



# Quick Turn

Eastern Aviation Fuels • Winter 2017

## From The Cockpit

During the holiday season, the thought that always comes to the top of our minds is *gratitude*. We are so thankful for our families, our friends, and being a part of such a fascinating industry. The world of aviation has allowed us to meet great people and build lifelong relationships. We doubt there is a closer network of people than the one within aviation.

Once again, this great network came together for the National Business Aviation Association annual meeting in Las Vegas, Nevada. We were pleased to have over 20 Shell FBOs represented in the booth this year. Show attendees crowded the booth for a chance to win Yeti soft-sided coolers. The AeroShell aerobatics team also made daily appearances to sign autographs. Two nights of the convention the Shell team hosted a private party at the nationally acclaimed restaurant, Piero's. Not only was the food first class, but also the entertainment. Internationally known mentalist Lior Suchard wowed guests with his mind reading abilities and magic tricks. Overall, this year's show was one of the best and would not have been such a success without the participation of our Shell FBO network.

Recently, we've made several program enhancements that will certainly benefit your FBO and your customers. First, we introduced the Shell Aviation Co-Brand card with Multi-Service Aviation. This co-brand card provides enhanced functionality and acceptance to Shell Aviation card holders via the Multi-Service network. In addition, to its use within the Shell FBO network, the card will now be accepted at thousands of FBO locations in the U.S. and Canada. We are pleased with its growth since its introduction and excited about the prospects for the card in the future.

We have also enhanced our website to provide a portal for on-line aviation refueling parts orders. The parts store gives our customers access to hundreds of aviation parts and refueling related equipment. From filters to hoses and nozzles to ground reels, the parts store has everything fuel related to keep your refuelers, fuel system, and overall quality control program in top notch shape.

Finally, we hope everyone has a great holiday season spending quality time with family and friends. We look forward to the New Year and the continued development of the Shell brand program. As always we appreciate your business and continued support.



Fly Safe!

Buddy Stallings  
Robbie Stallings





# FBO Spotlight

## Contour Aviation - Growing With Technology

Contour Aviation, based in Smyrna, Tennessee operates three full service FBOs and is a Part 135 air carrier and aircraft management company. Two of their locations, JWN and MQY are located within minutes of downtown Nashville, one of the fastest growing MSA's in the US. Their third location, RZR is part of the greater Chattanooga area.

In an effort to serve their growing number of both transient and base customers more efficiently, Contour Aviation recently installed digital fuel meters and cellular transmitters at both of their Nashville locations. The new digital systems automatically send information from their fuel trucks via a cellular transmitter, including gallons pumped and aircraft tail numbers, directly to their point of sale system. This high-tech fueling system has resulted in fewer errors, less time spent on paper work, and more time to engage with customers.

Executive Vice President of FBO Services, David Augustin said, "Between both of our Nashville



locations, we are fueling over 2,000 times per month. The time and money we save with the digital meters really adds up. More importantly, we are able to devote more time to serving our customers."

Although RZR does not yet have the new digital meters, they are focused on growth. The Cleveland, Tennessee location

recently completed a runway expansion from 5,500' to 6,200'. The location was also recently certified as an international airport with Customs and APHIS handling for private and charter flights.

Learn more about Contour Aviation by visiting their website at [www.contouraviation.com](http://www.contouraviation.com).

### Important Dates to Remember

✈ **January 24**  
Regional Forum  
West Palm Beach, FL

✈ **February 26-28**  
NBAA Leadership Conference  
Las Vegas, NV

✈ **June 21, 2018**  
Regional Forum  
White Plains, NY

✈ **February 6-9**  
Schedulers & Dispatchers  
Long Beach, CA

✈ **April 2018**  
Quality Control Seminar  
West Coast Region

✈ **June 2018**  
Quality Control Seminar  
Southeast Region



## Covington Municipal Airport

### *New Terminal, New Leadership*

The City of Covington, Georgia recently held a ribbon cutting for its new Covington Municipal Airport terminal. The one-story structure covering 9,000 square feet, includes office space, a restaurant, and conference rooms. Funding for the \$2.5 million building was provided by local, state, and federal funding. The airport is a key piece in the economic development for both the city and the surrounding county.

The airport continues to grow with the recent approval to build five new canopy-style hangars. The hangars are being built to keep up with demand for hangar space from local industry.

Following the retirement of Vincent Passariello, John King

has been named the new airport manager. King hopes to continue the improvements and growth started by Passariello.

“My main purpose is to continue to improve the airport and to attract industry and tenants,” said King. He plans to work towards more community outreach and marketing the airport through job shadowing experiences, field trips, and social media.



Learn more about the Covington Municipal Airport by visiting their website at [www.cityofcovington.org](http://www.cityofcovington.org).



