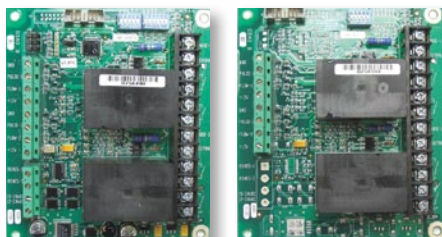


New Pump Control Module Delivers Greater Control In Greater Numbers

OPW Announces PV270 Obsolescence and Replacement



In November, OPW Fuel Management Systems announced that its PV270 System2® Pump Relay Board is no longer available due to obsolescence. As a replacement, OPW-FMS recommends the Pump Control Module (PCM). The PCM replaces the PV270 Pump Relay Board, as well as the PV268 Pump Control Terminal (PCT) Board.



PCM Master Board

PCM Slave Board

The PCM consists of a Master Board (OPW P/N: 20-0340-01) that can control up to two stand-alone pumps or up to four pumps with an optional Slave Board (OPW P/N: 20-0340-02). The optional Slave Board connects to the Master Board via a ribbon cable (OPW P/N 20-1594).

The PCM will operate in a System2® FIT, FIT500™ or C/OPT™ pedestal, using RS-485 Petro-Net™ communication to either the System2® or FSC3000™ Fuel Site Controllers. The addition of Master Boards and Slave Boards allows the FIT500™ and C/OPT™ pedestals

to control a maximum of eight pumps at once. Additional PCMs can be added by installing an indoor/outdoor remote cabinet, bringing the maximum to 12 pumps. For systems using the FSC3000™, additional cabinets can expand the maximum limit to 32 pumps.

For more information regarding specific model number replacements, please refer to Service Bulletin 434 in the OPW Distributor's Portal, or contact OPW Fuel Management Systems' Technical Support Department at (877) OPW-TECH or email info@opwfms.com.

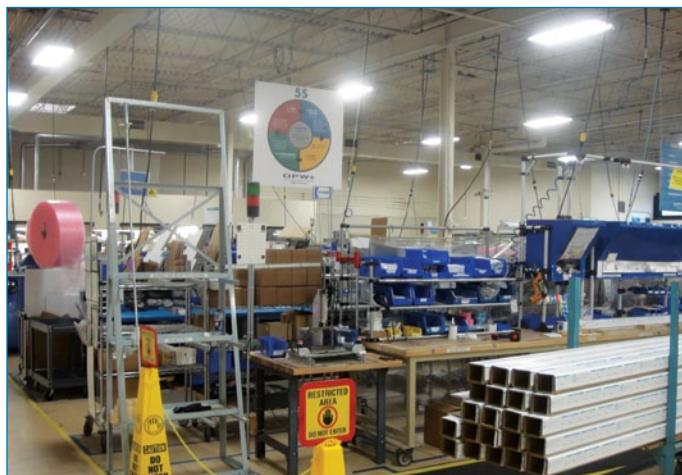
Re-organization Efforts at OPW-FMS (Continued from page 2)

This inefficient setup presented the team leaders with the opportunity to identify and eliminate time-consuming tasks and improve upon current processes. For example, when a production worker needed parts or had another issue, they would turn on a red light above their work area. When a light was turned on, the Team Leader would be responsible for noticing and attending to the worker's needs. When the cells were spread out amongst the entire production area, it was difficult for the leaders to notice the indicators and it took time for them to attend to the issue, which could negatively affect production rates.

Now, the cells have been divided by product families. "With the new layout, I turn around and my entire team is right there; it's a lot easier," Peeks stated, indicating that he is happier with the new layout, as he has more time to allocate to other things. Lee stated that he "can get a lot more done in a shorter amount of time," echoing the sentiments expressed by Peeks.

As a result, the new layout has eliminated two major forms of waste: movement and waiting. Team Leaders can now get to their team faster, so their team is no longer forced to wait. This minimalization of motion/movement from one cell to the next eliminates unnecessary steps within the manufacturing process, allowing for continuous work-in-progress and just-in-time production.

