

WHY ARE THESE NOZZLES FOUND IN MORE LOCATIONS THAN ANY OTHER...



OPW 12VW
Vacuum-Assist
Vapor Recovery Nozzle

OPW 11B
Pressure Sensing
Automatic Nozzle

OPW 

A **DOVER**™ COMPANY

...BECAUSE THEY PROVIDE AN UNSURPASSED LEVEL OF:



Refinement



Durability



Quality



Reliability



Value

OPW is the global leader in automatic fueling nozzles. Marketers around the world have long recognized the long-term value authentic OPW quality delivers to their businesses. Beginning with their ergonomically designed form and superior functionality to their precision performance, OPW nozzles never ask you to compromise reliability, value or brand experience.

REFINEMENT

YOUR CUSTOMERS CAN TELL THE DIFFERENCE



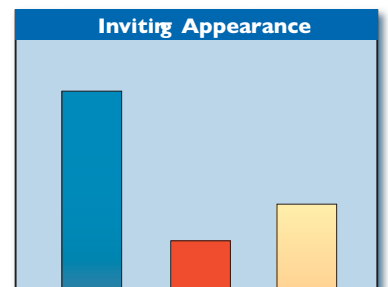
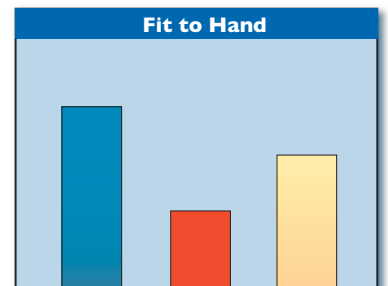
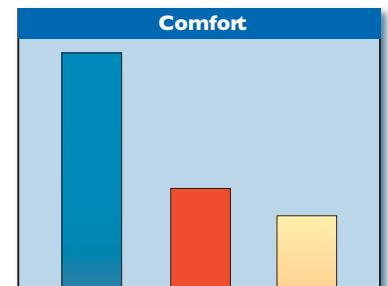
OPW PROVIDES YOU THE MOST CONFIDENT HANDSHAKE WITH YOUR CUSTOMER

No other component in your fueling system interacts as intimately with your customers as the fueling nozzle. At OPW, we know that the look, feel and performance of the nozzle can shape the users' perception of your entire operation. OPW nozzles exude refinement and appeal to your customers' most important senses. Pleasing to the eye. Comfortable to the touch. Consistent reliability they can count on.

Our attention to detail, image, aesthetics and functionality reinforce your critical brand promises of quality, safety and customer care, and invite your customers to embrace a positive fueling experience every time they visit your site.

In fact, we know the nozzle serves as the most common handshake between you and your customer, so we obsess with making every detail of our nozzles express quality – with every fueling experience, telling your customers “you’ve come to the right place”.

Consumers and Marketers prefer OPW Nozzles Over Any Other*



OPW Nozzle Competitor 1 Nozzle Competitor 2 Nozzle

*Survey conducted by Group Four, Inc. Avon, CT

DURABILITY

DESIGNED INTO EVERY OPW NOZZLE



OPW WILL GO TO ANY EXTREME TO ENSURE THE HIGHEST DEGREE OF NOZZLE DURABILITY

Nobody tests their nozzles more rigorously than OPW. With an unwavering commitment to continuous quality improvement, we have the largest, most sophisticated testing laboratory in the nozzle industry, and are equipped to simulate virtually any field condition, from arctic temperatures to extreme desert heat.

At OPW, we push the test envelope to ensure that our products exceed any and all industry test standards, such as Underwriters Laboratories and CARB. Our in-house environmental fatigue and endurance testing capabilities are the most advanced in the world allowing us to create an infinite array of tests in real-world conditions.



