



# LubeAlert<sup>®</sup> PROGRAM

David Turner, CLS, OMA-I, CLGS

Erica McDonald

Julio Acosta, OMA-I, MLA II, POLARIS Laboratories

*powered by:*



## David Turner, CLS, OMA-I, CLGS

- CITGO Sr. Technical Services Representative
- BS, Chemical Engineering
- 40 Years Experience in Lubricants
- STLE Certified
  - ▶ Certified Lubrication Specialist
  - ▶ Oil Monitoring Analyst I
- NLGI Certified
  - ▶ Certified Lubricating Grease Specialist
- Active in STLE, NLGI, and ASTM



## Erica McDonald

- CITGO Lubricants Product Specialist
- BS, Integrative Biology with Minor in Chemistry
- 10 Years in the Lubricants Industry, including extensive experience at the CITGO Cicero Lab
- LubeAlert Oil Condition Monitoring Program Support



# JULIO ACOSTA / POLARIS LABORATORIES®

Technical Business Consultant for LubeAlert



**Julio Acosta**

*Technical Business  
Consultant*



## Industry Experience

- BS in Mechanical Engineering from University of Houston
- MBA from University of Houston
- Lubricant sales, distribution
- Mining, automotive, construction, fleet maintenance
- Field engineering and laboratory operations at BP
- Supply chain management, business analyst and account services at Shell Oil
- OMA I certified by STLE and MLA II certified by ICML



# LubeAlert® User Guide



LUBEALERT FLUID CONDITION MONITORING SERVICE

## What is LubeAlert?

"LubeAlert is state-of-the-art fluid condition monitoring service used for predictive and preventative equipment maintenance. With decades of scientific data, LubeAlert recommends timing in a variety of equipment, because reliable insight equips you with the information you need to help plan maintenance activities."  
 - Sky performed and evaluated by highly qualified LubeAlert professionals.  
 - Results available for any PC or mobile device.  
 - Available for most equipment used in a variety of industries.  
 - Customizable query reporting tools help clearly and analyze data trends.

## Test Packages

LubeAlert makes fluid analysis simple. Collect the sample, log it online and ship it the same day to have the results back as quickly as possible.

### Engines, Gear Boxes, Transmissions, Hydraulics, and Compressors

Sample Kit Includes 2 or 3 sample jars with metal caps, base sampling material, recommended manufacturer service intervals	HD Diesel Engine		HME		Gas Engine Oil		Gas Compressor	WSP
	REGULAR	SEMI/SEVERE DUTY	SEMI/SEVERE DUTY	SEMI/SEVERE DUTY	REGULAR	SEMI/SEVERE DUTY	REGULAR	REGULAR
Viscosity at 100C (mod. ASTM D445)	★	★	★	★	★	★	★	★
Flow Elements and Additional (mod. ASTM D5185)	★	★	★	★	★	★	★	★
Water % by Color (Internal method)	★	★	★	★	★	★	★	★
Fuel Dilution (ASTM D7192)	★	★	★	★	★	★	★	★
Fuel Soot (ASTM D3412)	★	★	★	★	★	★	★	★
Acid Number (mod. ASTM D664)	★	★	★	★	★	★	★	★
Base Number (mod. ASTM D4730)	★	★	★	★	★	★	★	★
Oxidation Number (ASTM D6472)	★	★	★	★	★	★	★	★
Particle Count (ISO 4406 subversion ISO 11171)	★	★	★	★	★	★	★	★

Customer and fuel samples costs are not BCF responsibility.

## Cooling Systems

Sample Kit Includes: 3 oz. sample jar with metal label/Form Sampling Interval: (3 months/quarterly service intervals)

### CLP Coolant Level 2

- Acid/Ferrous % (Internal method)
- Elemental Metals by ICP (mod. ASTM D6130)
- Friction Fluid (mod. ASTM D3237)
- Sulfur (Internal method)
- Nitrite (Internal method)
- pH (ASTM D1207)
- Specific Conductance (water measurement)
- Visual (color, pH, foam, magnetic precipitate, homogeneity, precipitate, odor & taste) (Internal method)
- Total Hardness (Internal method - calculation)
- SO<sub>4</sub> Number (Internal method)

## Diesel Fuel

Sample Kit Includes: 30 oz. sample jar shipping box, label form

Sampling Interval: Before cold season, when engineering fuel problems, upon receipt of new shipments

### DFP Diesel Fuel Analysis

- Water (PPM) by Karl Fischer (mod. ASTM D1535/12)
  - Sulfur, Fungus, Mold (Internal method)
- ### DFAP Diesel Fuel Analysis
- Elemental Metals by ICP (mod. ASTM D6130)
  - Particle Count (ASTM D7673-12)
  - Water (PPM) by Karl Fischer (mod. ASTM D1535/12)
  - Wash Point - Clouds (ASTM D3304)
  - Water & Sediment (ASTM D2709)
  - Bacteria, Fungus, Mold (Internal method)
  - Thermal Stability (mod. ASTM D6468)

## Sample Submission

- Order Kit**  
Order 10 packs of oil and coolant testing kits which include a 3 oz. jar, label and shipping jar. Individual detail kit kit come with price list for jar, label and shipping box.
- Electronic Sample Submission**  
Use the mobile app to submit sample data when in the field. To allow multiple samples at once access iMCR2014™ on your device.
- Shipping Service**  
Review the locations below on the order form to identify the laboratory location nearest you, and attach address label to each order.  
 • Place sample jar and form, if applicable, in stock kit.  
 • Ship by trackable priority service such as UPS, FedEx or DHL.
- Written Data Submission**  
When submitting equipment the form, include all component and fluid information including component ID, type of equipment and position, time on both the fluid and the component and whether or not the fluid and/or filter has been changed. All equipment can be submitted individually.

