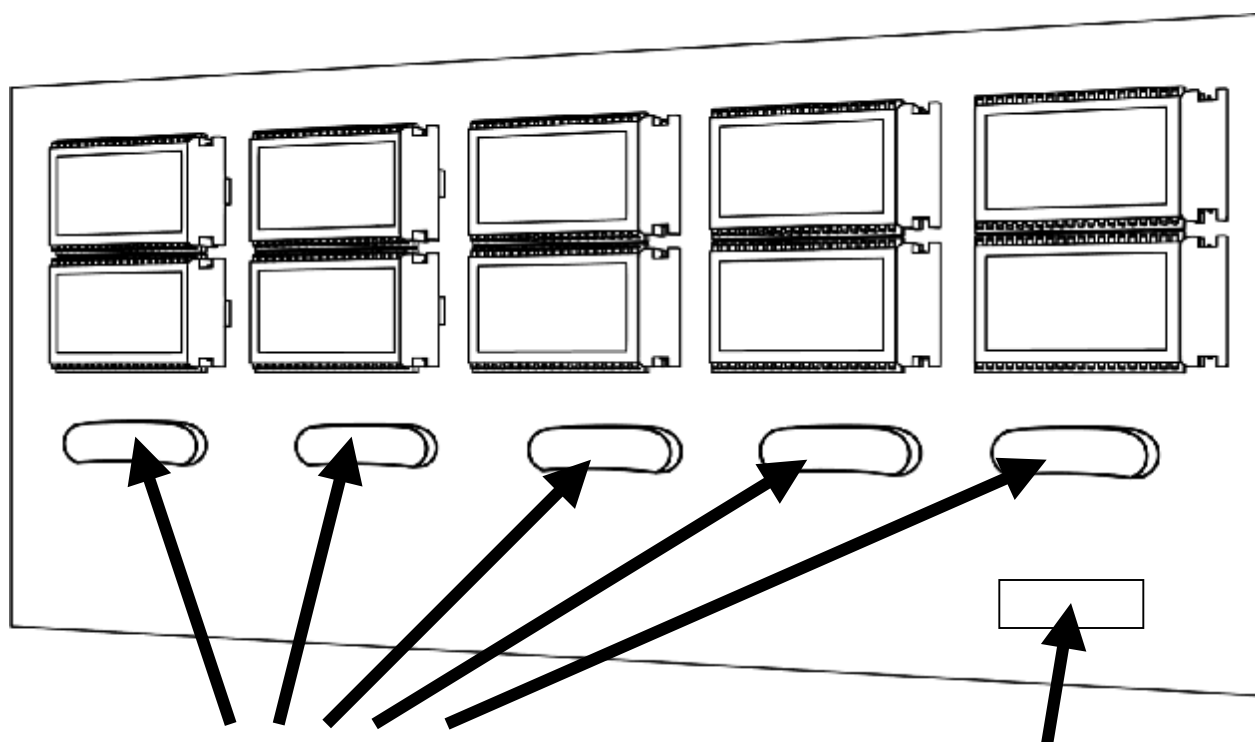
A002 (5 grade single with mounting bracket)

A003 (3 grade dual with mounting bracket)

A004 (5 grade dual with mounting bracket)

Note: A 5-grade PPU board can replace a 3-grade board. This will require you to remove the unused LED Array boards (side lights for the LCD displays) to prevent the backlighting from shining through the graphics. Also the unused PPU positions will have to be programmed (with jump setting) to unused grade levels, or the blue LEDs will flash and show through the graphics.

This board cannot be used on Encore 500 units without the “S” main door. It is strictly designed for use on the new stylized main door.



Blue LEDs light up to alert customer that it's time to select a grade. (Flash on and off)

PPU Board also has the magnetic switches used for grade select. One per grade

Programming the grade select indicators

1.1.1 Select Feature Set – Command Code 96

This command code allows the programmer to select the appropriate feature set for the dispenser. The only functionality currently dependent on this setting is the operation of the blinking LED's (as opposed to blinking PPU's) for 'S' models.

The layout and digit position meaning for this programming feature is shown below.

\$	9	6				Option
V						
PPU						

Step 1: Select Feature Set Command Code

Keypad: **96** – program feature set

\$	9	6				
V						
PPU						

Keypad: **ENTER**

\$	9	6				0
V						
PPU						

Step 2: Select the desired feature set.

Table below reports side code meaning

Feature Set	Code
Unprogrammed	0
Encore 500	1
Encore 550	2
Encore 500 S	5*
Encore 550 S	6

* - Default value from the factory is “5”. Other options used for future enhancements.

