

Required Troubleshooting Procedure to Return Healy 900 Series Nozzles for Warranty Replacement

FFS has been investigating field reports of Gross Collect Warnings and Alarms with our Healy System including Veeder-Root ISD. There appears to be sporadic problems where the Veeder-Root ISD system indicates Gross Collect Warnings and Alarms for supposed blockages.

This document is intended to give Healy certified technicians troubleshooting information to verify that the Healy components are functioning properly, and prevent components from being replaced for no reason. If this procedure is followed for components under Warranty, and necessary information is reported back to FFS with the returned product, FFS will guarantee that you will receive a warranty replacement product. If necessary information is not returned with the product, and there is no problem found during FFS analysis, the product will be returned to you.

When responding to Collection Warnings/Alarms, FFS requires the following procedure to be followed:

1. Confirm that the face seal and boot on the 900 nozzle are in good condition and are properly aligned with the spout assembly. Make any repairs, as necessary.
2. Run the A/B Sheet vacuum test to confirm dispenser piping tightness (Side B, step 3).
3. Run the A/B Sheet VP-1000 motor speed test (Side B, step 6).
4. Print ISD daily report for the previous 3 days. Compare the daily V/L values on the report with ISD evaluation criteria to confirm that the system is operating normally (See Figure 1).
 - a. Gross Collection Warning/Alarm criteria is <0.33 or >1.90
 - b. Degradation Collection Warning/Alarm is <0.81 or >1.32
 - i. NOTE: A value of 'BLKD' in the Gross (daily) section, coupled by a '0.00' in the 'DGRD' (weekly) section for a fueling point may not mean that there is a true blockage. It could instead mean there was a statistical anomaly that occurred: specifically, the number of ORVR cars exceeded the expected value for that day. If the fueling point in question has normal V/L values for other days, it confirms there is not a problem with the vapor recovery system (see Figure 1, FP4 for an example). The following are further steps required to confirm system operation.
5. If the reports indicate that the nozzle is out of adjustment, adjust the V/L using Exhibit 5.
6. If the V/L values appear in range, perform one fueling event into one non-ORVR vehicle or approved container and check V/L recorded by ISD to ensure it is in range.
7. Now fuel into an ORVR vehicle and ensure the corresponding V/L recorded by the ISD system is <0.50 . If the V/L is <0.50 , the nozzle is good. If the nozzle registers 0.51 or above for ORVR vehicle fueling, replace it and note the details on the FFS Returned Goods Product Tag, including vehicle make and year.
8. Attach Returned Good Product Tag to nozzle with provided wire. Staple ISD Daily Reports to Returned Good Product Tag and return to FFS distribution for warranty processing.

Sincerely,



Leon Schuster
Product Manager
Dispensing Systems



Figure 1
See FP 4 on two consecutive days (Nov 4 & 5) for an example of a statistical BLKD anomaly. The warning cleared on Nov. 5. The system is operating normally.

