

# Guiding Customers and Solving Problems with PI Sheets

The webinar will begin in  
less than 10 minutes.



# Guiding Customers and Solving Problems with PI Sheets

The webinar will begin in  
less than 5 minutes.







## TEST YOUR KNOWLEDGE

How many spark plugs does a 12-cylinder Diesel engine have?

6

8

12

0





## TEST YOUR KNOWLEDGE

What does the W in 5W-30 stand for?



Whole

Winter

Weight

Wrap







## TEST YOUR KNOWLEDGE

What is the most important property of an oil?



Base Number (TBN)

Color

Viscosity

Cleanliness



# Guiding Customers and Solving Problems with PI Sheets





# Amber Fessler - NLGI CLGS; STLE CLS & OMA-I

- CITGO Senior Sector Manager
- Materials Engineer
- 14 Years of Experience in Lubricants
- STLE Certified
  - Certified Lubrication Specialist
  - Oil Monitoring Analyst I
- NLGI Certified
  - Certified Lubricating Grease Specialist



# Want Resources?

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Webinars

The screenshot shows the CITGO MarketNet website. The header includes the CITGO logo, 'MarketNet' text, and a 'Lubes' dropdown menu. A search bar is located below the header. The main content area features a grid of resource tiles: 'SHOP PRINT STORE', 'GO FOR THE GREEN', 'TWENTY TWENTY-FIVE LUBRICANTS PROGRAMS GUIDE', 'CLEARANCE SALE', 'MARKETER COUNCIL INFORMATION', 'AUTOMOTIVE LUBRICANTS PROGRAM', 'Webinars', 'Lubes Advisor', 'Learn About LubeAlert', 'NEW PRODUCTS', 'LubeAssure', 'PRODUCT CROSS REFERENCE', 'SOCIAL MEDIA TOOLKIT', 'GREASE TOOLKIT', and '2025 HEAVY-DUTY CONTEST'. Below this grid is a 'MARKETNET 2.0 ORDERING PORTAL' section. At the bottom, there is a banner for the '2025 Lubricants Programs Guide' with a link to view it.

Search

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LATEST

ring process. Please note: Access to place orders in the current version will be removed on January 17, 2025. If you have not yet received your login information for

Home (Lubes)

Welcome, Lubricants Customers, to CITGO MarketNet®

SHOP PRINT STORE

GO FOR THE GREEN

TWENTY TWENTY-FIVE LUBRICANTS PROGRAMS GUIDE

CLEARANCE SALE

MARKETER COUNCIL INFORMATION

AUTOMOTIVE LUBRICANTS PROGRAM

Webinars

Lubes Advisor

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GREASE TOOLKIT

2025 HEAVY-DUTY CONTEST

MARKETNET 2.0 ORDERING PORTAL

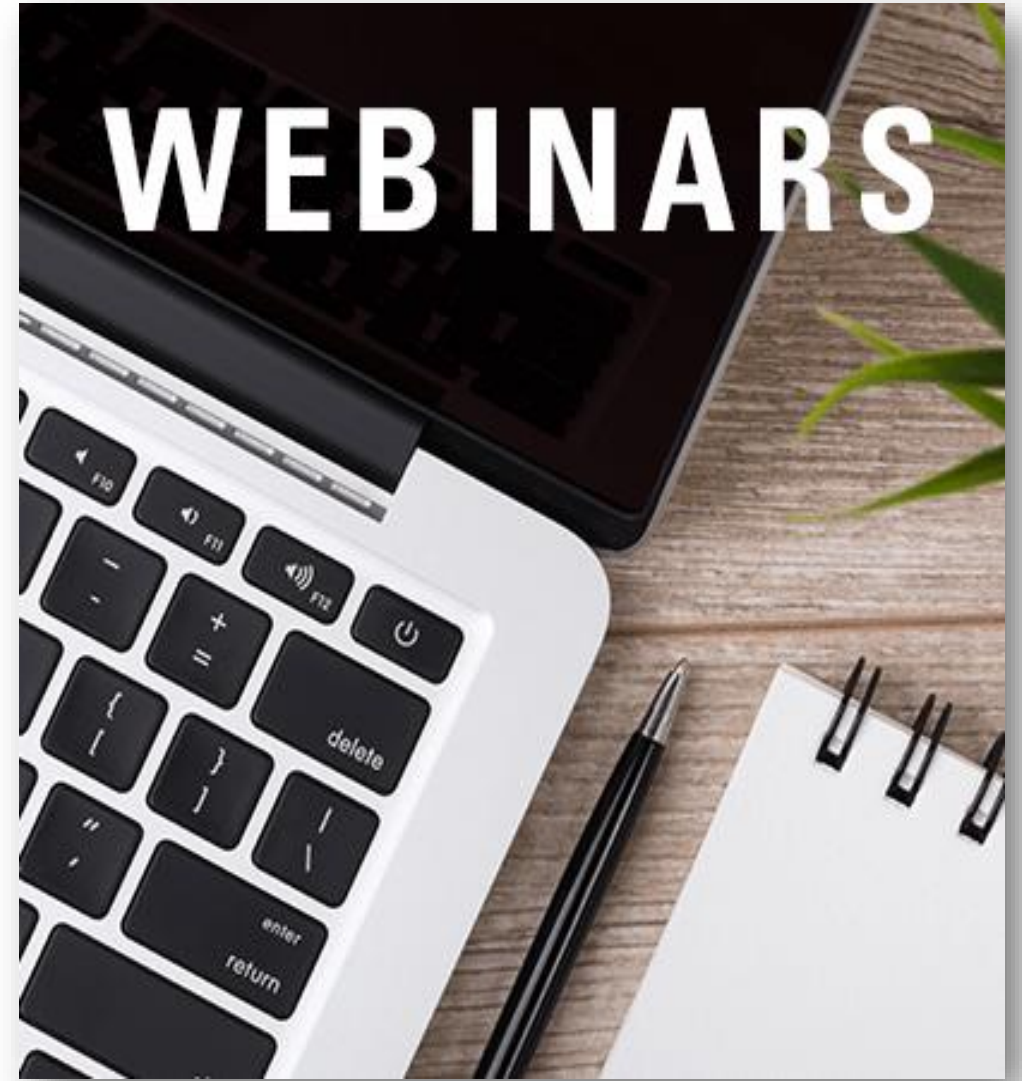
Now Available: 2025 Lubricants Programs Guide

View the [2025 Lubricants Programs Guide](#) to kick-start the new year right!



