

CASTROL LABCHECK

SAMPLING PROCESS GUIDE


Step 1: SAMPLING

- Take the oil sample from the bleed valve or insert the plastic sampling tube into the dipstick hole. Try not to touch the sides of the dipstick hole whilst doing this as it may produce an untrue result. To ensure the plastic tube is not contaminated with oil from a previous sample – always use a fresh tube.
- Put the oil sample in the clear plastic sample bottle.

Step 2: PACKAGING

- Complete all the details required on the 'Sample Information Form'. The Unit ID and compartment details must remain consistent with each sample submitted for the particular compartment to ensure accurate trend data.
- Place the oil sample together with the completed Sample Information Form in the black plastic mailing container.
- Affix the 'mailing address sticker' to the outside of the black plastic mailing container.
- Ensure the green lid is firmly on the black plastic mailing container.
- Post the kit immediately. All you need to do is drop of the black plastic mailing container in the post, no envelope or courier bag is required.

Sample Information Form:

 OIL ANALYSIS <small>www.castrolabcheck.co.nz</small>		LABFM009	LABELS WITH INSUFFICIENT DATA WILL NOT BE PROCESSED	LAB USE ONLY
		PLEASE FILL IN ALL SECTIONS		
Customer Information	Equipment Information	Oil Information		
Name:	Serial No.	Oil Brand		
Address:	Unit No.	Oil Grade		
Email:	Rego No.	Meter <input type="checkbox"/> Hrs <input type="checkbox"/> Kms		
Contact Person/Service Provider:	Make	Hrs/Kms on Oil		
Telephone:	Model	Top Up Oil <input type="checkbox"/> Yes <input type="checkbox"/> No		
Facsimile:	Sample Date:	Filter <input type="checkbox"/> Yes <input type="checkbox"/> No		
GENERAL COMMENTS		<input type="checkbox"/> HYDRAULIC <input type="checkbox"/> STEERING <input type="checkbox"/> TRANSMISSION <input type="checkbox"/> GEARBOX <input type="checkbox"/> ENGINE <input type="checkbox"/> FINAL DRIVE <input type="checkbox"/> TANDEM <input type="checkbox"/> DIFFERENTIAL <input type="checkbox"/> SWING DRIVE <input type="checkbox"/> PUMP DRIVE <input type="checkbox"/> OTHER		
		<input type="checkbox"/> RIGHT <input type="checkbox"/> LEFT <input type="checkbox"/> FRONT <input type="checkbox"/> REAR <input type="checkbox"/> CENTRE <input type="checkbox"/> AUXILIARY <input type="checkbox"/> TOP <input type="checkbox"/> BOTTOM <input type="checkbox"/> PORT <input type="checkbox"/> STARBOARD		

Mailing Address Sticker:

	Fast 	Free 
FREEPOST No. 12345 PO Box 16168 Hornby Christchurch 8441		
No postage required if posted in New Zealand		

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NOTE: This Sample Information Form is also available on-line at www.castrollabcheck.co.nz and is the preferred option as once initially completed for a component, the information is retained and any future samples for the same component only require the form to be pre printed and the date and km/hour details entered. These forms can then be printed off and submitted with the sample. This helps to reduce the risk of incorrect data being entered for component identification details.

Step 3: TESTING

The receiving laboratory will conduct extensive physical and chemical test on the oil sample, using the regime appropriate to the compartment.

Step 4: REPORTING

A copy of the analysis report will be sent to you by email or mail normally within 48 hours from the time the laboratory receives the oil sample.

An email notification will be provided when the results have been loaded into the online reporting site at www.castrollabcheck.co.nz.

If the results indicate that the crankcase/compartment/componentry requires urgent attention you will be telephoned, emailed or faxed and Castrol's technical team will be notified.

For assistance in interpreting results please contact Castrol on 0800 10 40 60.