



**compac**  
**PREMIUM DISPENSER TECHNOLOGY**

## **ComTank Installation and Setup Instructions** **Version No: 1.0.7**

**Model: On-tank Master Pump/Dispenser (ComTank)**  
**Date: 20/03/2018**

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- Read this manual completely before working on, or making adjustments to, the Compac equipment
- Compac Industries Limited accepts no liability for personal injury or property damage resulting from working on or adjusting the equipment incorrectly or without authorization.
- Along with any warnings, instructions, and procedures in this manual, you should also observe any other common sense procedures that are generally applicable to equipment of this type.
- Failure to comply with any warnings, instructions, procedures, or any other common sense procedures may result in injury, equipment damage, property damage, or poor performance of the Compac equipment
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## Product Identification

### Specifications

This manual applies to On-tank Master dispensers

### Models Covered

***NOTE:*** Do not use this manual for earlier models. Contact Compac for archived manuals if required.

### Validity

Compac Industries Limited reserves the right to revise or change product specifications at any time. This publication describes the state of the product at the time of publication and may not reflect the product at all times in the past or in the future.

Product Identification

### Manufactured By:

The Compac On-Tank Master dispenser is designed and manufactured by Compac Industries Limited.

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## Contents

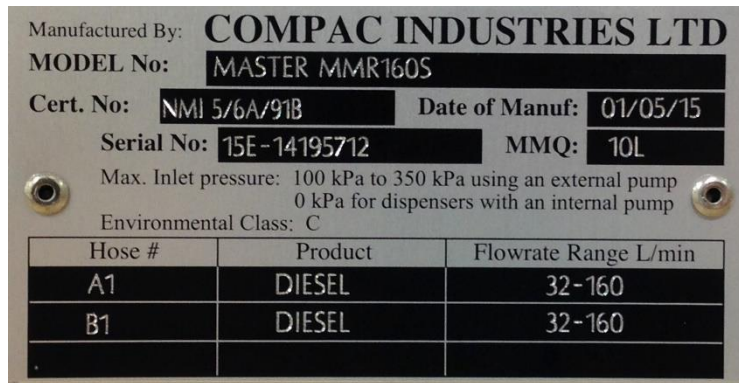
Product Identification .....	3
Footprints .....	4
Remote Display .....	6
Remote Nozzle .....	7
Safety .....	8
Static Electricity Precautions .....	8
Pre-Installation Check .....	8
Installation .....	9
Internal Pump Models .....	9
External Pump Models .....	10
Comms Dip Switch .....	11
Triac Dip-switches .....	11
Electrical Connections .....	12
Pump connections (internal suction pump) .....	12
Dispenser connection (remove submersible pump) .....	13
Dispensing Hoses and Nozzles .....	13
Breakaways .....	14
Setting up the C4000 .....	15
Configuration Codes .....	15
Parameter Switch .....	15
K-Factor Switch Settings .....	17
Calibration (K-Factor) .....	18
Setting the K-factor .....	18
Sealing the K-Factor switch .....	18
Notes .....	19
Standalone Operation .....	19
Pump Controller .....	19
Spare Fuses .....	19
Generator Power .....	20
Error Messages .....	21

## Product Identification

Ensure you are using the correct installation instructions and footprint drawing before commencing site work or installation.

The identification plate is fastened to the bottom of the right-hand side panel when facing the front of the dispenser.

The model number is on the first line of the identification plate.



### Understanding the model number:

The model number for Master dispensers is split into: Chassis style, hose configuration, pump or dispenser and specific application.

Use the table below to help identify the unit.

Style	L/min per hose	Pump style	Options
MR = single hose	MR400 = one hose @ 400 l/min	P = pump*	Blank = Standard
MMR = multi hose	MMR400 = two hoses @ 400 l/min	S = dispenser*	Avi = Aviation
	MMR400-80 = side A 400, side B 80		Marine = Marine

\*Pumps have internal pumps, dispensers use remote pumps.

