



SYSTEM QUESTIONNAIRE
General Information

Person completing Questionnaire:

Company:

Email:

Cell Number:

Shop or Project Name:

Date Questionnaire Completed:

-
-
- 1) **What type shop? (*Check all that apply*)**
- a) **Auto/Light Truck**
 - b) **Medium and/or Heavy Truck**
 - c) **Off Road Equipment**
 - d) **Agricultural Equipment**
 - e) **Other (*describe*) _____**
- 2) **Is this a new installation or expansion of an existing system?**
- a) **If new,**
 - i) **Expected installation date?**
 - ii) **Who will install the system?**
 - b) **If existing;**
 - i) **Describe anything from existing system that will be used in new system; particularly any existing tubing or piping.**
 - (1) **Specify whether pipe or tubing**
 - (2) **If pipe, determine the Schedule; should be printed on the pipe**
 - (3) **Diameter of tubing or pipe**
 - ii) **Desired installation date?**
 - iii) **Who will install the expanded system?**

SYSTEM QUESTIONNAIRE

New Products

(ANSWER ALL QUESTIONS FOR EACH PRODUCT IN SYSTEM)

- 1) **What product is are being pumped?**
- 2) **In what type container is product being stored?**
- 3) **How many dispense points for each product?**
- 4) **How many dispense points per product for simultaneous operation?**
- 5) **What type of dispense points?**
 - a) **Reel**
 - b) **Oil Bar**
 - c) **Other; Describe:**
- 6) **Desired Flow rate**
 - a) **Crankcase and ATF fill: Typical is 2-3 GPM**
 - b) **Gear Lube fill: Typical is 1 GPM**
 - c) **Hydraulic Reservoir fill : Typical is 2 to 30 GPM**
- 7) **What type control handle for each dispense point?**
 - a) **Non-metered control handle**
 - b) **Preset digital**
 - c) **Metered digital**
 - d) **Preset mechanical**
 - e) **Metered mechanical; odometer style**
- 8) **Sketch**
 - a) **Tank room; include all areas where products are stored**
 - b) **Dispense point locations**
 - c) **Parts room; location where control system would interface if a control system was included. Always put this in even if no control system is desired at this time**
 - d) **Horizontal distances**
 - e) **Vertical elevations**

SYSTEM QUESTIONNAIRE

Used Fluids

- 1) How will vehicle be drained? *(check all that apply)*
 - a) ___ Lift
 - b) ___ Pit or basement
 - c) ___ Floor level
 - d) ___ Dipstick evacuation
 - e) ___ Other *(specify)*

- 2) Desired method of evacuating drain
 - a) **PRESSURE EVACUATION:** This method using compressed air to force the used fluid out of the drain. The drain is moved close to the used fluid storage tank, compressed air is attached to the drain, and the fluid is forced into the tank
 - b) **GRAVITY/PUMP EVACUATION:** This method has two ways the drain can be evacuated.
 - i) If there is an in-ground used fluid storage tank, the drain can be positioned over the tank inlet and a gravity spigot valve opened to allow the drain to empty into the tank
 - ii) Evacuation pump uses a pump (or multiple pumps in large shops) to evacuate the drain. A suction hose from the pump is connected to the drain and the pump sucks the fluid from the drain and discharges the fluid to the used fluid storage tank
 - iii) When five gallon or eight gallon drains are used, another method is for the technician to lift the drain and pour the fluid into the tank or a used fluid sink.
 - c) **DIPSTICK EVACUATION:** This method uses the dipstick tube to extract the fluid and discharges the fluid directly to the used fluid storage tank.
 - d) High level tank shut off will be included in all bill of materials

3) Type drains

Evacuation Method	Drain capacity	Comments
Pressure	27 gallon	
Pressure	18 gallon	
Pressure	27 gallon	Also has dipstick evacuation capability
Pressure	18 gallon	Also has dipstick evacuation capability
Gravity	5 gallon	Bucket style
Gravity	8 gallon	Rolling poly style
Gravity	5 gallon	Pedestal style
Gravity/Pump	16 gallon	Uses customer supplied 16 gallon keg
Gravity/Pump	27 gallon	
Gravity/Pump	18 gallon	
Gravity/Pump	28 gallon	Floor drain for use under vehicle not elevated
Gravity/Pump	34 gallon	Rolling drain for use in a pit

SYSTEM QUESTIONNAIRE

Control Systems

Inventory management systems range from a simple switch to shut off the air in the pump room to sophisticated computer operated systems. The challenge for a shop is to not focus on the available systems but rather to focus on how they would like to manage their shop.

The first step in designing a system is to interview the end user of the system to determine what their system needs are.

1. If the control system is for a new system that has been submitted to Samson already, that information is sufficient. If the control system is for an existing system, describe the current system including all fluid products; new and used. Be certain to include new and used products, container or tank sizes, pumps, new product dispense points, used fluid collection method, new product ordering and delivery process, used fluid notification and hauling process, and any other pertinent processes or controls in use. Also include gasoline or diesel fuel and how it is dispensed and managed.

2. What is the end user seeking to improve? Be certain to discuss each product identified in question 1.
 - a. Control
 - b. Inventory monitoring
 - c. Efficiency
 - d. Loss prevention
 - e. Accountability
 - f. Ordering of new product
 - g. Evacuation of used fluids
 - h. More dispense points operating at the same time
 - i. Storage and distribution of each product
 - j. Flow rate at dispense point

3. What is the annual purchases of each new product in gallons
4. What are the annual gallons of each used product hauled away (or used in a used oil furnace)?
5. Explain the range of systems described below. At this early stage of the system design, determine which system the end user thinks would fit their needs.

Range of systems:

- *Switch in parts room to control air in pump room for each dispense*
- *Timer to only allow air to be on in pump room during service operating hours*
- *Console in parts room controlled by parts. Dispenses one product to one dispense point at a time. No printer, no computer interface, no tank interface*
- *Console in parts room controlled by parts. Dispenses one product to one dispense point at a time. Has optional printer, computer interface, and/or tank interface. Computer interface allows email notification of oil vendors when levels are low. Tank interface on used fluids allows email notification of vendors when tank needs emptied; also has high level protection to prevent overfilling tank.*
- *Keypad in parts room controlled by parts. Allows simultaneous dispense to all dispense points for any product. Has optional printer, computer interface, and/or tank interface. Computer interface allows email notification of oil vendors when levels are low. Tank interface on used fluids allows email notification of vendors when tank needs emptied; also has high level protection to prevent overfilling tank.*
- *Keypads throughout shop; audit trail in parts room. Allows simultaneous dispense to all dispense points for any product. Has optional printer, computer interface, and/or tank interface. Computer interface allows email notification of oil vendors when levels are low. Tank interface on used fluids allows email notification of vendors when tank needs emptied; also has high level protection to prevent overfilling tank.*

6. **Make an accurate sketch of the shop. Be certain the sketch includes**
 - a. **All fluid products; new and used**
 - b. **Bay area with bay numbers. Show location of all dispense points; include horizontal and vertical distances**
 - c. **Parts room; include horizontal and vertical distances**
 - d. **Tank room; include horizontal and vertical distances**
 - e. **Any other storage areas of system fluids; include horizontal and vertical distances**