# Future Webinars

**2026 Schedule  
Coming soon  
on MarketNet**



# Julio Acosta – STLE OMA-I, ICML MLA-II

- Product Specialist
- B.S. Mechanical Engineering
- 28 Years of Experience in Lubricants including:
  - Field Engineering
  - Used Oil Analysis
  - Supply Chain Management
  - Account Services
  - Sales





# Matthew Gerber – STLE CLS & OMA-I

- CITGO Sr. Product Specialist
- B.S. Mathematics & Chemistry
- M.S. Mathematics
- 14 Years of Experience in Lubricants
- 10 Years of Laboratory Experience





Product Information Sheets

Product Claims

Guiding Customers & Solving Issues

Where to Find CITGO, Mystik  
and Clarion PI Sheets

# Agenda



Product  
**Information Sheets**



# Product Information Sheets (PI)

- The PI sheets contain information about the specific product for which it is prepared. The formatting is standard for all 3 brands that CITGO carries and markets – CITGO®, Mystik®, and Clarion®
- These sheets aid our SAM (Senior Account Managers) and MSM (Marketer Sales Manager) in providing customers and users with the best recommended product
  - A list of industry and OEM approvals met by the product are listed
  - Specifies the type of application where the product will be most suitable and will perform best
  - Shows specific data on the product
  - Allows for informed discussions with users

# Product Information Sheet (PI) - Format

## Product name

## Overview





- A short description of the product.

## Features and Benefits

- Relevant performance benefits.

## Applications

- How to use the product
- Industry and OEM approvals
- Specific Applications where the product is recommended.

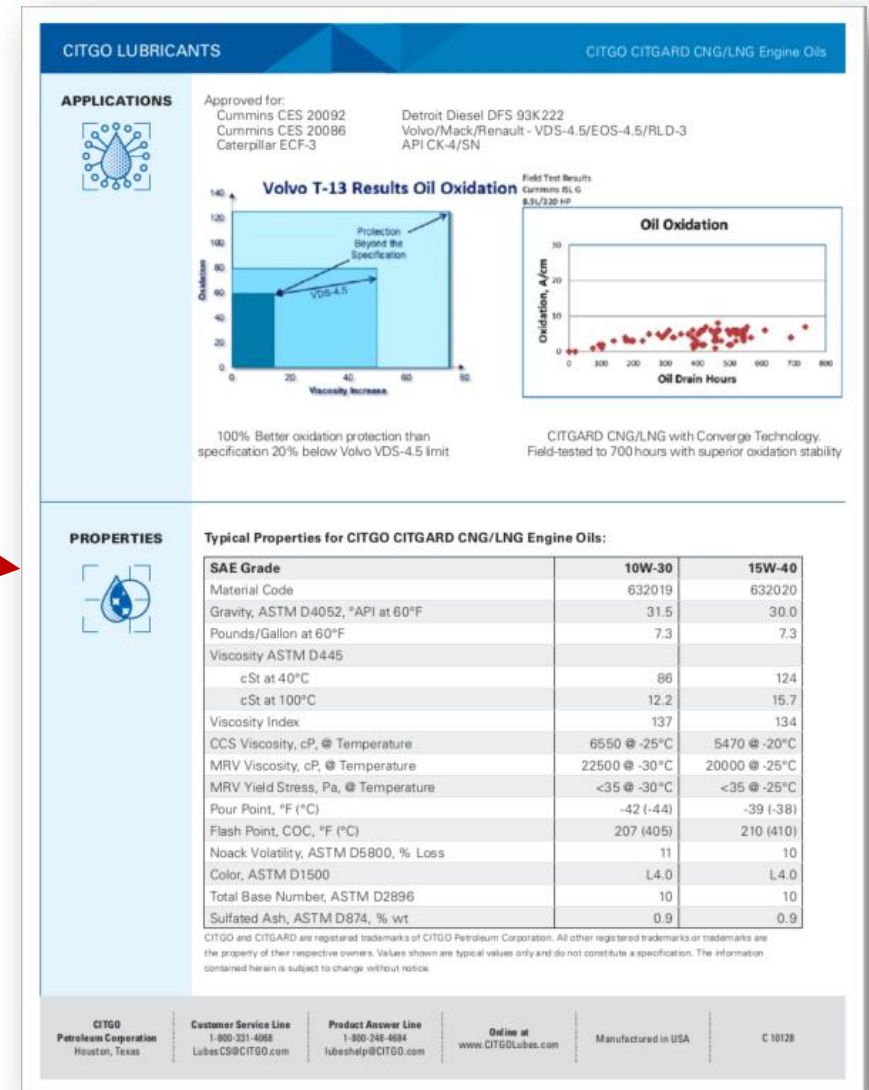
PRODUCT INFORMATION SHEET		
<b>CITGO® CITGARD® 800 Synthetic Blend Heavy Duty Engine Oils</b> Formerly CITGO® CITGARD® CNG/LNG Engine Oils		
<b>OVERVIEW</b> 	<ul style="list-style-type: none"><li>• Specially formulated for natural gas (CNG/LNG), diesel, and gasoline fueled engines. Available in SAE 15W-40 and 10W-30 viscosity grades.</li><li>• Use CONVERGE Engine Oil Advantage to provide multi-fuel fleet with optimum performance capability without compromising overall performance.</li></ul>	
<b>FEATURES &amp; BENEFITS</b> 	<ul style="list-style-type: none"><li>• Meet Cummins CES 20092.</li><li>• Excellent for fleets wanting one oil to reduce inventory in a mixed fleet with a variety of applications.</li><li>• Additive technology delivers superior oxidation and nitration protection combined with a shear-stable VI improver to maintain viscosity, ensuring wear protection in severe applications.</li><li>• This unique formulation provides superior engine deposit control, reducing the tendency for valve guttering due to higher combustion temperatures in CNG engines and oil oxidation in the higher operating temperatures of modern diesel engines.</li><li>• Field-tested up to 50,000 miles and 1000 hours with "headroom" results that demonstrate protection against deposits, corrosion, and liner and tappet wear.</li><li>• Maintain TAN and TBN reserve for optimum protection when longer oil service life is needed.</li><li>• CONVERGE additive technology provides excellent cold-weather pumpability, foam protection, exceptional oxidation and nitration control, overall engine cleanliness, and reduced oil consumption.</li><li>• The SAE 10W-30 grade is designed to improve fuel economy and is licensed API SN service category. Gasoline-powered pickup trucks and similar vehicles can take advantage of this technology where this grade is recommended by the OEM.</li></ul>	
<b>APPLICATIONS</b> 	<b>CITGARD with CONVERGE Advantage delivers:</b> <ul style="list-style-type: none"><li>C – Clean engine and corrosion protection field-tested up to 50,000 miles and 1,000 hours.</li><li>O – Oxidation – 100% better than test limit extended to over 1,000 hours</li><li>N – Nitration – low nitration with extended 1,000 hours ODI</li><li>V – Viscosity shear stability</li><li>E – Extendable ODI to standardize diesel/CNG service</li><li>R – Reduce pressure drop in DPF and regeneration event frequency while also reducing engine wear and maintaining low iron wear out to 1000-hour ODI</li><li>G – Guaranteed results or money back</li><li>E – Eliminates the need for three different engine oils for a multi-fuel type fleet</li></ul>	
<small>CITGO Petroleum Corporation Houston, Texas</small>	<small>Customer Service Line 1-800-331-4066 LubesCS@CITGO.com</small>	<small>Product Answer Line 1-800-245-6084 lubeshelp@CITGO.com</small>
<small>Online at www.CITGOLubes.com</small>	<small>Manufactured in USA</small>	<small>C 10128</small>



