



The ! Voice

Message from the President

Glenn Walker, President, VST { walker@vsthose.com }

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Dear Friends of VST:

For everyone, this has been a trying 18 months dealing with Covid 19 and all the after-effects to businesses. Covid has not spared anyone; we have all experienced personal tragedies with health issues, including the untimely deaths of loved ones.

I am not writing to elaborate on any of these, as we all have our personal stories, rather, to spend a few minutes thanking the entire VST team for their tireless efforts in supporting our customers and thanking you for your business, as well.

As many know, our industry, as most industries, has experienced an entire breakdown of the supply chain. Everything from raw material shortages, freight issues, and plain old shortage of employees. Regardless of domestic or international, no one has been spared. This is where I want to focus my thank you to the entire VST staff during this trying 18 months.

We have continued to achieve our service goals where 99% of all VST customer orders have shipped within our stated goal of 24-48 hours.

The VST team has jumped through some amazing hoops, but they continue to achieve that order fulfillment objective. VST continues to service our customers as well as possible, and most importantly, with quality and stable pricing from which our customers have relied and managed their businesses.

I must confess, we have absorbed considerable cost increases, including increased remuneration of VST's production employees who have done yeomen work, sometimes with considerable overtime to meet customer demands. But VST customers come first; thanks to all for a job well done!

And lastly, the VST development team has continued to move forward with new and innovative products for the petroleum industry including two new Mexican Stage II certifications as well as a full line of alcohol hoses. But keep your eyes open for several new products that we intend to release shortly.

Although the past 18 months have been trying for everyone, your VST team has been hard at work providing your best value in the Petroleum refueling industry. Thanks again for all your support and rest assured the VST team is working tirelessly to service our customer's needs.

Glenn Walker



VST Mission

To design and manufacture innovative products for retail refueling systems that are specifically engineered to protect the environment and consumers with safety and reliability.

VST Values

R: Respect
Employees,
Customers, Vendors,
and Environment

O: Operational
Excellence, Quality,
Delivery, Safety &
Cost

I: Innovative Passion,
Unique, Industry
Leader, and
Committed to
Excellence

VST Vision

VST strives to become the most trusted company in the global gasoline dispensing industry by manufacturing environmentally sustainable products and solutions that reduce harmful vapor emissions to create a future that protects the communities in which people live and work every day.





The ! Voice

VST: The Company

Gonzalo Perez, Application Engineer { perez@vsthose.com }



Employee Highlight: Curtis Norfleet

Thank you, Curtis Norfleet, for your great work! This month, Curtis has helped the R&D team install test equipment at a site.

Curtis has worked for VST for 15 years as a Maintenance Supervisor. His favorite part about VST is the people because he says they are all genuine and caring.

Curtis, we appreciate your hard work, and we are thankful to have you on the team!



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The ! Voice

VST Sentry Breakaway

Matt Stover, Regional Sales Manager { stover@vsthose.com }



When we discuss the different components that make up a hanging hardware set many are quick to point out the nozzle, or the hose, that is being used. Nozzles are the most handled product when fueling up and hoses must properly transfer fuel while being flexible.

Often time the breakaway is an afterthought that doesn't get enough attention.

At VST, we know that each component is important to the functionality of a station. This includes breakaways and their ability to complete its most basic function: separate when necessary.

The VST SENTRY Breakaway - with 20+ years of service and reliability around the country - is designed for both conventional systems and vac assist systems, using innovative technology that helps to do more than just separate when necessary. Its special design allows for the reduction in nuisance breaks from high pressure spikes, while also offering an easy reattachment process. All these benefits combined allow VST to offer the industry's most cost-effective solution.



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Striving Towards Sustainability



The ! Voice

VST Sentry Breakaway, continued

Matt Stover, Regional Sales Manager { stover@vsthose.com }



There are several features that make this breakaway a cost-effective solution for your stations:

1. The lightweight design and black scuff guard on the bottom half for less damage to dispensers and vehicles in a drive off.
2. The SENTRY Breakaway can reduce the number of nuisances breaks due to specially designed poppets and “fingers” used on the top half of the breakaway.
 - This is especially key at truck stops that have higher pressure spikes and have more nuisance breaks compared to general retail locations.
3. Finally, the SENTRY Breakaway reconnection process is one of the easiest in the industry.
 - Simply aligning the two pins on the bottom half with the two open slots in the “fingers” on the top half will allow you to push together and reconnect.
 - It only requires about 10lbs of force and the “SNAP” you hear ensures proper reconnection.



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Striving Towards Sustainability



The ! Voice

VST Sentry Breakaway, continued

Matt Stover, Regional Sales Manager { stover@vsthose.com }



When you buy the VST Sentry Breakaway you are not just buying a hanging hardware component that will act as an extra piece to tie the assembly together. Rather, you are buying an investment that will serve to protect your entire station from the equipment to your most valuable investment: your customers.