## Managing Preventive Maintenance

LubeAlert's iMCR2014™ results are available via iMCR2014™, a web-based data management application designed to help you manage your data and set (trigger alerts) and effectively using this system, results are available almost immediately after sample processing. A complete iMCR2014 Management Report, create the same fluid analysis table by providing information that can allow a predictive change in everyday maintenance intervals for:

- Keeping sampling schedules on track
- Identifying maintenance in operational mode
- Informing factors pertaining directly
- Monitoring sampling equipment
- Changing to specific equipment brands

To download the latest information and resources, go online to [lubealert.com](http://lubealert.com).



## Laboratory Locations

- Send your samples to the laboratory location nearest you:
- Edmonton**  
1140 75th Street  
Edmonton, Alberta Canada  
T7E 6R2
  - Fort Lyle City**  
3000 W. California Avenue  
Suite B  
Fort Lyle City, UT 84104
  - Houston**  
10510 W. Sam Houston Pkwy. N.  
Suite 100  
Houston, TX 77066-0314
  - Indianapolis**  
1401 Weston Drive  
Indianapolis, IN 46201

**Support**  
Call: 855-855-7511 | 313-216-5100  
Email: [sales@lubealert.com](mailto:sales@lubealert.com)

**About LubeAlert**  
LubeAlert works smarter for you. Our high-quality products are dependable and consistent while minimizing dependence on foreign and local natural resources by using oil as a renewable resource. The result is a better process from development to delivery and beyond. We're always moving, and we keep you moving, too.

# Get the Reports to the Right People



CITGON

Digits 1-6:  
CITGO LubeAlert  
CITGON (PLP)

8505

Digits 7 & 8:  
Sr. Acct. Mgr. (SAM)  
Digits 9 & 10:  
Distributor/Marketer

0005

Digits 11-14:  
End-User /  
Site Location



# LubeAlert® Login

www.lubealert.com



Email Address

Password



Remember Username

[Forgot Password](#)

FLUID CONDITION MONITORING SERVICE



COMMERCIAL TRUCKING  
Fluid Condition Monitoring Service

# LubeAlert® Dashboard



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[Sample Reports](#) | [Management Reports](#) | [Equipment Management](#) | [Sample Submission](#) | [Store](#) | [Technical Library](#)

Welcome amaye@citgo.com

### Fluid Alert - Action Required

- 27 Samples on Hold - Information Needed
- Menu Shortcuts**
- 368 Unviewed Sample Reports - Severities 3, 4
  - 2948 Recent Sample Reports - Last 30 Days
  - 13 Recent Sample Reports with Messages
  - 300 Samples with Open Actions

### Sample Report Lookup

**Lab Number**  
I-123456

**Account Name**

**Track My Sample**  
12345A54321

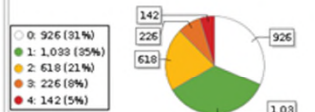
**Component ID**

Use \* for wildcard searches in filters

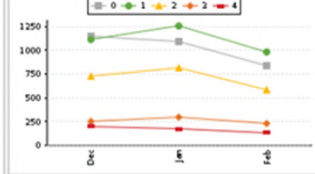
HORIZON® News and Updates



### Unviewed Results by Severity - Past 30 Days



### Severity Summary Trend - Last 3 Months



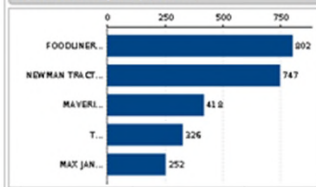
### Samples Submitted / Not Yet Received

Component ID	Secondary ID	Date Submitted
815190571 E	KDF10571	19-Feb-2020
815190102 E	KDF00102	19-Feb-2020
43 E	769151	20-Feb-2020
16389 E	752048	20-Feb-2020
38 E	001873-0966	21-Feb-2020
17300 E	751127	21-Feb-2020
815190371 E	KDF10371	24-Feb-2020
300 E	001873-0836	25-Feb-2020
257 ENOINE	MACK MP8	25-Feb-2020
15412 E	751911	25-Feb-2020
16420 E	752079	25-Feb-2020
32 E	759230	26-Feb-2020
57		27-Feb-2020

### Top Repeat Severities - Last 12 Months

Component ID	Secondary ID	Total
MARSHALL HUB C-1711 C	102411003379031	6
WAMPLER RIDGE 3 E	4EK04079	6
WAMPLER RIDGE 4 E	BE000478	5
VEH00682 E	750506	5
MARSHALL HUB C-4702 E	94001001	5
SHINER HUB C-1711 C	10241820689274Z	5
POPLAR OAK B C	5153416	4
UNIT 04 E	62020104E	4
CURK CREEK #2 E	VERNON FIELD 05 - ENO	4
BASELINE 15W-40		4
WATKINS 1 C	5177294X	4
VEH00681 E	750505	4
MILTON HUB C-1711 C	10241103354076Z	4

### Top 5 Accounts by Sample Volume



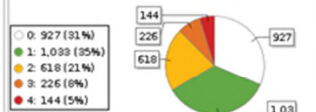
### Components Due or Overdue

Component ID	Secondary ID	Last Sample	Severity
HD04817213 E		23-Feb-2017	4
MD12117065 E		13-Apr-2017	4
HD02218045 E		07-Dec-2017	4
HD02218042 E		11-Jan-2018	4
HD04817030 E		23-Feb-2017	4
HD02218283 E		22-Jan-2018	4
HD05318402 E		28-Feb-2018	4
HD00318089 E		22-May-2017	4
HD05518101 E		21-Jan-2018	4
HD03118048 E		12-Jan-2018	4
HD05118053 E		21-Jan-2018	4
HD05917007 E		22-Feb-2017	4
HD05417512 E		11-Jan-2017	4