# Product Information Sheet (PI) - Format

## Properties

- The physical and chemical properties of the product.



# Mystik® Products

# CLARION® Products

## PRODUCT INFORMATION SHEET

### Mystik® JT-6® Hi-Temp Greases



#### OVERVIEW



- Extremely versatile, high-temperature lithium complex greases that combine excellent multi-purpose properties with a high dropping point for application over a wide temperature range.
- Superior protection for a wide variety of automotive, agricultural, trucking, mining, construction, and industrial equipment.

#### FEATURES & BENEFITS



- High Timken OK Load.
- Excellent Four-Ball Wear and extreme pressure (EP) performance.
- Outstanding shock load protection.
- Highly recommended for disc brake wheel bearings.
- Approved for use in Rockwell and Spicer universal joints.
- JT-6 Hi-Temp No. 1 developed for applications where service conditions dictate a grease of softer consistency.
- Both grades meet the highest performance categories of ASTM D4950 Automotive Grease Classification System, GC for wheel bearing service and LB for chassis service.
- Registered NSF H2 (125250).



#### APPLICATIONS



- Heavily loaded industrial, mining, and construction applications.
- Severe service requirements such as disc brake wheel bearings, backhoe hinge pins, and conveyor bearings.
- Mining operations, sand/gravel plants, and construction equipment where shock loads are placed on bearings.
- Refer to equipment owner's manual for proper lubricant recommendation.

Approved for:

- Dana Corporation
- Spicer Universal/Joint Division
- M-2006-J (#2)
- Registered NLGI GC-LB
- Weatherford Artificial Lift (#2)

CITGO  
Petroleum Corporation  
Houston, Texas

Customer Service Line  
1-800-331-4068  
LubesCS@CITGO.com

Product Answer Line  
1-800-248-4684  
lubeshelp@CITGO.com

Online at  
www.mystiklubcs.com

Manufactured in USA

M36026

## PRODUCT INFORMATION SHEET

### CLARION® Food Machinery A/W Oils



#### OVERVIEW



- Designed specifically for use as lubricants for food processing equipment.
- Formulated with a high purity white mineral oil and additive system for food processing applications.
- Does not contain any natural products derived from animals, nuts or genetically modified organisms (GMOs).
- Suitable for use where vegetarian and nut-free food is prepared.

#### FEATURES & BENEFITS



- Colorless, odorless, tasteless, non-staining lubricants that provide excellent wear, rust, and oxidation protection.
- Meet the requirements of U.S. FDA regulation 21 CFR 178.3570 for incidental food contact.
- NSF H1 registered for use in food processing plants under the jurisdiction of the USDA.
- Certified under NSF/ANSI/CAN Standard 61 (ISO 32 and 68 grades only).
- Certified as Kosher (Passover) with the Union of Orthodox Jewish Congregations of America (OU).
- Certified as Halal with the Islamic Food and Nutrition Council of America (IFANCA).



Certified to  
NSF/ANSI/CAN  
Standard 61  
Clarion Food Machinery  
A/W 32 and A/W 68 Oils  
(ONLY)

#### APPLICATIONS

- General purpose lubricants for machinery that processes, packages, or transports food for human consumption.
- Recommended for medium pressure hydraulic systems and circulating systems in food processing, canning, and bottling operations. Can also be used in air line lubrication applications.
- ISO 68 and 100 grades may be used in food machinery worm gears, spur gears, and valves.

