



May 21, 2024

Dear Customer,

We are always looking for ways to continuously improve our service to you and right now we are happy to share some news for our Used Oil Analysis (UOA) users. We're introducing a new, more eco-friendly sample pack for your Marine UOA starting May 2024 with the added benefit of making our UOA service safer and more streamline.

For your convenience we are introducing a single pack which is suitable for both standard UOA and Scavenge Drain Analysis (SDA) samples. These new packs simplify sample collection with everything you need in one place, including clear instructions for using our DHL* pick-up service.

These new sample bottle packs will help to reduce both oil and plastic waste as well as helping us limit exposure to potentially harmful materials and reducing the risk of injury throughout our laboratory network.

We have also simplified the labels we ask you to attach to all sample bottles, using a single label template. Labels will need to be printed as and when you need them. This can be done from our Labcheck Portal # (<https://labcheck.castrol.com>) with simple instructions on how to access and print them.

##If you are a new user please let us know your email for us to register it – this will enable you to create your account in the portal.

Our aluminium bottle packs for refrigeration compressor oils will be unaffected and we strongly encourage using these metal bottles for all refrigeration compressor oil samples.



Description :

Here's what you'll find in the new pack:

- 14 x 100ml bottles
- new standardised label pack
- instructions on labels and label printing
- direction on using our DHL courier offer for shipment of samples to our UOA lab*.
- 2 DHL bags*

*The DHL Courier bags can be used for shipping UOA samples under an agreement reached between bp and DHL. This utilises DHL's Express service and includes DHL GoGreen carbon neutral solution.



We are encouraging all customers to make use of this offer and as incentive the use will be complimentary for the remainder of 2024 with a nominal \$5 fee per sample in place from beginning 2025 for all samples shipped this way. This will be included in your routine used oil analysis invoices.



Additional supporting materials

Simple one-page new guides on completing the submissions for DHL to pick up your samples and for printing the labels to go on to the sample bottles are included in the pack.



For a detailed guide on label printing, instructions completing the DHL submission forms or any other questions, visit our Labcheck Portal (<https://labcheck.castrol.com>) or contact your technical service engineer.

Frequently Asked Questions

1. How do I order the new sample bottle packs?
 - A. Please follow your existing ordering process, there are no changes required when ordering these new sample bottle packs.
2. Should I use these samples bottle packs for all of my UOA samples?
 - A. The new sample bottle packs can be used for all standard UOA and SDA samples. We strongly encourage the use of our aluminium sample bottles for refrigeration compressor oils.
3. Why did you change from the existing bottle pack?
 - A. A detailed review of operations across our laboratories highlighted the amount of oil and plastic waste generated through our UOA process. It also highlighted safety risks through repetitive manual handling with potential for exposure to potentially hazardous materials. The new bottles will help alleviate some of this risk as well as helping to reduce waste.
4. Why did you change the label design?
 - A. The new label is simpler and easier to complete whilst retaining all of the essential information crucial for accurate registration at our laboratories.
5. How do I print the new labels?
 - A. A short instruction is included in the sample bottle pack. If you require a more detailed step by step guide one can be provided on request.
6. What if my sample point is missing, I need a new sample point, or I have a non-routine sample?
 - A. In any of these cases please reach out to your technical service engineer.
7. How do I access the DHL courier offer?
 - A. A short instruction is included in the sample bottle pack. If you require a more detailed step by step guide one can be provided on request.
8. Will I be charged for using the DHL packs and courier offer provided by bp?
 - A. A flat fee of \$5 per sample is in place for using the DHL courier service. As an introductory offer, this \$5 fee will be waived throughout 2024. Invoicing will begin for all samples sent after 1st January 2025 that make use of the DHL courier service and will be processed alongside your existing UOA invoicing.
9. Do I have to use the DHL courier service and bags provided?
 - A. There is no mandate to use our DHL courier service. Customers are free to use a courier service of their choice.
10. Where can I find Safety Data Sheets (SDS) for used oils?
 - A. Click on "Help" tab in the Labcheck Portal and download the SDS for oil samples or SDA samples. Alternatively, you may use this link (<https://msdspds.castrol.com/>) and use the search term 'Used' in the product field of the search page.
11. How do I log-in to the Labcheck portal?
 - A. Please use the URL (<https://labcheck.castrol.com>) and follow the on-screen instruction. You will need to provide an email upfront so you can create your log-in credentials in the portal.