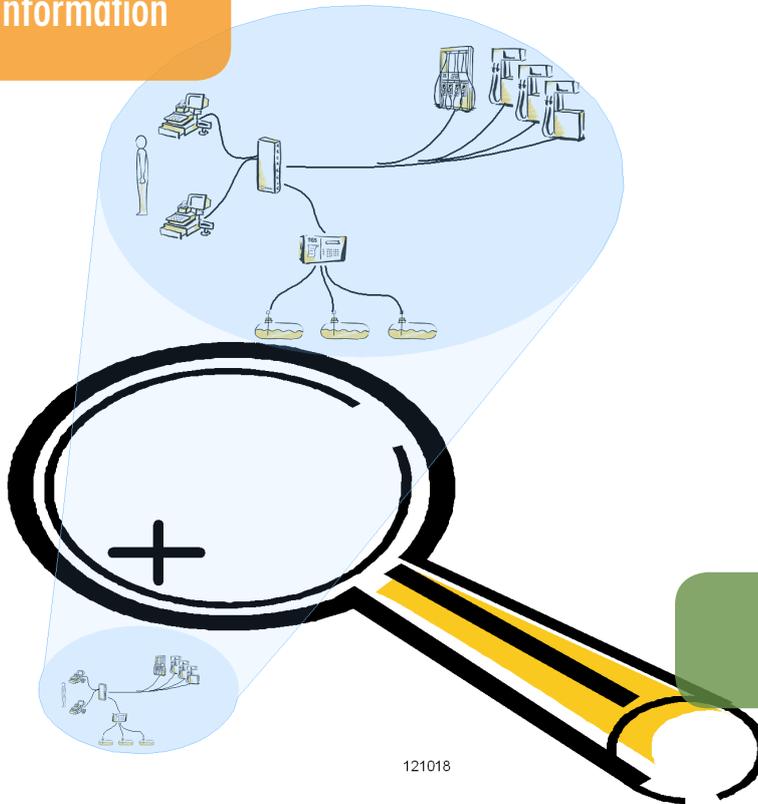


Better Information



Better Business

# PSS 5000 Feature Description

## Performance Monitoring

### Description

In a competitive market, it's important to have focus on customer satisfaction. If a customer has a good experience, it's more likely he will return, while a bad experience can easily make him try another station next time.

The idea with Performance Monitoring is not to monitor whether a system is working or not, but how well it performs, seen from the customers' perspective, while it is working.

PSS Performance Monitoring is based on measurements of various device control parameters. These basic performance measurements can directly have great value and are often used for different kinds of benchmarking and trend analysis.

A negative trend in performance can indicate a problem, and if it is detected in time the problem can be dealt with before it becomes critical.

A key performance parameter is flow rate; and the PSS can measure both peak and average flow rates. Since there can be many reasons why a flow rate is lower than expected, it is important to measure other parameters, such as those listed in PSS Performance Measurements.

These additional parameters are very helpful in the diagnostic process.

### PSS Performance Measurements

- > Average & Peak flow rates
- > Average & Max. time to flow start

- > Average & Max. time to peak flow
  - > Number of transactions
  - > Number of zero transactions
  - > Number of zero transactions when low-product alarm
- These are measured for all the nozzles (grade options) over a whole day and during a peak hour during the day.

### Benefits

- > Avoid or reduce down time
- > Bench marking — spot areas where changes can give better performance
- > Pinpoint problem areas

## Trend Analysis

A simple look at how the flow rate changes over time can reveal problems, such as filter problems caused by dirt or bacteria in bio fuels.

With Site Info it's possible to set an alarm limit, so that a notification can be created in due time and action taken.

## System Performance Capacity

PSS measures performance over a full 24 hour day and during the hour with most transactions (peak hour).

If there is a significant difference in the measured performance during peak hour compared to a full day, the system does not have the capacity to maintain optimal performance when the site becomes busy.

## Benchmarking

### Benchmarking Sites

If performance measurements from different sites are compared, some sites might attract attention due to a significant performance difference. Unless the reason is known already, it's probably something that needs to be

looked into.