**EXAMPLE:** MMR 400-160S is a two-hose unit. Hose side A is 400 l/min, side B is 160 l/min with external pumps.

**NOTE:** Marine and aviation models have stainless steel pipework and stainless-steel chassis.

**NOTE:** Make sure you use the footprint that relates exactly to your model.

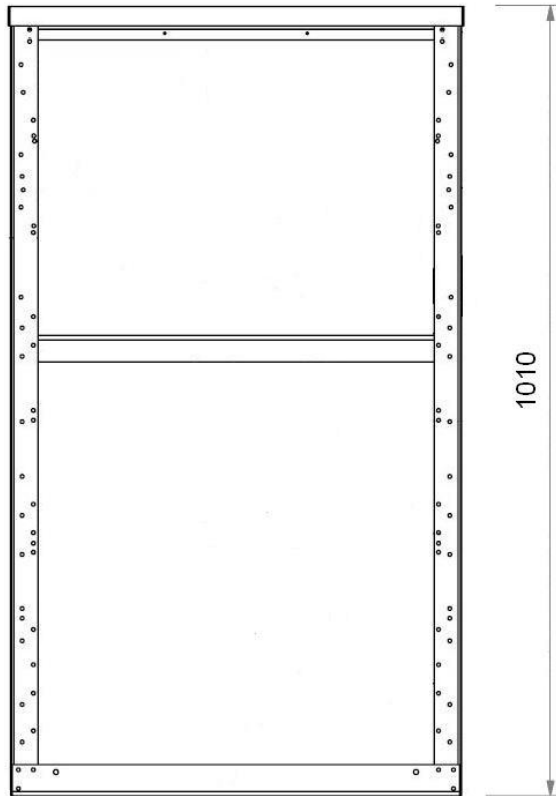
## Footprints

ComTank pumps may be any pump or dispenser from the Compac Master range. A generic footprint is shown below. If you require specific dimensions for the positions and sizes of inlet and outlet pipes and the position of the C400 power supply, contact Compac.

ComTank front and rear cover panels are cut short to allow pipework to enter from the side rather than below.

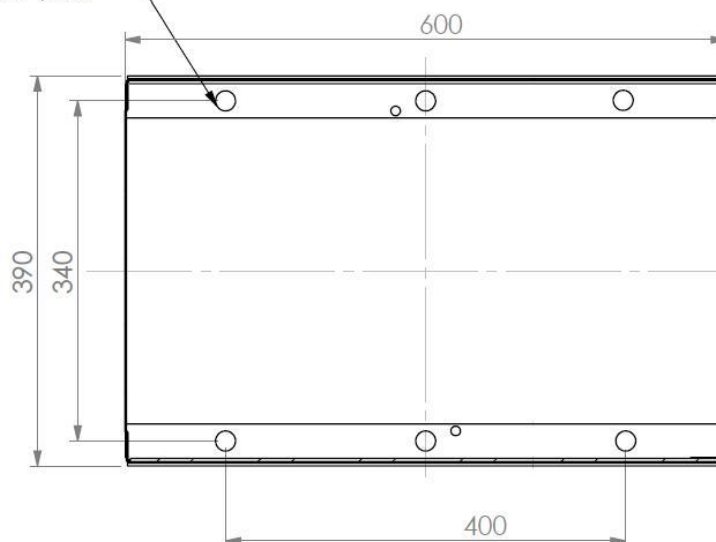
Covers must be installed when pumps are in use.

When mounting the unit make sure you allow sufficient clearance to access the electrical wiring, pipework and pump drive belts.



6 Mounting Holes  $\varnothing 20$

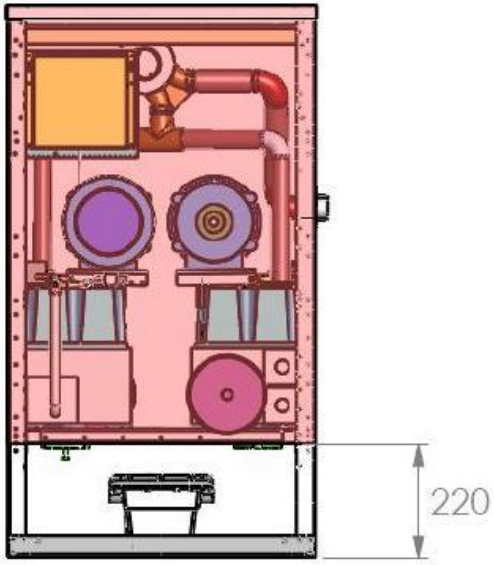
### Rear of Unit



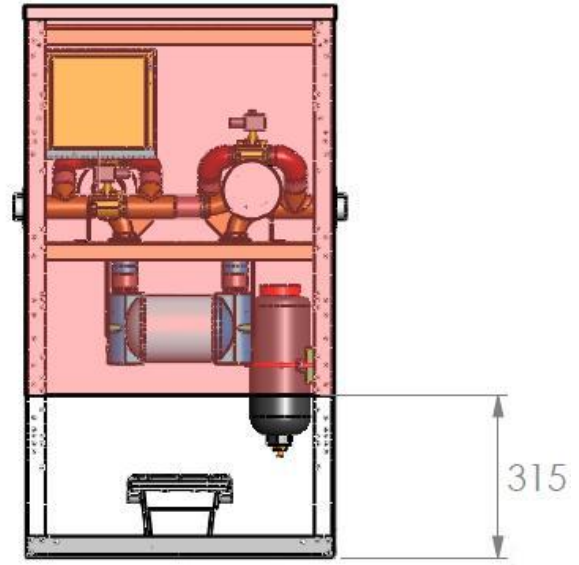
General footprint of ComTank units. Position of inlet, outlet and C4000 power supply will vary depending on capacity and style of pump.

