



The ! Voice

Sept 2023



Message from the President

Commitment To Quality

Glenn Walker, President, VST (walker@vsthose.com)

Dear VST distributor and user customer,

VST is constantly reviewing our business practices to provide the best possible service at the lowest possible cost. As most have become accustomed to, our normal delivery policies are to ship all orders within 24-48 hours. We are proud to say that over the past 3 years we have achieved this delivery goal with 99% of all orders shipping within 24 hours.

Quality and innovation of our product offering has been a primary focus from VST's inception. Recently, we announced the consolidation of our balance hose product line and chose our premium ENVIRO-LOC™ Platinum Enhanced Vapor Recovery Balance hoses as the best option for the marketplace. The advantages of the Platinum system, with the Anti-Stretch cable, include longer service life, higher degree of customer safety and the protection of all the dispensing components. Not only is the hanging hardware more robust and protected during a drive-off event, but the dispensers are protected from potential external damage and most importantly a reduction in meter blow outs. Customers probably really don't correlate the savings associated with this product, but they are real.

VST is always striving for improvement to provide the best available products and service. To that end, we have been reviewing our quality data for our product offering of hoses, breakaways, and nozzles. After our complete quality review, effective immediately, VST has instituted a NEW 2-year warranty option on our most popular products that are registered through our Product Warranty Registration System. A recently released Product Bulletin outlines the details or contact VST for additional information.

In summary, VST's 24-48 hour shipping commitment and NEW extended warranty provides the industry the lowest cost of ownership across the board. When you couple this with our engineering and field support, we leave little doubt that VST should be your hanging hardware provider.

Sincerely,

Glenn

Glenn K. Walker
President

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.