Troubleshooting Tips and Maintenance FAQ's

Q. I have no power to my Fuel Lock Device.

A. Check that the breaker is on and not tripped. Consult with an electrician to ensure the proper power is being supplied to the Fuel Lock® device.

Q. The screen, keypad and LED indicator light are all off, but I know I have power to my device.

A. Check the 2 amp glass fuse on the bottom right of the circuit board and ensure it has not blown. Open the fuse holder on the terminal strip and ensure the 2A fuse has not blown. Check if the system status light located near the top center of the main circuit board is flashing green. If the light is flashing, the main circuit board has power and the problem is likely with the screen or keypad.

Q. The screen shows a pump is unlocked, but the pump will not operate.

A. Ensure the correct power supply is unlocked—Fuel Lock® devices have two individually controlled contactors to switch power to pumps. If the contactors do not click when unlocked, check that the two leftmost 2A fuses on the bottom of the circuit board are not blown.

Q. My Fuel Lock® Device shows an (!) mark in the top right corner of the screen and won't connect.

A. Ensure the antenna connector is connected to the J3 terminal on the modem. The antenna is located above the main circuit board and attached to the back of the window. Once this is done cycle the power to the device by switching the breaker on and off. You should notice a ▼ in the top right corner when the device is successfully calling in.

Q. I have flow meters connected to Fuel Lock® and am dispensing fuel, but there are no fuel volume readings on the device screen or in the Fuel Lock® App.

A. In the Fuel Lock® App, make sure that you have created a tank and selected the proper flow meter and flow meter port from the dropdown menu under "Tank Configuration". Ensure that you have purchased a compatible flow meter from our list on www.fuellock.ca.

A. Ensure all connections have been made as per the Electrical and Instruction Manual (Section: Flow Meter Electrical Overview). On most Flow Meter connections points you should be reading either 0VDC or 5VDC when the pumps are sitting idle and see a varying pulsing voltage between 0-5VDC when dispensing fuel. These voltages can be read by a multimeter on the bottom terminals of the flow meter board inside the Fuel Lock® device. (Pump 1, Pump 2, Pump 3, Pump 4). If connected properly, a liter count will start to display on the Fuel Lock® screen. *Please consult a Licensed Electrician to troubleshoot and read these voltages.*

Q. I am not receiving text messages or push notifications when employees are filling.

A. Ensure notifications are turned on in notification settings and mobile phone settings. Also ensure additional mobile numbers are entered under notifications settings to receive text alerts. Make sure that the notifications are turned on for each individual employee (under "edit employee").

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Q. I am receiving notifications and liter amounts for my administrator when the administrator hasn't unlocked or filled from Fuel Lock®.

A. If you are using a mechanical meter on your Fuel Lock® System, please refrain from resetting the dial when the device is in a locked state. Spinning the reset dial has been known to input false readings into Fuel Management systems. Not resetting the dial has no impact on the accuracy or functionality of the Fuel Lock® device.

Q. One of my flow meters doesn't seem to be reading correctly on the Fuel Lock® Device and is showing an "Unknown (0)" instead of the tank name I inputted.

A. Ensure all the proper settings are inputted into the App under the tank configuration page. Next ensure that the physical wiring of the flow meter inside the Fuel Lock® device matches the Port numbers chosen on the App. Ex. If the settings of the flow meter on the App are placed on Port 2 and the flow meter is physically wired to Port 3 by accident on the device, the flow meter will read incorrectly and will read "Unknown (0)" on the App and notifications.