



Installation Manual

Replacing DW-14 and Zebra printers using
the Freedom Electronics FE-14 Printer.

Rev 3.1 • 2/2026

Part #s	FE-WU012783-0001; FE-WU014426-0004; FE-WU006648-0001
Description	FE-14 Printer Install
Model	Ovation 2/Anthem Dispenser

Important Safety Information

Know Your Environment

Working at a fueling station can present many dangers. It is a potentially dangerous environment of electricity, flammable fuels, vapors, and interaction with the general public. Only trained and knowledgeable individuals should perform service on the equipment. It is important to your safety and the safety of others to follow proper procedures.

Emergency Shut Off (ESO)

Know how to turn OFF power to all the fueling equipment by locating the ESO switch and circuit breakers. You must know how to shut off all fuel flow and electricity in an emergency.

Follow the Regulations

Information is available at Occupational Safety and Hazard Association (OSHA), National Fire Protection Association (NFPA) 30A; Code for Motor Fuel Dispensing Facilities and Repair Garages, NFPA 70; National Electrical Code (NEC), as well as other national, state and local entities. All applicable codes must be followed to maintain safe installation, service, use and operation of the equipment.

LOTO (Lockout/Tagout)

Always make sure ALL power to the dispenser is turned OFF before servicing the dispenser. Follow OSHA Standard 29 CFR 1910.147 The Control of Hazardous Energy (Lockout/Tagout).

No Sparks - No Smoking

Sparks from power tools, burning cigarettes, static electricity, vehicles and other sources can ignite fuels and their vapors. Ensure that you use safe and established practices while working with electrical devices and equipment.

Wear Proper PPE

Check with your company, customers and the job/site specifics to determine what types of personal protective equipment are appropriate. Always wear the proper PPE to prevent injuries and save lives.

Barricade Your Work Area

One of the dangers of working at an active retail fueling station is the potential impact of customers and the general public. It is important to properly establish your work area by barricading, to reduce the potential of vehicles or customers from entering the work area. The use of barricades is both for the protection of workers and protection of the general public/customers.

Read the Manual(s)

Knowledge of all related manufacturer procedures, manuals and documents is important. Follow the Recommended Practices of The American Petroleum Institute (API). Understand the specific procedures before starting work. If you do not understand a procedure, call Freedom Electronics at 770-792-8888.

Notify Site

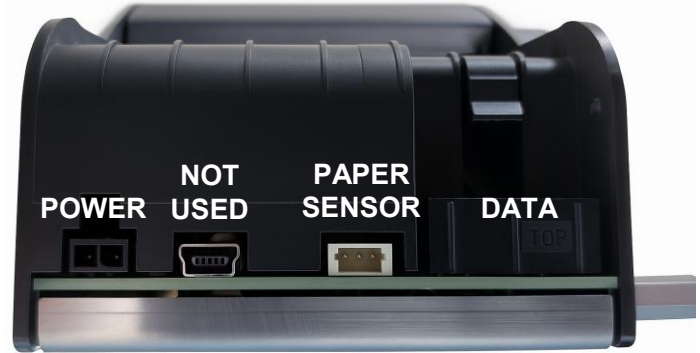
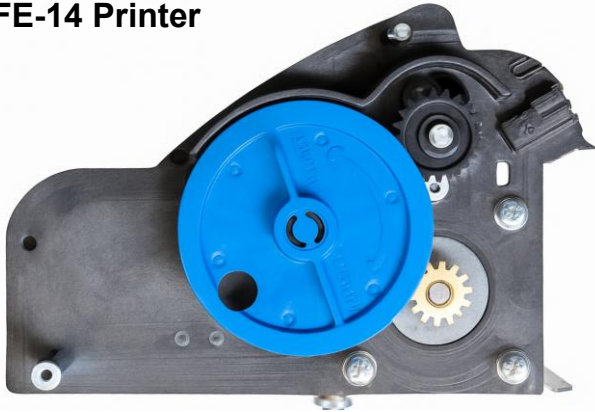
On arrival identify yourself to the site manager and inform them of the work you will be performing.



FE-14 Printer

Parts List

FE-14 Printer



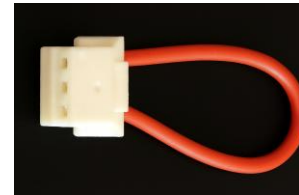
F118-05-0 Data Cable

Connects the printer to the SPM keypad.



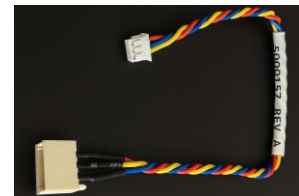
FC00018 Paper Sensor Loopback Cable

If the dispenser does not use the paper sensor, ensure that the loopback cable is installed.



FC00017 Paper Sensor Adapter Cable (sold separately)

If the dispenser does use the paper sensor, you may purchase the optional extension cable. Connect the small end to the printer and the large end to the existing sensor cable.