### Components on Asset Watch

No components on Asset Watch

### Severity Summary Pie Chart - Last Month



### Shipping & Processing Time - Last 3 Months



Questions? [custserv@oilreports.com](mailto:custserv@oilreports.com) | [Terms of Service](#) | [Privacy Policy](#)





# LubeAlert® Equipment List



## Sample Submission

### Additional Actions



### Sample Submission Selection Wizard

Select By [Account](#) > [Components](#)

Use \* for wildcard searches in filters



Show 50 entries Search

Select	Account Name	Component ID	Secondary ID	Component Type	Component Manufacturer	Component Model	Last Sample Date	Due Date
<input type="checkbox"/>	BEST CARTAGE	118 E		DIESEL ENGINE	CUMMINS	M11		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	135 E		DIESEL ENGINE	CUMMINS	M11		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	165 E		DIESEL ENGINE	CUMMINS	M11		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	1 E		DIESEL ENGINE	CUMMINS	M11		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	326 E		DIESEL ENGINE	CUMMINS	M11		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	334 E		DIESEL ENGINE	CUMMINS	M11		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	335 E		DIESEL ENGINE	CUMMINS	M11		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	337 E		DIESEL ENGINE	CUMMINS	M11		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	3 E		DIESEL ENGINE	CUMMINS	M11		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	40869 E		DIESEL ENGINE	CUMMINS	X15		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	40870 E		DIESEL ENGINE	CUMMINS	X15		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	40871 E		DIESEL ENGINE	CUMMINS	X15		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	40872 E		DIESEL ENGINE	CUMMINS	X15		01-May-2020
<input type="checkbox"/>	BEST CARTAGE	40873 E		DIESEL ENGINE	CUMMINS	X15		01-May-2020



# LubeAlert® Equipment List


My Dashboard | Lab Number Lookup | My Settings | Private Labels | User Admin | Account Admin | Send Fluid Reports | Laboratories | Sample Notification Search | Contact Us | Logout

Sample Reports | Management Reports | **Equipment Management** | Sample Submission | Store | Technical Library

> Sample Reports Welcome relstro@polarislabs.com

**Sample Report Selection Wizard**

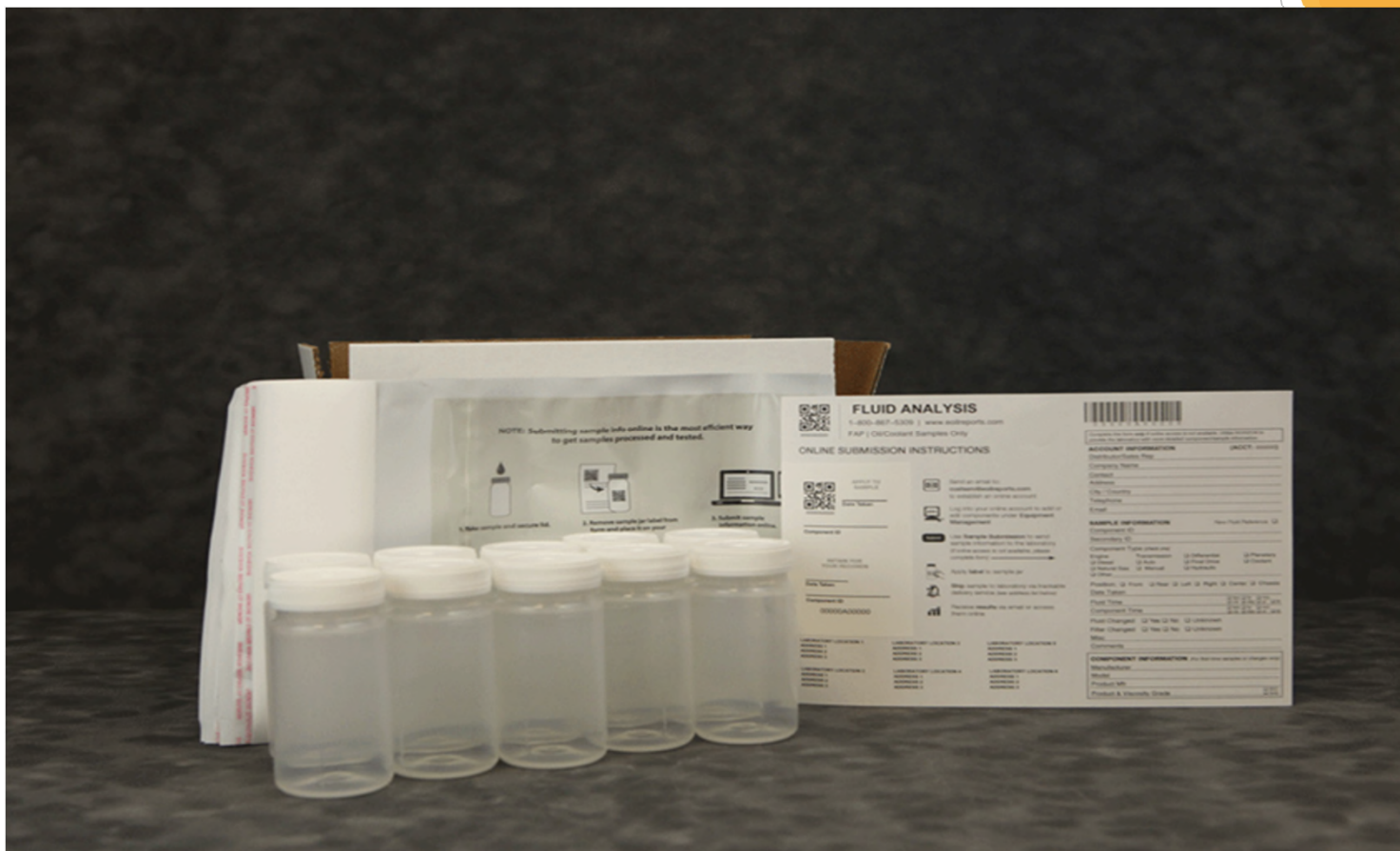
Select By [Account](#) > [Component](#) > [Sample](#) 