Keypad: **1** – Select Encore 500 S Feature Set

\$	9	6				5
V						
PPU						

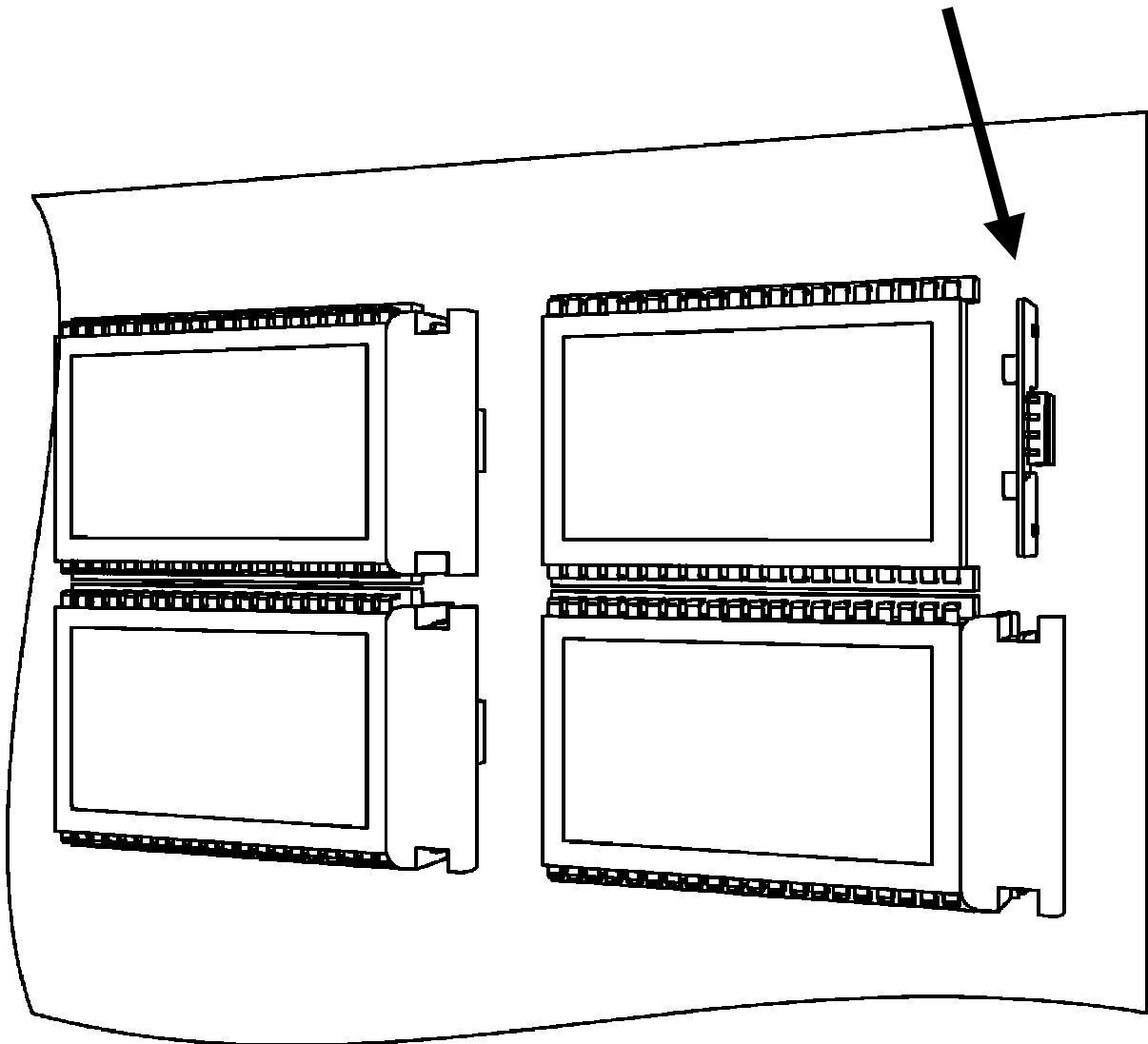
Keypad: **ENTER**

\$	9	6				5
V						
PPU						

The F1 key will allow additional programming or the F2 key may be used to exit programming.