### Front of Unit

# Footprints



P suffix internal pump models  
E.g. 80P, 160P



S suffix remote pump models. E.g. 80S, 160S

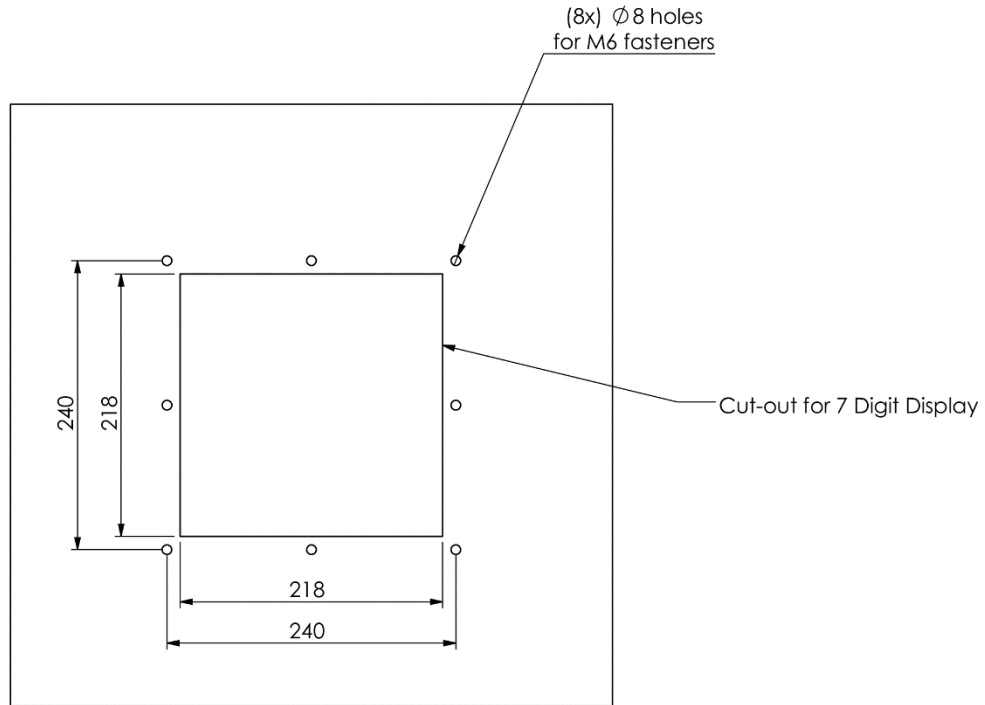


## Remote Display

The display for each pump must be mounted on a flat steel plate with cutout and fastener holes as per the drawing below. Use the supplied gasket to ensure no water can get behind the display.

Adequate clearance is required behind the display to access fasteners and wiring. A suggested minimum is 500 mm.

M6 stainless steel fasteners are recommended.



### Mounting Face

*(Recommend cut-out to allow removal of display is 218mm x 218mm)*

See Sheet 2 for full dimension detail of the cut-out.

### 7 Digit Display

*(Mounts to (8x) M4x16 Studs pressed into the "Front Plate")*

Blank "White" Vinyl Fascia Decal applied to Display Lens. *(configured for either "Retail" or "Commercial" applications)*

### Front Plate

*(Units of Measure decals applied on "right-hand" side next to digits)*

### Front Plate Gasket.

*(1.5mm Nitrile Rubber)*  
Provides a seal between the "Front Plate" & the "Mounting Face", & the "Front Plate" & the front face of the 7 digit Display.

