User Guide for **Lab Advisor Alert**

and the Lubetrend web portal

MOVING YOUR WORLD

LUBRICANTS. TECHNOLOGY. PEOPLE.

FUCHS

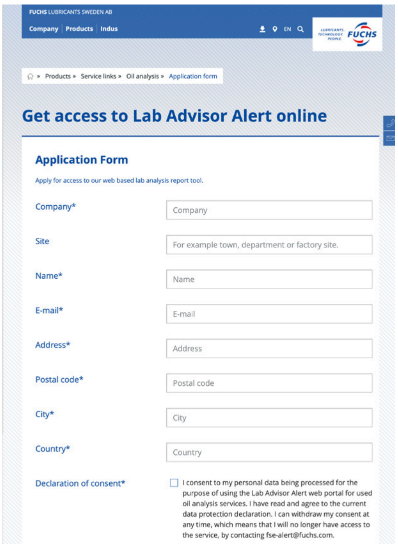
Lubetrend web portal

As our customer	3
How to do it	3
New user?	4
Registering sample	6
Sending in your sample	7
Results	7
Who in your company has to see the information?	7

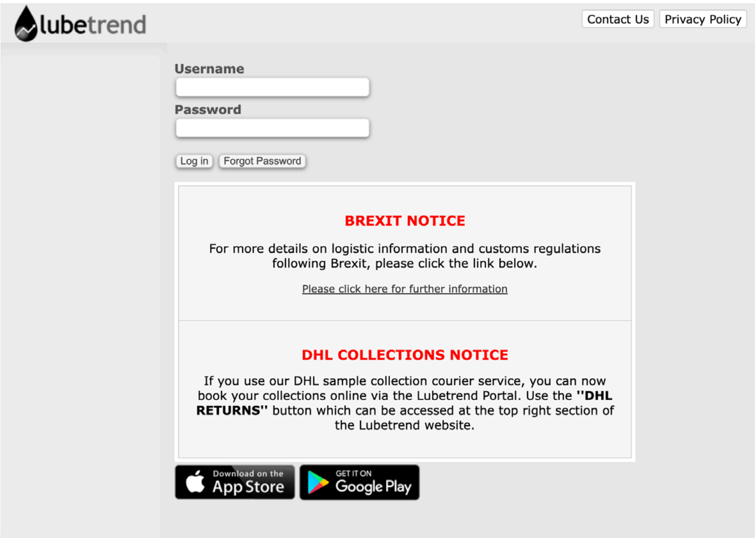
LUBETREND WEB PORTAL

As our customer, you have access to the Lubetrend web portal, where you can easily manage your oil analysis samples.

If you need login information, you can fill in an application form on our website and we will send you the login information.