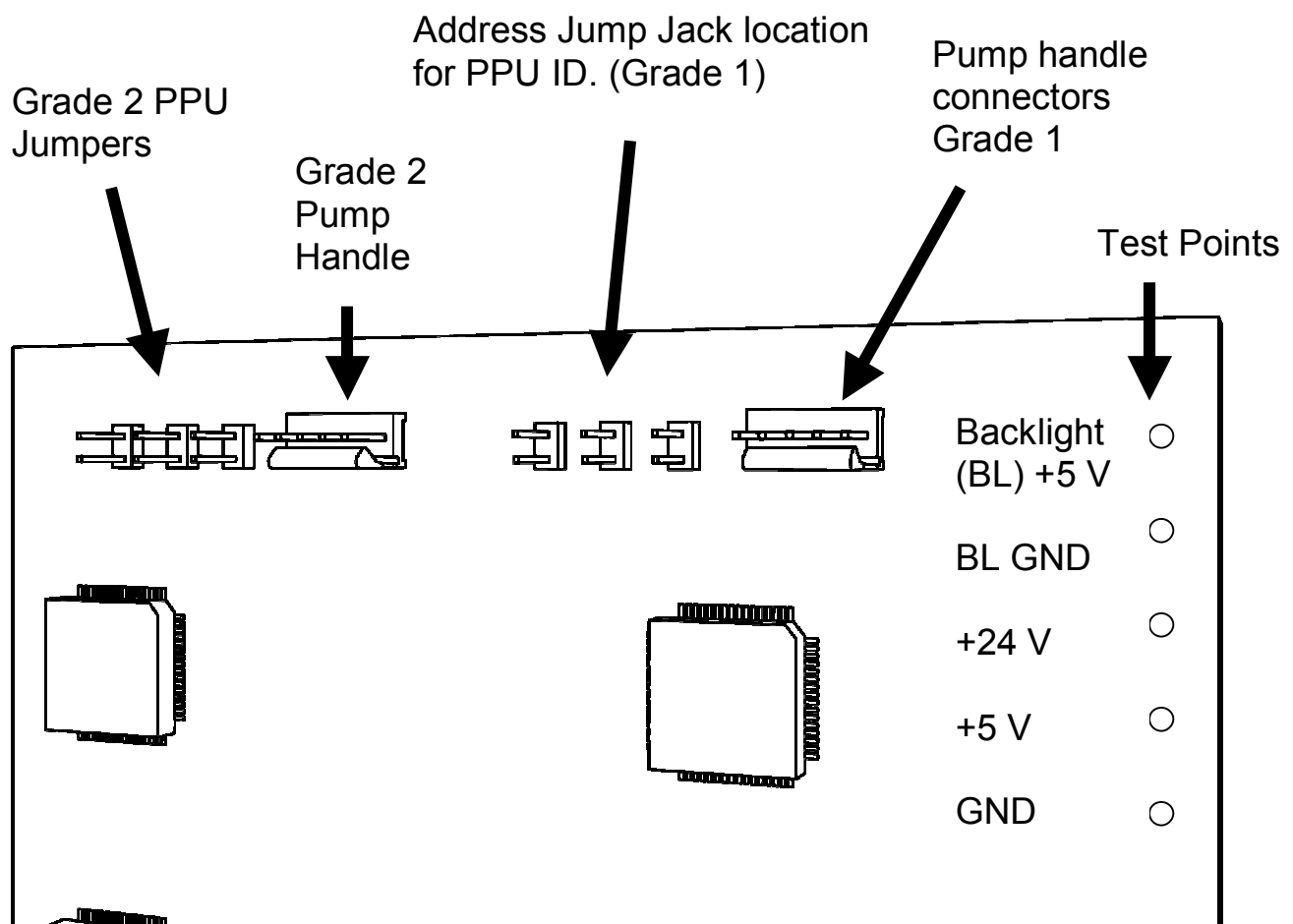
PPU Board M06194A00X (cont.)

Field Replaceable
LED Array M04466B003



PPU Board

M06194A00X (cont.)



- The PPU jumper scheme is the same as all previous E500 jump jack settings.
- The board connectors, jumpers, and test points are labeled for identification on both sides of the board.