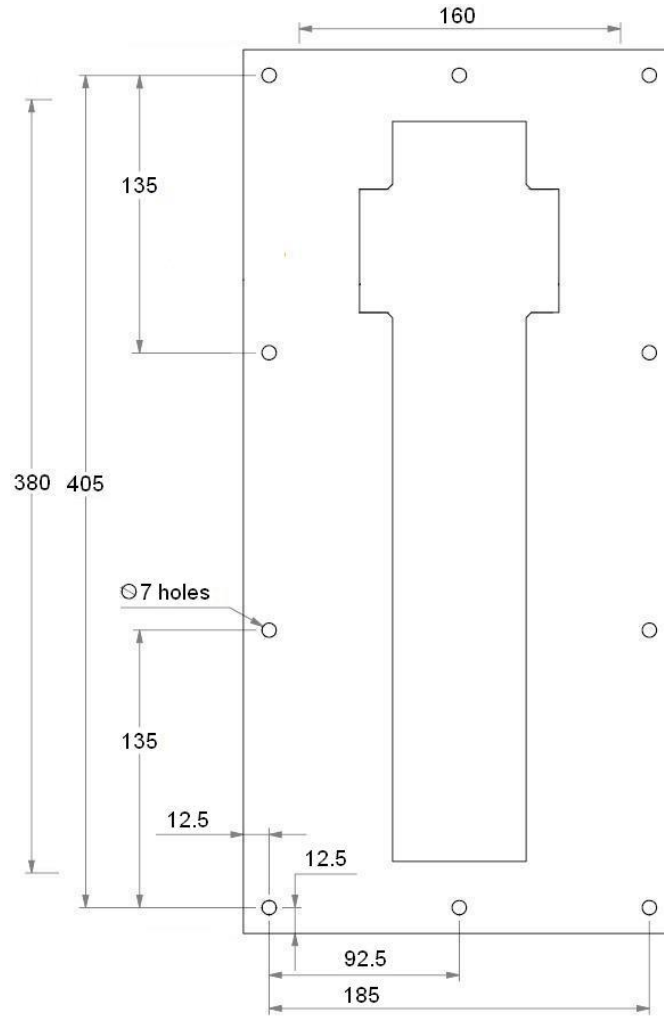
## Remote Nozzle

The nozzle holders are attached to a mounting plate which should be mounted on a flat steel plate with cutout and fastener holes as per the drawing below.

Adequate clearance is required behind the nozzle holder to access fasteners and wiring. A suggested minimum is 500 mm.

M6 stainless steel fasteners are recommended.

The nozzle switch lead plugs into the cable from the pump.



## Safety

### Static Electricity Precautions

Electronic components used are sensitive to static. Please take anti-static precautions.

An anti-static wrist strap should be worn and connected correctly when working on any electronic equipment. If an anti-static wrist strap is unavailable, or in an emergency, hold onto an earthed part of the pump/dispenser frame whilst working on the equipment. This is not a recommended alternative to wearing an anti-static wrist strap.

**NOTE:** *Compac Industries Limited reserves the right to refuse to accept any circuit boards returned, if proper anti-static precautions have not been taken.*

### Pre-Installation Check

Once the pump is received on site, check that no damage has occurred while in transit – in particular, damage to electronics due to vibration or jarring. All terminals and plugs should be checked, including IC chips, to ensure they are securely in place.

## Installation

### Internal Pump Models

Installation should be in accordance with local regulations.

To obtain maximum flow on a self-contained pump, observe the following guidelines:

- Pumps must not be subject to any head pressure. Design your installation to eliminate any possibility of this occurring. For above ground tanks, a regulator valve such as a Tokheim valve or similar device **MUST** be used so that the inlet of the pump cannot become pressurised at any time.
- Total length of horizontal piping between tank and pump should be no longer than 18 metres. Use galvanised steel or approved non-metallic pipe and fittings.
- For optimum flow, use pipes of the correct dimension.  
For units with on-board pumps: 40 l/min pumps, use 1½" pipe. For 80 l/min pumps use 2" pipe. If using a single supply line for two pumps, ensure the size of the pipe and tee joint will be able to provide adequate flow to both pumps simultaneously otherwise pump performance will suffer.  
For dispensers (remote submersible pump): 40 l/min and 80 l/min use 1" pipe per hose, 160 l/min dispensers use 1 ½" pipe, and 400 l/min dispensers use 2" pipe.  
Check valves must also be installed below each pump inlet.

**NOTE:** *On models with internal pumps, ensure you remove bung from the pump inlet before connecting the pipe.*

- Piping must hold a 3.4 Bar (50PSI) pressure test for a minimum of 10 minutes.
- The dispensing equipment shall be installed to prevent the delivery hose from contacting the ground when not in use.
- For suction systems, a Check Valve must be installed at the tank end of the suction pipe in a serviceable location. Many clients install an extra check valve at the inlet to the pump. It is important neither of the check valves interfere with the flow of fuel. They must be adequately sized.

Where local regulations require a sump to be fitted:

- Sumps must be provided at all dispenser installations with secondary containment pipework and at all new installations; and
- At all sites with sumps, dispensers should be installed with a liquid level detection device fitted in the sump that will raise an alarm if liquid is detected in the base of the sump.

**DANGER:** For suction units, the pump inlet must not be pressurised at any time. This will cause fuel to flow from the air eliminator. Unregulated connection to an above ground tank will cause pressurisation.

**DANGER:** A regulator valve such as a Tokheim valve or similar device **MUST** be used so that the inlet of the pump cannot become pressurised at any time.

**CAUTION:** The air switch is not to be disconnected. Disconnection will void NSC and TMU approvals.

**CAUTION:** If installing a 400 litre per minute. high-flow dispenser, be aware that they do not have an internal filtering system fitted at the factory. It is the customer and/or installers responsibility to ensure the fuel supplied to a 400 l/min dispenser is clean and free from any dirt, debris or metal particles that could damage the meter or hydraulic components. A 10micron filter is recommended. Compac does not warranty the meter or hydraulic components for damage caused by contaminated fuel supply.

## External Pump Models

Installation should be in accordance with local regulations.

**CAUTION:** For proper, safe performance, ensure the pump pressure is within the parameters specified on the product identification plate.