Use \* for wildcard searches in filters

Show 50 entries Search

Select	Account Name	Component ID	Component Type	Component Manufacturer	Component Model	Secondary ID	Reports On File	Most Recent
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	APC Spurlin C	RECIPROCATING COMPRESSOR	KNIGHT		767027	4	17-Dec-2018
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	APC Hamilton C	RECIPROCATING COMPRESSOR	KNIGHT		767025	4	11-Dec-2018
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	APC Hamilton E	NATURAL GAS ENGINE	WAUKESHA	F817G	767024	4	11-Dec-2018
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	1 E #2	NATURAL GAS ENGINE	CATERPILLAR	3304NA	753650	10	10-Dec-2018
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	2 C #2	COMPRESSOR	ARIEL	JG/2	753653	9	10-Dec-2018
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	1 Johnsonburg	NATURAL GAS ENGINE	CATERPILLAR	3408TA	765438	7	07-Dec-2018
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	APC Spurlin E	NATURAL GAS ENGINE	WAUKESHA	F817G	767026	6	07-Dec-2018
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	Johnsonburg	RECIPROCATING COMPRESSOR	ARIEL		767021	4	07-Dec-2018
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	gamelands 195 C	RECIPROCATING COMPRESSOR	ARIEL	JG/2	767023	2	29-Nov-2018
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	gamelands 195 E	NATURAL GAS ENGINE	CATERPILLAR	3304NA	767022	2	29-Nov-2018
<input type="checkbox"/>	TECHNICAL COMPLIANCE SOLUTION	1 Trimarchi	NATURAL GAS ENGINE	CATERPILLAR	3306 TA	765440	7	28-Nov-2018

# LubeAlert® Kits



# SUBMITTING YOUR LUBRICANT, COOLANT AND FUEL SAMPLES

## SAMPLE INFORMATION & COMPONENT REGISTRATION FORMS

**ADVANCED MOBILE**  
1-877-808-3750 | www.ecoilreports.com  
AMP | Oil/Coolant Samples Only

**ONLINE SUBMISSION INSTRUCTIONS**

**A**

APPLY TO SAMPLE

Send an email to: [custserv@oilreports.com](mailto:custserv@oilreports.com) to establish an online account

Log into your online account to add or edit components under **Equipment Management**

Use **Sample Submission** to send sample information to the laboratory (if online access is not available, please complete form)

Apply **label** to sample jar

Ship sample to laboratory via trackable delivery service (see address list below)

Receive **results** via email or access them online

RETAIN FOR YOUR RECORDS

**B**

**POLARIS LABORATORIES**  
7451 WINTON DRIVE  
P.O. BOX 69963  
INDIANAPOLIS, IN 46268

**POLARIS LABORATORIES**  
3060 CALIFORNIA AVE, STE B  
P.O. BOX 30820  
SALT LAKE CITY, UT 84104

**POLARIS LABORATORIES**  
50915 W. SAM HOUSTON PKWY N  
STE 700  
HOUSTON, TX 77064-9903

**C**

**ACCOUNT INFORMATION** (ACCT: CITGON)

Distributor/Sales Rep  
Company Name  
Contact  
Address  
City / Country  
Telephone  
Email

**SAMPLE INFORMATION**  New Fluid Reference

Component ID  
Secondary ID  
Component Type (check one)  
 Diesel  Transmission  Bearing  Gear  Other  
 Natural Gas  Manual  Compressor  Turbine  Coolant  
 Other  
 Position:  Front  Rear  Left  Right  Center  Chassis

Date Taken  
Fluid Time  
Component Time

**NOTE: The recommended sample is the most efficient way to get samples logged and tested.**

1. Fill sample
2. Fill out form
3. Remove sample from jar
4. Place sample in container for transportation
5. Attach sample to bag and seal
6. Place sample in bag and seal
7. Attach sample to bag and seal
8. Let the sample bag rest in a cool, dry place

### Shipping Samples

Attach the return address label for the laboratory location nearest you to the black mailer.

- Include sample jar and sample information form, if applicable, in soft plastic envelope. (Note: the envelope has a special pouch for the sample paperwork to keep it safe from leaks during transit.)
- Ship by trackable delivery service such as UPS, FedEx or DHL.





# LubeAlert® CITGOA EZ Label



## ADVANCED MOBILE

1-877-808-3750 | www.eoilreports.com

AMP | Oil/Coolant Samples Only

### ONLINE SUBMISSION INSTRUCTIONS



APPLY TO  
SAMPLE

Date Taken

0000A00000

Component ID

RETAIN FOR  
YOUR RECORDS

Date Taken

Component ID

0000A00000

LUBEALERT LAB  
7451 WINTON DRIVE  
P.O. BOX 68993  
INDIANAPOLIS, IN 46268

LUBEALERT LAB  
P.O. BOX 30820  
3060 CALIFORNIA AVE, STE B  
SALT LAKE CITY, UT 84104

LUBEALERT LAB  
10910 W. SAM HOUSTON PKWY N  
STE 700  
HOUSTON, TX 77064-9903



Send an email to:  
[custserv@eoilreports.com](mailto:custserv@eoilreports.com)  
to establish an online account



Log into your online account to add or  
edit components under **Equipment  
Management**



Use **Sample Submission** to send  
sample information to the laboratory  
(if online access is not available, please  
complete form) →



Apply **label** to sample jar



**Ship** sample to laboratory via trackable  
delivery service (see address list below)



Receive **results** via email or access  
them online



Complete this form **only** if online access is not available. Utilize HORIZON to  
provide the laboratory with more detailed component/sample information.