Main Door Locking Scheme with Enhanced Security Feature

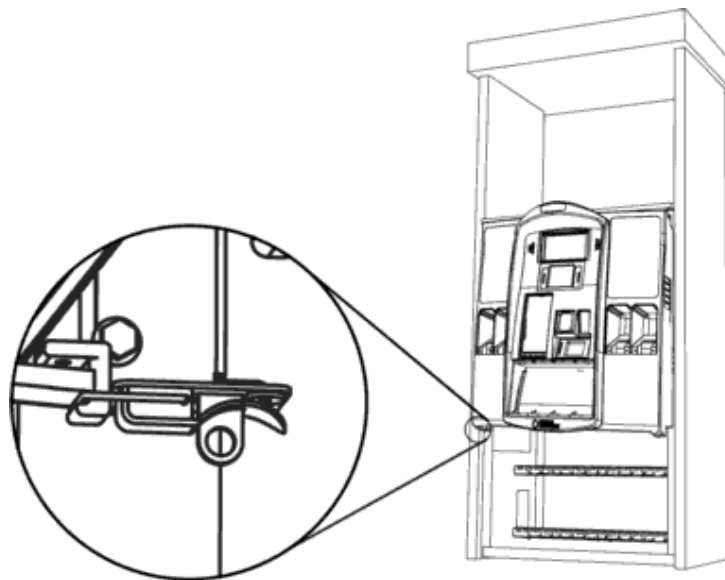
The lock for the main door (CH751 Q12542-14) and the lock for the lower panel (GBCO K83512-25) are the same as the ones used on previous Encores, however, there is a new locking scheme for the main door. The main door (commonly known as fridge door) cannot be opened without first removing the lower panel and releasing the ski-boot-type latch (security latch) found at the bottom left corner of the main door. (See graphic). This feature was added to help deter potential unauthorized entry.

The lower security latch, along with the top lock provides a tight seal for preventing water intrusion. Technicians, please be aware of the locks and latches when opening and servicing the unit, and **make sure to fasten all locks and latches after service.**

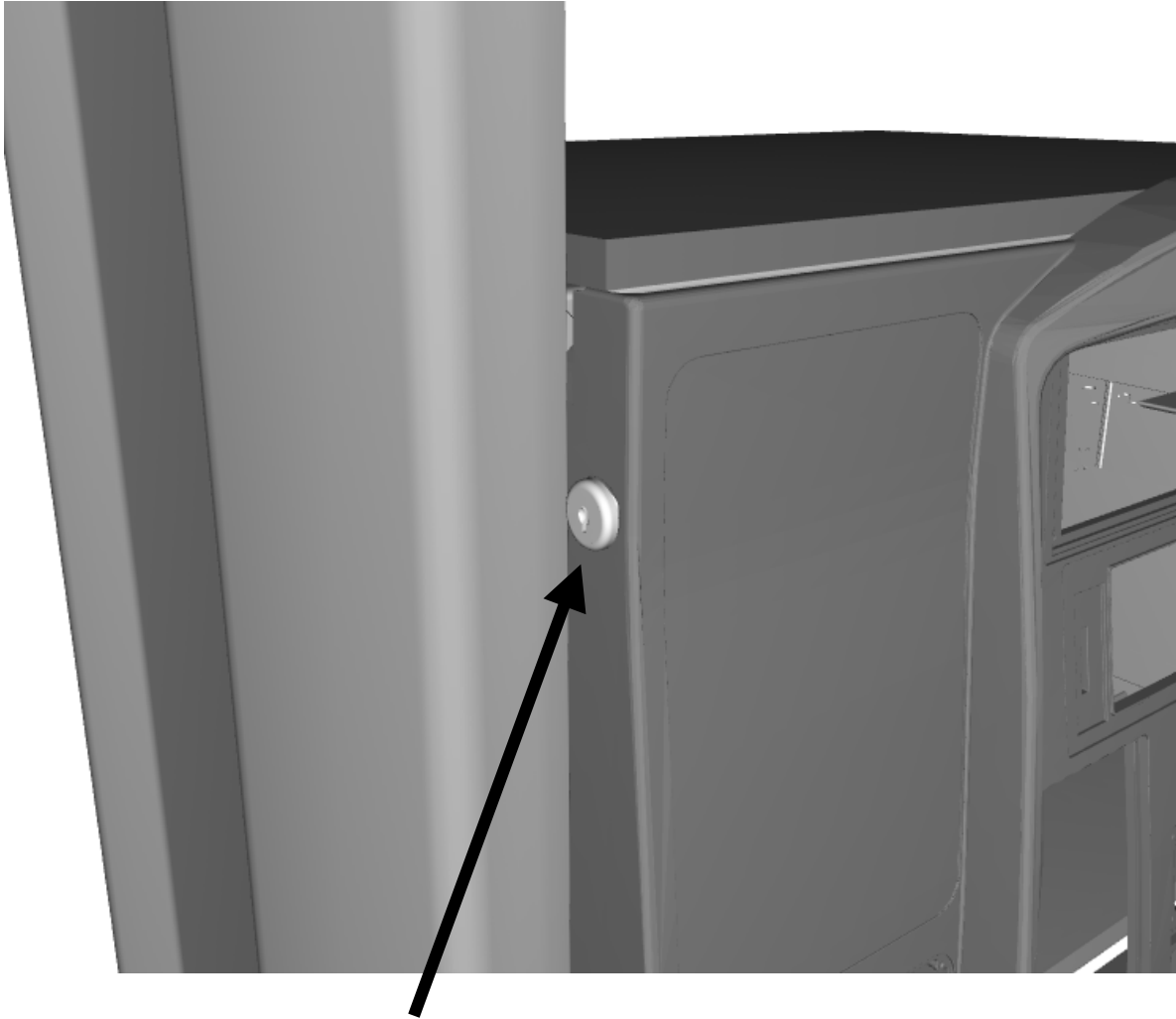
It is important to properly latch the main door (both top and bottom) or the sealing of the door is not guaranteed.

