



Carter at the AS³ Show in Las Vegas

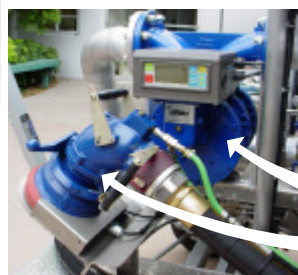
by Dick Cisco



The recent AS³ show in Las Vegas revealed a completely new look for the Carter group of companies. As seen to the left a new "island" type of booth was revealed for the first time. It housed all three of the divisions under Carter Ground Fueling, Costa Mesa, Durodyne and Carter Ground Fueling Ltd (UK). Each division displayed its current and new products in this very roomy booth. We now have enough room to really grow. One of the main displays and a first for Carter was a joint effort between Garsite and Carter with a hydrant tow cart featuring many of Carter's products.

The montage below shows this cart that includes API Hydrant and Nozzle hose, 64200 Nozzle, 64802 3" Digital Hydrant Coupler, new Carter Meter, 64235 Digital II Control Module, 64162 DP Gauge and new Touch Screen AvR2057 Computer.

See page 3 for more details on AvR2057. The cart is battery operated with a solar panel installed on the top to provide continuous charging. Two heavy duty batteries are used to provide the power needed.



69150 Meter
64802 Coupler



64200
NOZZLE



AvR2057
Touch Screen
Computer
(For demo purposes
only. Look for new
design for cart
in installations
in the future.)

64235 Digital II
Control
Model

64162 DP
Gauge

Digital II Update

By Dick Cisco

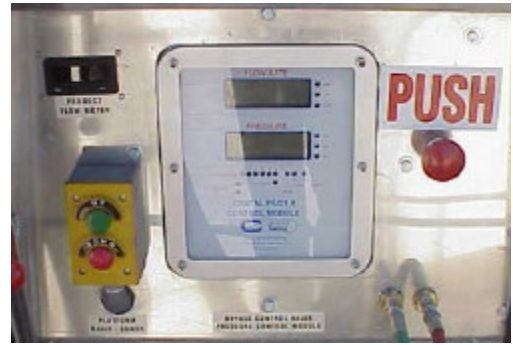
Carter introduced the revolutionary Digital Pressure Control System to the industry and after shipping over 200 units, the new Digital II System was introduced to replace it. The first two Digital II systems were installed in the fall of 2000 on a refueler in Aruba. Another has been in operation nearly that long in Tucson. Since then, an additional 25 units have been put into service. These units have been in service for nearly three years with virtually no problems. Digital II introduces additional functions, reduces the size of the unit, improves the packaging and reduces the price.

Additional functions include the following:

- Up to six nozzles can be handled at one time compared to two on the original system.
- Two meters can be handled compared to only one in the original.
- Calibration is accomplished by a separate removable hand-held device that is stored away unit needed again.

In addition to the new functions and better security the new Digital II has a more weather proof box, there are no keys, or operator choices on the unit except for the secondary pressure control switch, the entire face of the unit is protected from damage and wear by a Lexan cover. There is only one PC board for better reliability and to reduce maintenance costs. The software has been improved to make all functions operate even better than on the original.

Existing 64035 (original systems) Digital Pressure Control Systems can be upgraded with a minimal of change to the vehicle. Contact us for further information.



**First Digital II Installation
Garsite Refueler Deck Location**

Changes at Carter

by Dick Cisco

In the past few months several organization changes have occurred at Carter:

- New Marketing Administrator added - Curtis McGaughey has been promoted from within Carter. Curtis joined us nearly 6 years ago and has been working towards a bachelor's degree in Business Administration. He has taken a turn working in our production department getting hands-on training on the product line and has now moved into the marketing department to join Elizabeth Canfield, working for Debby McCormick.
- Miguel Fernandez - Miguel has been promoted to Marketing and Sales Manager supervising the other Regional Sales Managers. Miguel has been with Carter since 1994, covering the Southeastern part of the US and Latin America out of our Florida Office. Miguel has a BS in Aerospace Engineering from the University of Arizona and an MBA from Venezuelan Central University. In the future it is expected that Miguel and his family will relocate to Southern California. Until that time he will continue to work out of his Plantation, FL office.