#### ACCOUNT INFORMATION (ACCT: CITGOA)

Distributor/Sales Rep

Company Name

Contact

Address

City / Country

Telephone

Email

#### SAMPLE INFORMATION

New Fluid Reference

Component ID

Secondary ID

Component Type (check one)

Engine                      Transmission                       Bearing                       Gear  
 Diesel                       Auto                       Compressor                       Turbine  
 Natural Gas                       Manual                       Hydraulic  
 Other \_\_\_\_\_

Position:  Front  Rear  Left  Right  Center  Chassis

Date Taken

Fluid Time  km  hr  mo  
 mi  day  yr  kt

Component Time  km  hr  mo  
 mi  day  yr  kt

Fluid Changed  Yes  No  Unknown

Filter Changed  Yes  No  Unknown

Misc

Comments

#### COMPONENT INFORMATION (For first-time samples or changes only)

Manufacturer

Model

Product Mfr

Product & Viscosity Grade  ISO  SAE



# LubeAlert® Sample Submission Online



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Home > [Sample Submission](#)

Welcome amaya@citgo.com

## Sample Submission

Auto Fill Values: ▼

[Collapse All](#) [Expand All](#)

✖ Component ID: 165 E ✓

### Component Information

Account Number	CITGON00430000
Company Name	BEST CARTAGE
Component ID	165 E
Secondary ID	
Component Type	DIESEL ENGINE
Component Manufacturer	CUMMINS
Component Model	M11
Application	O-T-R TRUCKING
Hydraulic System Pressure	0
Sump Capacity	11
Filter Type	
Filter Micron Rating	0
Product Manufacturer	CITGO
Product Name	CITGARD 700 SYNTHETIC BLEND
Product Grade	SAE 10W30
Wildcard 1	
Wildcard 2	
Wildcard 3	

### Sample Information ?

Tracking Number	<input type="text"/>	Kit *	<input type="text" value="Choose One"/>
Sample Date *	<input type="text"/>	Rush	<input type="checkbox"/>
Fluid Time	<input type="text"/> Miles	Purchase Order	<input type="text"/>
Component Time	<input type="text"/> Miles	Misc.	<input type="text"/>
	<a href="#">Calculate Fluid Time ?</a>	Additional Testing	<input type="text" value="For additional testing requests only"/>
Fluid Changed *	<input type="text" value="Choose One"/>	Notes To Analyst	<input type="text" value="Equipment Issues, Questions, etc."/>
Filter Changed *	<input type="text" value="Choose One"/>		
Amount Fluid Added	<input type="text" value="0"/> Gallons		







## Managing Preventive Maintenance

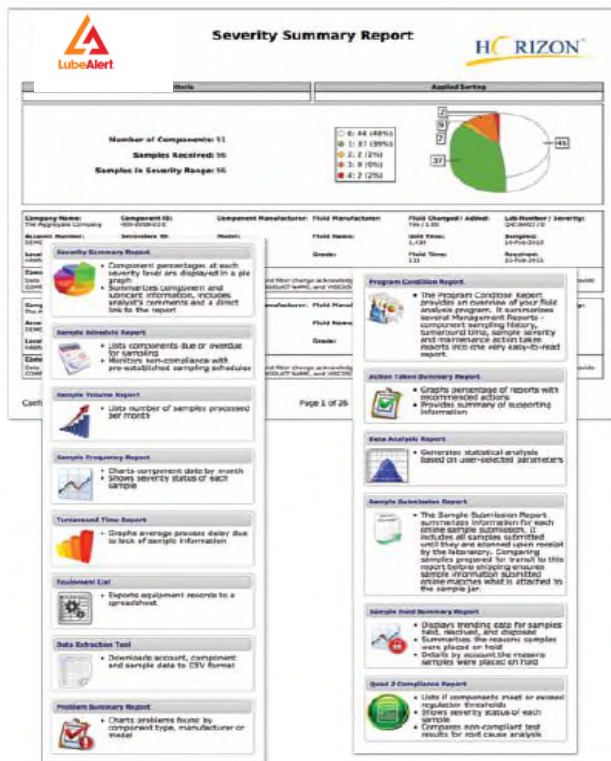
LubeAlert Analysis results are accessible via HORIZON®, a web-based data management application designed to help you manage your data and your program efficiently and effectively. Using this system, results are available almost immediately after sample processing is complete. HORIZON Management Reports stretch the user's fluid analysis dollar by providing information that can affect significant change in everyday maintenance practices by:

- Keeping sampling schedules on track
- Identifying bottlenecks in turnaround time
- Influencing future purchasing decisions
- Monitoring samples submitted online
- Graphing to quickly pinpoint trends

To download the latest information and resources, go online to [LubeAlert.com](http://LubeAlert.com).



# LubeAlert® Management Reports



## Severity Summary Report

- Component percentages at each severity level are displayed in a pie graph
- Summarizes component and lubricant information, includes analyst's comments and a direct link to the report



## Sample Schedule Report

- Lists components due or overdue for sampling
- Monitors non-compliance with pre-established sampling schedules



## Sample Volume Report

- Lists number of samples processed per month



## Sample Frequency Report

- Charts component date by month
- Shows severity status of each sample



## Turnaround Time Report

- Graphs average process delay due to lack of sample information



## Sample Submission Report

- Summarizes information for each online sample submission
- Includes all samples submitted until they are scanned upon receipt by the laboratory
- Comparing samples prepared for transit to this report before shipping ensures sample information submitted online matches what is attached to the sample jar



## Data Extraction Tool

- Downloads account, component and sample data to CSV format



## Problem Summary Report

- Charts problems found by component type, manufacturer or model



## Program Condition Report

- Provides an overview of your fluid analysis program
- Summarizes several Management Reports - component sampling history, turnaround time, sample severity and maintenance action taken reports into one very easy-to-read report



## Action Taken Summary Report

- Graphs percentage of reports with recommended actions
- Provides summary of supporting information



