



The ! Voice

Jan 2024



Message from the President

The Evolution of VST

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

Dear VST distributor and user customer,

VST has just turned 34. Since starting the company with my partner, Rodger Grantham, we have grown from a single product hose supplier to the preeminent manufacturer of fuel dispensing equipment.

Just to highlight a few of our developments over the years:

1. Patented Dripless/Spitless Stage II Nozzle with superior performance to any known competition – UL Listed, EVR/CARB Certified, IMP Certified
2. Swivel couplings and adapters for various system conversions
3. Breakaways – UL Listed, EVR/CARB Certified, IMP Certified
4. Vapor Processor technology – ETL Listed, EVR/CARB Certified, IMP Certified
5. ENVIRO-LOC™ ECO Conventional Dripless/Spitless nozzle – UL Listed, EVR/CARB Certified
6. Platinum Stage II hoses with built in anti-stretch safety cable – UL Listed, EVR/CARB Certified, IMP Certified
7. Patented P/V valves that do not use springs or diaphragms and can be installed in mid-mount vent stack locations for easy and safe accessibility during testing – UL Listed, IMP Certified, EVR/CARB Certified (pending)
8. Low permeation conventional and Stage II hoses – UL Listed, EVR/CARB Certified

Other notable accomplishments include:

1. VST has expanded our warranty up to two years on select hanging hardware products.
2. We have been approved for three Stage II vapor recovery systems in Mexico, thereby providing the broadest range of technology that can retrofit all dispenser models into Stage II vapor recovery systems.
3. In addition to our Mexican approvals, VST's GREEN MACHINE™ offers a complete remote monitoring service that assures regulatory compliance and monitors the performance of our equipment. With this unique technology, VST can continuously monitor our equipment, make remote software updates, and evaluate our equipment to review data and make improvements.

Our total commitment to performance has been demonstrated by the world's most rigorous agencies' certifications and approvals.

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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.



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Also, VST reviews and analyzes our quality performance monthly and at the end of each year we compile a complete year's data to focus our efforts. To that end, for this calendar year VST's warranties are <.01%. Although not meeting our objective of zero defects, we continue to reduce warranties each year.

What does this mean for our customers, the industry, and the environment? First our customers reduce their cost of maintenance and ownership while offering superior safety. Second, since VST is the only carbon neutral company in our industry, we provide reduced scrap as well as the overall reduction in harmful emissions. And lastly, the industry, as well as many of our major customers, may use our data to promote the industry and reduce governmental impediments to expansions.

Just a few updates and highlights that mark VST's 34 years in business. Now let me wish all our customers and users of VST equipment a Very Happy and Prosperous New Year!

Sincerely,

Glenn

Glenn K. Walker
President

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VST: The Company

Employee Spotlight: Anthony Paulson



Thank you, Anthony, for all your hard work!

Anthony is our Employee of the Quarter.

He is a line leader for VST and is a reliable builder for our hoses.

He has worked for VST for 3 years and provided our customers with excellent quality products.

Thank you again!

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Products

Scott Brown, VP Sales & Marketing, VST (brown@vsthose.com)

24-Month Warranty on select VST Hanging Hardware Products

VST offers a wide selection of engineered hanging hardware solutions for retail fueling applications. Because of the reliability and success of these products in the marketplace, VST is now incorporating the opportunity of having a **24-Month Warranty**.

This EXTENDED Warranty applies to the product styles noted below and exceeds all previous warranty periods for these products.

NOTE: Each product packaging includes a Warranty Registration Card, or you may complete a **NEW** Warranty Registration Form online at <https://vsthose.com/product-warranty/> and submit it to VST Customer Service customerservice@vsthose.com .

To earn this Extended 24-Month Warranty, VST **MUST** receive a complete Product Warranty Registration Card or online Warranty Registration Form at the time of installation and within the first 6 months from the date of manufacture.