There can be numerous reasons for the differences:

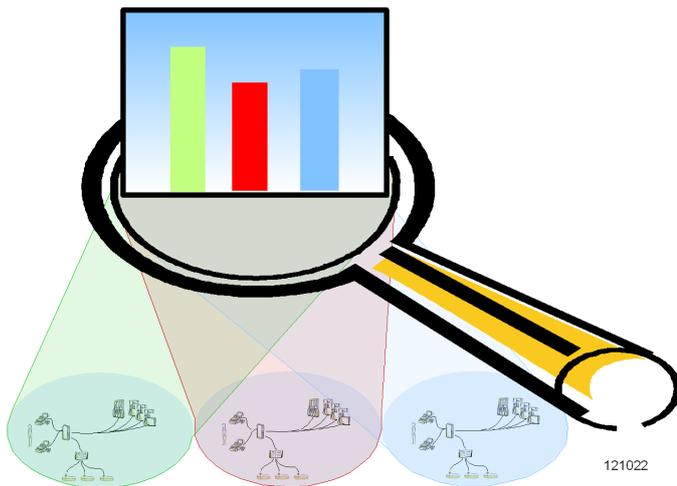
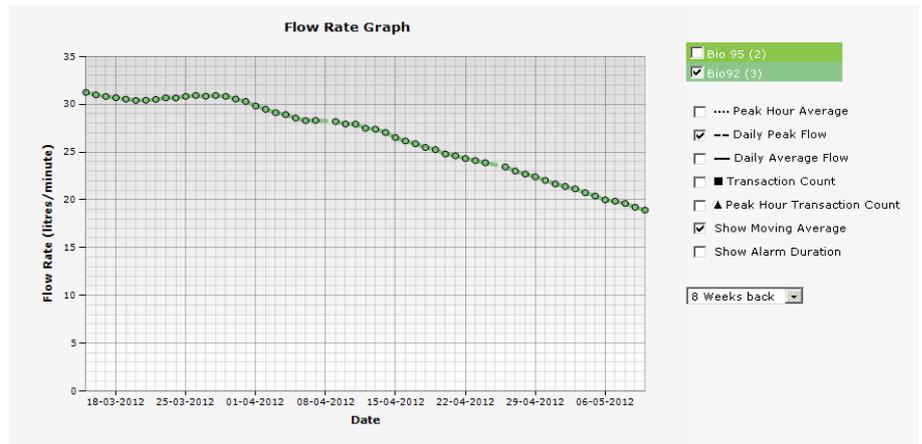
- > Different equipment
- > Different piping layout
- > Poor maintenance
- > Etc.

On the other hand, it's also valuable information that all sites perform at the same level.

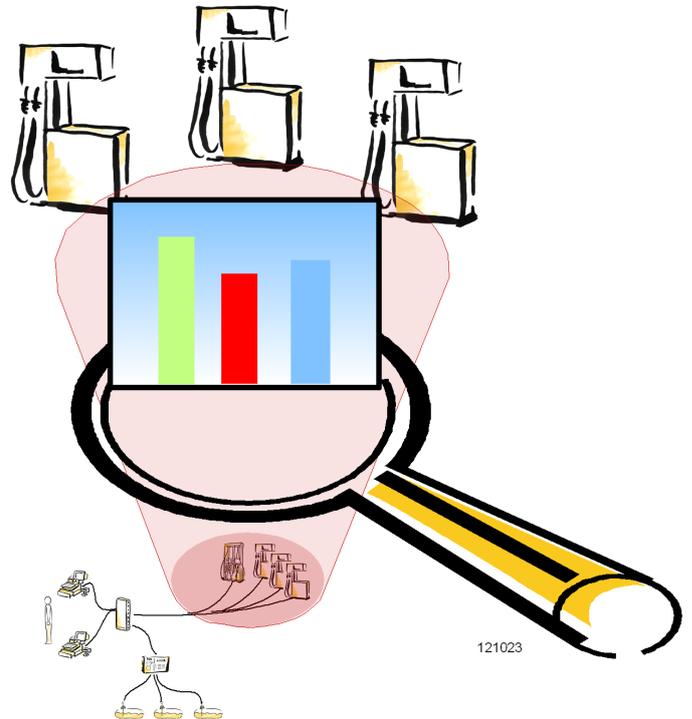
### Benchmarking Equipment

In the way that the performance measurements are used to benchmark sites, they can also be used in a similar way to benchmark equipment.

Pump 1 Details



121022



121023

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