(Continued Page 4)

Upcoming SAE AE-5 Committee Meeting

by Gomer Custer

The next meeting of the SAE AE-5C Aviation Ground Fueling Systems is scheduled for 10-11, September in Montreal. The committee has been extremely active over the past year in producing and refining documents governing aviation refueling equipment and facilities standards. ARP 5818, Recommended Requirements for Aviation Refueling Tanker Trucks was approved in final ballot by AE-5 Committee (the parent to AE-5C) and is currently in the publication pipeline. This document provides the basis for a detail specification for the procurement of such a vehicle. This has long been needed in the industry. By using it a company procuring refuelers can reduce their work in developing their own specification by simply specifying the ARP.

The draft ARP, Aviation Facilities guide is in final working group coordination and is expected to be ready for balloting following the September meeting. This document will provide a similar specification for fixed refueling facilities at airports.

Draft ARP 4974, Recommended Requirements for Aircraft Hydrant Servicers is another document in progress. It will furnish the industry with a standard specification for hydrant servicers.

All interested parties are invited to attend the meeting. Contact Gomer Custer at gccuster@argo-tech.com for information.

What's New at Durodyne?

by Dick Cisco

As noted in the "Changes" section, continued on page 4, Joe Mika is now the Vice President/General Manager at our Durodyne facility in Tucson. Joe has instituted several changes to improve customer service and image:

- New Logo:



- Investments in several plant improvements and training of personnel to improve production, quality and service.

- New toll free number to reach Durodyne - **(877) DUR HOSE (387-4673)**. All calls are answered by a person and not an electronic operator.
- All API hose sizes are now fully qualified and available for delivery.
- New literature is now available for chemical, gravity drop and API hose. Contact Durodyne at:

General Info - information@durodynehose.com
Sales - sales@durodynehose.com

Carter New D-1/D-2 Nozzles Approved

by Gomer Custer

The Carter 64201H and 64201J Nozzles are the latest in a long line of military nozzles to gain approval by the USAF and the other military services. Carter's history with military nozzles goes back to the late 50's. Ten's of thousands of nozzles have been put into service by the armed forces of the US.

The 64201H is the "D-1" while the 64201J is the "D-2" in military jargon. They will be added to the equipment listing in the Air Force's TO 00-25-172 to certify compliance with the latest AS5877 Specification, which has replaced the now obsolete

MIL-N-5877. The two nozzles are fully approved for all applications within the military including hot refueling and concurrent refueling operations.

The current 64349H and J Nozzles that the new ones supersede will remain in the inventory and the new ones will become available starting later this year. These new nozzles are derivations of the new 64200 Commercial Nozzle also qualified to the new SAE As5877 specification. The 64200 was introduced to the commercial world in 1999.

Carter UK Introduces New AvR2057 Data Management System

by Chris Emmerson

Carter Ground Fueling Limited recently launched the AvR2057 Vehicle Information System, which brings the power of a Pentium PC and Windows technology into the fueling vehicle cab. The AvR2057 pictured mounted in the cab of a vehicle on the right is specially designed for vehicle environments and works seamlessly with the existing AvR2000 office software modules, allowing existing AvR2000 customers to upgrade their existing RS4000s TouchPC based hardware (either partially or totally), with the minimum of disruption. The new computer was introduced at the recent AS³ Show in Las Vegas and is shown in the pictures on the first page.

The existing TouchPC system will continue to be supported; however, the AvR2057 offers the user a range of additional benefits, including Wireless LAN 802.11b communication as standard, enabling fueling data to be automatically transferred between the vehicle and office in a designated area. USB pen-drive provides data backup capability.

Carter Ground Fueling is also pleased to announce a growing user base for AvR2000. The following customers have acquired AvR2000.

ExxonMobil - ExxonMobil Aviation has selected Carter Ground Fueling AvR2000 to form the basis of their new fuel data capture system. The system is controlled and maintained centrally at one data center and is currently being rolled out globally.