The dispensing equipment shall be installed to prevent the delivery hose from contacting the ground when not in use.

*Where local regulations require a sump to be fitted:*

- Sumps must be provided at all dispenser installations with secondary containment pipework and at all new installations.
- At all sites with sumps, dispensers should be installed with a liquid level detection device fitted in the sump that will raise an alarm if liquid is detected in the base of the sump.

**CAUTION:** *If installing a 400 litre per minute. high-flow dispenser, be aware that the 400l/min side does not have an internal filtering system fitted at the factory. It is the customer and/or installers responsibility to ensure the fuel supplied to a 400 lpm dispenser is clean and free from any dirt, debris or metal particles that could damage the meter or hydraulic components. A 10micron filter is recommended. Compac does not warranty the meter or hydraulic components for damage caused by contaminated fuel supply.*

## Comms Dip Switch

The actual Comms I/O is controlled by the position of SW3.

SW3	Comms Protocol
Position 1	Compac Standard
Position 2	Gilbarco
Position 3	RS485

## Triac Dip-switches

***IMPORTANT NOTE:***

Great care should be taken not to accidentally change the setting of these switches while working in the Flame-proof box. Operating the unit with these incorrectly set can result in damage to the C4000 Power Supply or incorrect operation of the triacs.

These switches are set in the factory and should not be changed.

If they are accidentally changed these are the correct settings for Master / Premier Pump applications. Note: They are 3 position switches

Switch	Position
SW1	1
SW2	1
SW4	Center

## Electrical Connections

The instructions below refer to basic installation wiring. For full wiring specifications refer to drawing AP375 available on the Resources section of the Compac website. Prior to pump installation ensure that there is at least a two-metre tail on both the incoming mains supply cable and comms cable. These cables are terminated at the C4000 power supply, which is housed in the flameproof enclosure located in the bottom of the pump, behind the door.

Mains power wiring should be rated for a maximum current draw of 10 A rms at 220-240 V ac.

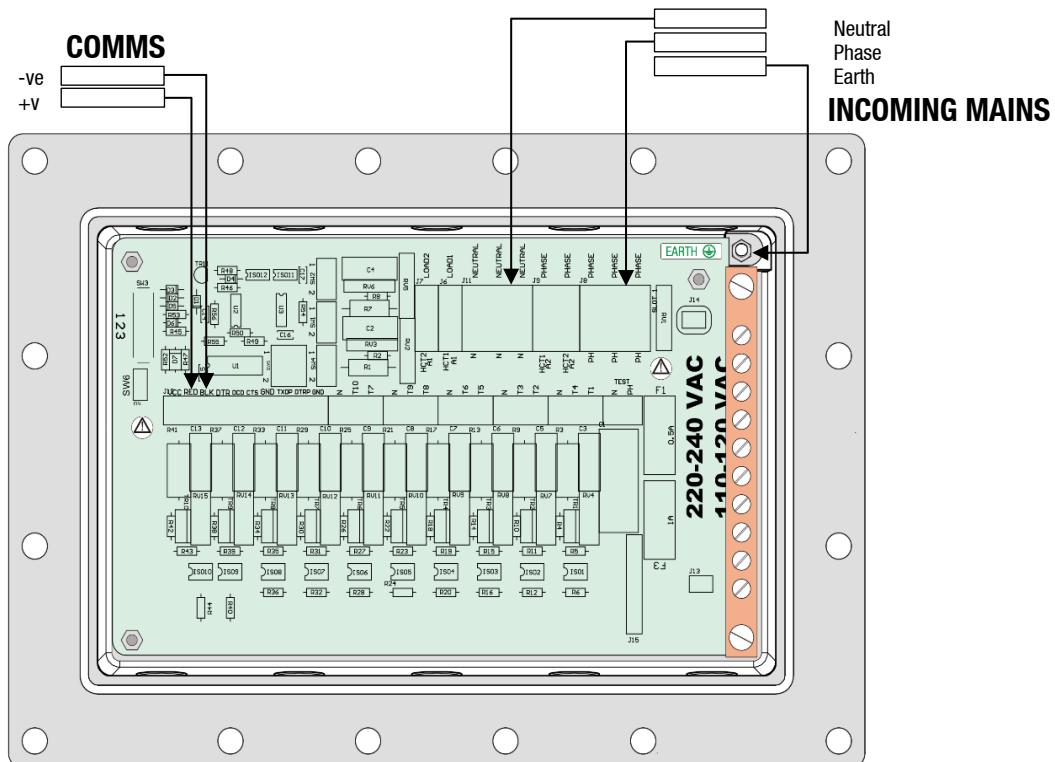
The incoming cables are terminated as shown in the following picture. Refer to AS/NZS 60079.14 for appropriate cabling.