With the production-facility rearrangement, all involved have seen their working lives made easier at every level, leading to more efficient and productive manufacturing processes. ■



The probes station is now situated with other Tank Gauge products



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Fueling Connections

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Ready for Takeoff

SiteSentinel® iSite™, FSC3000™ and C/OPT™ systems monitor fuel at upgraded seaplane dock

By Paul Nelson, OPW-FMS Sales Representative

Way back in 2004, discussions began for a new permanent seaplane terminal as part of a project to expand the size of a convention center to 1.2 million square feet in the city of Vancouver, British Columbia. A new seaplane facility was needed because the existing one was old and antiquated, and was having an increasingly difficult time meeting the existing standards for operation.

Fast-forward eight years and the dream of that new seaplane terminal has become a reality. The new facility is the result of seamless cooperation among a number of contractors and sub-contractors. For assistance in developing and implementing the new fuel storage, monitoring and containment system, the architects of the project turned to P.D. McLaren Limited, Burnaby, British Columbia. P.D. McLaren

Continued on page 2



SiteSentinel® iSite™ Console

A seaplane fuels up with the assistance of cutting-edge tank gauge and fuel control technology from OPW Fuel Management Systems

What's Inside



Ready for Takeoff

SiteSentinel® iSite™, FSC3000™ and C/OPT™ systems monitor fuel at upgraded seaplane dock in Vancouver



Re-organization Efforts at OPW-FMS Lead to a Leaner Working Environment



Communication Through Consolidation

Streamlined technical documentation distribution process implemented at OPW-FMS



Fresh Faces for Tech Service

Greg Indelli, Renato Lara join Tech Service Team



New Pump Control Module Delivers Greater Control In Greater Numbers

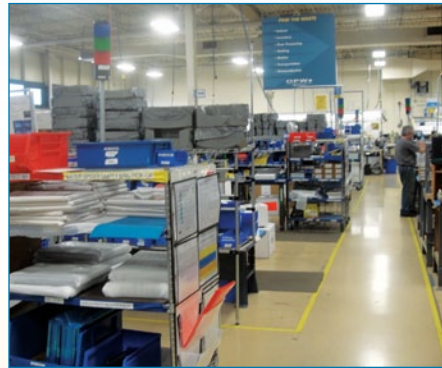
OPW announces PV270 obsolescence and replacement

Re-organization Efforts at OPW-FMS Lead to a Leaner Working Environment

Production, a pivotal cog in the ever-churning machine of OPW Fuel Management Systems, is an area in which constant improvement is being made. This is true in terms of productivity and efficiency, but also safety and morale. Each of these important aspects of the workplace have recently been improved at OPW-FMS thanks to a complete reorganization, rearrangement and overall improvements at the on-site production facility.

The effort was spear-headed by Charles Morley, Director of Operations, and Elizabeth Ivancsits, Senior Manufacturing Engineer, a specialist in streamlining production processes who has done so successfully at previous positions throughout her career. The first hurdle that needed to be overcome was time allotment. Production is often so busy that an overhaul of such proportions would result in an initial setback in productivity. Extra dedication and teamwork was necessary for such an undertaking, often resulting in additional work week and weekend hours.

For most, the start of 2012 meant new resolutions and for FMS it was a cleaner, more efficient production strategy. Ivancsits aimed to create a more efficient, effective and safe production area; an area that would require a centralization of production teams. She began by producing a highly-detailed AutoCAD layout of the production floor, including each cell's position, dimensions and the products assembled in them.



The production facility at OPW-FMS

The redesign of the production area was necessary because the previous layout of the production floor did not fully allow for optimal operations, according to Production Team Leaders Anthony Peeks and Zeke Lee. "It was a challenge," said Peeks, who oversees the Tank Gauging products. Before the enhancements, Peeks' team was spread across the entirety of the facility, as were Lee's numerous Fuel Control production cells.

With such meticulous planning, combined with sensational teamwork and some type of equipment being moved every day, the rearrangement itself only took about a month, lasting from mid-January to mid-February.

