



The ! Voice

MAY 2025



Striving Towards Sustainability

Message from the President

Glenn Walker, President walker@vsthose.com

VST Promise in Uncertain Times

To Our Valued Partners:

Over the years those that know me have heard me say many times that if we can figure out how to help manage your business and make you money, we will be a good supplier. In fact, you might even like us!

With that as a backdrop, the reason for my memo is to take a few minutes of your time and address a couple of the most recent business issues that affect both you and VST.

The most pressing immediate issue is how to control your cost of doing business with the ever-changing regulations and of course the inconsistency of tariffs, from whom and how much. To that end VST is not immune to either of those issues, in fact we must make decisions almost daily. Going back to VST policies and business acumen I would like to spell out exactly how VST will be handling the tariff debacle. As with all our decisions we attempt to consider our customers' business, and this situation is no different.

In our history VST attempted to provide consistency and assurance for our partners. Most notably is our ability to minimize price changes with any modifications handled on an annual basis thereby providing some method of continuity for your decision making.

If I may enumerate several other policies and programs that VST has developed in our attempt to assist our partners to manage their respective businesses.

1. **VST's two-year warranty program** – Lower warranty costs save both you and your customers. In fact, our actual warranties are <.02 %, which reduces your cost of doing business.
2. **VST's 24 – 48 hour shipping** – reduced inventory and increased inventory turns that translates into a reduced inventory risk.

3. **VST's packaging** – no minimum order requirements therefore allowing our partners to maintain lower inventories, all while improving service levels.
4. **Reduced liability with VST patented fail safe nozzles** both EVR and ECO nozzles are designed to fail in a safe fashion once they reach end of life or are damaged.
5. **VST's latest patented PV valves** are designed to be installed in the mid-point of your vent line thereby virtually eliminating the need for a ladder or expensive lift to test your system.
6. **VST's free freight on all orders** shipped to our distribution partners.

Now back to tariffs and regulations: Like most manufacturers, VST sources materials worldwide. We utilize materials and processes that are not available domestically. Therefore, we are not immune to changes in regulations as well as various tariff issues.

With the ever-changing business issues, the VST policy for our distribution partners is as follows: ***We will always provide a minimum of 60 days lead time for any price changes.*** In that way VST hopes to manage those issues for you thereby eliminating price shocks that make your business practices difficult to manage. We hope this policy provides some clarity in order for you to manage your business profitability.

Thanks for listening and trust this will help you handle your day-to-day business with reduced risk and higher profitability.

Sincerely,

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.



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The Company

Scott Brown, VP Sales brown@vsthose.com

The VST Service Factor

VST's philosophy is to offer the marketplace a quality, engineered solution aimed at helping station owners reduce their cost of ownership, while simultaneously developing a solid working partnership with our Distributor partners.

We are focused on these efforts by offering:

- An extensive line of hanging hardware components to support the following applications: Stage II, conventional, auto diesel, low permeation, and flex-fuel hoses, Stage II and conventional breakaways, and Stage II and conventional nozzles.
 - A unique Lip-Seal swivel coupling on our conventional fueling hoses to eliminate the need for an additional 3rd party swivels. Reduces cost and leak points.
 - Enhanced Vapor Recovery (EVR) products.
 - ENVIRO-LOC™ Dripless/Spitless nozzles for cleaner forecourts: Stage II Balance, Conventional, and Auto Diesel styles. These nozzles incorporate a patented safety feature.
- An Extended 24-Month Warranty on select hanging hardware products when a Warranty Registration Card or online Warranty Registration Form is submitted to VST.
- The GREEN MACHINE™ vapor processor with Remote Monitoring capabilities aimed at controlling Underground Storage Tank (UST) pressures and Volatile Organic Compound (VOC) emissions.
- An EVR Pressure Vacuum Valve (P/V) for ground level mounting and testing. Eliminate ladders and lifts.
- FREE Freight on all orders shipped to our Distribution locations
 - Expedited freight charges are the responsibility of the company asking for expedited freight.
- Most orders are processed and shipped within 24 to 48 hours upon receipt of order.
- Flexible packaging
 - Feel free to order the quantities, by line item, that you need, and VST will package accordingly. No need to order master carton quantities.
 - All hoses are individually boxed and then packaged in master cartons – except whip hoses and farm pump hoses. Those are bulk packed into a master carton.

VST – the most reliable partner of choice.

