



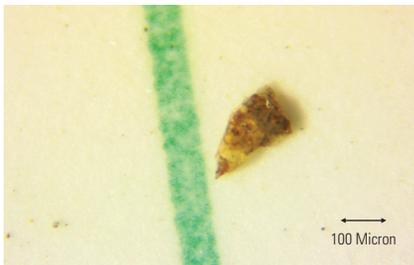
# REDUCING WARRANTY CLAIMS WITH THE CHEVRON ISOCLEAN® CERTIFIED LUBRICANTS PROGRAM

“ The Chevron ISOCLEAN® Certified Lubricants solution will produce significant savings and ensure customer confidence by reducing warranty claims. ”

*Plant Manager  
Equipment manufacturer, Oregon*



Chevron SmartFill™ labels ensure the correct Chevron Certified lubricant is installed.



Contamination level of initial gear oil  
ISO Cleanliness Code 20/17/12.

## The Challenge

A leading manufacturer of crushing and screen equipment for the aggregate industry was concerned they could be experiencing an increased number of warranty claims due to quality control issues. Maintaining a high level of customer confidence and reducing unnecessary warranty cost was critical to the strength of the company's brand and business. The company took immediate action with the engineering team taking the lead on the investigation process. They engaged their key suppliers to assist in this effort.

## Investigation and Site Assessment

A team of experts from Carson Oil, a leading Chevron Marketer, and local Chevron Lubricants technical personnel conducted a thorough investigation, including an on-site assessment of the manufacturer's facility. Samples of the initial fill gear oil and hydraulic oil were sent to an independent oil analysis lab for extensive testing to ensure they were meeting the manufacturer's performance and cleanliness requirements. The results of the samples pulled from the oil handling path at the plant showed the current gear oil and hydraulic fluid used for initial fill did not meet the manufacturer's cleanliness requirements. The gear oil had an ISO Cleanliness Code of 20/17/12 and the hydraulic oil had an ISO Cleanliness Code of 17/15/11.

## Solution - Start Clean and Stay Clean

To minimize the negative side effects of contamination wear on future warranty claims, Carson Oil implemented the Chevron ISOCLEAN® Certified Lubricants Program. The manufacturing is now starting with a Chevron Meropa® XL 150 - ISOCLEAN® Certified gear oil at ISO Cleanliness Code 17/15/12 and Chevron Rando HD 46 - ISOCLEAN® Certified hydraulic fluid at ISO Cleanliness Code 14/12/10, which meet the engineering department's requirements for both performance and cleanliness. Carson Oil has implemented the Chevron SmartFill™ label program in the plant, including on the plant's storage tanks, to ensure the correct Chevron ISOCLEAN® Certified Lubricant is installed into the correct components during the assembly process. Desiccant breathers were installed on every bulk storage tank in the plant to ensure contaminants are not being ingressed into the clean certified oils.

## Results - Extended Component Life and Reduced Warranty Claims

The manufacturer's engineering group and management is confident the switch to the Chevron ISOCLEAN® Certified Lubricants program, including the Chevron SmartFill™ labels and installation of breathers on the bulk storage tanks, will reduce possible future warranty claims. Comparing the initial cleanliness of the plant's lubricants to the new cleanliness of the initial fill fluids using the Noria component Life Extension table, the manufacturer anticipates an extension of two times longer life for the system components by initial filling with the new oils that meet the required cleanliness level.

Contact us to learn more about  
**Chevron ISOCLEAN®  
Certified Lubricants:**

[www.chevronlubricants.com/ISOCLEAN](http://www.chevronlubricants.com/ISOCLEAN)  
**Chevron Customer Sales Department**  
**1-866-354-4476**  
**LUBE-TEK 1-800-582-3835**



**CLEAN. REDEFINED.**