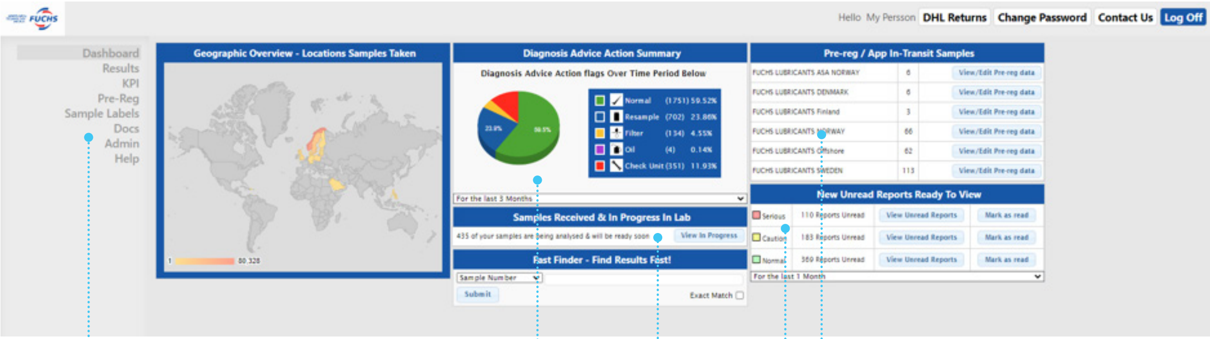


Click here to access the form



Login to Lubetrend

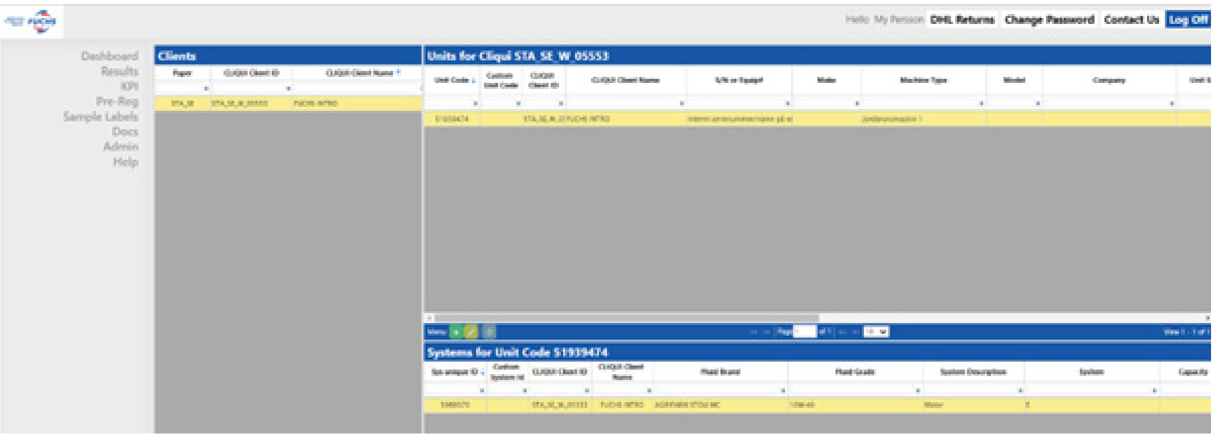
The dashboard looks like this when you log in:



1. Here are your menu options.
2. This provides you with a quick overview of your systems, how many of them are OK and if any system requires oil filtering or an oil change based on the analysis results. (You can select the displayed interval by changing it in the drop-down list).
3. This shows you which of your samples are currently being analysed by the lab.
4. This shows you which samples have been registered/are on their way to the lab.
5. Here you can see if there are any new analysis reports that you have not yet read.

New user?

Start by creating your systems in the portal

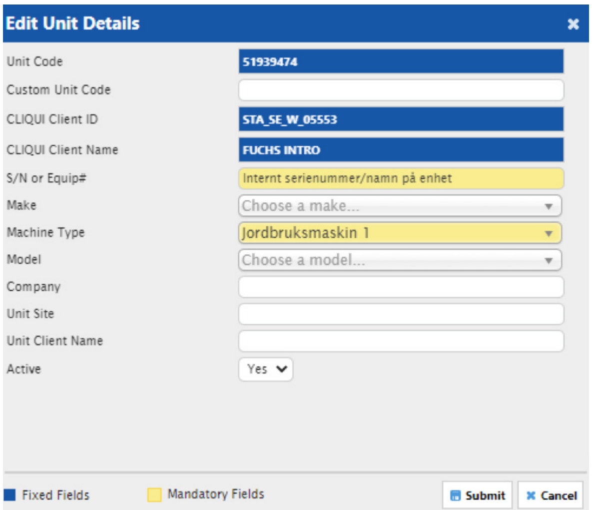


The first thing to do as a new customer is to set up your systems. This is done under the Admin tab in the menu.

You can find your company or site under the Clients heading. If you have access to several different sites or companies, they will all be shown in this list. The term CLIQUI is used in the web portal and stands for Client Quick Id. Your CLIQUI is unique for your site/company and is your database in the web portal.

Create your units under the "Units for CLIQUI" tab. To create a new unit, click the green "+" button on the bottom left in the "Units" box.

These can be engines, machines, cranes or other equipment. Enter as much information as you can in the fields, as this will help to distinguish between your different units.

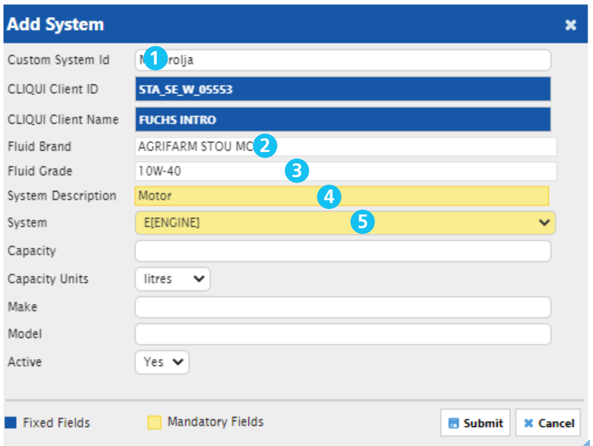


Each unit can have one or more different oil systems. By selecting your unit, you can then enter which oil systems the machine or crane has that you want to sample. To create a new system, first select the unit and then press the green "+" button on the bottom left in the "Systems" box.