## Welcome New Shell Branded FBOs

FBO Name	Airport	IATA	City	State
Waypoint Aviation	Cincinnati Municipal	LUK	Cincinnati	OH
Corporate Air Center	Skagit Regional Airport	BVS	Burlington	WA
Springfield Aviation	Hartness State Airport	VSF	Springfield	VT
Everglades Airpark	Everglades Airpark	X01	Everglades	FL
Marco Island Executive Airport	Marco Island Executive Airport	MKY	Naples	FL
Immokalee Regional	Immokalee Regional Airport	IMM	Immokalee	FL
Georgetown-Scott County	Georgetown-Scott County	27K	Georgetown	KY
L&L Aviation Inc	Sawyer County Airport	HYR	Hayward	WI
Solon Springs Municipal	Solon Springs Municipal	OLG	Solon Springs	WI
Columbia Adair County	Columbia Adair County Airport	I96	Columbia	KY
Superior Flying Services	Richard I Bong	SUW	Superior	WI
City of Minden	Minden Airport	MNW	Minden	LA



# FBO Programs

## Visit the New Online Parts Store

We know how difficult it can be for our FBOs to acquire aviation parts and equipment. That's why we have launched our online parts store. We distribute refueling equipment from leading manufacturers and maintain a large inventory of parts to handle unexpected emergencies. We work hard to negotiate the lowest prices from our suppliers so that we can pass these savings along to our customers. Following is a list of parts and supplies we carry:

- Additive
- Bonding and Grounding Equipment
- Buckets
- Deadman Equipment
- Decals
- Filters
- Gauges
- Hoses
- Hydrometers
- Meters
- Nozzles
- Reel Equipment
- Refueler Equipment
- Testing Equipment



Can't find what you're looking for? No problem. Visit our website at [easternaviationfuels.com](http://easternaviationfuels.com) and visit our parts store. You can enter a description or upload a photo of the part you are looking for. Our staff is also available to assist you by phone. Your next part is just a call or click away.

Contact the Eastern Aviation Fuels parts department at 1.800.334.5732 or visit [easternaviationfuels.com/parts-supplies](http://easternaviationfuels.com/parts-supplies).

## Welcome New Contract Fuel Locations



Marco Island Executive (MKY)  
 Immokalee Regional Airport (IMM)  
 L&L Aviation (HYR)  
 Georgetown-Scott County Airport (27K)  
 Ocean City Airport (OXB)  
 Rite Bros. Aviation (CLM)  
 Stuttgart Municipal Airport (SGT)  
 Superior Flying Services (SUW)  
 City of Edinburg (EBG)  
 City of Wharton (ARM)

Naples, FL  
 Immokalee, FL  
 Hayward, WI  
 Georgetown, KY  
 Ocean City, MD  
 Port Angeles, WA  
 Stuttgart, AR  
 Superior, WI  
 Edinburg, TX  
 Wharton, TX

*Interested in adding your FBO to our Contract Fuel list?  
 Contact our Contract Fuel Department today at 252.633.0066*

# In The Know



## NBAA-BACE 2017 - Las Vegas



EAF received a certificate of appreciation from Dream Soar, Inc.



Shell AeroClass Pilots donated \$5,000 to the Corporate Angel Network



The AeroShell Acrobatic Team was on site to sign autographs

## 23 Shell FBOs Joined Us

- Flightlevel Aviation
- Port City Air
- Epps Aviation
- B. Coleman Aviation
- Wilson Air Center
- Maverick Air Center
- Air Bound Aviation
- flyAdvanced
- McClellan Jet Services
- Waypoint Aviation
- Contour Flight Support
- Thunderbird Aviation
- Republic Jet
- Emerson Aviation
- Cornerstone Air Center
- Stein's Aircraft Services
- Global Aviation
- Jet Air, Inc.
- Tunica Air Center
- Seven Rivers Aviation
- Advanced Aviation Jet Center
- Jacksonville JetPort
- Livingston Aviation



585 visitors played the Shell Game and 60 lucky winners walked away with Shell Branded YETI Coolers



Dinner at Pierro's with illusionist Lior Suchard



# Quality Assurance

## Detecting Water in Aviation Fuel Systems

*Courtesy of Gammon Technical Products*

*The GAMGRAM, No. 63*

Obviously, no one wants water in their fuel supply system or aircraft; it doesn't burn and over time it can cause serious problems including micro-organism growth and corrosion - and it can plug filters and jam controls when it freezes. Even in a tropical environment, the air temperature at altitude is often below the freezing point of water, so water can freeze in flight anywhere.

Aircraft can deal with a little bit of water, and they must do so because as fuel cools, water that was dissolved into it condenses out. Our job as fuel QC people is to minimize undissolved water in the fuel.