## Data Analysis Report

- Generates statistical analysis based on user-selected parameters



## Equipment List

- Exports equipment records to a spreadsheet



## Sample Hold Summary Report

- Displays trending data for samples held, resolved, and disposed
- Summarizes the reasons samples were placed on hold
- Details by account the reasons samples were placed on hold

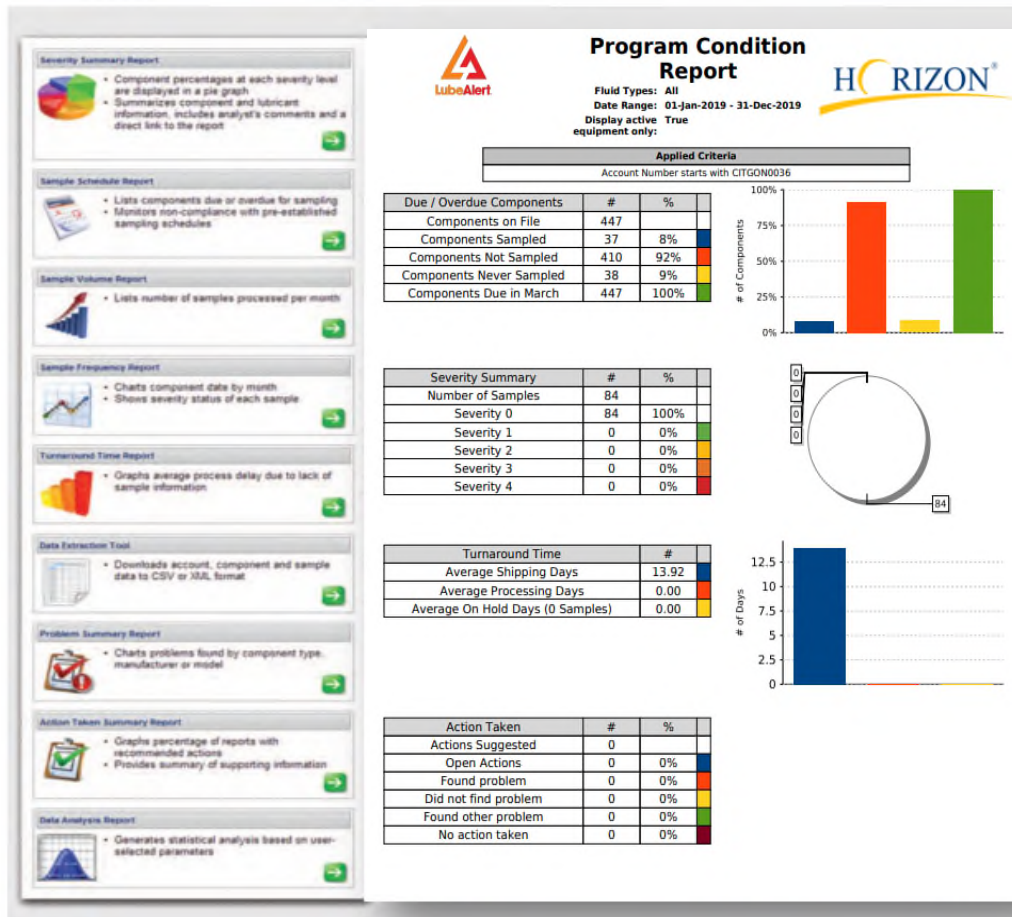


## Quad Z Compliance Report

- Lists if components meet or exceed regulation thresholds
- Shows severity status of each sample
- Compares non-compliant test results for root cause analysis



# Keep Program on Track




**Example Only. No data in the system to create reports yet**






# Identify Biggest Problems

Example. No data to create yet



## Problem Summary Report

Fluid Types: All  
Date Range: 01-Jan-2019 - 31-Dec-2019  
Report Type: Component Type



**Applied Criteria**  
Account Number starts with CIT1540019

	NATURAL GAS ENGINE	UNIDENTIFIED ENGINE	RECIPROCATING COMPRESSOR	HYDRAULIC	DIESEL ENGINE	COMPRESSOR	GAS TURBINE	Total
Units On File	54	15	18	14	12	2	8	123
Number of Samples	89	75	52	42	18	3	0	279
Units Not Sampled	29	5	7	3	2	0	8	54

															Total	
<b>Management Data</b>																
Disassemblies	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Secondary Maintenance	1	1%	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%	2	1%
Severity 0	79	89%	74	99%	50	96%	42	100%	18	100%	2	67%	0	0%	265	95%
Severity 1	7	8%	0	0%	2	4%	0	0%	0	0%	0	0%	0	0%	9	3%
Severity 2	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Severity 3	1	1%	1	1%	0	0%	0	0%	0	0%	1	33%	0	0%	3	1%
Severity 4	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
<b>Disassemblies</b>																
Piston	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
<b>Lubricant Information</b>																
Mis-Identified Lube	3	3%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	3	1%
<b>Minor Maintenance / Contamination</b>																
Diagnostics	0	0%	0	0%	0	0%	0	0%	0	0%	1	33%	0	0%	1	0%
Change Filter	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
Change Lube	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	1	0%
<b>Miscellaneous</b>																
Beginning Coolant Leak	2	2%	0	0%	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%
Component Info Needed	11	12%	0	0%	1	2%	0	0%	0	0%	0	0%	0	0%	12	4%
Invalid Sample	1	1%	1	1%	0	0%	0	0%	0	0%	0	0%	0	0%	2	1%