CITGO  
Petroleum Corporation  
Houston, Texas

Customer Service Line  
1-800-331-4068  
LubesCS@CITGO.com

Product Answer Line  
1-800-248-4684  
lubeshelp@CITGO.com

Online at  
www.ClarionLubricants.com

Manufactured in USA

CL10102



Product  
**Claims**





# Product Claims

**Question:** Why doesn't your product information sheet list a particular performance claim, when several of your competitors do?

**Answer:** There are several possibilities:

- CITGO has not been made aware of the claim/requirement prior to publishing the technical information
- The specification might be obsolete and superseded by a new one
- Verification must follow an expensive testing process.
- OEM has not certified/published the product as being approved
- Product might be suitable for use, but does not comply with all the requirements for approval



# Know the Difference

## Formal Approval

- Approval has been given by a 3<sup>rd</sup> party certifying organization or OEM that the lubricant product meets a set of specifications and requirements.

## Meets or Exceeds

- The product has been tested against a specification and complies with the requirements of that specification.
- No formal approval.

## Suitable for Use

- Manufacturer deems the product as acceptable in a certain application, but does not have a formal approval.
- Good for post-warranty applications.

# Self-Verifiable Claims



## Specifications

Claim specifications obtained and researched

## Internal Testing

Testing performed to verify product properties

## External Testing

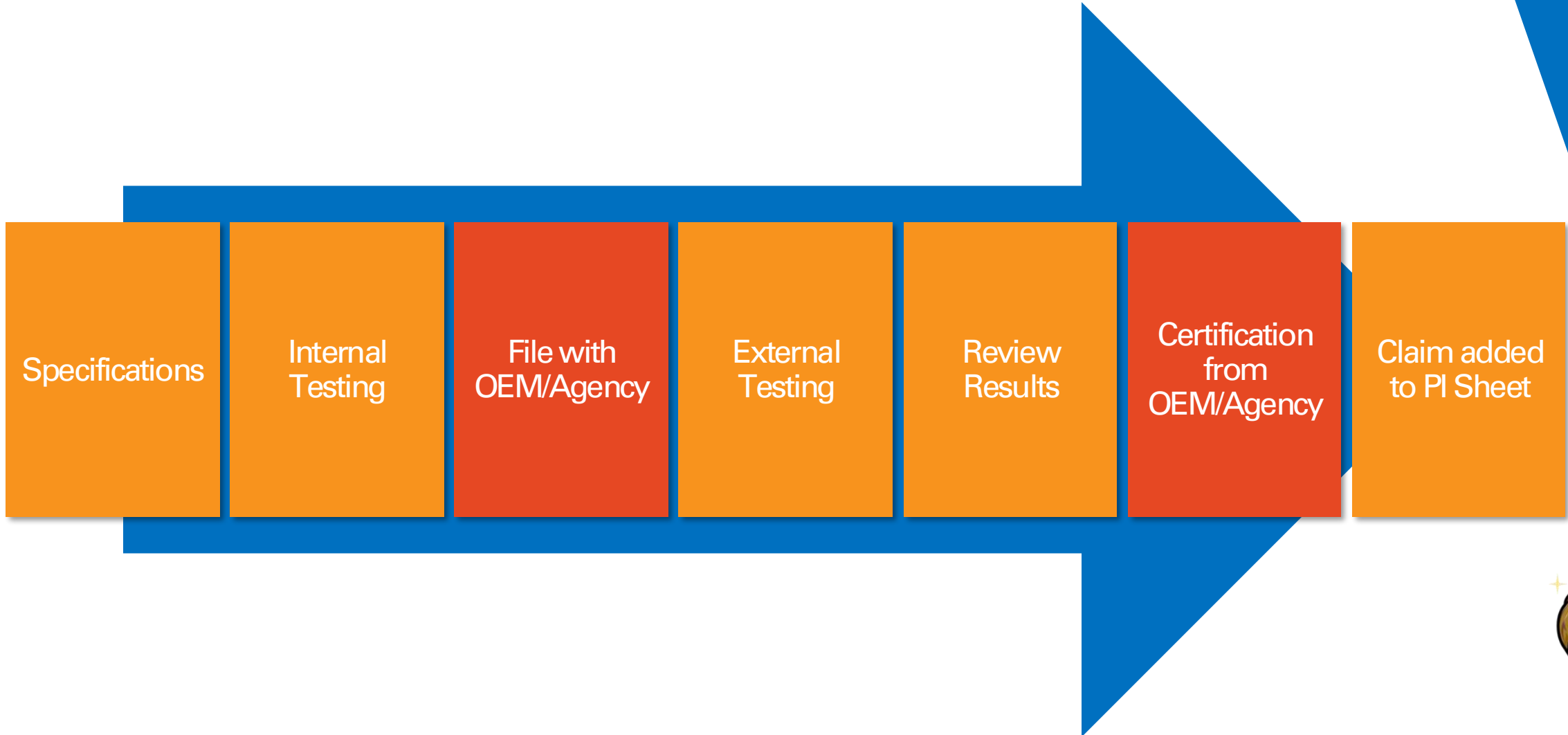
Cost-benefit analysis  
Additional testing performed (if required)

## Review Results

Claim added to PI Sheet



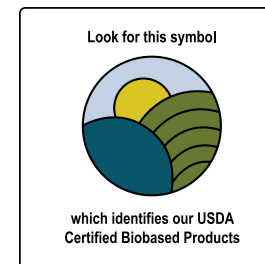
# Externally Tested/Verified Claims



# Example of a Claim Process (USDA BioPreferred)

Clarion Green BIO fluids are now  
**USDA BioPreferred**

- **USDA BioPreferred** is a certification of the biobased content in materials
- Allows product to be listed on the Mandatory Federal Purchasing List
- Different thresholds for different materials



- 44% - Hydraulic Fluids
- 58% - Gear Fluids

# Example of a Claim Process (USDA BioPreferred)

1. Research USDA Requirements
2. Discuss with our raw material suppliers
3. Register company (CITGO/Clarion) with USDA
4. Enter product information and file application
5. Wait
6. Answer follow-up questions
7. Send samples for third-party testing
8. USDA review results
9. Certification is awarded
10. Update PI sheets, labels, website, etc.