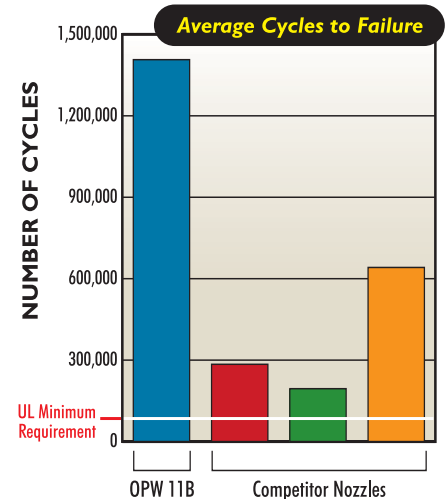
From concept through the entire product life cycle, our nozzles are constantly being put to the test in the most extreme ways to prove the integrity of their design, the materials of construction and ultimately the finished product.

The results of the industry's most comprehensive testing regimens are nozzles that just plain last longer than competitors'.



Tests Prove – No Other Nozzle Compares To OPW For Durability*

Nozzle Life Cycle Testing



* Based on Life Cycle Performance Tests – OPW vs. Leading Competitors.

QUALITY

EVERY OPW NOZZLE BEGINS WITH A RELENTLESS COMMITMENT TO QUALITY



THERE ARE NO SUBSTITUTES FOR QUALITY

Quality is not “in the eye of the beholder”. There are clearly established quality benchmarks upon which products are deemed worthy of being considered “quality-built”. One such benchmark has been OPW nozzles, long the standard upon which all other nozzles are measured. The OPW reputation is not easily attained. It requires a firm commitment to making quality systems an integral, deeply embedded part of the process from the design phase through the final production.

Continuous Quality Improvement...

World Class product performance obtained by using industry leading quality systems and methodologies throughout every aspect of the nozzle’s development and production.

Six Sigma Quality

- ◆ Systematic toolset designed to achieve “zero defects” and eliminate product variations

Lean Manufacturing

- ◆ Streamlined operations designed to reduce waste and provide World Class performance
- ◆ Cellular one-piece flow for rapid quality deployment and process controls

ISO 9001

- ◆ To ensure the highest level of quality systems and processes
- ◆ Component suppliers are ISO 9001 approved
- ◆ Incoming materials quality verification

Performance Testing

- ◆ Industry leading technology designed into every product cell
- ◆ 100% of nozzles are tested
- ◆ OPW quality requirements meet or exceed industry specifications

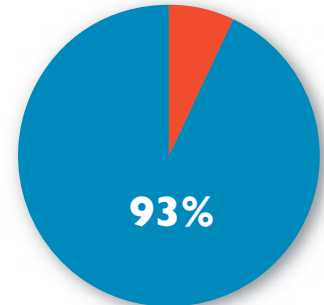
Laboratory and Field Testing

- ◆ OPW is constantly “raising the bar” through extensive lab and field testing
- ◆ Ensures that every OPW product provides the highest degree of durability, reliability, and value

Our commitment to quality has no equal in the industry and is one of the defining reasons why OPW nozzles stand apart from all others.

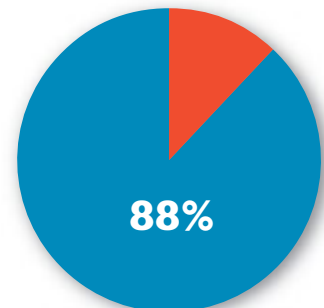
Consistently Delivering Customer Value Through Quality*

OPW Quality Rating



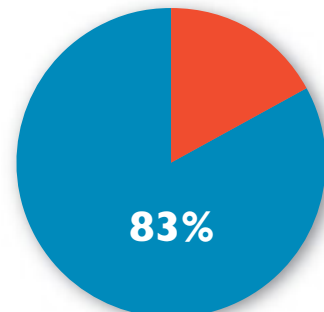
Ninety three percent of customers surveyed give OPW their highest marks on quality

OPW Reliability Rating



Eighty eight percent of customers surveyed rate OPW high on nozzle reliability

OPW Brand Preference Rating



Eighty three percent of customers surveyed rate OPW better than any other nozzle brand