# LubeAlert® Mobile App

The Power of **LubeAlert®**  
Is at Your Fingertips

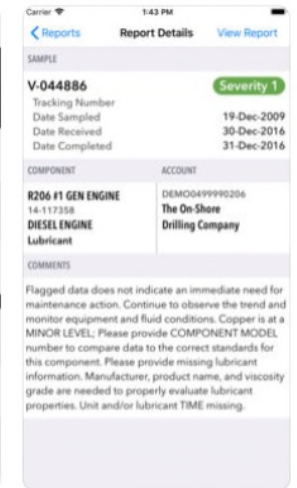
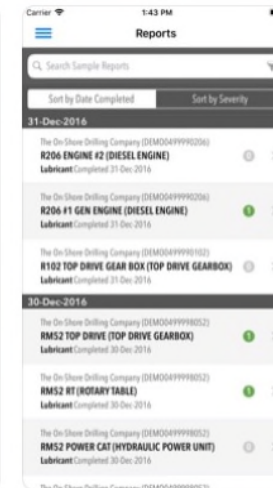
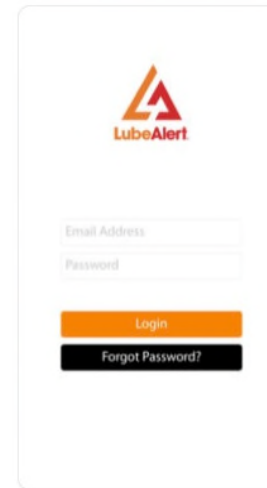
Take Action.  
Anytime.  
Anywhere.

Save five minutes per sample with electronic submission and report alerts



CITGO LubeAlert  
Powered by HORIZON

OPEN



# Maintenance Tracking

## Monitor Maintenance Services, Repairs and Rebuilds in HORIZON®

- See elevated wear particles as a result of break-in wear of new or rebuilt components
- Confirm your maintenance action corrected problem of high severity trending
- Quickly associate how oil changes impact testing results

**3**

Sample #	Sample Information				Corrosion Metals (ppm)										Contaminants (ppm)		Corrosion Inhibitors (ppm)			Carrier Salts (ppm/10)			
	Date Sampled	Date Received	Coolant Time	Unit Time	Coolant Change	SCA Added	Filter Change	Iron	Aluminum	Copper	Lead	Tin	Silver	Zinc	Titanium	Calcium	Magnesium	Silicon	Phosphates	Boron	Molybdenum	Sodium	Potassium
1	05-Dec-2014	15-Dec-2014		unk	Unk			55	2	2	29	8	0	11		2	0	76	2542	187	315	105	264
2	05-Jan-2015	Service / PM			Yes	Yes								Luke S.									1138
2	18-May-2015	22-May-2015			Unk	Unk		50	2	3	27	7	0	15		1	0	51	2186	181	265	100	263
3	02-Jun-2015	Service / PM			Yes	Yes								Luke S.									1289
3	28-Oct-2015	02-Nov-2015			Unk	Unk		0	0	0	0	0	0	0		2	0	14	77	4	575	373	7
4	15-Mar-2016	Service / PM			Yes	Yes								Poe D.									1441
4	11-Oct-2016	18-Oct-2016			Unk	Unk		50	2	19	34	9	0	12		1	0	36	1916	172	188	102	243
5	26-Oct-2016	Service / PM			Yes	Yes								Poe D.									1535
5	27-Mar-2017	30-Mar-2017			Unk	Unk		46	2	20	27	7	0	10		0	0	36	1809	163	169	91	230

**Visual Testing**

#	Foam	Color	Oil	Fuel	Magnetic Precipitate	Non-Magnetic Precipitation	Odor
1	None	Clear Green	None	None	None	None	None
2	None	Clear Green	None	None	None	None	None
3	None	Clear Red / Orange	None	None	None	None	None
4	None	Cloudy Dark Green	None	None	None	None	None
5	None	Very cloudy Dark Green	None	None	None	None	None

**4**

#	Freeze Point (°F)	Boll Point (°F)	Antifreeze Percent (%)	pH Waters (pH)	Total Hardness (ppm)	Nitrite (ppm)	Specific Conductance (null)	SCA Number	Carboxylic Acid (Pass / Fail)
1	-21	222	45	9.6	5	656 - Strip	3230	1.7	
2	-23	223	45	9.7	2	873 - Strip	3040	1.8	
3	-38	226	52	8.6	5	594 - Strip	3170	2.4	
4	-23	223	45	9.6	2	544 - Strip	2560	1.2	
5	-23	223	45	8.7	0	547 - Strip	3220	1.1	

**3 4** Maintenance history will appear in black on future reports. Test results and maintenance actions will sort themselves into chronological order.





# POLARIS LABORATORIES®: YOUR TRUSTED PARTNER



## INNOVATIVE TECHNOLOGY SOLUTIONS

Manage your fluid analysis program through online sample submission, mobile app, maintenance tracking feature, data alignment and more.

## ADVANCED CONSULTING

Our Technical Business Consultants have more than 30 years of proven results and experience in the fluid analysis, maintenance and field service industries.



## COMPREHENSIVE PARTNER

We are invested in the success of our customers' fluid analysis program and committed to providing accurate results and maintenance recommendations.

## SOLUTION FOCUSED

We provide you the tools to drill down into the details of your test results and identify solutions for your equipment's maintenance and reliability.



## PROVEN PROCESS

PROVEN IMPACT: Better reporting and benchmarking  
PROVEN UPTIME: Less unscheduled maintenance  
PROVEN SAVINGS: Improve ROI and lower maintenance costs



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## Technical Library

This is where you can find instructions on using the HORIZON® application, performing fluid analysis and reading analysis reports. It also houses exclusive papers and presentations available only to our customers.

- [HORIZON® Training](#) – Downloadable instructions and tutorial videos on how to use the HORIZON® application
- [How To](#) – Best practices for taking samples, reading reports, and more
- [Oil and Lubrication](#) – Oil-specific information
- [Coolant](#) – Coolant-specific information
- [Diesel Fuel](#) – Diesel Fuel-specific information
- [Position Papers](#) – Thought-leadership papers from our industry experts
- [Complete Test List](#) – List of available tests at the laboratory including units of measure and sample amount required to complete test
- [Equipment List Template](#) – Template for providing the laboratory with an equipment list to import into the system

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## HORIZON® Training

Download these instructional PDFs or watch videos to familiarize yourself with the many features of HORIZON®.