All these features combined create a lower cost of ownership compared to not only other reconnectable breakaway in the field, but single-use breakaways that are used. One VST SENTRY Breakaway can help keep overall cost steady year over year, vs. a competitor's breakaway that can add cost through nuisance breaks, damage to the station from high separation forces, and constant replacement because of drive-offs and product issues.

Make the right choice in protecting your station and call your local distributor today to inquire about the VST Sentry Reconnectable Breakaway.



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ISD Flow Collect Response Procedure

Doug Harty, Senior Applications Engineer { harty@vsthose.com }



Flow Collect Alarms for Balance EVR systems are often false alarms caused by a pattern of vehicle fuelings that are atypical, such as only ORVR cars on one fueling point. The fueling point, with only ORVR cars, could trigger an ISD FLOW COLLECT WARNING.

As a matter of common practice, most stations automatically dispatch a contractor for all FLOW COLLECT WARNINGS, sometimes as emergency calls. But did you know that you can perhaps avoid a costly emergency call?

First off, know that if your hanging hardware is undamaged, the warning will likely clear itself without a service call. A quick check of the equipment can give you a good idea if it will clear on its own. Look for liquid in the hose or evidence of meter creep. Either of these would indicate an equipment defect meaning the equipment must be repaired. However, if equipment looks fine, leave it in service.

If the FLOW COLLECT FAIL posts on the TLS the next day, bag off/padlock the fueling position, and call your contractor. The site will shut down at the assessment time, but it can be quickly re-enabled as described below. The site can continue to operate, and the service contractor can make repairs during regular hours. You should see most alarms go away the next day, saving you a service call.

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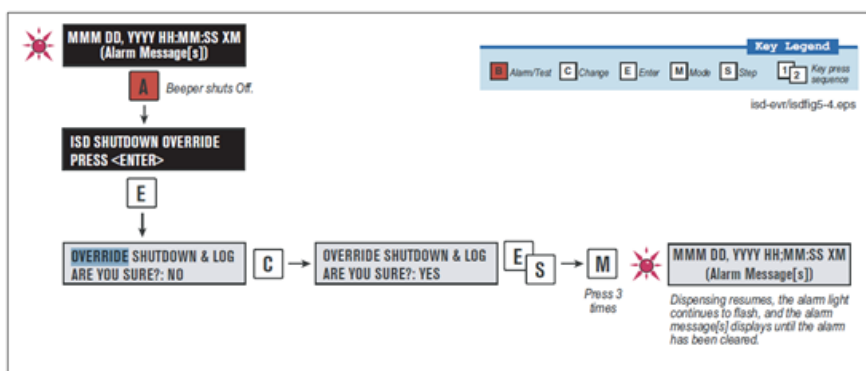


Balance Flow Collect Response Procedure

IMPORTANT: Set assessment time on the TLS-350 for a time during business hours, at off-peak fueling hours, where appropriate staff are present to respond.

ISD Flow Collect Response Procedure - Quick Reference Card

- TLS-350 goes into H:X FLOW COLLECT WARN
- Inspect affected hose and nozzle and look for damage. If visible damage found, make repairs/ replace component or place out of service and call service technician.
- CHECK FOR METER CREEP. Authorize pump, take nozzle out of boot, and select grade. Make sure the meter stays at 0.000 for about a minute. Hang up the nozzle when done.
- CHECK FOR HOSE LIQUID. **DO NOT AUTHORIZE PUMP** - Drain the hose by engaging the nozzle interlock and squeezing the trigger, while dispenser is off, into a gas-safe container. Look for liquid coming from the boot/front end, not the spout. If no liquid is found and the meter creep test passes, leave nozzle in service. If liquid is found, call service technician.
- If TLS-350 goes to FLOW COLLECT FAIL the next day, bag off/ padlock nozzle and call your contractor. Press Red button on TLS-350 and OVERRIDE site shutdown as shown on the graphic below:



Affected fueling position must not be used until repairs are made

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VST Training & Certifications

Susie McLaughlin, Manager, Training & Certifications
{ mclaughlin@vsthose.com }



VST
Training &
Certifications

Training & Certification Links

It's never been easier to get a new VST Certification than it is right now. Below is a list of links taking you directly to the VST online training that is right for you.

All the training can be easily done on your phone, and you will be able to immediately receive and retrieve your certification.

Training Level	Description	Link
Level A	EVR Hanging Hardware Install & Repair	Level A
Level E	CS2 USA GREEN MACHINE™ General Contractor	General Contractor
Level E1	CS2 USA GREEN MACHINE™ Electrical Install	Electrical Install
Level E2	CS2 USA GREEN MACHINE™ Vapor Piping Install	Vapor Piping Install
Level E3	CS2 USA GREEN MACHINE™ Start-Up Contractor	Start-Up Contractor
Level E4	CS2 USA GREEN MACHINE™ Service Contractor	Service Contractor



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