Things To  
**Look For**



# Motor Oils

## Critical Characteristics to Look For

API certification

ILSAC standard (PCMO)

Climate-relevant properties

- Viscosity index
- Pour point
- Cold start performance

## Other Properties

OEM-specific tests like Volvo T-13  
oxidation stability (HDEO)

High-temperature high-shear (HTHS)

Total base number (TBN)

## Common Manufacturer Specifications

HDEO:

- Cummins CES 20086
- Detroit Diesel DFS 93K222
- Volvo VDS/Mack  
EOS/Renault RLD
- Ford WSS-M2C171-F1
- Caterpillar ECF-3

PCMO:

- Ford WSS-M2C96\_
- GM dexos<sup>®</sup>1
- Chrysler MS 6395



# HDEO Product Comparison

Property	CITGARD 700 Synthetic Blend Heavy Duty Engine Oil 15W-40	Customer's 15W-40 HDEO
API certification	CK-4	CI-4
Viscosity index	142	131
CCS vis, -20°C (cold cranking)	4,677 cP	5,600 cP
MRV vis, -25°C (cold pumping)	19,968 cP	Not listed
Pour point	-36°C	-15°C
Noack evaporative loss	11.0%	Not listed
Total base number (TBN)	10	13



# Hydraulic Oils

## Critical Characteristics to Look For

- ISO Viscosity
- Viscosity Index
- Zinc-free vs Zinc-containing

## Other Properties

- Dielectric Strength
- Fire Resistance
- Biodegradability
- Food Grade

## Common Manufacturer Specifications

- ASTM D6158
- ISO 11158
- DIN 51524
- Fives Cincinnati
- Parker Denison
- US Steel
- Bosch Rexroth
- Eaton





# Gear Oils

## Common Manufacturer Specifications

- AGMA 9005-F16
- DIN 51517
- ISO 12925
- US Steel / AIST
- David Brown

## Critical Characteristics to Look For

- ISO Viscosity
- AGMA EP vs AGMA non-EP

## Other Properties

- Base oil composition
- Operating temperature range
- Biodegradability
- Food Grade



# Transmission Fluids

## Common Manufacturer Specifications

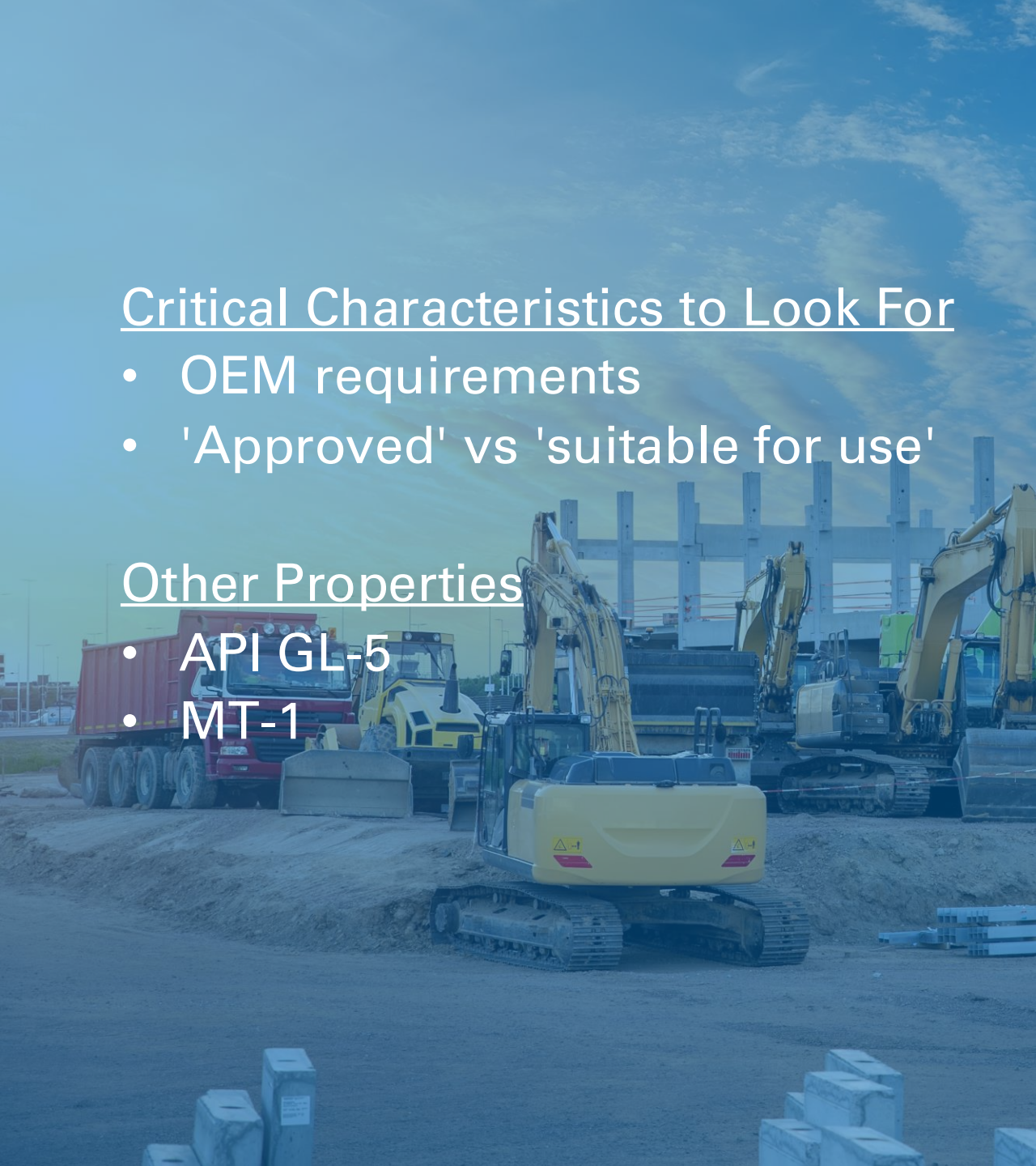
- Heavy Duty:
  - Allison C-4
  - Allison TES-668, -468, -295
  - Volvo 97341
  - Caterpillar TO-4, TO-2
  - Mack GO-J
- Passenger Car:
  - DEXRON (and variations)
  - MERCON (and variations)
  - ATF+4, ATF+3
  - MS 7176
  - ZF TE-ML 11A, 11B

