

**KEEPING THE
WORLD
RUNNING
SMOOTHLY.**



SUPPORT AND SERVICES

StarWest
PETROLEUM LTD.



From R&D and Oil Analysis to dedicated field service, we are here to support you.

Our Top Tier Lubricant Management Program, tailored to your needs, with formulated products designed for heavy loads and long hours.

SUPPORT AND SERVICES



FROM R&D TO DEDICATED FIELD SERVICE, WE'RE HERE TO SUPPORT YOU

Star West Petroleum has a dedicated team, and support from our lubricants manufacturers, leading with Phillips 66. For decades, Phillips 66 Lubricants has provided heavy equipment operators with custom products as well as supply and delivery systems. Phillips 66 has earned the reputation for leading the way in advanced, high-quality products. The state-of-the-art research and development facility is just the tip of

the iceberg in the way that we jointly work to support you in your daily operations and help to improve your overall bottom line. We have a highly trained Technical Service Group available to perform lubrication assessments, hydro carbon audits, thermography inspections and more. Our team is here to service all your lubrication needs.

TECHNICAL SERVICES GROUP

Our experienced Technical Services Group is the backbone of the products we sell. When you purchase Phillips 66-branded products, you are purchasing products that have been approved for use by OEM Standards. The Technical Services Group is involved in the field testing of mining, forestry and construction products and knows the applications inside and out. We are always available to assist you in maximizing performance.

Contact the Technical Services Group for help with:

- ✓ Assisting with product selection and optimization
- ✓ Lubrication Optimization Assessments
- ✓ Testing – Oil Analysis Program, and interpreting results
- ✓ Technical Assistance and Training
- ✓ Complete Inventory of Bulk and Packaged Lubricants
- ✓ Full Inventory Services including Tank Monitoring
- ✓ Bulk and Equipment Tagging and Labeling
- ✓ Operational Cost Savings Projects
- ✓ Hydro Carbon Audits
- ✓ Customized Product Formulations

DEDICATED FIELD SERVICE AND SUPPORT

Consider us an integral part of your lubrication team. Joshua Mercer is our in-house Technical Service specialist, available to provide hands-on support, offer product advice and train your staff. He knows your heavy equipment needs and will work with your maintenance teams to ensure the lubricant products are applied correctly and working properly. Josh always looks for opportunities to help your maintenance staff maximize equipment life and operations continuity.

The Technical Services Group

- Star West Petroleum – In House Technical Support and Training
- Phillips 66 – Research and Development, Product Formulations & Technical Support
- Phillips 66 - North American Mining Group, Field Services
- Petron Corporation – Global Lubricants Technical Support
- Summit Lubricants – R&D Industrial Experts, Air & Gas Compression Specialists - Synthetics



Joshua Mercer, CLS, MLAIL.
Director, Technical Services and Training
STLE Certified Lubrication Specialist
ICML Certified Machine Lubricant Analyst II

PRODUCT EXCELLENCE



LUBRICANTS



We have selected our partners carefully to bring you the best quality products that fit your application.

Phillips 66 Commercial Lubricants Division guarantees that its Phillips 66 branded lubricants meet or exceed the specifications stated by Phillips 66 for each product, and that they are free from defects. Therefore, Phillips 66 will pay for parts and labor deemed reasonably necessary to repair damage to engines or other pieces of equipment if it can be demonstrated that the damage was caused solely and directly by a breach of this warranty by Phillips 66. All products are warranted and come with a Quality Guarantee.

Since 1982, **Summit Lubricants** is recognized as an industry leader in synthetic lubricant technology and produces a line of over 500 products to service almost any industrial application. Summit's commitment to an ongoing research and development program keeps its products on the leading edge of lubrication technology. Their product manufacturing plant, located in Tyler, Texas is ISO 9001:2015 certified for quality and ISO 14001:2015 certified for environmental protection.

Founded in 1968, **Petron Corporation** is an ISO 9001:2015 registered company specializing in the formulation and production of specialty products which solve problems for mining and heavy industrial customers. Petron prides itself on being an industry leader in providing Open Gear Lubricants that not only meet but exceed major OEM requirements.

SUPPORT AND SERVICES



TOP TIER LUBRICANT MANAGEMENT PROGRAM

Our focus has always been service, exceeding your expectations, based on our customized **Top Tier Lubricant Management Program**. These have included Oil Analysis Programs, consistently upgrading lubrication assessments, product consolidation, troubleshooting issues, and developing drain extension protocols to maximize equipment life. We have assisted and made recommendations on bulk lube storage and handling. We have worked closely with maintenance personnel to improve oil cleanliness through improved filtration methods and on-site training for lubricant storage and handling.

Top Tier Lubricant Management Program

1. Oil Analysis Program
2. Drain Extension Protocols
3. Extending Critical Equipment Component Life
4. Specialized Underground Mining Lubricants
5. Lubricants Product Consolidation
6. Maintenance Personnel Training
7. Product Trials
8. Lube Oil Storage Assessment and Recommendations
 - DEF Management
 - Conversion of Packaged Products to Bulk
9. Environmental Initiatives and Lubricant Products
10. Customized Product Formulation



Star West Petroleum Ltd has achieved Phillips 66 TOP TIER Marketer status for exceeding quality, safety and environmental operations standards.