The redesign of the production area was necessary because the previous layout of the

Continued on page 4

Ready for Takeoff (Continued from page 1)

recommended that the fuel-control system include the SiteSentinel® iSite™ Automatic Tank-Gauging System, FSC3000™ Fuel Control System and C/OPT™ Fuel Island Terminals in its upgraded setup.

To devise an efficient fuel-delivery system for the upgraded facility, creative thinking was needed. Because the design of the facility needed to meet rigorous environmental standards, the fuel storage tanks could not be located near the seaplane docks. Instead, they were placed in vaulted rooms situated beneath the convention center. Located there are one 35,000-liter (9,246-gallon) and one 50,000-liter (13,209-gallon) storage tank for jet fuel and avgas. To further complicate matters, the setup does not allow fuel delivery trucks to park near the tanks for unloading purposes, but rather 300 feet away.

With that in mind, the integrated operation of the SiteSentinel® iSite™, FSC3000™ and C/OPT™, and their ability to interact with the existing back-office computer system, made the FMS equipment the perfect choice for the flight centre's needs.

"The real beauty of the SiteSentinel® iSite and its features is the IP address that allows inventory levels to be viewed in real-time," said Harry Kitzmann, Pacific Region Sales & Marketing Manager for P.D. McLaren.



The control panel designed by P.D. McLaren features the OPW SiteSentinel iSite automatic tank gauging system.

"The touchscreen allows the delivery driver to have a view of what is in the tanks at any time, and it also sends reports to the command center when the fuel level is low. It also reports the temperature of the fuel, or sends an alert if there's water in the tanks. This is just perfect for an aviation-fuel application. The C/OPT™s are also the perfect application for this project. They're robust, on stainless-steel pedestals and have a complete weather-tight enclosure. We have installed them all across Canada in -40°C to -50°C (-40°F to -58°F) temperatures and they stand up to the weather very well, and marine conditions can be very harsh."



OPW C/OPT™ Fuel Island Terminals are situated on the docks, and able to withstand harsh weather conditions. In addition, the ability of the C/OPT terminals to accept credit cards opened the door for a wide variety of customers.

After years of design and construction, the convention center was finally ready to welcome the seaplane-flying public, which can consist upwards of 300,000 commuter and tourist travelers annually. The facility was successfully opened in May of last year, and Tofino Air and Sear are currently offering scheduled flight service out of the center, with additional carriers expected to also call the new facility home in the future. In addition, the ability of the C/OPT™ terminals to accept credit cards opens the door for an expanded market that will enable private planes to dock and refuel at the facility.

Those that do avail themselves of the new and improved services and amenities at the center can be assured that any fuel purchases will be accurately completed in the safest manner possible thanks to the presence of the SiteSentinel® iSite™, FSC3000™ and C/OPT™ systems from OPW Fuel Management Systems, which users are describing as "first class" and "high-tech". ■

Communication Through Consolidation

Streamlined technical documentation distribution process implemented at OPW-FMS

Technical manuals at OPW Fuel Management Systems are traditionally distributed in three ways: print, via website and on CDs. Prior to revamping the process, only certain products would be shipped with a CD including technical documentation. In addition, only installation manuals were included in print form for production. This left it up to the end-user of the product to find any ancillary documentation, i.e. configuration and operation manuals, on the OPW global website.

The fact that products such as the SiteSentinel® 2 and 3, System2®, K800™ and AFC, among a few others, had their own individual documentation CDs made distribution of documentation a time-consuming, difficult process. In addition, no such CDs existed for newer products. “Prior to the switch, production would have to burn one CD at a time,” points out Elizabeth Ivancsits, Senior Manufacturing Engineer at OPW-FMS. “They would have to be queued and labeled individually. Al (Linsenmeyer, Production Personnel) probably sent about six to 12 different jobs a day to the CD burner.”

A need was recognized and an initiative was developed in the name of communication to supply all of the required documentation to its targeted audience and as a result, OPW-FMS now has a leaner, cleaner and well-oiled process for technical documentation distribution.

The initiative itself required a team effort that spanned multiple departments within FMS. Through the efforts of the documentation team, the act of simply improving communication turned into streamlining the entire technical manual distribution process.

