



# FUELLED

NEWSLETTER

MARCH 2019

## THE CHALLENGE OF COMPLIANCE



McFall Fuel is finding that the challenge of achieving compliant deliveries to customers needs constant vigilance. While we are focussed on first class service we also need to ensure that what we do is safe for our customers, our drivers, and the environment. We have made several attempts at advising customers that the smaller containers are

designed to be filled at service station pumps because they have smaller auto shut-off nozzles and air vents. The nozzles on our delivery vehicles are bigger than those at service stations and the pump rate from the trucks is significantly faster than the service stations auto shut-off nozzles. This means there is not enough airflow out of the container when the fuel is going in causing bubbling and the blowback of fuel. We are not able to safely secure the containers when filling them, which increases the risk of them falling over causing product to ground. On occasions, where containers not certified for fuel use and are filled, the quality of the fuel cannot be guaranteed due the potential of residual contaminants in the container. These contaminants can then be introduced into machines, vehicles, and equipment. We encouraged customers to work with their sales representatives to find a solution by the 1<sup>st</sup> October 2018. We have now reached the point where drum or container filling will cease from March 31, 2019.

The Driving and Commercial Teams' at McFall Fuel will be focusing on tank compliance next and working with customers to resolve issues from March 2019 so that we can be confident all tanks we deliver to are safe and or compliant to deliver to by the beginning of 2020.

## LOYALTY OFFERS BEING MADE AVAILABLE ONLINE

McFall Fuel have been working closely with Mondo Travel to try and come up with offers that see McFall Fuel customers get better deals to special events. Recently, those customers on McFall Loyal will have received an email giving them a link to the website to find out about these deals. One is for the Indianapolis 500 and the other is for Bathurst.

*This approach was also used for the Central Districts Fieldays entry form and colouring competition.*



## CENTRAL DISTRICTS FIELDAYS IN FEILDING



The planning by the McFall Fuel Team for the Central Districts Fieldays held in Feilding annually has gone extremely well. The entry form to win a trip to the Gold Coast for two provided by our loyalty partner Mondo plus the colouring competition have been made available to customers either

via the post or email. If any customer cannot find the information they need please do not hesitate to contact us to make sure that you do not miss out. The McFall Fuel Winning Wheel will run on Thursday and Friday with lots of prizes to be won including the new loyalty product offer GATHER Reusable Bags. The site will offer refreshments and food for those who drop in to meet the McFall Fuel Team at the site. The Team are looking forward to seeing as many customers as possible at the Fieldays.



A good loyalty scheme supports your regular shopping behaviour and the McFall Fuel Loyalty Programme does exactly this and offers more. Points are earned on litres of fuel and lubricants. These can be used to purchase from the range of products customers use such as all Fuchs Lubricants, Ad Blue & Ad Blue Accessories, Spraywell Ink Markers & Paints, Safety Signage, Spill Kits, Fuel Nozzles, Grease Guns, Drum Pumps, and Filters (as required for tank maintenance). The real bonus is points can be used for travel. There is also the select range of Stoney Creek Clothing available. The GATHER Reusable Bag System has already proved to be a winner.

# What's Happening @ McFall Fuel

## LUUKA IS PREPARING FOR 2019 WORLD CHAMPS



Luuka Jones is on a three week canoe slalom training camp in Australia which has been going well so far. "We raced at the Australian Open and there were so many paddlers who had come from the Northern Hemisphere to train. The start list was huge. This made it a great race for getting a gauge of where I am at. Even though we are still quite far from the start of the season, it is still a good indication of how I have been tracking in the months since the world champs. I actually felt really good in the race in terms of speed. I made some mistakes which in the past

would have dropped me down the ranks a lot but last weekend I was still up there. I will work on tidying up my races and eliminating errors but good to see I'm in a strong position," said Luuka. "This year is pretty big in terms of planning (lots of travelling) and time away. The 2019 World Championships count for Olympic selection, so all nations will be out to qualify for the 16 or so spots that are available at this race. Following the world champs we have two Tokyo training camps, so it draws the season out a bit."

"I'm pretty excited about getting to Tokyo and seeing what it's like over there. We have already started looking ahead to the Games and - assuming qualification goes smoothly - trying to prepare for the conditions there. It's likely to be very hot and humid around Games time so its important to be prepared for this. I did a test in the heat chamber the other day. It was pretty hard! We had the chamber heated to 35 degrees and 75% humidity. I did a session on the erg and was in there for about an hour and a half. It was pretty hard to recover from and on the whole a very challenging experience. I will do another when I return from Australia to see if I have made any heat adaptations in the climate here," said an excited Luuka.

## FUCHS RENOCLEAN MEETS NEW ZEALAND STANDARDS



In response to a New Zealand requirement to remove microbeads from hand cleaners, Fuchs Lubricants (Australasia) decided to significantly improve its industry respected Renoclean Orange hand cleaner. As a result, the new Renoclean Orange hand cleaner not only complies with the requirements of the New Zealand market and now is both orange in colour as well as aroma. Along with leaving hands feeling smooth and clean, Renoclean Orange also replenishes dry cracked skin. In short, Fuchs' Renoclean Orange hand cleaner is gentler on Kiwi hands as well as the New Zealand environment. Available from McFall Fuel,

RENOCLEAN ORANGE can be used in all applications where an effective, gentle hand cleaner is needed such as a mechanical workshop or an office washroom.

In 2018, Fuchs Lubricants (Australasia) took over the full distribution rights of the Fuchs Silkolene brand for New Zealand. Silkolene is developed using the latest in lubricant technologies, the Fuchs Silkolene range of motor cycle engine and gear oils as well as suspension, brake and clutch fluid products can provides users with substantial improvements in performance. Will be available in April/May.



## A NEW LOYALTY OPTION LAUNCHED



## GATHER

The GATHER Reusable Bag System is constructed from premium high quality, highly durable, recycled consumer materials, designed for long term use. The bags provide a great solution for shopping and are



an ideal option to purchase on Loyalty points. The concept of the system very much reinforces the McFall Fuel approach to reuse and recycle. These bags are great for shopping and groceries in particular. They can also be stored tidily and are so light to carry. There are two different colours for the 6 bag option and one for the four bag. Each bag has two mesh produce bags plus the six or four bags to pull out and use. The main bag can then be used as a bottle carrier. There is also an insulated bag included. An ideal environment friendly solution. To find out more just contact us at [fuel@mcfallfuel.co.nz](mailto:fuel@mcfallfuel.co.nz)

McFALL LOYALTY

## The Complete Package



BULK FUEL



FUELCARD



FUEL TANKS



LUBRICANTS



SERVICE



TANK REPAIRS & MAINTENANCE