You can pull gently at the lower and upper portion of the doors to determine if they are latched.

Security Latch for lower portion of main door is pictured below. If this latch becomes broken for any reason, it must be replaced.



Main Door Lock



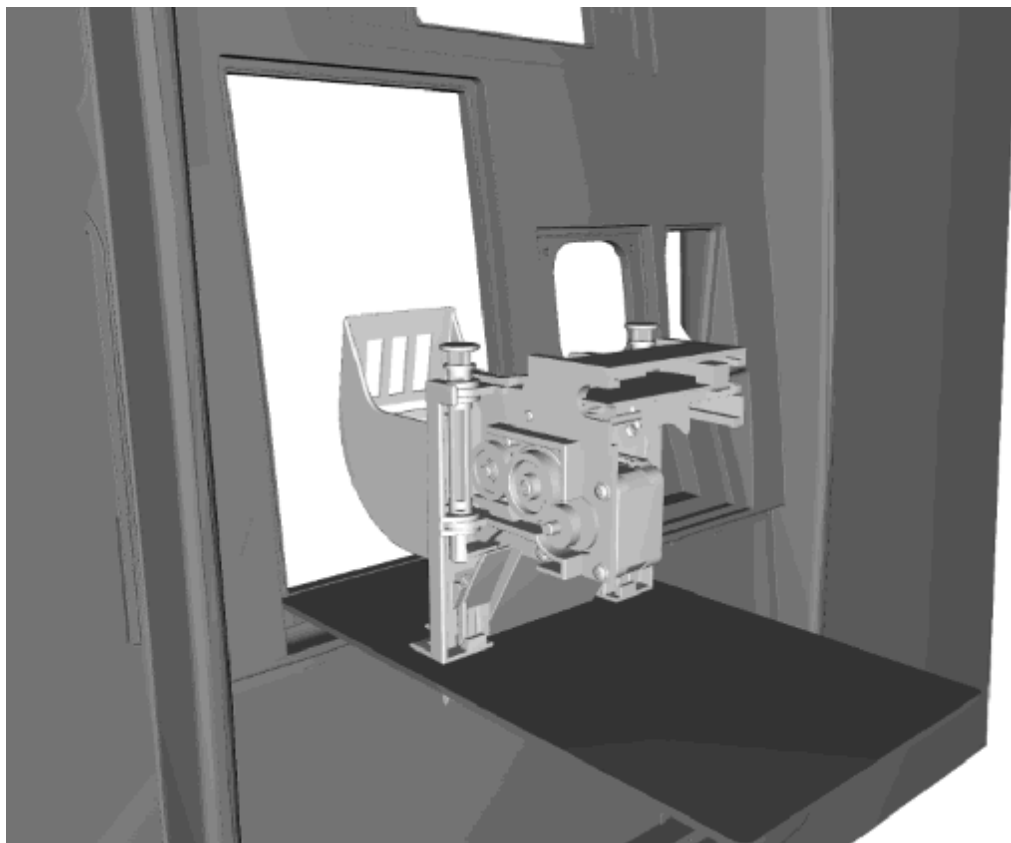
Main Door Lock
CH751