## Critical Characteristics to Look For

- OEM requirements
- 'Approved' vs 'suitable for use'

## Other Properties

- API GL-5
- MT-1

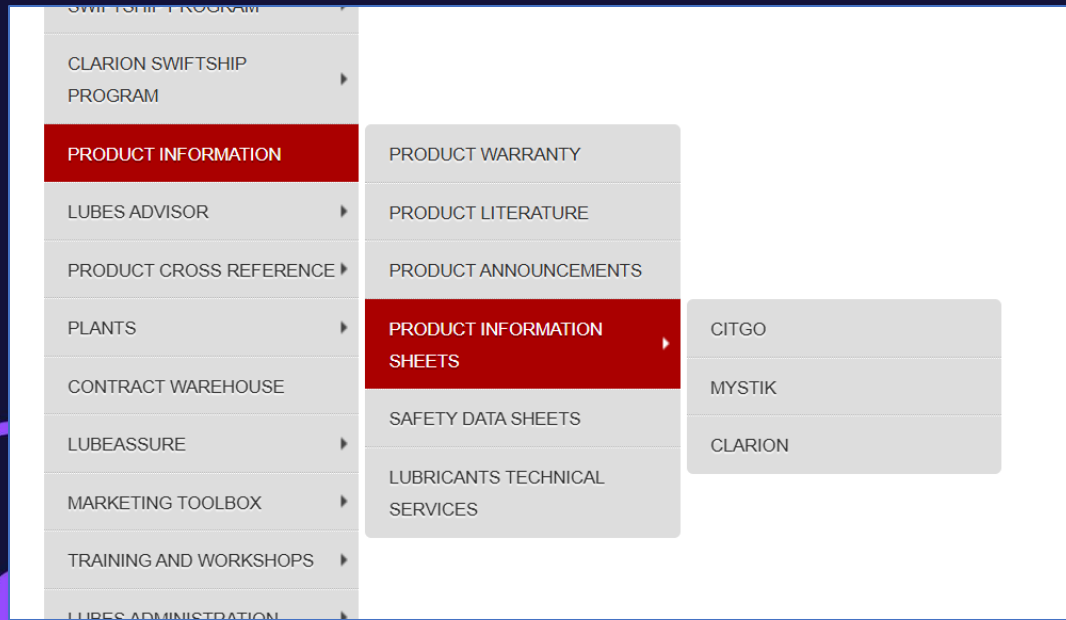




## Resources



# PI sheets in MarketNet



## Mystik Lubricants Product Information Sheets

Get safety information on Mystik lubricant products from our Mystik

[Mystik Engine Oil](#)

[Mystik Automotive Gear Oil](#)

[Mystik Transmission Power Fluids](#)

[Mystik Greases](#)

[Mystik Hydraulic Fluids](#)

[Mystik Industrial Gas Engine Oil](#)

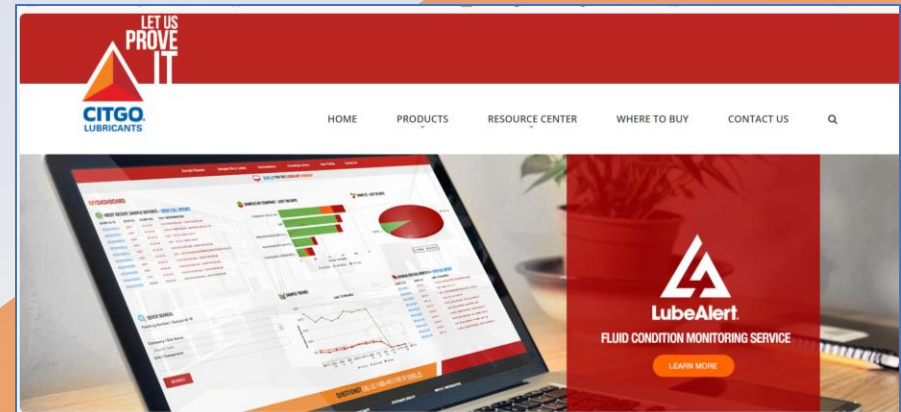
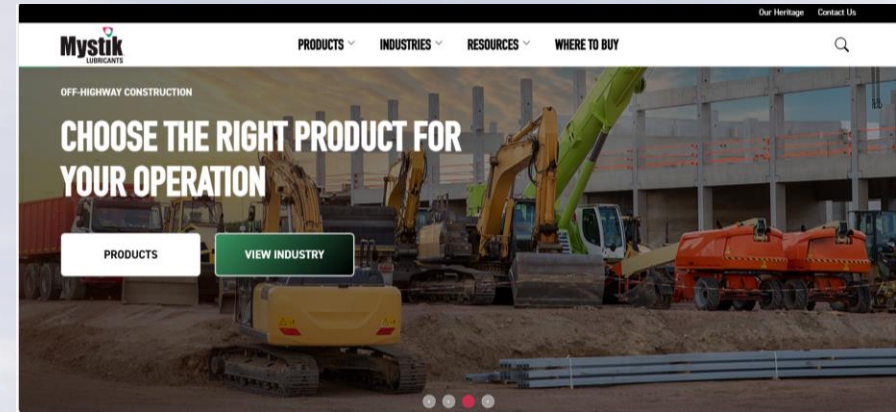
[Mystik Functional Products](#)