In order to streamline and standardize the FMS technical documentation, an organized location and distribution system was created allowing for enhanced accountability regarding document management. Technical documentation and how it is interpreted is a critical, and often vast, component of effective communication

between us and our end-users, technicians, distributors, product specialists and potential customers.

As a result of the system developed by the team, up to 50 documentation CDs, now featuring documentation for every OPW-FMS product, can be created with one swift motion. Instead of sending 12 jobs to the CD creator, “Al (Linsenmeyer) only has to send one job per day, and only has to place a label on the outside of the mailer. Before, he had to write the order number for the specific order on the CD mailer, a serial number label, and a unique ID label,” says Ivancsits.

This alone has saved time that can now be directed toward other tasks, such as testing software. In addition, the chance of having the wrong documentation shipped with a product has been eliminated, ensuring that the end-user receives the correct and complete documentation, consistently across the entire family of products.

“With this new system we’ve developed, we can be sure that end-users receive the most up-to-date information,” says Rich Klima. “We can improve documentation by implementing changes literally overnight, with no effect on the process of distribution at all. The content of these manuals is also searchable, which greatly benefits the end-user, contributing to the result of a satisfied customer.”

While the immediate effect of the revamped distribution process at OPW Fuel Management Systems has measurably improved many aspects, the team purposely left room for future growth and innovation. For example, there is plenty of space for additional manuals, or possibly data sheets, allowing OPW-FMS to keep pace in an environment that is increasingly turning to digital media technology.

Thanks to the efforts and attention to detail of all involved, efficiency has been achieved. The process has been streamlined, and new avenues of communication have been discovered. Positive effects have been felt from top to bottom, contributing to effective strategic management, and it all began with technical documentation. ■



Fresh Faces for Tech Service

Greg Indelli, Renato Lara, Ken McBride join Tech Service Team

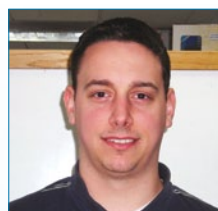
In response to growing demand, OPW Fuel Management Systems recently added three new Level 1 Technicians in the Technical Service Department. In October, Greg Indelli joined the team. Indelli brings five years of experience as a Technician for direct retailer Tiger Direct, where he specialized in customer service and sales for electronics, such as personal computers, computer components and operating systems, among others. Indelli attained his Associate's Degree in Networking from Robert Morris University, as well as his Associate's and Bachelor's Degrees in Computer Electronic Engineering Technology from ITT Technical Institute.

In November, Renato Lara was introduced as Level 1 Technician at OPW-FMS. Lara has four years of experience as a Bench Technician for Symbol Technologies, along with a total of four-and-a-half years of experience as an Engineer for consumer products, engineering and aerospace conglomerate Honeywell International, a Field Technician at Sears and a Technical Customer Service Specialist at electronics retailer Best Buy. Lara attained his Associate's Degree in Computer Electronic Engineering Technology from ITT Technical Institute.

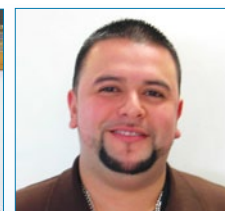
In addition to Lara and Indelli, OPW-FMS also introduced Level 1 Technician Ken McBride to the Tech Service team in January. McBride began his career with OPW 22 years ago as a general laborer. Over

the course of his career, he has continued his education, in the process becoming a valuable member of the maintenance group at the OPW-FC office in Cincinnati, OH. Ken brings with him an extensive knowledge of OPW products, as well as practical understanding of hydraulics, pneumatics and electrical work to the technical service team.

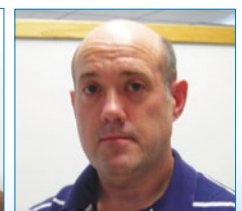
With a combination of experience in communication, technical service, and OPW products, training at OPW-FMS' headquarters in Hodgkins, IL, and on-site training at a fuel site in Canton, OH, Indelli, Lara and McBride are on their way to helping OPW-FMS meet its demands for efficient and effective Technical Service. ■



Greg Indelli



Renato Lara



Ken McBride