*Survey conducted by Directions Research, Inc. Cincinnati, Ohio

RELIABILITY

FIELD-PROVEN RESULTS



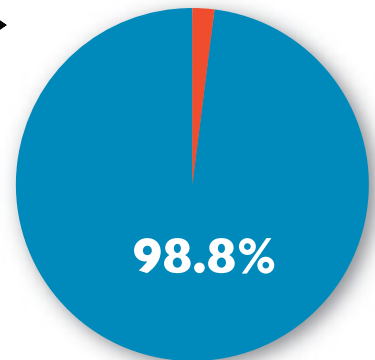
AT OPW, WE ARE CONSTANTLY STRIVING TO ACHIEVE “ZERO DEFECTS” THROUGH HIGHLY DISCIPLINED QUALITY SYSTEMS

Our objective is to get as close to perfection as possible, and to this end, each year we make substantial investments in design tools, training, and advanced manufacturing and testing equipment. As standard operating procedure, every OPW nozzle must earn the right to carry the OPW name by passing a comprehensive battery of tests – the most rigorous testing requirement in the industry.

The end result: OPW nozzles have the highest reliability rating in the industry. In fact, after fifteen months of service, 99.3% of all OPW IIA Series nozzles are still in operation*. For you, this translates into a consistent, reliable handshake with your customer and long-term cost savings you can count on.

**No Other Nozzles Compare
to OPW For Reliability***

Still in Operation



Better than ninety eight percent of OPW IIA series nozzles are still in service after fifteen months

OPW Nozzles Must Earn The Right To Carry The OPW Name by Passing A Rigorous Battery of Tests:

- ◆ Shut off reliability test
- ◆ No pressure – no flow test
- ◆ Vapor valve seal integrity
- ◆ Premature shut off test
- ◆ Vacuum generation performance
- ◆ Pre-pay functionality
- ◆ Attitude device operation
- ◆ Pressure integrity
- ◆ Shut off response time
- ◆ Sensitivity (10 click test)
- ◆ Spit back requirement
- ◆ Air/Liquid ratio
- ◆ Vapor path pressure drop
- ◆ UL flow requirements
- ◆ Line shock durability
- ◆ Electrical Continuity
- ◆ Lever actuation force
- ◆ Dispenser compatibility
- ◆ Fill pipe compatibility
- ◆ UL rated materials
- ◆ Life cycle performance
- ◆ Drop test
- ◆ Main seal integrity
- ◆ Spout Shear groove performance
- ◆ Spout durability
- ◆ Hydrostatic compliance
- ◆ CARB requirements
- ◆ 100% UL tested

*Based on 2004 OPW Nozzle Reliability Analysis of Warranty Returns

VALUE

DURABILITY, RELIABILITY, AND QUALITY ADD UP TO UNPRECEDENTED MARKETER & CONSUMER SATISFACTION



OPW HAS BUILT ITS GLOBAL LEADERSHIP POSITION IN NOZZLES BY DELIVERING CONSISTENT, LONG-TERM VALUE TO MARKETERS' BUSINESSES

OPW nozzles are finely tuned fueling instruments, assembled by highly trained experts dedicated to maintaining the level of quality that has

Our commitment to quality results in enduring value:

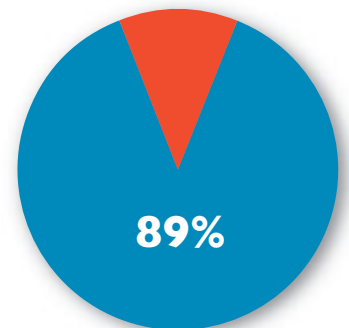
- ◆ **Lowest Overall Cost of Ownership**
- ◆ **Lower Life Cycle Costs**
 - Durability – longevity of operation
 - Reliability – consistency of operation; reduction of maintenance time/cost and downtime revenue loss
- ◆ **Best Overall Brand Experience** – ensures brand continuity and a confident, reassuring handshake with your customer

kept OPW as the industry leader for over 100 years.

Our nozzle technicians are focused on being the best in the business and as a result, add pride of ownership to every OPW nozzle they build. OPW nozzles are the undisputed industry standard in terms of reliability, durability, longevity of operation and lowest overall cost of ownership.