Q8 Aviation - Q8 Aviation, a division of the Kuwait Petroleum Corporation, selected AvR2000 for installation at Charles De Gaulle Airport, Paris, to support their newly established into-plane service.

Q8 have acquired both AvR2000 office and vehicle data capture elements and currently use the system to process in excess of 100 flights per day.

Qatar Jet Fuel Company - AvR2000 was selected by Qatar Jet Fuel Company, a subsidiary of Qatar Fuels, for installation at the fast growing Doha International Airport. Office and vehicle system elements were successfully installed in January 2003.



**AvR2057
Vehicle Mounted
Touch Screen Computer**

Changes at Carter (Continued from Page 2)

- Joe Mika - Joe joined Carter in October 2002 at our Durodyne facility as the Vice President/General Manager. Joe has long time experience in the hose business joining us from Goodall. See more about Joe and what he has changed at Durodyne in a later article.
- Dick Cisco has temporarily rejoined the aviation part of Carter Ground Fueling once again. We have re-evaluated our efforts to move into the mining and heavy construction industries and decided to divest this part of our product lines and return to our roots.

Dick, however, has decided to retire and will do so effective October 31, 2003.

- Gene Barr has joined Carter in the role of Regional Sales Manager for Airline Accounts. Gene has joined us after retirement from United Airlines and the USAF. In his 37 years experience Gene has been involved with, designed and directed the installation of many fuel facilities around the world. He will work out of his home in Williamsburg, VA. He can be reached at gbarr@argo-tech.com or by phone at (757) 565-1911.

NPMA PETRO 2003

by Gomer Custer

The National Petroleum Management Association PETRO 2003 Convention and Trade Show is scheduled for 27-31 October in the San Antonio Convention Center. Over 120 exhibitors and 800 attendees are expected. The program will include a series of training seminars and presentations for both government and industry participants. The latest in aviation refueling vehicles and

equipment will be on display, as well as various items of military fuel mobility support equipment. The Carter group of companies will be participating and will be found in booths 101 & 103. Come see us. We look forward to seeing you once again. For more information, email gccuster@argo-tech.com or phone (513) 231-0121.

Counterfeit or Defective Parts

by Kenny Smith

We were recently requested to examine some parts that were suspected of being defective or counterfeit. It was found that they were neither; however, this investigation did bring up an excellent point - how does the distributor or the end-user know if parts are genuine. The internet is a valuable source for information. There are several articles that can be found there regarding this issue. Darrell Patterson wrote one of the best. Go to <http://eastidahoa.sq.hypermart.net/L603a/a-scoun.pdf> for this article. The article describes many ways to determine when one should suspect parts of being fraudulent or counterfeit. Some apply to our parts. Everyone should read this article. It includes information that may apply to all parts you receive.

The two most important things to consider when you receive parts are trust and consistency. Do you trust your supplier? All 27 world-wide Carter distributors are instilled with the fact that they must be very careful to assure that they represent us in a manner consistent with our high standards. When you do business with any of them, you can rest assured that you will receive genuine Carter parts and components.

As Mr. Darrell Patterson pointed out in his article consistent packaging is one of the easiest ways to tell if you are receiving genuine parts. Since we sell all of our

components through a distributor, consistency in packaging may be difficult to achieve. You may receive parts in factory packaging or you may receive parts from distributor stock packaged by them. This will create some inconsistency in the packaging. However, familiarization with both types of packaging will make it easier to identify suspect components.

Identifying suspect parts by appearance is too difficult to discuss within the scope of this article, but in general the best way to tell is fit and finish. The completed item should fit together properly and the items should be clean, free of scratches and look like a new part. Special attention should be given to any parts that are painted. We do not actually paint any of our parts. There are some that are powder coated, Teflon coated or epoxy coated. These coatings are used because they are not prone to chip or flake off and have a real function, unlike paint. If you receive painted Carter parts you should contact your distributor immediately.

With a little care one can feel confident that the Carter parts received are genuine. If there is doubt that the parts received are defective or counterfeit contact your Carter Distributor or your Carter Regional Sales Manager.

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