



December 31, 2012

New Guidelines for Thermal Fluid Sample Analyses

Key Message / Impact Statement: Effective January 1, 2013, WearCheck Canada Inc. has been contracted to take over from Polaris Laboratories to perform thermal fluid analysis on behalf of Petro-Canada Lubricants Inc., continuing with our efforts to leverage our expertise in heat transfer systems and fluids to create more value to our business partners and end users.

Overview

Who is the Audience for this Marketing Flash?

- Sales, Tech Services, Customer Order Management, Associates, Distributors, Marketers, Customers

Why is this Important?

- End users and Distributors will enjoy the same direct contact with Petro-Canada field experts who review every sample processed under this program
- Notable benefits of this change include an improved sample rating system applied to future as well as past samples tested by previous labs
- The entire history of customer contacts, sample data and Petro-Canada comments has been successfully transferred to WearCheck's web-based software called WebCheck (<http://www.oilanalysis.net>)

What are the Next Steps / Action Items?

- Please review the new guidelines under LUB2654 applicable to your region
- Share the updated form with your Customers, Distributors and Associates

WearCheck Canada Inc. will be Petro-Canada's new contractor for testing thermal fluids and providing detailed analyses. The new guidelines for submitting samples to WearCheck instead of Polaris have been established and can be found in iLink. Please download the updated LUB2654 shipping instructions for your region as follows:

LUB2654ER - For shipping from Eastern Canada (LUB2654ERF for French)

LUB2654WR - For shipping from Western Canada

LUB2654US - For shipping from the USA

LUB2654EUR - For shipping from Europe

LUB2654INT - For shipping internationally (outside of North America or Europe)

If you have any questions or concerns or would like more information, please don't hesitate to contact us:

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