The Printer Door

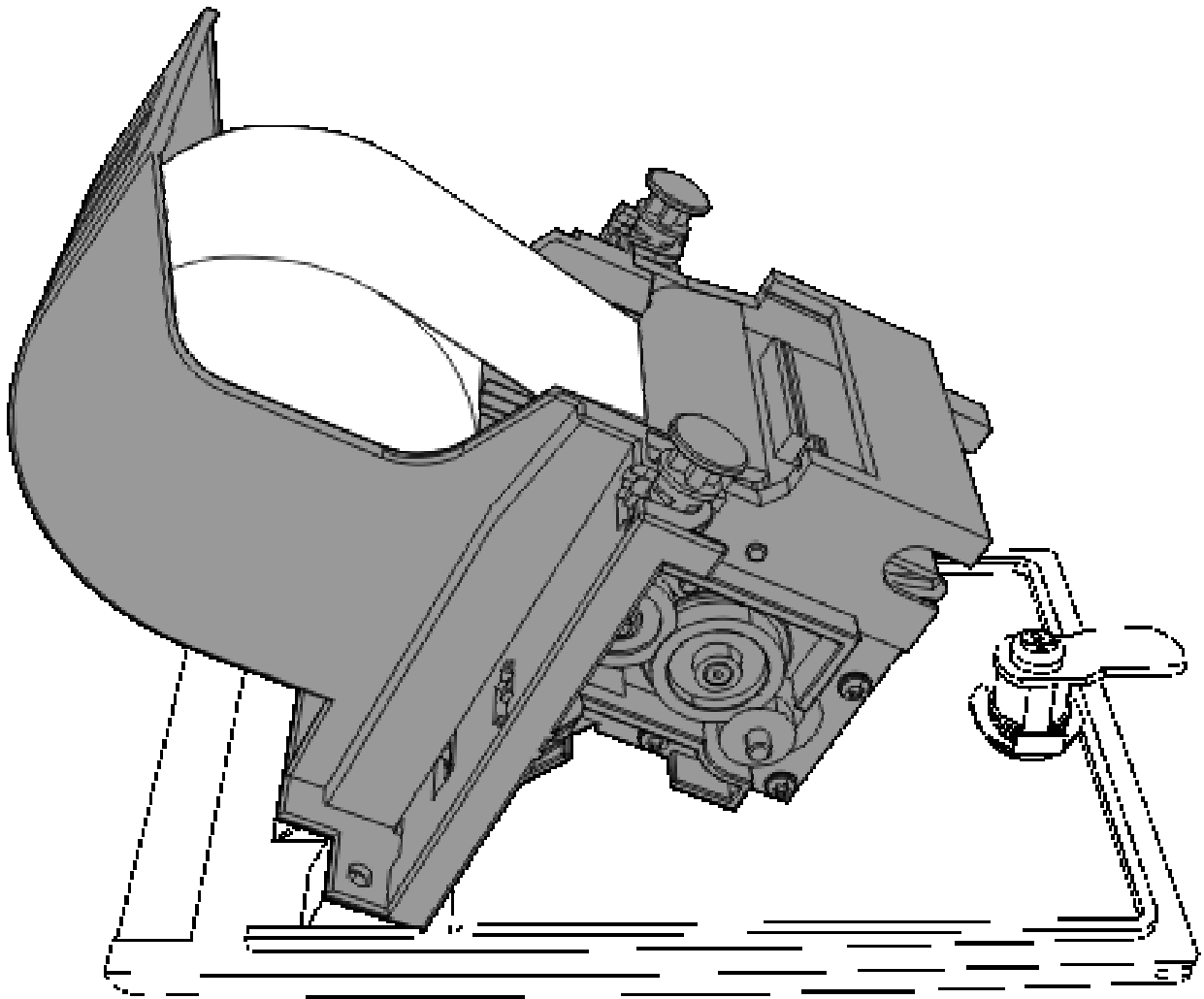
The printer door allows the store attendant access to install printer paper. It uses the same lock and key that's used on the Main Door. (CH 751 Q12542-14)

The printer is the same USB printer as used on Encore 500. Reference Sandpiper 2B Launch package for USB printer.

