

NozzleTrak Frequently Asked Questions:

What is needed to start using NozzleTrak?

You must first complete and submit the application form on the NozzleTrak flyer.

You will need a Microsoft .Net Passport and the Windows Live Messenger or the Windows Messenger program to communicate with the NozzleTrak Service.

On the Internet go to <http://get.live.com/messenger/overview> to get started. You can sign-up for a Hotmail email account to use, but we suggest you use your company's email account and register it with the Passport service. After you complete the Passport registration, download and install Messenger:

Once you have completed the Passport sign-up and the Messenger install, you can request us to add your Messenger contact name to the NozzleTrak contact list or you can add the NozzleTrak Service to your contact list by adding the contact nozzletrak@emcoretail.com. You may also call us at 1-800-234-4394 ext. 8274 or send an email to rkr@emcoretail.com, requesting to have your account added to the NozzleTrak contact list. Once you have been added to the contact list you will be able to start a conversation session with the NozzleTrak Service.

You may want to change your "Display Name". To do this click on the Tools Tab of Messenger and then click Options. Under the Personal Tab you will see "My .Net Messenger Service Display Name". Here you can "Type your name as you want others to see it". It would be helpful for us if you would put your name and company name here.

Once you have a passport set up, you can also access the NozzleTrak service from any PC or mobile phone that has internet access by using MSN's Web Messenger, <http://webmessenger.msn.com>

How do I use NozzleTrak?

Double-click on the NozzleTrak contact icon to start a conversation session with the NozzleTrak Service:

To Check Warranty Status Only:

Simply type in an Emco Wheaton Retail Corp. serial number and hit enter to send it. The service will receive the serial number you typed and check the database for the expiration date. It will then send a message back to you stating "**S/N Expired on DD/MM/YY**" or "**S/N is Under Warranty**". If you type and send a message that is not in our serial number format (1 Letter Followed by 5 Digits) you will receive a message back stating "**Invalid Serial Number or Request**". When checking multiple serial numbers, you should wait for a response from NozzleTrak before sending the next serial number.

To Check Warranty Status and Record a Replacement Serial Number:

Type in the serial number for the returned product followed by a period (".") followed by the replacement serial number (ex. **W22222.W33333**). You will receive a return message stating "**W22222 Replaced by W33333**". You will receive various other messages if the returned product serial number has expired or was not found, the replacement serial number must be found and not expired as well.

To Undo or Void a Replacement:

Type in the returned serial number followed by an exclamation point ("!") followed by the replacement serial number (ex. **W22222!W33333**). The system will void this replacement request from the log. You will receive a return message stating "**Voided Replacement of W22222 by W33333**".

NozzleTrak Frequently Asked Questions (continued)

Help

To receive a few short messages on how to use NozzleTrak, type and send the message **Help**.

Are my messages being logged?

All messages are logged. You may be blocked from using the service if you send inappropriate messages or try to abuse the service.

Can I use a mobile device to access NozzleTrak?

Mobile phones which use the Microsoft Windows Mobile operating system have MSN Messenger already installed.

Most any device that uses some flavor of Windows and has an Internet connection can run MSN Messenger.

Mobile phones that have internet access and a browser can use the Web Messenger (<http://webmessenger.msn.com>) if the phone is not running the Windows Mobile operating system.

Why is the response time slow sometimes?

The average response time is usually 1-5 seconds. Your response time may be slower if you are trying to access other sites on the Internet during the conversation session. Stop any browsing, downloads or media streams (i.e. Internet radio stations) while you are using the NozzleTrak Service. Heavy Internet traffic can also slow down the response time. You may also notice that the first inquiry takes longer than subsequent ones. This is because MSN has to set up a connection to its switchboard server when you start a new conversation. Leaving the conversation window open could save you a few seconds each time you need to inquire. One other tip is to change the away setting. Click on the Tools Tab of Messenger and then click Options, now click the Preferences Tab. Uncheck the box which states "Show me as "Away" when I'm inactive for 5 minutes".

When is NozzleTrak available?

The NozzleTrak Service is available from 6:00 AM ET to 11:00 PM ET, 7 days a week. We may occasionally have the service down on Saturday or Sunday for routine service and/or upgrades.