WU009898-0001 Printer Power Cable(sold separately)

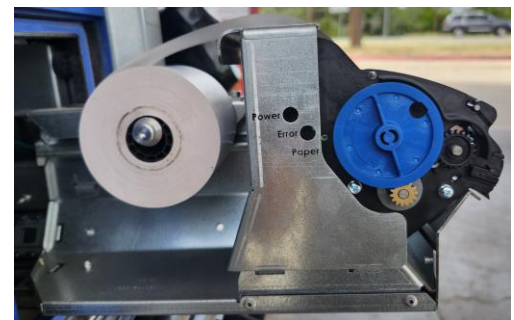
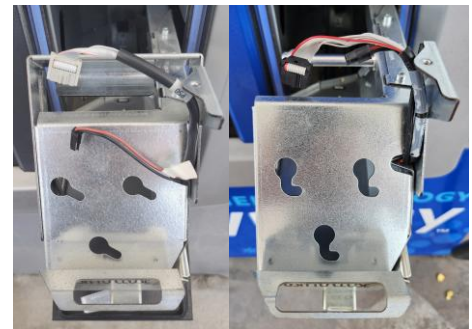
If replacing a Freedom FE-24 printer, the power cable may have been removed previously and will be needed.



The FE-14 Printer use the standard Wayne receipt paper.
2 5/16" x 400' thermal paper.

Anthem - DW-14 and FE-14 Replacement

1. Remove power from the dispenser.
2. Open the printer door and pull the printer assembly forward.
3. Remove the screw to release the bracket. Depending on the bracket type, pivot the bracket back, or remove it to the left.
4. Disconnect the printer power, data and low paper sensor(if applicable) from the printer.
5. Remove the existing printer by sliding it to the left and up, then lift the printer out of the grooves.
6. Install the new FE-14 printer by inserting the pins into the grooves and slide it down and to the right.
7. Connect the printer power, data and low paper sensor(using the optional adapter cable) to the printer. If not using a paper sensor, leave the loopback cable in place.
8. Pivot the printer bracket back into place or reinstall the bracket and secure with the screw.
9. Power the dispenser back on.
10. Load paper and confirm proper test print.
11. Close printer door and run test transaction.



Ovation 2 - DW-14 and FE-14 Replacement

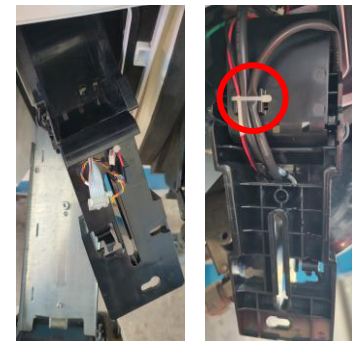
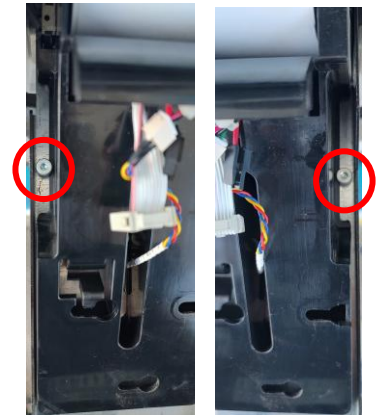
1. Remove power from the dispenser.
2. Open the printer door and pull the printer assembly forward. Use caution as some slides can be loose/damaged.
3. Use the latch on the right side of the printer rail to slide the printer and bracket backwards.
4. Remove the existing printer by sliding it to the right and then lift the printer out of the grooves.
5. Disconnect the printer power, data and low paper sensor(if applicable) from the existing printer.
6. Connect the printer power, data and low paper sensor(using the optional adapter cable) to the printer. If not using a paper sensor, leave the loopback cable in place.
7. Install the new FE-14 printer by inserting the pins into the grooves and slide it left.
8. Slide the printer and bracket forward to the printer door chute.
9. Power the dispenser back on.
10. Load paper and confirm proper test print.
11. Close printer door and run test transaction.



Ovation 2 - Zebra Replacement

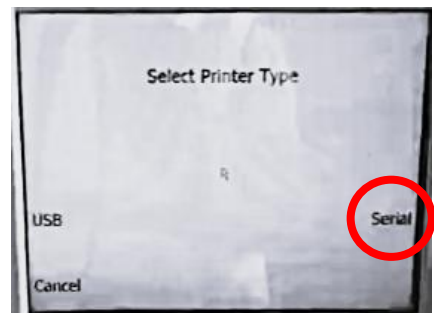
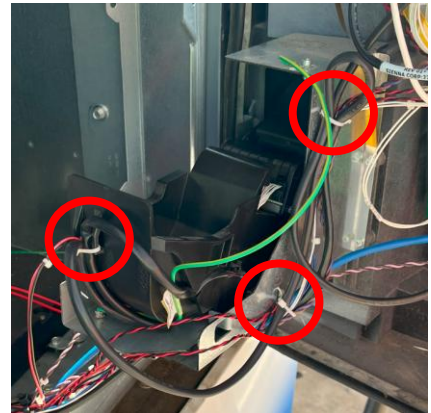
Note: When replacing a Zebra printer on a Single Jade/iX board dispenser, you must replace both printers with serial printers(FE-14/DW-14) and program accordingly.

