



Thermal Fluid

Sample Shipping Instructions



HOW TO SUBMIT THERMAL FLUID SAMPLES

Petro-Canada Lubricants Inc., a Suncor Energy business, is pleased to announce that effective **January 1, 2013**, WearCheck with locations in Canada and the United States has been contracted to perform the analysis of thermal fluid samples from around the world.

Customers will enjoy the same direct access to field experts from Petro-Canada who personally review and comment on your sample results. WearCheck's innovation in automation and technology enable better data management and more detailed and user-friendly analysis reports.

To ensure prompt analysis and reporting of results, we encourage you to follow these simple instructions:

1. Safety associated with taking an oil sample is very important. If you are using containers provided through WearCheck, please note the soldering on the metal can melts around 200°C (392°F). When collecting a sample, use extreme caution, follow safe operating procedures and wear appropriate personal protective equipment.
2. Be sure to fill the can to at least the approximate minimum fill level shown on the picture (minimum 2/3 to 3/4 full).
3. Please place any paperwork associated with the samples inside the box in a separate resealable plastic bag or an oil-proof container. Please use the analysis request form found after this letter.
4. If you are sending more than one sample, please identify each can properly so the lab personnel can easily match the oil samples with the associated paperwork.
5. All users, except in USA, should ship samples to WearCheck Canada. USA senders are recommended to ship to WearCheck USA in Cary NC to eliminate concerns with cross-border freight. Note however that shipping to WearCheck's Canadian location will result in a shorter processing time.
6. By providing your e-mail address, you will be notified when your shipment has been received for processing and when the final report is ready 2-3 days later. A Petro-Canada representative may call you to discuss the results.
7. Please note WearCheck is contracted to analyze liquid samples only. Refrain from sending solids or anything other than heat transfer oil for analysis. If you wish to discuss a specific concern, please contact your local Petro-Canada/Suncor representative or Michael Kaufman at mkaufman@suncor.com.

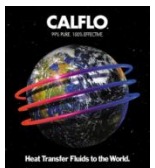


Fill metal can with thermal fluid sample $\frac{3}{4}$ full **1**. Complete the sampling form **2** and place it in the small re-sealable plastic bag. Place the metal sampling container and the sealed form inside the large bag **3**. Send to:

WearCheck Canada
C8-1175 Appleby Line
Burlington, ON
L7L 5H9
Canada
Tel: 1-800-268-2131



THE LEADER IN OIL ANALYSIS





ANALYSIS REQUEST FORM



1- Customer Number (if applicable; new customers skip to #2) : PTRHTF3 _____			
2- System/Unit Name or # (consult previous report for consistency) :			
3- Sample Date :			
4- Length of Time Fluid Has Been in Operation :			
5- Location where the sample was taken on the system :			
6- Name of Heat Transfer Fluid :			
FILL BELOW ONLY FOR SYSTEMS NOT PREVIOUSLY COVERED UNDER THIS PROGRAM			
Total System Volume :		Litres or US gallons (<i>circle one</i>)	
Name of System Designer or Heater Manufacturer :			
Maximum Bulk Operating Temperature :		°C or °F (<i>circle one</i>)	
Is there an inert gas blanket in the expansion tank ?		Yes or No (<i>circle one</i>)	
Gas Type ? _____			
Heat Source (<i>circle one</i>)			
Flame – Natural Gas	Direct – Electrical	Hot Tubes	Process – Oil used for Cooling
Flame – Diesel	Flame – Wood	Magnetic	Other : _____
Main Contact's Name :		Phone # :	
Contact e-mail address (<i>to receive oil analysis report electronically</i>):			
Additional contact emails within your company :			
Company Name :			
Plant Address :		Province :	
City :		Postal Code :	

Details or Comments :
If you wish to describe a problem, concern or situation relating to the submission of this sample, please do not write it on this form. Write to Michael Kaufman at mkaufman@suncor.com

Send the ¾ full sample can together with completed form in a resealable plastic bag to :

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 C8-1175 Appleby Line
 Burlington, ON
 L7L 5H9
 Tel 1-800-268-2131