The elite recognition is awarded to a select number of Phillips 66 Lubricants distributors that have exceeded the company's rigorous Marketer Operations, Safety and Environmental Standards.

R&D

Located in Bartlesville, Oklahoma, the Phillips 66 Research and Development (R&D) facility occupies seven laboratories full of state-of-the-art testing and development tools. Highly trained and well-respected team of researchers provide expertise in all areas of lubricant development and use for our customers. R&D works closely with the Lubricants Product Management and Base Oil Sales and Marketing groups to consistently ensure that we produce the highest performing, most robust products. Some R&D activities include:

- Developing new and revolutionary products
- Establishing performance, manufacturing and chemical specifications for all lubricant products
- Handling and solving complex product issues
- Representing us at lubricants industry technical and specification meetings



CLEANLINESS AND QUALITY

To help ensure clean, top-quality products are delivered to customers, We routinely inspect and monitor proper storage and handling practices. Product cleanliness is the cornerstone of good lubrication, so our chain of custody process ensures our lubricants perform as intended. We offer:

- Bulk storage tanks with labels meeting government requirements, sample collection for quality-control auditing, and vented breathers to prevent moisture, particulate and other contamination. "Keep it Clean and Keep it Dry"
- Filtration at customer locations to ensure contamination of new oils doesn't occur, from finished product to customer delivery.

- Sample retention of finished lubricants and products delivered to the end user—so samples are available should quality questions arise.

To ensure ultimate fluid cleanliness, filtering at the final point of putting the fluid in service is most effective. We recommend limiting the micron size to seven microns for heavy-duty lubricants and five microns for industrial lubricants. It's also important that proper dilution and methodology is strictly followed to provide results that are accurate and count actual harmful particles. Spot checking with patch tests, which are low-cost and accurate, is recommended.

OIL ANALYSIS

In an environment where equipment is expected to run 24 hours a day, 7 days a week under extreme conditions, downtime caused by equipment failure can quickly put a company out of business. Oil analysis is made easy with **AnalysisPlus**, which gives you snapshots of the condition of both the lubricants you're using and the unit you're monitoring, across time. Identifying minor problems before they become major failures will save you money and unscheduled downtime, and is a timely, cost-effective way for you to maximize equipment reliability and boost company profits.

- Establish efficient drain intervals
- Reduce downtime
- Increase asset reliability
- Extend equipment life with confidence
- Reduce costs

Oil analysis helps detect equipment failures in progress and assists in finding the root cause of a problem as well, to help aid you in preventing failures and costly losses in production. Harsh operating conditions, extreme load variations and the high-dollar costs involved in equipment replacement make fluid analysis a necessary part of doing business in the mining industry. Routine testing identifies small problems before they



We partner with Polaris Labs, and our combined buying power has proven to save our customers up to 50% on their previous oil analysis costs.

become major failures, allowing you to meet the demands of your business on time. No matter what the application—mobile or stationary equipment in your operation—if equipment is down, it's costing you money. Highly contaminated operating environments, extreme operating conditions and the economics of equipment replacement only increase the value of oil analysis as a necessary part of managing asset reliability.



PHILLIPS 66 TECHNICAL HOTLINE: 877.445.9198

The product specialists in the hotline group manage and respond to technical inquiries for the hotline, answer questions on all four of our brands, provide technical advice, assist with product training, prepare customer-focused seminars and assist in lube surveys.

Customers can contact the hotline for information on:

- Any Phillips 66 lubricant product question
- Lubrication fundamentals
- Product applications and recommendations
- Competitive cross-reference information
- OEM recommendations
- Troubleshooting or any other lubricant-related issues

PROCESS IMPROVEMENTS

Star West Petroleum has a proven methodology for process improvements. We have utilized these processes to support new customers with best practices, and provide innovative new approaches to existing challenges. Examples include:

1. Creation and implementation of spiral bound equipment lubrication guides as quick reference for mobile maintenance personnel.
2. Designed, printed and delivered Heavy Duty Lube Charts which are poster size and laminated for display in the shop facility.
3. Colour-coded product identification tags and labels for fluid compartment designation.

ONSITE LUBRICATION TRAINING

Lubrication is our specialty, and training of our customers' maintenance personnel is critical to the success of our business relationship. Training is conducted by experts in the field of lubrication, and we can customize the training to meet your specific needs. Both in person and live on-line options available.

ON-SITE LUBRICATION ASSESSMENTS

It's important to make accurate and practical lubricant recommendations. We ask for our customers' full cooperation as we conduct a lubricant assessment. These assessments, which are evaluated according to OEM recommendations and operational conditions, eliminate the guesswork in diagnosing potential equipment maintenance problems. Our personnel evaluate all assessments thoroughly and make recommendations based on industry standards and real-world experience.

SOLUTIONS FOR THE DAILY GRIND.

Phillips 66® Lubricants offers a complete line of products for a wide variety of industries.
Check with your supplier today for more information and product availability.



For more information, call Star West Petroleum 1 855 880 7827 www.swpetroleum.ca

Star West
PETROLEUM LTD.