**NOTE:** All cables entering the power supply must be glanded with approved 20mm flameproof glands.

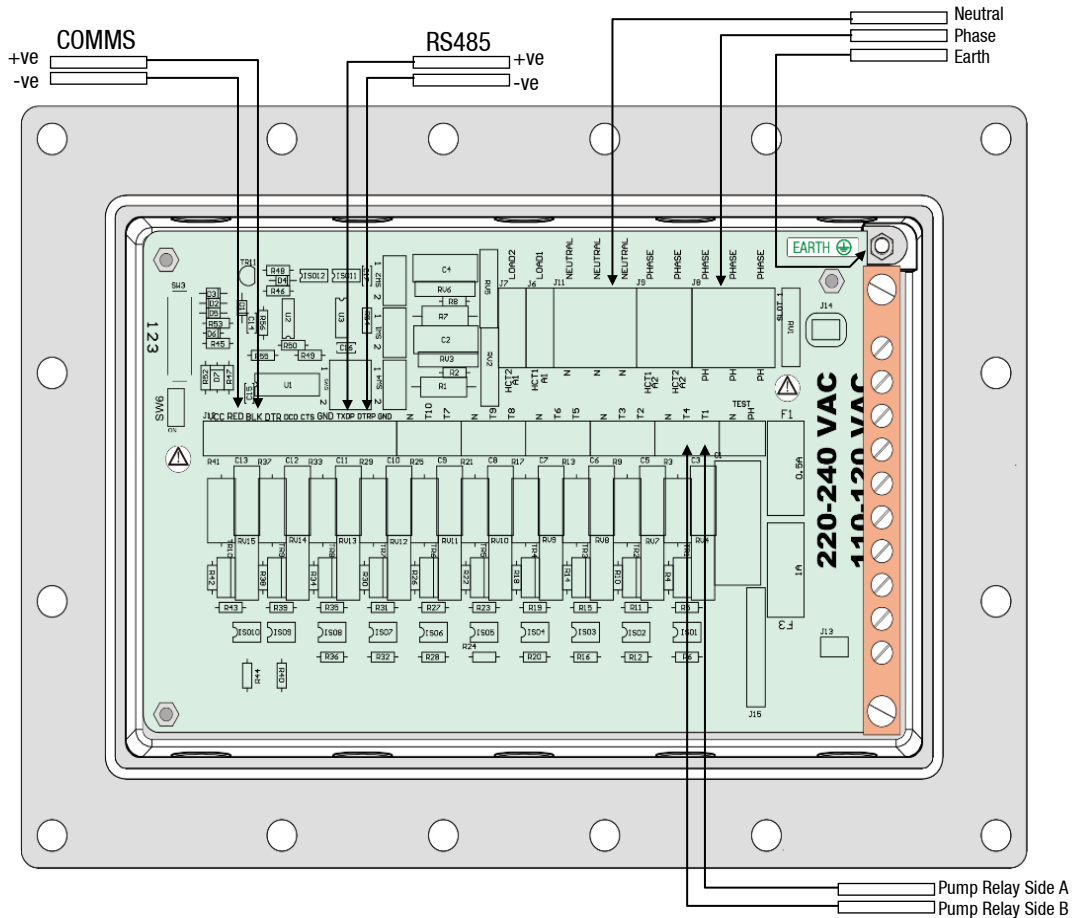
**NOTE:** Comms cable is not intrinsically safe.

**NOTE:** Pump comm's connect to pump controller such as DCA, Communicator Controller etc. (option).

## Pump connections (internal suction pump)



## Dispenser connection (remove submersible pump)



When replacing the lid of the flameproof enclosure, ensure the sealing O ring is in place.

## Dispensing Hoses and Nozzles

The unit may or may not be supplied with dispensing hose and nozzle assemblies. If customer supplied hose assemblies, pylons, reels, safe breaks and nozzles are used they must comply with the requirements outlined in AS/NZS 222.

Outlet size depends on the pump output. Standard pump outlets are as follows:

- 40 l/min 3/4" BSP female socket
- 80 l/min 1" BSP female socket
- 160 l/min 1 1/4" BSP female socket
- 400 l/min 2" BSP female socket

If the nozzle switch is not connected, plug in the cable supplied with the pump.



## **Breakaways**

For all dispensers fitted with breakaways, ensure the breakaway is installed between the nozzle and the high-mast or pylon (if fitted). Any breakaways that have been subject to a break-away situation should be inspected and refitted or replaced in accordance with the original manufacturer's instructions.

## Setting up the C4000

Once the pump is connected on site, the final setup check and calibration to complete the installation must be carried out, using the Parameter Switch and Calibration (K-Factor) Switch.

These switches are found on the C4000 Microprocessor Board which is housed in a metal enclosure located on the left front of the unit below the display panel

### Configuration Codes

The configuration code has been set at Compac and should not be changed.

In the event of it being lost and having to be re-entered the configuration is written on the yellow label on the C4000 processor board cover.