OPW Delivers The Greatest Overall Value In The Industry*

- ◆ *Unparalleled Quality, Durability & Reliability*
- ◆ *Highest Degree of Marketer & Consumer Satisfaction*
- ◆ *Lowest Overall Cost of Ownership*



Eighty nine percent of customers surveyed consider OPW nozzles a value for the money.

*Survey conducted by Directions Research, Inc. Cincinnati, Ohio

THE BOTTOM LINE...

OPW Nozzles Offer The Lowest Overall Cost Of Ownership And Eliminate The "Hassle Factor"

OPW ELIMINATES THE "HASSLE FACTOR" – WHEN THE COMPETITOR NOZZLE GUARANTEE SIMPLY DOESN'T MEASURE UP

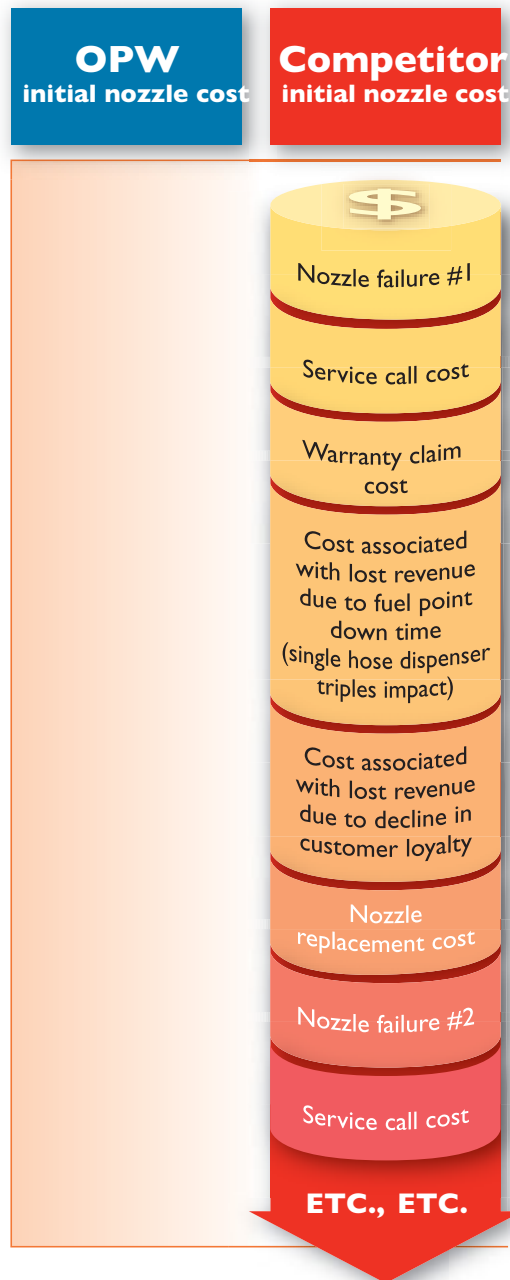
An analysis of hanging hardware costs will quickly highlight the economic benefits a quality-built OPW brand nozzle delivers in terms of lower overall cost of ownership. Even a small percentage of premature nozzle failures will quickly result in drastically higher operating costs.

This hypothetical comparison is designed to illustrate the potential overall cost of ownership required for your typical fueling nozzles. This chart compares an OPW brand nozzle to a typical competing brand. Any perceived price advantage of a non-OPW brand nozzle is offset many times over by maintenance call costs, replacement nozzle costs, and clean-up costs associated with the inevitable premature failures. It is quite possible that you would need to purchase several nozzles and pay for countless maintenance calls before ever servicing or replacing your OPW brand nozzle the first time. Not to mention the damaging effect an inoperative, low-quality, crude feeling nozzle could have on customer attitudes and retention.

...NO OTHER NOZZLE COMPARES TO OPW FOR:

- ◆ **Refinement**
- ◆ **Durability**
- ◆ **Quality**
- ◆ **Reliability**
- ◆ **Value**

POTENTIAL NEGATIVE PROFIT IMPACT



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