**HOW WATER GETS INTO YOUR SYSTEM** - The most common way water gets into a fuel system is through condensation. All air contains water (humidity) and air is constantly breathed into storage, transport and aircraft fuel tanks. When you pump a gallon or liter of fuel out of a tank, you draw in a gallon or liter of air to replace it. During a rain storm or in a humid environment, the problem can be much worse. Temperature changes in the tank from day to night then cause the water to condense from the air, inside the fuel tanks.

Adding to this, the fuel contains water dissolved into it at very low levels, and as temperatures change, this water also condenses out as liquid. The amount of water



that can dissolve into fuel varies with temperature, and can be as much as 90 ppm or more. As the fuel temperature drops, its dissolved water condenses out. In an aircraft, this can repeat every time the aircraft takes on more fuel or flies from warm air (near the ground) to cold air at altitude, and repeated cycles can generate quite a bit of water in the aircraft over time. The same thing happens in your fuel supply system, but at a slower rate.

When the fuel temperature goes up, a little water will dissolve back into the fuel, but most of the water remains in tank bottoms, filter sumps or lies in the bottom of the pipe, until there is so much that it gets downstream.

We can also get water in our fuel systems from mishandling and equipment failure. A common example is rain water leaking into a

refueler truck tank through leaking manway gaskets, or vent fittings in the roof. On the roof of a tank truck, there is roll-over protection that can trap water on the top. The "downspouts" that drain this water off the top of the tank MUST be kept clear and tested from time to time.

**DEALING WITH WATER** - Fortunately, water is heavier than jet fuel, so it settles to the tank or filter bottom/sump making it easy to remove. Our #1 priority job is to constantly take sump samples from tank and filter vessel bottoms to look for water and remove it -- if present.

This practice of "sumping" also allows us an additional benefit to finding water - it also helps us to detect any other changes in the fuel. Anything and everything that is different in a sump sample can indicate a serious problem, an

# Quality Assurance



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early warning of other fuel quality issues.

“Sumping”, the taking of sump samples, is a critically important part of our jobs – and always will be. It makes no difference how much fuel you pump, water is a serious issue in any fuel system.

What do you look for? Did the fuel or water change color, odor or was there debris in the sump? We aren't just looking for water, we're concerned about anything that shouldn't be in our fuel. Damaged filters, failed hose linings, broken valves, worn meters, damaged pumps and mixed fuels are just a few of the problems that can be discovered from sump samples.

**DETECTING WATER IN FUEL -** It is your job to try to keep water out and also to detect how and why water has entered your fuel system. You cannot and should not assume that any automatic water detection device can be relied upon to take this responsibility. Quality Control is looking for any change and is meant to find little problems before they become big ones.

There are really three reasons that we look for water in fuel; to detect

if water is present in general, to determining if the filter is capable of properly removing that water and to measure the actual water concentration level. The three are all connected, but somewhat different.

Unfortunately, there is no sensor that we can screw into a pipe that tells us the water content in the way that a thermometer tells us the temperature. This is because we need to measure water content at very low levels. A filter separator or monitor filter is not working properly if it allows 15 ppm (parts per million) to pass through. That is only 1.5 thousands of 1 percent, 0.0015%.

We have test equipment that can accurately measure the water content in the fuel, but only in samples taken from the system. (For example, our Aqua Glo instrument). To determine if the fuel is safe, one sample can be taken. To determine if a filter is working, two samples must be taken, one before and one after the filter -- but this only tells us if the filter is removing water properly when water is present in the incoming fuel. An Aqua Glo test does not provide a constant

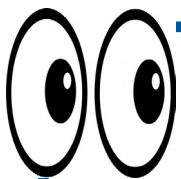
monitoring ability.

We have inexpensive water detectors, such as the Velcon Hydrokit and Shell Water Detector. Both show if excessive water is present, but only in the specific sample that you test; once again, there is no constant monitoring ability.

When using monitor filters (water absorbing filters), it is critical to have an automatic control that stops flow if the differential pressure exceeds the set limit, usually 15 to 25 psid.

So at present, our job remains pretty much the same as it was in the days of the Wright brothers, to keep the risk of water down by diligently taking sump samples from tank bottoms and filter sumps -- and use the knowledge of what we regularly see in those samples to detect any changes in the fuel or the fuel system that may signal a water issue-- as well as any other problems in the fuel.

So even with all our technology, our best protection against water reaching the aircraft remains to be your brains, your diligence, a white bucket and a glass jar.



## See Your FBO in the News!

*We are here to help you market your FBO and special events.*

We invite you to share your news, events, and special promotions with us, and we will gladly help you get the word out through our email blasts, newsletters and social media contacts. We want to see your FBO in the news! Contact Rhonda Bernthal, Director of Marketing at [rhonda@easternaviationfuels.com](mailto:rhonda@easternaviationfuels.com) or 252.633.0066 ext 243.



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SINCE THE BEGINNING OF FLIGHT...SHELL IS FLYING



# Quick Turn

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