1. Remove power from the dispenser.
2. Open the printer door and pull the printer assembly forward. Use caution as some slide rails can be loose/damaged.
3. Use the latch on the right side of the printer rail to slide the printer and bracket backwards.
4. Remove the existing Zebra printer by sliding it to the right and then lift the printer out of the grooves.
5. Disconnect the printer power, data and low paper sensor(if applicable) from the existing printer.
6. Remove two screws from the sides of printer bracket
7. Slide the bracket backwards and lift it from the rail
8. Remove the USB cable from the bracket.
9. Insert the FC00004 Data Cable through the printer bracket with the existing power cable and sensor cable(if applicable).
10. Secure the cables to the bottom of the bracket using a zip tie, leaving enough slack to reach and connect to the printer.
11. Reinstall the bracket onto the rail and secure with the two screws.



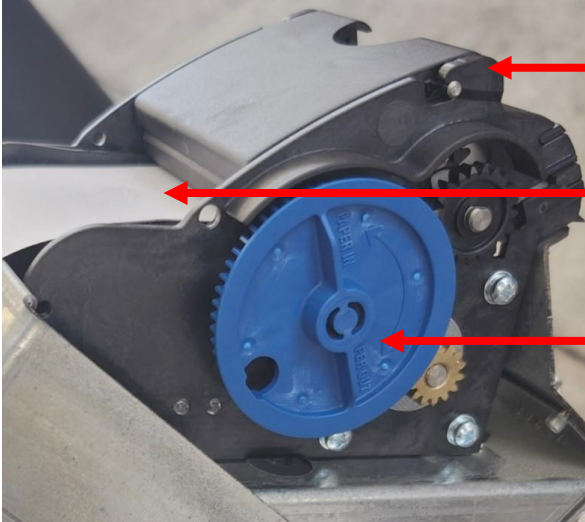
Ovation 2 - Zebra Replacement (continued)

12. Connect the printer power, data and low paper sensor (using the optional adapter cable) to the printer. If not using a paper sensor, leave the loopback cable in place.
13. Install the new FE-14 printer by inserting the pins into the grooves and slide it left.
14. Disconnect the USB cable from the ix/jade board and remove it from the dispenser.
15. Route the new data cable and connect it to the SPM keypad.
16. Secure the cables to the printer bracket and rail using zip ties.
17. Slide the printer and bracket forward to the printer door chute.
18. Verify the cables move freely and do not snag when the printer assembly is pulled out to install the paper.
19. Power the dispenser back on.
20. Reprogram the ix/jade board for SERIAL printer.
21. Load paper and confirm proper test print.
22. Close printer door and run test transaction.



FE-14 Printer

Loading Paper



Verify the pin is seated and print head closed before loading paper.

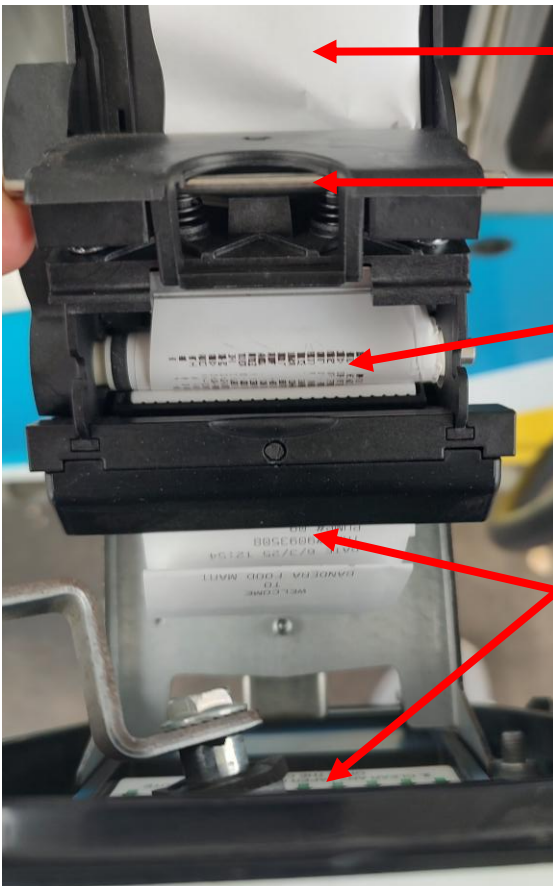
Slide paper into the print head and it will self feed.

Use the blue wheel to turn the roller as needed.

Use canned air to clean any dust/debris.



Clearing Paper Jams



Tear off the roll of paper leaving a few inches coming from the printer.

Raise the printer head up by squeezing the pin and lifting.

Remove any paper around the roller by pulling the paper forward and/or backwards, as necessary. Use the blue wheel to spin the roller and assist with removing all of the paper.

Be sure to clear all paper debris. Canned air may be helpful.

Verify there is not paper in the printer chute or the door chute.

Close the printer head and reload paper by inserting it into the paper path. A test printout should be printed. If the printer clicks, but does not print, it likely still detects a paper jam in the chute or roller.