[Mystik Compressor Lubricants](#)

[Mystik Small Engine Lubricants](#)



# Websites





# Product guides





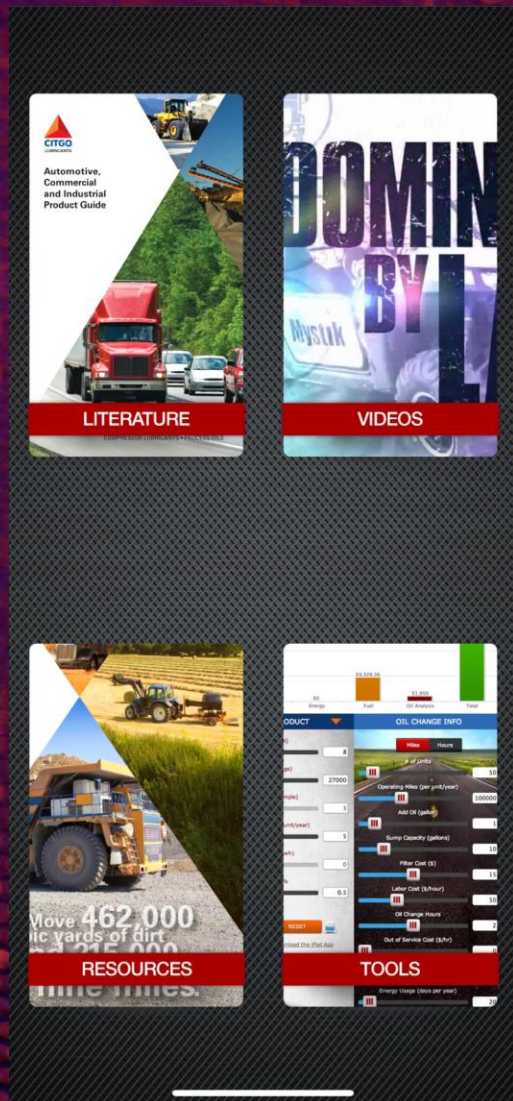


**On the Road?**  
**No problem!**

**Product Answer Line**  
**800-248-4684**  
**[Lubeshelp@citgo.com](mailto:Lubeshelp@citgo.com)**



# CITGO Lubricants App





# More Product Literature

CITGO® Hydraulic Fluids—Properties and Specifications Chart										
	KEY PROPERTIES					MEETS OR EXCEEDS				
	Viscosity Grades (ISO)	Fire Resistant	High Efficiency/ Energy Saving	Dielectric Strength**	Wide Temperature	Leakage	Temperature	Wear Index	Acidity	Non-degradable EP/EAAL (mm)
HYDRAULIC FLUIDS										
CITGO										
HyDurance® AW Fluids	22, 32, 46, 68, 100, 150									
HyDurance AW CP Fluids	26*			*						
HyDurance AW Synthetic Fluids	46, 68									
HyDurance AW All Temp Fluids	32, 46, 68		*	*						
HyDurance AW/AL HVI 100	100		*	*						
HyDurance AW NZ Fluids	32, 46, 68									
HyDurance AW All Temp NZ Fluids	32, 46, 68		*	*						
HyDurance AW Super NZ Fluids	32, 53*		*	*						
FR WG-40XD Hydraulic Fluid	40*	*								
Glycol FR-5046 HP	46	*								
MYSTIK®										
JT-9™ LeakShield® AW Hydraulic Oils	32, 46, 68, 100									
JT-9 LeakShield AW Hydraulic Oils - HVI	32, 68		*	*						
CLARION®										
Green Bio	32, 46, 68			*						
Green Synthetic Fluids	22, 32, 46, 68		*	*						
Green AW Fluids	32, 46, 68									
CompressorGard®	32, 46, 68		*							
SynBar® Fluid 22	22		*							
Food Machinery AW Fluids	32, 46, 68, 100									
Food Grade FR Fluid	46	*								

### CITGARD 700 Synthetic Blend HDEO 10W-30

#### Balancing Engine Protection with DPF Life

CITGO® CITGARD® 700 Synthetic Blend Heavy Duty Engine Oil SAE 10W-30 is a premium engine oil that utilizes a balanced approach to protect your engine and maintain (DPF) life. In this paper, we will look at CITGARD 700 Synthetic Blend Heavy Duty Engine Oil basics and how CITGARD 700 10W-30 protects the engine and maintains DPF life.

#### CITGO CITGARD 700 Synthetic Blend Heavy Duty Engine Oil SAE 10W-30

CITGO CITGARD 700 Synthetic Blend Heavy Duty Engine Oil SAE 10W-30 is an oil that has approvals for the major diesel engine OEM's (Cummins CES 20086, Deere MACK/Renault VDS-4.5/EOS-4.5/RLD-3, Ford WSS-M2C171-F1, and CAT ECF-3). It (TBN) value of 10 mg KOH/g (ASTM D2896), a typical Sulfated Ash level of 1.0, a detergent package and advanced wear protection. CITGO CITGARD 700 Synthetic Blend SAE 10W-30 has a successful history with some of the largest fleets in the nation, including Carrier Corporation and Brundage Bone Concrete Pumping.