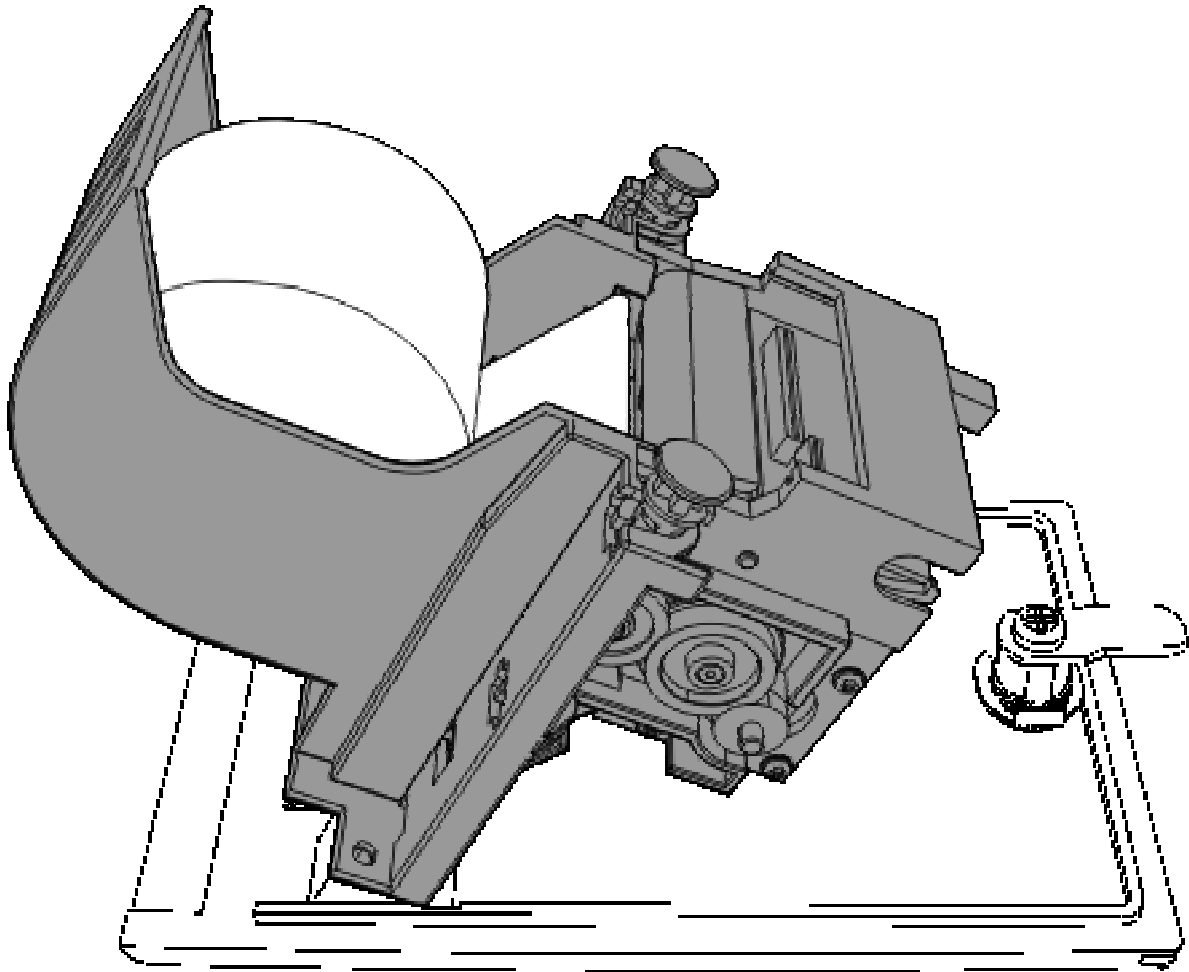
When servicing, make sure all cables are properly routed and clear of all the pinch points before closing the printer door.