Fill in the systems under the "Systems for Unit" heading. These are your sampling points. When creating a system, it is important to ensure that the information is correct. The information you enter here will affect how the results are interpreted in the analysis reports.

Add System

When you create a system, some fields are highlighted in blue and cannot be edited. You must fill in the fields highlighted in yellow. It may be helpful to consider the following when creating a system:



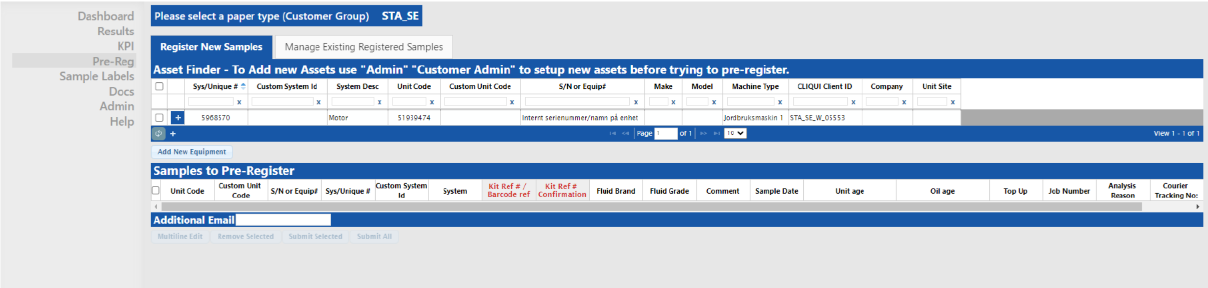
1. Enter any internal ID/serial number/name you may have for the system so that you can identify it more easily.
2. Enter the brand of oil in the system. NOTE: select from the drop-down list if possible! We have product-based warning limits for FUCHS products, so we can alert you as quickly as possible if anything in your oil doesn't look as it should. The system must recognise the product you enter on this line in order to apply these product-specific limits to your sample. You should therefore select the default names in the drop-down list if possible. If the product is not given in the drop-down list, there are no product-specific limits. If you are registering a FUCHS product that is not on the list, please contact us at **fse-alert@fuchs.com** so we can enter the limits in the system. If no product-specific limits are given, general limits based on the type of oil will be applied (motor oil/hydraulic oil/ turbine oil, etc.).
3. Enter the grade of your oil here. If there are no product specific limits for your oil, the viscosity of your samples will be evaluated against the grade you have entered here (32/46/320 etc). Enter the grade even if it is already given in the name of the oil.

4. & 5. Here you select the type of oil in your system and thus which analysis package to apply to the sample. If you have any questions about which analysis package to choose, you can always contact our application engineers and they will help you set up your systems. More information on which analyses are included in the different analysis packages is provided on our website.

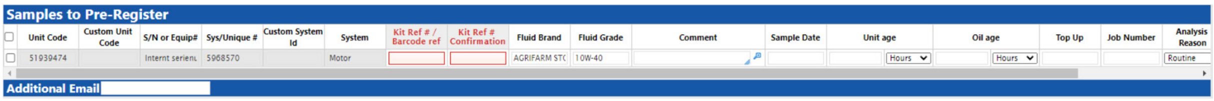
Once you have created your units and systems, you can start registering and then sending in samples to the lab. You can only send samples to the lab in special sample bottles that you order from the same provider as your other FUCHS products. If you have any questions or need help setting up your machines or systems/sampling points in Lubetrend, you can always get help from our application engineers.

Registering samples

When it is time to take an oil sample from your system, first register the sample in Lubetrend. This is done in the **"Pre-Reg"** tab in the menu.



Opening this tab displays a list of your oil systems/sampling points. You can search for the right system by filling in information in the empty fields at the top below the headings. Then press the plus button to select the systems from which you wish to send samples. You can also add several sampling points at the same time.



Once you have added a sampling point, you can then enter additional information on the sample you are sending in. The most important fields are the two highlighted in red. This is where you fill in the QB code on the sample bottle you are sending. You should fill in the same information in both fields. It is important to include not only the numbers but also the letters "QB" (e.g. QB123456). This code is the link between the lab results and your system. If you enter the wrong code, you may not receive a report for your sample in the system.

