



**Vapor Systems Technologies, Inc.**

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*News and Notes for  
the Fuel Dispensing  
Industry Professional*

# The Voice

**Volume 16**

**June, 2019**

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Hello!

And happy summer from VST!

In this edition of The VST Voice, Doug in Tech Talk discusses two topics:

- How the youthful appearance of aging VST hoses can be deceptive -and-
- How to manage nuisance ISD Flow Collect Warnings.

In Training News, I continue my reminders of how to get and/or re-new a VST EVR certification.

And finally in our New Products section, Scott Bennett sends an update for our CARB certification for our Enviro-Loc™ ECO Dripless/Spitless Nozzle.

Here's to a healthy and profitable summer for all of us!

Until next time...

*Susie*

Susie McLaughlin  
Editor, The VST Voice

June, 2019

## Tech Talk

BY DOUG HARTY: SENIOR APPLICATIONS ENGINEER: HARTY@VSTHOSE.COM

### VST Hoses - Youthful Appearance after Thousands of Fuelings

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Sometimes a good thing can be a not-so-good thing... to explain, let's talk about VST Balance hoses and a common misconception out in the field.

We frequently get warranty inquiries about "new" VST hoses needing replaced because of a leak. Do you know how many times those "new" hoses are actually several years old, with thousands of leak-free fuelings to their credit?

Simply put, the outer hose material on VST hoses does not degrade noticeably over time, keeping them pristine and "new" looking.

So we get The Call, "Hey, I have a new VST hose that's leaking!"

VST: "OK... let's research it. What is the serial number?"

Customer: "XYZ."

VST: "Sir, according to the warranty card you sent in, that hose was installed in 2016. So it is 3-years old now."

Customer: "That can't be right! This is a new hose!!"

During annual testing, multiple hoses are often replaced due to leaks; consequently, that's when VST experiences an uptick in such calls. Daily wear and tear, not to mention drive-offs, have a direct impact on the product life of ANY manufacturer's hose. Or perhaps maintenance is not kept up at a site. Any of these situations add to the number of "bad" hoses found at one time.

VST values our family of Authorized Service Technicians and appreciates all feedback from the field. If you find an issue, feel free to contact us as we are always striving to produce the best product we can.

To check the warranty status of a hose, click this link:

<http://www.vsthose.com/warranty/SNSearch.aspx>

If the hose is out of warranty and you would like to know the age of the hoses, call VST Customer Service at 937-704-9333. You will need the serial number of the hose in question for either option.

June, 2019

## Tech Talk

BY DOUG HARTY: SENIOR APPLICATIONS ENGINEER: HARTY@VSTHOSE.COM

### VST Hoses - Youthful Appearance after Thousands of Fuelings -continued-

Just for fun....

See if you can tell which of these two hoses is the elder: one of them is 5 years old, and one of them is 1 year old.



Here's the rest of the picture showing the Serial Numbers:



## Tech Talk

June, 2019

BY DOUG HARTY: SENIOR APPLICATIONS ENGINEER: HARTY@VSTHOSE.COM

### ISD Flow Collect Warnings

*Don't just replace the nozzle...*

ISD Flow Collect Warnings on EVR balance systems can be an unnecessarily costly nuisance for contractors and gas station owners. Most of the ISD Flow collect warnings are false alarms caused by odd fueling patterns.

For example, if you were to have 6 fueling points with 100 transactions per day on each nozzle, you would expect to have somewhere around 20-30 non-ORVR cars on each fueling point every day. If FP3 had nothing but ORVR vehicles for all 100 fueling events, the ISD would trigger a Flow Collect warning on FP3. ISD monitors both V/L performance and ORVR percentage. Any fueling point that behaves significantly different triggers an ISD warning.

I have met with multiple station owners and contractors and found that some service technicians will often just replace the balance nozzle and clear the ISD Flow collect warning. A balance nozzle doesn't regulate the V/L like assist nozzles do. Replacing a VST EVR balance nozzle for a Flow Collect warning is simply a waste of money.

The VST EVR balance nozzle is designed with a common fuel and vapor valve shaft, making it impossible for fuel to flow through the nozzle without opening the vapor path as well. Service techs should focus on the actual possible failure points, like hoses, fuel path O-rings, and poorly reconnected breakaways. VST has yet to find a single, valid, warranty claim where the vapor path didn't open with the fuel valve.

The meter creep test is a good way to check for failed hoses, breakaways, and O-rings. Authorize the dispenser and make sure the meter doesn't move when the trigger is not engaged. Dispense fuel a few times and observe the meter. Make sure it holds between pumps.



## Tech Talk

June, 2019

BY DOUG HARTY: SENIOR APPLICATIONS ENGINEER: HARTY@VSTHOSE.COM

### ISD Flow Collect Warnings, continued

*Don't just replace the nozzle...*

If the service tech can't find any defects, it is best to just run the required compliance tests and clear the alarm. Just replacing the nozzle and walking away isn't the solution, VST EVR nozzles simply don't fail like that.

Swapping hardware from one FP to another FP may appear to resolve the issue, but usually it is only because the test was reset when the test was cleared and started fresh.