Correct Printer Paper Loading



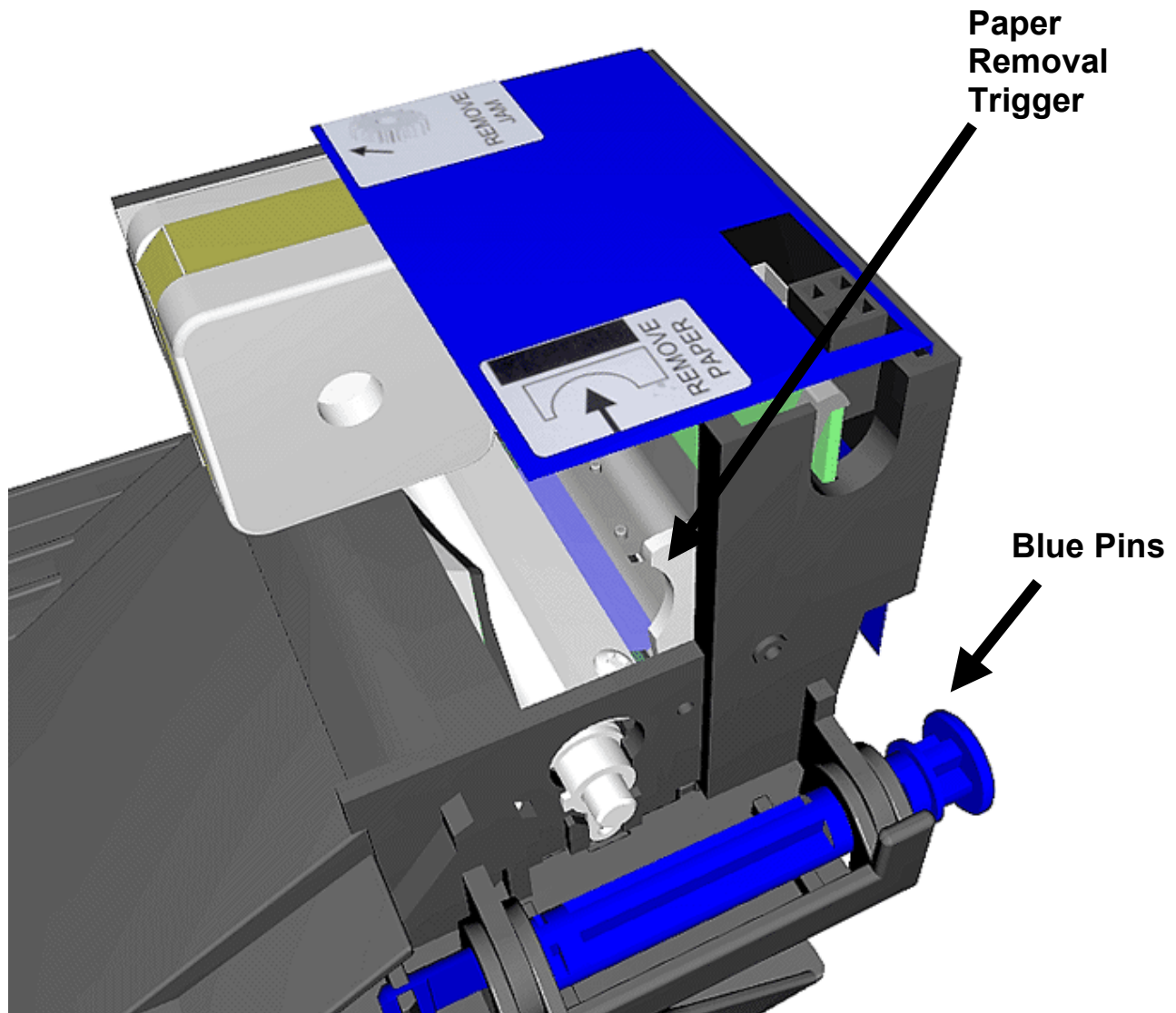
Incorrect Printer Paper Loading



Clearing Paper Jams on USB Printers

Paper Removal Trigger

Squeeze the trigger while gently pulling on the paper to cleanly remove the paper from the paper feed path. Also, the **blue pins** (either one or both) can be pulled out to release the Printer Control Module to expose a jam.



Reference MDE-4366 for clearing jam instructions and Paper Ordering Information.

MDE-4366 comes in Installation Packet with unit.

Please train site personnel how to prevent and clear paper jams.

Shipping Tape

In the factory, tape is placed on the inner sheathing to provide extra shipping stability. Leave tape in place while shipping the unit to the site. Once the units are installed, remove tape.



Support

ASC Responsibilities:

- Install, start up and service the Encore S Series same as today with the Encore 500.
- Call the Gilbarco Support Center and register/commission the unit(s)
- Technician provides site address, phone number, serial number of unit and software version installed.

Note: Technician must be Encore/Eclipse Certified.

Support Center Responsibilities:

- Registration of the Site Equipment.
- Providing basic help to the ASC for site installation and start up.
- Open and close Service calls

TAC Responsibilities:

- Provide technical help beyond the Support Center.
- Provide technical assistance during installation and startup of the unit.

Product Support Responsibilities:

- Support Product Launch
- Provide assistance to TAC
- Interface with Engineering to resolve equipment field problems

Troubleshooting the System

Troubleshooting is a process. It starts with listening to (or studying) a description of a problem, either reported by others or discovered before symptoms become apparent, threatening, or damaging. Troubleshooting ends with a safe and successful resolution of the problem.

You arrive at that successful resolution by asking questions and experimenting with the circumstances, to isolate the cause(s). Always remember there can be multiple causes, acting individually or sometimes together.

Troubleshooting the Encore S Series (new main door) should fall right in line with that of the Encore 500. The LON electronics on the S unit is the same as E500. The only main difference is all the PPUs on one side of the pump/dispenser are located on one PC Board as opposed to each PPU being its own PC Board. So, electrically, troubleshooting should be relatively the same as earlier Encore 500 models.

Warranty for the Encore S is two-year full warranty, four-year corrosion protection.