FIND FUELCALL PACKAGE INSIDE STATION

1

UNPACK AND IDENTIFY CONTENTS

Steel J-Bar (2)
Installation Hardware Kit
Wireless Chime Receiver & AC Adapter (1)
BigBell™ Transmitters (2)
Signage - Roadside (1)
Pump Island (2)
Island Cap (2)
Determining Pump Location

- Closest pump to the store entrance
- In the line-of-sight of the attendants

**Due to the distance from the station entrance and poor visibility, this pump is not a viable choice.**

**A secondary option due to being situated close to the station, but with less visibility to the attendant inside.**

**Ideal pump, located close to the station entrance and in a good line-of-sight of the working attendant.**

Alternative Fuels, Electric and Diesel

Alternative fuels, electric and diesel dispensers located at different islands require a Single FuelCall system.
1. TESTING SIGNAL AT PUMP
Find an assistant to help you. Make sure you both have a phone, two-way radio, or can see each other to relay confirmation of signal.

ACTIVATE THE BATTERIES AND SET THE TRANSMITTER ON THE WIRELESS SYSTEM.
- Remove plastic strip to activate the two lithium batteries
- Push the small gray scroll button and select the desired sound (a long tone is suggested— it is easier for busy employees to hear)
- Push the blue button to confirm the tone selected and that the system is working

2. TESTING SIGNAL INSIDE STORE
While one employee activates the pushbutton outside, have the other stay inside the store to confirm the receiver rings. Test 10 times to confirm.
5 DETERMINE J-BAR LOCATION
The J-Bar should be placed 2-3 feet from the pump and off of an elevated island.

Driver is lined up with position and height of the potential J-Bar.
Pumps line up with gas tank on automobile.

SAFETY BALLARDS
Place J-Bar inside safety Ballard if within 2-3 feet of pump nozzle. If not, place it outside the Ballard, along side it to not impede path of travel by other cars.

Not sure the best pump location or how to install the J-Bar?
Call us at 866-232-5487
IDENTIFY YOUR PUMP LAYOUT
These pump layouts are the most common pump/island configurations. See how FuelCall should be installed at your station.

1

2

3

4

No Match? Call us at 866-232-5487
If installed correctly, the J-Bar pushbutton is accessible from the driver’s side of the vehicle and is flush with the outermost object of the pump island.

Once the 3-inch hole has been drilled:
- Locate J-Bar and anchor bolts
- Line up the J-Bar and secure with the enclosed anchoring system

USE BLUE DRILL BIT TO DRILL A 3-INCH HOLE INTO THE GROUND FOR THE ANCHOR BOLTS.
7 SIGN MOUNTING

ROADSIDE

The Roadside signage should be mounted on a clearly visible location on your station roadsign/marquee so it is visible from both directions.

REFUEL HERE

The Refuel Here signs should be mounted above the accessible island using either the masonry or sheet metal screws depending on your application. Signs should be mounted at a height of at least 8 feet so that drivers approaching from either direction can see them.

HOURS OF SERVICE

Attach the Hours of Service sign to each J-Bar using the included screws and nuts.
8 INSTALLATION OF RECEIVER
The FuelCall wireless system is installed inside the station to alert the attendant.

Using the heavy duty velcro, hang the chime receiver at a height of 5-7 feet in the store window and in line of sight with the pump.

If the receiver cannot be placed in the window, position it as close to the window as possible - never place the receiver close to metal. This may cause interference with the wireless signal.
FINAL STEPS
Train the employee: once the FuelCall system is installed, educate the employee(s) on the pushbutton and receiver as well as best practices for serving drivers with disabilities.

- When a customer with a disability activates FuelCall during refueling hours, you should immediately respond to the customer by either coming out or communicating through an intercom that you will be out to assist him/her.

- The employee should ask the customer how he or she can be of assistance, and any other appropriate questions for refueling (such as grade of gasoline).

- Be sure to treat customers with disabilities with dignity and respect. The most important rule for interacting with customers with disabilities is to treat the person as you would any other customer. Speak directly to him or her, addressing him or her as you would any customer. The proper term is a “customer with a disability” rather than terms such as “disabled”, or “handicapped” which some people with disabilities may consider offensive.

- Remember that not all disabilities are apparent. Do not challenge a customer as to whether or not he or she has a disability.

- Refuel the customer’s vehicle as if it were a full-service transaction.

- By law you must charge the customer the self-service price for gasoline and may never impose a surcharge for this service.