### Parameter Switch

#### Setting the Pump Number

This must be set at the pump, for each hose, so that communications with a controller can take place. The location of this switch is shown in the diagram below. Depress the Parameter Switch nine (9) or more times until the message **PrA\*\*** appears in the litres display window. When the switch is pressed again **Prb\*\*** will appear on the display. These two options will toggle each time the switch is pressed. To alter either of the pump numbers, press and hold the Parameter Switch when the pump number to be altered appears on the display. This number will then increment. The switch should be released when the desired pump number is displayed. The value of the displayed number will then be stored in the C4000 memory as the pump number for that hose.

**NOTE:** For a single hose only **Pr** will appear

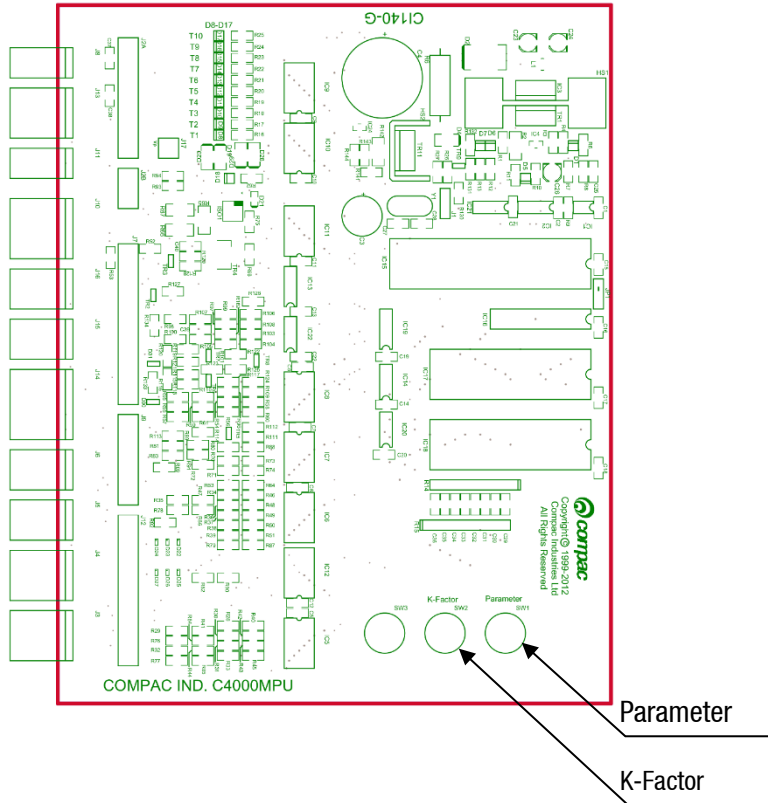
## Setting the Price

Using the Parameter Switch, follow the chart to set the price for the hose(s) in question.

Step	ACTION	RESULT
1	Ensure that the nozzle is hung up	Dispenser in idle state
2	Press and Hold the Parameter switch until the Price per litre is displayed.	The price for side 'A' is shown as P**** on the litres display and P-rA is displayed on the money display.
3	Press and hold the Parameter switch.	A digit, of the displayed Price per litre will begin to increment.
4	When the digit is correct, release the Parameter switch.	
5	Repeat steps 3 and 4 for each digit of the Price per litre.	<b>NOTE:</b> the C4000 will reset itself if the Parameter switch is left for more than 60 seconds.
<b>Continue for Dual hose units</b>		
6	Press and release the Parameter switch 8 or more times in quick succession	The price for side 'B' is shown as P**** on the litres display and P-rb is displayed on the money display.
7	Repeat steps 3 to 5 above.	

## K-Factor Switch Settings

K-Factor, and other various configuration settings, are set via this switch. The position of the K-Factor switch is shown in the diagram below:



## Calibration (K-Factor)

### Setting the K-factor

K-Factor is a proportional calibration factor of litres dispensed per revolution of the meter.

To calibrate the dispenser/pump, dispense fuel into a certified measuring container, and compare the display value with the amount dispensed.