You can select between different options in the "Analysis reason" column:

Routine Hydraulic + MPC

– If you also want to analyse varnish in your hydraulic oil *(Alert – 250 ml sample bottle)*

Turbine - Large bottle

– If you send in a turbine oil sample and use the special sample bottle for turbine oil *(Alert – 2 litre sample bottle)*.

RULER only

– If you only wish to analyse RULER in your sample *(Alert – 100 ml sample bottle)*

Routine

– For all other analyses (default)

(Alert – 100 ml sample bottle)

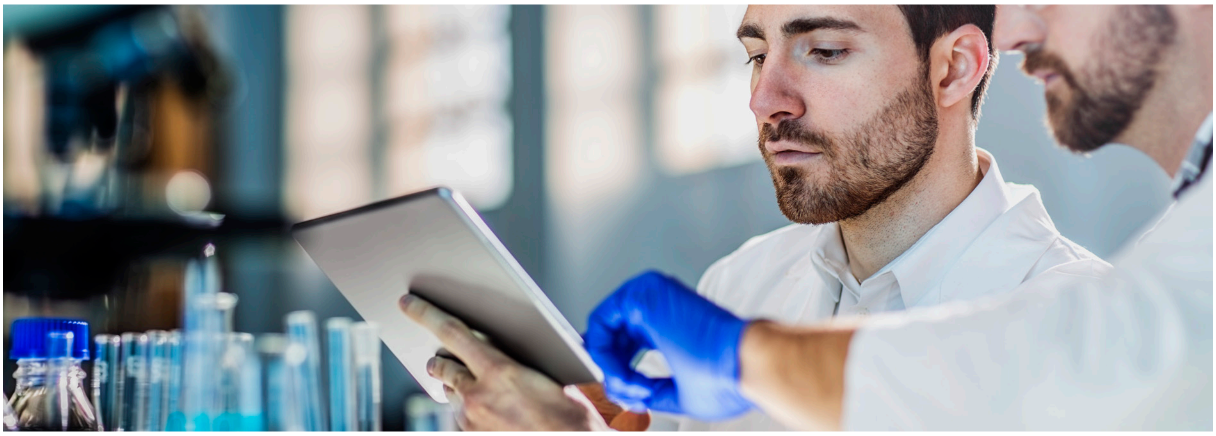
You can also include additional information, such as the age or operating time of the oil or machine. You can include additional information in the comment field, such as "sample from top/bottom" etc. This may also be simple information for the lab if necessary. Note: the comments will not appear in the analysis report.

You can then send in your sample by clicking the button at the bottom. The sample will appear on your dashboard under Pre-reg/In-transit. A Pre-reg email with the information you have entered will also be sent to your registered email address. *Tip: Save this email until you have received the sample analysis report*. If you are missing a report because you entered an incorrect QB code, for example, we can easily help you find your report and link it to the correct system again. In this case, you can contact us at **fse-alert@fuchs.com**

Sending in your sample

Address labels and instructions on how to send the sample to the lab are available on our website.

Click here for instructions



Results

After approx. 10 days, the analysis results will be sent to you by email and will also be registered in Lubetrend. You can find all results reports under the "Results" tab.

The default view shows reports sent within the last 12 months. You can change the time interval if you want to see older reports.

Your previous test results for a system will be shown as historical data in your analysis report, so you can follow trends in the system. Any results deviating from expected values will be flagged yellow (warning limit) or red (action limit). A summary of the diagnosis is provided at the top of the report, with any recommendations based on the results, such as whether the oil should be filtered or replaced.

Do you have any questions about what actions you should take based on your results? Please contact our application engineers for help.

Who in your company has to see the information?

If you need to increase the number of recipients for one or more systems, you can add more email addresses in Lubetrend. All recipients will then receive the analysis report once it is available. You can also change your email address if it is incorrect.

This is done under the Admin tab. A menu button is provided in the left corner of the three "Client/Unit/System" boxes. Hold the mouse pointer over "Menu" on the bottom left. There you can select "Edit contacts" and add the email addresses that should receive reports. You can add a new user by clicking the green "+" button in the lower left corner. If you add an email address on the Client level, the results will be sent for all systems in the company. You can limit which analysis reports are sent to a contact by placing it on the Unit or System levels.