### HORIZON® App

- [Mobile Sample Submission – \(PDF\) \(Video 3:46\)](#) – How to submit sample information from the HORIZON® App
- [HORIZON® App Notifications – \(PDF\)](#) – Adjust push notification settings on a mobile device
- [Email Settings on Mobile Devices – \(PDF: \[English\]\(#\) | \[Nederlands\]\(#\)\)](#) – Manage alerts to avoid unwanted notifications

### General

- [Account Registration and Password Reset – \(PDF: \[English\]\(#\) | \[Nederlands\]\(#\)\) \(Video 2:48\)](#) – How to log into your account or reset a forgotten password
- [The Dashboard – \(PDF: \[English\]\(#\) | \[Nederlands\]\(#\)\) \(Video 4:37\)](#) – A description of the features located on the Dashboard
- [Selecting, Sorting, and Filtering Video – \(Video 2:47\)](#) – Tips on finding and selecting items in HORIZON®
- [Changing My Settings – \(Video 8:30\)](#) – Customize appearance and function of HORIZON®

### Equipment Management

- [Adding Equipment – \(PDF: \[English\]\(#\) | \[Nederlands\]\(#\)\) \(Video: \[English\]\(#\) | \[Español\]\(#\)\)](#) – Create new components
- [Editing Equipment – \(Video 4:51\)](#) – Modify the information about existing components
- [Transferring Equipment – \(PDF\) \(Video 2:43\)](#) – Move components from one account to another
- [Maintenance Tracking – \(PDF\)](#) – Add maintenance events to component history

### Submitting Samples

- [Printing Work Orders – \(Video 3:09\)](#) – Create printable PDFs with component information and blanks
- [Online Sample Submission – \(PDF: \[English\]\(#\) | \[Nederlands\]\(#\)\) \(Video: \[English\]\(#\) | \[Español\]\(#\)\)](#) – How to submit sample information online
- [Optimize Sample Processing – \(PDF\)](#) – Techniques to speed up administrative work when submitting samples
- [Sample Submission Management – \(Video 3:46\)](#) – Edit data on samples submitted online



# LubeAlert® Technical Library / Training

## Sample Reports

- Sample Report Delivery – (PDF) (Video 5:34) – Set up subscriptions for sample reports
- Finding a Sample Report – (Video 4:27) – Multiple ways of finding a sample report
- Reading a Sample Report – (PDF: English | Nederlands) (Video 9:50) – How to understand the information and features of a sample report
- Sample Report Management – (PDF) – How to use online sample report features
- Submitting Actions Taken – (Video 4:19) – Send maintenance actions and feedback to the lab staff

## Management Reports

- Management Report Overview – (PDF) (Video 5:04) – A description about the management report features
- Severity Summary Report – (PDF) (Video 5:04) – Identify the equipment that need immediate maintenance
- Sample Schedule Report – (PDF) (Video 2:57) – Find components due or overdue for sampling
- Sample Volume Report – (Video 3:07) – Quantify sample volume per month
- Sample Frequency Report – (Video 4:53) – Chart sample results by component and severity
- Turnaround Time Report – (Video 4:40) – Examine how quickly samples are shipped and tested
- Equipment List Downloads – (Video 5:11) – Extract a CSV file with component information
- Data Extraction Tool – (PDF) (Video 3:47) – Download raw data from your sample results
- Problem Summary Report – (PDF) (Video 8:54) – Identify problems by equipment type, manufacturer, or model
- Program Condition Report – (Video 4:01) – A summary of your oil analysis program
- Data Analysis Report – (Video 4:10) – Run statistics on test result values
- Sample Submission Report – (Video 3:09) – Extract a list of samples submitted online

## Videos

- Part 1: Introduction to HORIZON® – (Video 56:33) – Introductory training for new HORIZON® users, this course will teach you how to track your sample's progress through our laboratory, view your reports online, configure your account settings, and set or change subscription options.
- Part 2: Simplify Equipment and Sample Management with HORIZON® – (Video 44:45) – This course teaches core skills for daily HORIZON® users, including adding and editing equipment lists, submitting and editing sample information online, placing specific equipment on watch, and using the interactive online sample reports.
- Part 3: HORIZON® Management Reports – (Video 52:34) – Unlock the true power of a managed fluid analysis program with HORIZON® Management Reports. These reports will help you pinpoint, track, and resolve issues- decreasing maintenance costs and equipment downtime.

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# Customer Service Contacts



## EMAIL

[custserv@eoilreports.com](mailto:custserv@eoilreports.com)

## PHONE

855.820.9561 | 317.218.5100

## HOURS

**MONDAY-FRIDAY**  
7:30 A.M. E.T. – 7:00 P.M. E.T.



# Questions | Discussion



For additional questions about the **LubeAlert**® HORIZON application,  
please contact us at:

**1.855.820.9561**

**[custserv@oilreports.com](mailto:custserv@oilreports.com)**





# Questions

- ▶ Please post your questions using the Q&A function.



# How to Contact CITGO

- Lubes Answer Line

**800-248-4684**

- ▶ 8:00 AM - 12:00 PM, 1:00 PM - 5:00 PM CT
- ▶ Monday through Thursday
- ▶ 8:00 AM - 12:00 PM, 1:00 PM - 4:30 PM CT
- ▶ Friday

[lubeshelp@citgo.com](mailto:lubeshelp@citgo.com)

## Future Webinars

- ▶ September 17, 2021      Sales to Heavy Duty Fleet Prospects
- ▶ October 1, 2021        Stationary Natural Gas Engine Oils



**THANK YOU!**

