Installation FAQ

1. How do I wire the pulser?

   Please refer to the Pulser guide on the FuelCloud website. FuelCloud works with a number of pulser options. Each pulser varies slightly in terms of wiring.

2. Do I have to use the relay on the CloudBox or can I wire everything to the CloudLink?

   You are welcome to use the CloudLink to centralize all the wiring. It is required that the CloudBox has power and a connection on the RS485 terminal. Do not wire it in a way where the switch on the CloudBox or CloudLink needs to be left in bypass. This could burn out the relay.

3. What is the amp rating on the relay?

   FuelCloud relays are rated up to 30A. The units are shipped with 10A fuses. Please review the amp draw on the pump before firing up the system.

4. Does the CloudLink Need Power from the CloudBox?

   No. The CloudLink needs to be connected through the RS485 connection for communication. Each relay is powered independently. You will need input power for each relay. You can Daisy Chain power on the CloudLink.

5. What is the amp rating on the relay?

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6. What are the power requirements for the CloudBox and CloudLink?

   100-240VAC, 50/60Hz
   3600W 8-50VDC 1500W (requires a Class 2 power source)

7. Must relay position 1 on the CloudLink be used?

   Yes. Relay 1 powers the rest of the board. This should be its own dedicated power supply.

8. Does the FuelCloud system require a cellular network?

> FuelCloud transmits information and authorizes transactions using the cellular network of the device with the FuelCloud app. We do have an offline mode that is intended for temporary usage, not continual. This mode requires that the PIN be used when connected to the server, then it will work offline in the future. You can also connect FuelCloud to a local WiFi network. This does require some custom configuration. Contact support@fuelcloud.com for more information.

9. Does FuelCloud work with Digital Dispensers?

> Generally, FuelCloud is not compatible with Digital Dispensers unless there is a pulse output board. Refer to our Pulser guide for further details. Generally digital dispensers communicate using the RS232 protocols. We do not currently directly interface with this communication platform.

10. Does the FuelCloud Circuit Board power the pulser?

> Only DC Powered pulsers. There is a PWR terminal on the pulser connection this is for DC Powered pulsers only. AC powered pulsers must be connected to an external AC Power Supply. Connecting an AC Powered Pulser directly to the board will blow the circuit board. Wiring mistakes are not covered under FuelCloud Warranty.

11. Can I mount the Tablet in landscape mode?

> No. The FuelCloud app does not scale to landscape mode. You must mount the tablet in Portrait mode (vertically).

12. What Kind of wire do I need to Connect the CloudBox and CloudLink?

> Any twisted Pair shielded wire. Cat 5 would work well for example.

13. Can the CloudBox be mounted in a metal Box?

> Yes, but you will need to make sure the WiFi antenna is on the outside of the metal enclosure. It is recommended FuelCloud units be mounted away from any obstruction. FuelCloud transmits its own WiFi network and the signal could be obstructed by metal enclosures, walls or concrete Barricades.

14. Can I mount the FuelCloud units in a pedestal?

Yes, FuelCloud offers a Pedestal option to mount all units in a clean fashion. This makes running conduit a lot cleaner and easier. Refer to our install photos for examples.

15. Can a single conduit be run for all wiring?

No, it is required in the UL Standard that Pulse and Power conduit be ran separately.

16. How long is the timeout after the fuel transaction is complete?

Default is 60 seconds. This can be configured on the FuelCloud Website under the Account Settings section of the website. The Timer can be configured from 30 seconds to 10 minutes.

17. Is there a handle detect?

CloudBox 1.4 boards do have handle detect on the single relay. The CloudLink relays and older CloudBox relays rely on the No Flow Timer or Disconnect button in the app to end the transaction and close the relay. Future CloudLinks will include a handle detect.