

October 15, 2024

<<Company Name>>
<<Company Address>>
<<City, State, Zip>>

Account #: <<Account Number>>
Email(s) on file: <<Email address(es)>>

Dear valued OilChek® lab customer,

When I took over management of the lab in the early 2000s, folks were still driving around with flip phones and stand-alone GPS devices in their vehicles. 20 plus years later, technology has advanced, and things have changed quite a bit. The U.S. Lubricants lab and facilities are no exception to this.

To serve our customers better, we have made the decision to transition our used oil and coolant analysis programs to an exclusive mail-in testing program in partnership with POLARIS Laboratories®. With this change, you will be able to take advantage of many new benefits:

- **Increased Efficiencies.** With this new program, you will be able to store all your equipment and component information in one place, easily submit sample and testing information at the click of a button. No more handwriting!
- **Quicker Turnaround and Self Service.** While I care about my customers and enjoy helping them out, the new online platform (HORIZON®) will allow users to update emails, pull more in-depth reports, and order sample kits whenever it's most convenient for you. There's even a mobile app!
- **Enhanced Support.** More lab locations, additional customer service staff, and live/on-demand training and webinars ensure you always have the information you need, when you need it.

Within the next few weeks, you will receive an email from fluidanalysis@eoilreports.com (HORIZON®) to the address above to activate your online account. If you're unable to locate the email by October 31, after checking both your inbox and spam folders, please contact our lab customer service team by calling 833-268-0223 or emailing custserv@eoilreports.com.

Moving forward, we will no longer be accepting local sample drop-offs at our Kimberly facility. You may continue to mail in any remaining sample kits you have. Until at least the end of the year, we will forward samples on your behalf to the POLARIS Laboratory closest to us. All new kits must be ordered through the HORIZON platform. A PO is required, but a name and date are acceptable if no formal PO can be generated.

While the way we administer used oil and coolant testing is changing, our team of technical experts is still here for you. We're happy to analyze your results and help find a solution for any subpar sample results. For more information, scan the QR code in the bottom right corner to view the comprehensive OilChek® User Guide. The guide, updated pricing information and more can also be found at usoilchek.com.

Thank you for trusting us with used oil and coolant testing needs!



Scott Vanevenhoven
OilChek® Lab Manager, U.S. Lubricants



Scan the QR code to see
the full OilChek® User Guide