#### Diesel Particulate Filter (DPF) Basics

The DPF is part of a truck's pollution control equipment and is responsible for filtering out soot composed of soot and ash emitted from the engine.

- Soot from combustion can be oxidized through a catalytic heating process.
- Ash derived from metallic additives in lubricants is incombustible and must be removed through the following regeneration.

Every so often the PM needs to be burned off in a process called regeneration. There are two types of regeneration: passive (normal exhaust temperatures are hot enough to be used), Active (the truck is idled or driven at a low speed to raise the exhaust temperature).

## CITGARD 700 Synthetic Blend HDEO 10W-30 Balancing Engine Protection with DPF Life

CITGO® CITGARD® 700 Synthetic Blend Heavy Duty Engine Oil SAE 10W-30 is a premium API CK-4 heavy-duty engine oil that utilizes a balanced approach to protect your engine and maintain your Diesel Particulate Filter (DPF) life. In this paper, we will look at CITGARD 700 Synthetic Blend Heavy Duty Engine Oil SAE 10W-30, DPF basics and how CITGARD 700 10W-30 protects the engine and maintains DPF life.

### CITGO CITGARD 700 Synthetic Blend Heavy Duty Engine Oil SAE 10W-30

CITGO CITGARD 700 Synthetic Blend Heavy Duty Engine Oil SAE 10W-30 is an API CK-4 heavy-duty engine oil that has approvals for the major diesel engine OEM's (Cummins CES 20086, Detroit Diesel DFS 93K222, Volvo/Mack/Renault VDS-4.5/EOS-4.5/RLD-3, Ford WSS-M2C171-F1, and CAT ECF-3). It has a typical Total Base Number (TBN) value of 10 mg KOH/g (ASTM D2896), a typical Sulfated Ash level of 1.0% (ASTM D874), a balanced detergent package and advanced wear protection. CITGO CITGARD 700 Synthetic Blend Heavy Duty Engine Oil SAE 10W-30 has a successful history with some of the largest fleets in the nation, including J.B. Hunt, Crite Carrier Corporation and Brundage Bone Concrete Pumping.

### Diesel Particulate Filter (DPF) Basics

The DPF is part of a truck's pollution control equipment and is responsible for capturing particulate matter (PM) composed of soot and ash emitted from the engine.

- Soot from combustion can be oxidized through a catalytic heating process called regeneration.
- Ash derived from metallic additives in lubricants is incombustible and remains within the filter following regeneration.

Every so often the PM needs to be burned off in a process called regeneration. Regeneration can either be passive (normal exhaust temperatures are hot enough to be used), Active (the truck sends a signal to increase the temperature of the DPF while the truck is in use) or Forced/Stationary (the driver pulls over and forces the burn-off manually).

### Factors that can affect the DPF regeneration rate:

- Engine condition (new vs worn cylinders/pistons)
- Oil quality (ash-producing tendency and engine oil additive type)
- Oil consumption (new - very low, but as engines wear oil consumption may increase)
- Fuel quality
- Fuel consumption
- Stop and go frequency
- High engine idle time
- Engine loading
- Off-Road vs. On-Road

## Understanding CK-4/FA-4 Categorization

	CITGO	Mystik	EXXON MOBIL	SHELL	CHEVRON	CASTROL	PHILLIPS 66	VALVOLINE	PETRO CANADA
10W-30	CITGARD® 1000 Full Synthetic 10W-30	JT-8® Synthetic 10W-30	Delvac® 1 ESP 5W-30	Rotella® Rotella®		Vectra®	Guardol XT™		Quaker UHP Full Synthetic

Mystik® Grease Application and Performance Chart									
APPLICATIONS									
PERFORMANCE									
NEW MATERIALS									
GREASES									
NLGI GRADE									
APPROXIMATE TEMPERATURE RANGE, °F									
NLGI GC-LB									
NLGI LB									
Aluminum Complex									
Aluminum Calcium									
Lithium 2:1									
Lithium Complex									
Lithium Sulfonate									
COLOUR									
DROPPING POINT, °F									
OIL VS. GREASE WITH POLYMER									
Wear Testing									
Oxidation									
Abrasion									
Thrust									
100 Oil-Water									
100 Oil-Water									
General Industrial									
Marine									
Agriculture									
Food Mill									
Rubber									
Drum (Shrink Seal Coating)									
Water Resistance									
Low Temperature									
High Temp									
ic	CITGARD® 1000 Full Synthetic SW-30 SW-40	JT-8® Synthetic SW-40	SW-40 Turbo Diesel Tru SW-40 Delvac® Extra 10W-30 15W-40						
	CITGARD® 800 Synthetic Blend 10W-30 15W-40	JT-8® Synthetic Blend SHD 10W-30 15W-40	Delvac™ Modem CNG/LNG 800 (800 only) Delvac™ 1300 Super 10W-30 15W-40						
	CITGARD® 700 Synthetic Blend 10W-30 15W-40								
ic	CITGARD® 700 MFE Synthetic Blend 10W-30	N/A	Delvac™ Extreme FE 10W-30 Delvac™ Super FE 10W-30						
inal	CITGARD® 600 10W-30 15W40	N/A	Delvac™ HDEO 10W-30 15W-40						
Heavy-duty engine oils are often marketed as Full Synthetic mended that consumers ask their supplier what differs									

heavy-duty engine oils are often marketed as Full Synthetic. We recommend that consumers ask their supplier what differs.

# Questions?



Please post your  
questions using the  
Q&A function.



**For technical inquiries or issues:**  
Lubes Answer Line 800-248-4684  
[lubeshelp@citgo.com](mailto:lubeshelp@citgo.com)





Thank You!

See you next time