The following product styles are eligible for the **24-Month Warranty** period:

- ENVIRO-LOC™ EVR Platinum Balance Hoses
- ENVIRO-LOC™ EVR Balance G2 Nozzles
- ENVIRO-LOC™ EVR Balance Safety Breakaways
- ENVIRO-LOC™ EVR 3/4" Vapor Assist Low Perm Hoses
- EVR Vapor Assist Safety Breakaways
- VSTaflex™ Conventional Hoses (5/8", 3/4", 1" – black, green, and blue)
- ENVIRO-LOC™ Flex Fuel Conventional Hoses
- ENVIRO-LOC™ Low Perm Conventional Hoses
- ENVIRO-LOC™ ECO Conventional Nozzles (All styles for Gas and Diesel)
- SENTRY™ Reattachable Conventional Safety Breakaways

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24-Month Warranty on select VST Hanging Hardware Products

IMPORTANT:

When requesting and RGA for any of the above products, the VST product replacement serial number is required in order to process the RGA.

VST reserves the right to discontinue this extended warranty coverage at its discretion.

Failure to comply with the requirements listed above will result in the standard warranty coverage only: 12 months from factory ship date.

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Products

Quality that Stands the Test of Time

Gonzalo Perez - Application Engineer (perez@vsthose.com)

In an era where sustainability and quality are at the forefront of consumer choices, our commitment to excellence shines through with our rebuilt Enhanced Vapor Recovery (EVR) G2 gas station nozzles.

VST introduced our EVR nozzles in 2008. Shortly thereafter, we launched our rebuilt program to the marketplace.



Our gas station nozzles are engineered with precision, durability, and longevity in mind. This proven commitment is illustrated by the fact that many of our cores have been rebuilt multiple times. In fact, we have identified numerous castings that have serviced the marketplace for 10 years or longer.

The meticulous rebuilding process is a testament to our commitment to quality and safety while contributing to a greener more sustainable future.

VST has been a Carbon Neutral company since 2021 but has followed this mission from inception. Our products exceed CARB benchmarks to ensure there is less pollution in our communities.



We invite you to join us in embracing a future where quality and sustainability go hand in hand.

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EVR Tips & Tricks

Doug Harty, Sr. Application Manager, VST (harty@vsthose.com)

Flow Collect Alarm Troubleshooting

As I have talked to service contractors across California, I have found that there are two often ignored factors that cause ISD Flow Collect alarms.

The first is a vapor leak that is missed by a normal visual inspection or 2" pressure decay test. I recommend a 10" pressure decay test on sites with frequent Flow Collect alarms. It is easy to miss a small leak with a 2" pressure decay test.

The second is flow rates. I know that nobody likes changing fuel filters, but higher and consistent flow rates across all nozzles play a big part in maintaining flow collection performance.

With less and less non-ORVR cars on the road, every valid non-ORVR transaction is very important in calculating A/L Pass/Fail results and can make the difference between an ISD warning or alarm. I recommend changing filters regularly to help reduce ISD Flow Collect alarms.

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VST Training & Certifications

Susie McLaughlin, Manager, Training & Certifications (mclaughlin@vsthose.com)

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	Level E - General Contractor
Level E1	CS2 USA GREEN MACHINE™ Electrical Install	Level E1 - Electrical Install
Level E2	CS2 USA GREEN MACHINE™ Vapor Piping Install	Level E2 - Vapor Piping Install
Level E3	CS2 USA GREEN MACHINE™ Start-Up Contractor	Level E3 - Start-Up Contractor
Level E4	CS2 USA GREEN MACHINE™ Service Contractor	Level E4 - Service Contractor
Level H	GM3 CS2A USA GREEN MACHINE™ General Contractor	Level H - General Contractor
Level H1	GM3 CS2A USA GREEN MACHINE™ Electrical Contractor	Level H1 - Electrical Contractor
Level H2	GM3 CS2A USA GREEN MACHINE™ Vapor Piping Contractor	Level H2 - Vapor Piping Contractor
Level H3	GM3 CS2A USA GREEN MACHINE™ Start-Up Contractor	Level H3 - Start-Up Contractor
Level H4	GM3 CS2A USA GREEN MACHINE™ Service Contractor	Level H4 - Service Contractor

VST Level A Training on Your Smartphone

Completing your Level A training for certification or re-certification has never been easier – now it can be done on your Smartphone!

Click this link for a short video that walks you through the steps.

[How to Take VST Level A Training on Your Smartphone](#)

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