

Fluid Analysis Program

FREQUENTLY ASKED QUESTIONS

WHAT IS THE VALUE OF THE FLUID ANALYSIS PROGRAM?

Regular fluid sampling provides the information you need to identify trends that can indicate potential problems or potential failures. Proactively addressing these problems maximizes asset reliability, optimizes equipment performance, and improves efficiency.

WHY SHOULD I USE THE FLUID ANALYSIS PROGRAM?

In addition to the powerful data management system, Rehlko has used fluid analysis information throughout the development of the engine and generator. The established baseline of fluid performance means the Rehlko service network can better assist with troubleshooting based on fluid test results. Finally, the Fluid Analysis Program is supported by a documented quality system you can depend on. The independent testing laboratory is ISO 17025-2017 accredited—the highest level of quality attainable by a testing laboratory.

CAN MY RESULTS BE TRANSFERRED FROM ANOTHER FLUID TESTING PROGRAM TO REHLKO?

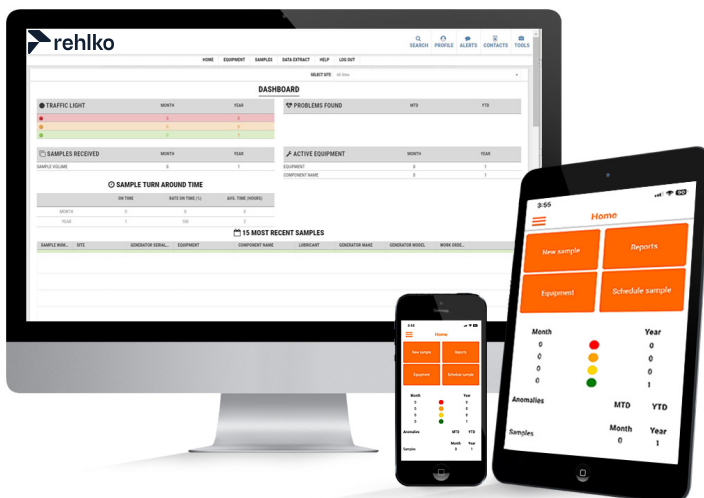
Yes, contact your Rehlko distributor to start the process.

HOW DO I INTERPRET THE RESULTS OF MY FLUID ANALYSIS REPORT?

In your report a data analyst will identify unexpected results and, if necessary, recommend actions for rectifying significant changes in the fluid or unit's condition. Every fluid analysis report will include comments, recommended actions, and justification for those actions.

WHAT IF I NEED A TEST THAT IS NOT PART OF REHLKO'S STANDARD PACKAGE?

SOFIA may recommend additional tests after analysis or you may need a test not included in a standard package. When that happens, your Rehlko distributor can order directly from SOFIA when they submit your sample data online. Samples are kept for 30 days after arrival before being disposed.



FREQUENTLY ASKED QUESTIONS (CONT.)

WHERE WILL MY FLUID SAMPLES BE PROCESSED?

Each kit includes a label addressed to the laboratory located in Naperville, Illinois. To contact the lab directly, please e-mail ogc.ocm.chicago@sgs.com or call 630-548-3921.

WHAT FLUID TEST PACKAGES DOES REHLKO OFFER?

Rehlko offers seven fluid analysis tests. These are the part numbers and tests:

- SVC056 – Basic Oil Test Kit
- SVC057 – Advanced Oil Test Kit
- SVC058 – Coolant Test Kit
- SVC059 – Basic Diesel Fuel Test Kit
- SVC062 – Basic Diesel Fuel + Biodiesel Test Kit
- SVC064 – Advanced Diesel Fuel Test Kit
- SVC065 – 8 Point Fuel Sample

WHAT ELSE CAN I DO IN THE FLUID ANALYSIS WEB PORTAL?

Use the Rehlko browser app rehlko.sgs.com to:

- Submit sample information electronically to minimize errors and speed up laboratory processing time (also available on the mobile app)
- Monitor sample status
- Update component information online
- Determine common failures by location or equipment

HOW CAN I PURCHASE THE CORRECT KIT FOR MY GENERATOR?

Fluid analysis kits may be purchased from all Rehlko generator distributors and dealers, or ask them to include fluid analysis with your regularly scheduled maintenance.

HOW FAST WILL I GET MY TEST RESULTS?

After the lab receives your sample, they conduct the necessary testing, analyze the results, and then send the results and recommendations back to you. This normally takes 24 to 48 hours.

WHERE DO I FIND MY RESULTS?

To locate your results, please visit <https://rehlko.sgs.com/> or log into the Sofia app on your mobile device. Work with your Rehlko distributor to set up an account to receive test results directly.

- Email: Sample report will be automatically sent to the email addresses on file. Daily or weekly summary reports are available if individual emails are too difficult to manage.
- Rehlko Web Portal: All reports can be found by logging into <https://rehlko.sgs.com/>. This is also where you can manage email subscriptions for yourself and others.

For more information about Rehlko products and Rehlko genuine parts, please visit

www.rehlko.com



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