#### **Example:**

*Display shows: 10.00*

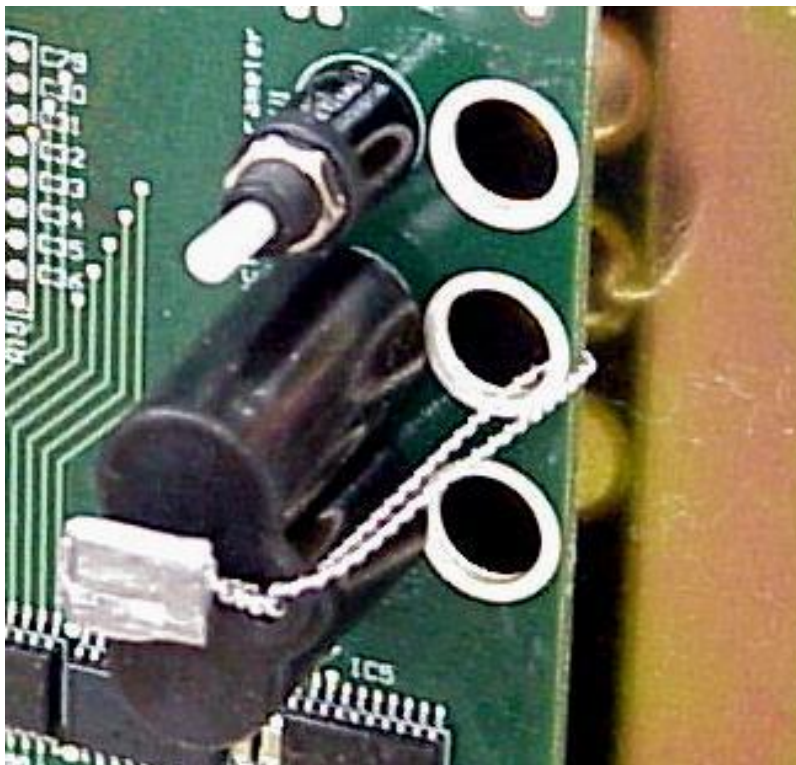
*True Volume: 20.00*

To calculate the correct 'K' Factor from the information above; firstly record the existing 'K' Factor.

$$\begin{aligned}
 \text{New K Factor} &= \text{Existing K Factor} * \frac{\text{Dispensed Amount}}{\text{Displayed Amount}} \\
 &= \text{Existing K Factor} * \frac{20.00}{10.00} \\
 &= \text{Existing K Factor} * 2
 \end{aligned}$$

### Sealing the K-Factor switch

After calibration the K-factor switch should be sealed as shown



## Notes

### Standalone Operation

In standalone operation, the dispenser will continue working when not connected to a controller. *'Stand-alone'* mode being when no authorisation of fills is required and so fills are simply initiated by removing the refuelling assembly from its holder. If standalone operation is inhibited, the dispenser will not work in *'stand-alone'* mode, regardless of whether the dispenser is *ON LINE* to a controller or not.

The dispenser ceases to work in *'stand-alone'* mode if connected to a controller, regardless of the position of standalone setting.

Generally, on retail forecourts the dispenser should be set-up for standalone operation. Hence, if the forecourt controller breaks down the dispensers can be set to work in *'stand-alone'* mode simply by turning them off then on again.

For unattended refuelling sites, the dispensers should not be able to work in *'stand-alone'* mode in the event of a controller failure. Therefore the dispenser should be set-up to inhibit standalone operation.

This is set in the 'b' code on the K factor switch.

The 'b' code to run Standalone without Dispenser Controller is '0000'.

The 'b' code to inhibit Standalone is '1000'.

### Pump Controller

If the pump is connected to a controller, check that pump data and transaction information is being correctly uploaded to it. Refer to the controller manual for specific instructions regarding connection and setup.

### Spare Fuses

In the event of a fuse blowing on the C4000 Power supply a bag of 3 is included in each flameproof box. Any fuses used from this bag should be replaced

**NOTE:** *There are three different ratings used. If replacing a fuse, ensure that the correct value is used.*

## Generator Power

The power output from onsite generators can cause power spikes that may damage electrical components within the cabinet.

*When connecting to sites powered by generators, please take the following precautions:*

- Install a power conditioner. Although generators are fitted with power regulators, most are not filtered sufficiently for powering sensitive electrical components. We recommend installing a commercial power conditioner and/or UPS between the generator and the unit.
- Starting up. Before starting a generator, make sure the power to the unit is turned off.  
Start the generator, let the generator reach stable operating speed and wait 30 seconds before reconnecting the power to the unit.
- For units where the generator starts and stops on demand, install a delay timer or PLC to automatically isolate the unit until the operating speed and consistent power output is achieved.
- Isolate the unit before shutting down the generator.

## Error Messages

Error Code	Fault	Action
Err 3	No price or pump number set.	<ul style="list-style-type: none"> <li>- Set the pump number or:</li> <li>- Set a price at the pump or at the controller.</li> </ul>
Err 7	Excess flow.	Max Flowrate exceeded
Err 8	Excess reverse rotation of encoder.	Check product is not flowing back into the tank once the delivery has finished.
Err 9	Faulty or disconnected meter encoder.	<ul style="list-style-type: none"> <li>- Check that encoder is plugged in.</li> <li>- Replace encoder PCB on meter</li> </ul>
Err 10	Configuration Lost	Reconfigure C4000 refer to C4000 manual.
Err 12	C4000 memory failure.	Change memory IC. F-AD-DS1225 (not applicable to Futra)
PEd Abd	Display error	<ul style="list-style-type: none"> <li>- Check display cable for loose wires/crimps</li> <li>- Replace display PCB</li> </ul>