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New Products

Doug Himes, Program Director himes@vsthose.com

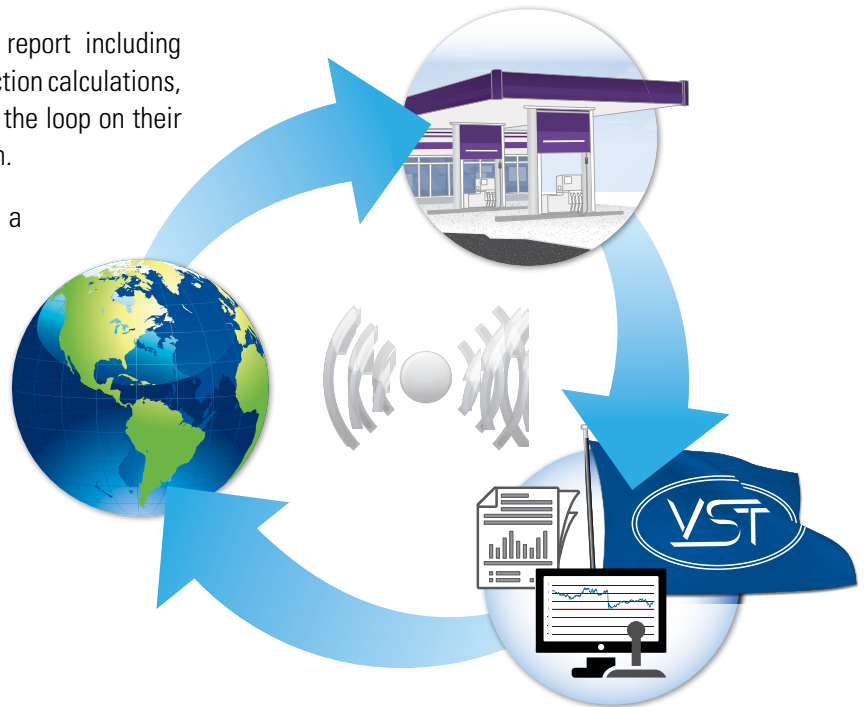
Remote Monitoring Service for Underground Storage Tanks

VST is proud to offer a solution for remote monitoring of our GREEN MACHINE™ vapor processor and general UST pressure management: **VST Remote Monitoring Service (RMS)**.

With VST RMS, GREEN MACHINE™ end users get automatic, instant updates in the event of a GREEN MACHINE™ alarm and can even opt to have emails sent directly to their preferred service contractor to dispatch for service. In addition to GREEN MACHINE™ alarm monitoring, VST RMS can accurately detect a leak in the vapor system and other pressure anomalies. This constant monitoring and notification process keeps both end users and contractors up to date on every site they tend to and minimizes downtime.

Every month, RMS customers receive a report including details such as alarm history, emission reduction calculations, and uptime. This report keeps end users in the loop on their sites, even if there are no issues that month.

VST RMS is available for any site that has a GREEN MACHINE™ installed.



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Products

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

ENVIRO-LOC™ ECO Interlock Conventional Rebuilt Nozzles

VST has been successfully marketing the **ENVIRO-LOC™ Interlock Dripleless/Spitless Conventional Nozzles** for several years across multiple states with many more states currently looking to add this unique technology to their regulatory requirements. Improving the forecourt cleanliness with less spillage and reducing hazardous fugitive emissions for better air quality continues to grow in popularity for everyone's benefit.

We have now launched our **REBUILT** version to the marketplace.

Our sustainability efforts are strong and continue to get stronger. VST is the only manufacturer that offers a **CORE** value for both the new and rebuilt models of these nozzles. So, when these nozzles reach end-of-life, be sure to collect them rather than putting them in a landfill. They have **VALUE!**

VST works with our distribution partners so we can continue our efforts in offering a rebuilt nozzle.

Rebuilt Nozzle Part Numbers

- VST-NV-ND(cc)R – for gasoline
- VST-DS-ND(cc)R – for diesel

** (cc) designates color code of the nozzle scuff

Black = BK



VST-NV-NDBKR

Blue = BU



VST-NV-NDBUR

Green = GN



VST-NV-NDGNR

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Tech Talk

Doug Harty, Senior Applications Technician and Trainer harty@vsthose.com

ISD Troubleshooting on the TLS-450

Back to Basics – ISD Alarm Troubleshooting

With the Veeder-Root TLS-450 upgrade going in across California, some of the troubleshooting serial codes will no longer work.

Remember these tips when troubleshooting:

- Always check **ALL** hanging hardware on the dispenser when troubleshooting a Flow Collect Alarm on balance systems. It's possible for leaks on either side can cause Warnings/Alarms in a fueling position.
- Always check the Leak Rate calculated by the ISD. If you are troubleshooting a Flow Collect warning with a significant leak rate on the site, the site vapor leak could be the culprit. Don't automatically assume it is the hose or nozzle. I **HIGHLY** recommend removing the hanging hardware and leak test the full assemblies on both sides.
- Vapor flow meter movement is still a great way to check for dispenser/hanging hardware leaks, that functionality still exists in the TLS-450.
- Don't overlook the P/V vent on Vapor leak warning. P/V Valves are common leak points. I recommend testing/ isolating P/V, when possible, to confirm P/V status.
- Use higher pressure decays to locate hard to find leaks.
- The new VST EVR P/V can be isolated and tested in place. Use the VST testing tool, VST-TIP-200, with the tank isolation nut to isolate the P/V for easy testing.

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VST Training & Certifications

Doug Harty, Senior Applications Technician and Trainer harty@vsthose.com

You can now print your certification from the VST website!

If you are a VST Authorized Service Contractor (ASC) and are listed on the VST website, you can now access your certificate directly from the website.

To do so:

1. Click this link to access the ASCs listed on the VST website: [VST ASC List on VST Website](#)
2. Find your name on the list.
3. Click "Re-send Certificate" and the system will send the certificate to the latest email address you provided us.

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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