

PROBLEMS

when refueling with liquefied gas

In case of a problem at the filling station, please call our customer service.

Finland: **+358 800 122 72** | Sweden: **+46 20 20 2000**

Gasum

Code	Error/Problem	Consequence	Remedy
E38	Paying for refueling at the same time as the vehicle's tank pressure is being reduced.	Refueling process jams.	Disconnect the refueling nozzle and earthing cable, and start the refueling process from the beginning.
E38	Refueling in progress notice on the payment terminal (in Finland only) E38 in the dispenser when you arrive at the station.	Refueling process has been jammed.	Remove the refueling nozzle and ventilator nozzle from the holster and then return them to their proper place.
E39	The refueling button has been pressed before price has appeared on the the dispenser.	Refueling process jams.	Disconnect the refueling nozzle, ventilator nozzle and earthing cable, return them to their proper place and then start the refueling process from the beginning. NB. There is no separate ventilator nozzle in Volvos.
No code	The refueling nozzle or the valve on your vehicle's tank appears to leak after refueling has ended.	The nozzle and refueling connection of the vehicle have not been properly cleaned by compressed air before refueling.	Use compressed air to clean the connections on the refueling nozzle and your vehicle for several minutes until the leak stops. If the refueling nozzle has frozen tight on your vehicle's tank, use compressed air to remove the ice and then place the refueling nozzle into the holster. If the above measures do not help, call Casum's Customer Service.
No code	The arrows do not light up at all on the pump even though everything has been correctly done. The payment terminal says that refueling is under way when payment is re-attempted.	Refueling process has been jammed.	Disconnect the refueling nozzle, ventilator nozzle and earthing cable, return them to their proper place and then start the refueling process from the beginning. NB. There is no separate ventilator nozzle in Volvos.
No code	The green light does not light in the refueling nozzle / the holster casing even though the truck symbol has lit on the dispenser and the refueling process jams.	Earthing has not been properly done.	Connect the earthing cable properly to the vehicle.
No code	Scania and Iveco: ventilator nozzle attached to the vehicle or not properly in place in the holster when the refueling button is pressed.	Refueling does not start.	Disconnect the refueling nozzle, ventilator nozzle and the earthing cable, return them to their proper place and then start the refueling process from the beginning.
Station shutdown	Poor or non-existent cleaning of refueling nozzle and vehicle refueling coupling.	Gas leak due to damaged O-rings, station down for next person refueling.	Remember to clean the refueling nozzle and vehicle refueling coupling properly.
Station shutdown	The refueling nozzle has been disconnected before End text appears on the dispenser.	The connectors start to leak which leads to station shutdown.	Wait for End text in the dispenser.