VST Platinum hoses are designed with drive-off's in mind. Platinum hoses have a safety cable through the length of the hose. This unique safety feature offers multiple benefits:

- Significantly reduces hose recoil during a drive-off event.
- Helps keep the liquid removal device in place.
- Improves the likelihood of saving the dispenser meter seals from being damaged by a fuel spike.

***VST Platinum hoses pay for themselves over time by protecting people and equipment.***

There are some other options to help you manage nuisance ISD Flow Collect warnings:

- Sites with a lot of newer cars, which is really all sites these days, can try to enable the ACCEPT HIGH ORVR feature. It will allow an assessment with fewer non-ORVR vehicles. Ask permission of your local air district if necessary.
- Site owners that like to take a more hands on approach to their site maintenance can use a simple procedure to make the alarm clear on its own. You can use a sealed gas can and fill up 5 or more times on the FP with the ISD Flow Collect warning, and this will usually give the ISD the data it needs to clear the warning without a service call. Additional transactions will increase the probability that the Flow Collect Warning will self-clear. Giving the TLS-350 multiple valid non-ORVR transactions, which you are creating by pumping into the can, proves that the vapor path is clear. Make sure your test can is sealed, and plug any vent holes.
- Avoid mis-matched hanging hardware. Different manufactures make equipment with different back-pressure and flow rates. VST hoses have the lowest backpressure and highest flow rate of any EVR approved hoses. Additionally, VST nozzles have a very different boot than its competitor; thus, different amounts of leakage at the fill neck can also impact ISD warnings. Substantial differences have been noted in our test data.



June, 2019

## VST Training

BY SUSIE MCLAUGHLIN: MANAGER, TRAINING & CERTIFICATIONS: MCLAUGHLIN@VSTHOSE.COM

### Level A Training - Get it Done!

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All contractors wishing to install, service, or troubleshoot VST's EVR hanging hardware are required to have a VST Level A certification.

VST offers this training online, in a self-paced format, and at no charge to afford contractors an efficient, no-cost way to keep themselves compliant with Air & Resources Board requirements.

Any contractor with an expiring Level A certification, can easily get a new Level A by going online and re-taking the training.

The Level A training is now on its new platform, so the training can even be done from your phone!

### Level B/C Certification Extensions

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If you have previously held a VST Level B or Level C certification, you are eligible for an extension on both levels by sending in the appropriate paperwork. Just scan and email the paperwork below to me, Susie McLaughlin: [mclaughlin@vsthose.com](mailto:mclaughlin@vsthose.com)

To get a Level B or a Level B/C extension:

1. Provide VST with a copy of your Level A certificate generated from the online training.
2. Provide VST with current Veeder-Root certs:
  - To renew a Level B: Provide VR Tank Monitoring certificate
  - For renew a Level C: Provide VR Vapor Products certificate

### VST Training Videos

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And on a final note... all VST training videos are available on the VST website.

Here is the link:

<http://www.vsthose.com/education.aspx> - In the "Sales Support" section

June, 2019

## New Products

BY SCOTT BENNETT: EXECUTIVE VICE PRESIDENT: BENNETT@VSTHOSE.COM

### Conventional ENVIRO-LOC™ ECO Nozzle

VST ENVIRO-LOC™ ECO Nozzle has successfully passed the California Air Resource Board (CARB) 180-day endurance test and all other applicable field tests. The final documentation for the Executive Order is currently being completed with expected signature in the very near future (mid-July).

VST will notify the marketplace when this occurs.

VST is accepting and shipping orders for both the ENVIRO-LOC™ ECO Nozzle and Low Perm Hose to meet the requirements in the markets where some or all of these products are specified.

#### **REMINDER:**

- Low Perm Hoses are currently approved in California, New Jersey, and Ohio.

ENVIRO-LOC™ ECO Dripless/Spitless Conventional Nozzles may be ordered now – specify if you would like immediate shipment or the order held in queue until the CARB Executive Order has been signed.

**NOTE:** The ENVIRO-LOC™ ECO Nozzle should not be installed at any new decommissioning sites in California or New Jersey until the updated CARB Executive Order NVR-1 has been signed and enacted into law.

The ENVIRO-LOC™ ECO nozzle has a field proven patented interlock technology, which exceeds CARB's stringent performance standards for drips, spills, and liquid retention - providing the customer with ease of use and a clean forecourt. With reduction of spitting and post-fueling drips (of less than 0.003 lbs of emission per 1,000 gallons dispensed) it reduces the carbon footprint for a cleaner environment.



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## New Products

BY SCOTT BENNETT: EXECUTIVE VICE PRESIDENT: BENNETT@VSTHOSE.COM

### Conventional ENVIRO-LOC™ ECO Nozzle, continued

NO..... this is not a disposable nozzle!!!

The VST rebuild program reduces cost by providing core value towards the purchase of your next VST rebuilt nozzle. During a drive-off event, the nozzle spout can be damaged leaving the site owner with the expensive option of buying a new nozzle.

To help minimize this cost, VST developed the ECO Nozzle Spout Kit, which gives the ability to replace the spout in the field and to put the fuel point immediately back in operation.

The combination of the ENVIRO-LOC ECO Nozzle, the Low Perm Hose, and the Sentry Breakaway solution provides the site owner with the most robust, ease-of-use hanging hardware system with the lowest cost of ownership.

Make the RIGHT CHOICE... VST.

