

Gallagher Newsletter

Summer Support Report

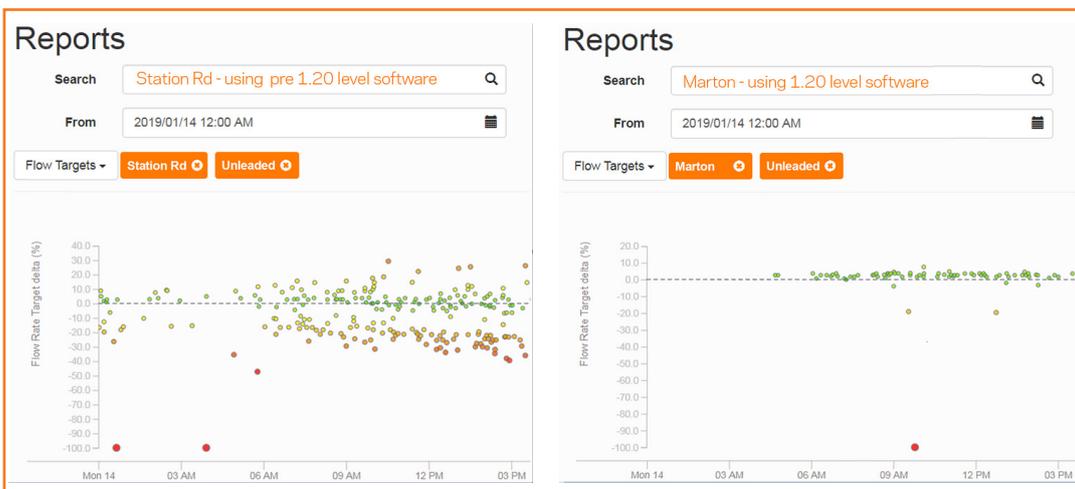
In our industry, warm weather can bring instability with both fuels and customers. In spite of this, our Support Team were happy to report there were few calls this holiday season. We partly credit this to the mature, robust nature of our dispenser range and for some part, our latest software release.

We did however receive an interesting call from a service agent who had visited a site more than once to try to improve the flow rates on a dispenser in order to achieve a healthier more consistent flow. While this is not a common scenario, it presents an opportunity to use this as a case study using some new technologies from Gallagher.

Firstly we would use the monitoring and reporting function from Data Centre to provide a snap shot of what's actually happening on the site. This will help determine what action, if any, is required. It can even show how the issue could be resolved remotely and avoid another site visit altogether.

Secondly, a quick look at some of the graphs produced from the site will tell the story. On the graphs below each dot represents a delivery. The first graph shows deliveries with flow rate variances and is without the Flow Control function. On reviewing this graph our technician advised the agent to enable the new Flow Control function.

This action helped to stabilise flow rates and produced the second graph that shows flow rates that are healthier and more consistent.



First Graph - The dots show variable flow rates and is without Flow Control

Second Graph - The stabilising effect using the new Flow Control function

How did you survive the summer holidays?

The end of the holiday season is a great time to reflect on how well your Site(s) stood up to the task.

How many cars did you see drive by your Site because the forecourt was full? Were your resources stretched with dispensers, hoses, nozzles and accessories, or were they adequate?

What grades did you sell most of and/or what in-store products were most popular? Is your on-site monitoring and reporting up to scratch?



Technical Support

Wish to remind our service agents that we are only a phone call away. We are only too happy to share our wealth of knowledge of Gallagher and PEC equipment old and new. We regularly speak to people still using equipment we supplied well over 20 years ago.

Handy Hint

If the flow control function is enabled and the dispenser still experiences flow rate issues, the problem will almost certainly be with hardware, for example a blocked valve or filter.

If you aren't sure

how the holiday period affected your resources, the visibility provided by Gallagher Data Centre will help you see the breakdown of sales by site, pump number, product, time.



For sales information regarding Gallagher PULSE Dispensers

Scott Ellery | BDM New Zealand | MOB +64 21 792 934 | E: scott.ellery@gallagher.com

Derek Hjelm | BDM Australia | MOB +61 424 164 814 | E: derek.hjelm@gallagher.com