

30 YEARS OF SHELL EXPERTISE APPLIED TO EVERY ANALYSIS

Shell LubeAnalyst



INTRODUCING SHELL LUBEANALYST

Dear Valued Customer

We are pleased to announce the launch of **Shell LubeAnalyst**, which will replace the Shell Rapid Lubricants Analysis service with a new and improved offering. Shell LubeAnalyst will come into effect on 15 April 2019.

NEW FEATURES

UPGRADE TO THE REPORTING WEBSITE

Our reporting platform has undergone a major upgrade with new and enhanced functionalities. We want to ensure that you experience a smooth transition to the new system.

As a **current user** of our service, you will soon receive a secure invitation to activate your account on the upgraded portal. * Please follow the instructions in the email to get access to the great new features. Ensure that you check your spam folder for the activation email.

If you choose not to register for portal access, no action is required. You will continue to receive reports as usual via email.

The new URL for the customer portal is www.lubeanalyst.shell.com. If you are in China, please visit lubeanalyst.digitalshell.com.cn.

*We recommend using Google Chrome for the best user experience.

NEW REPORT FORMAT

Our new used oil analysis report format has been developed to give a better overview of the results and easy interpretation.

- 1 Customer and equipment data section
- 2 Diagnostic section: Our engineer's comments and recommended actions
- 3 Sample data section:
 - a. New traffic light design for sample condition
 - b. Wear
 - c. Contamination
 - d. Additives
 - e. Oil condition
 - f. Graphs

Note: The overall layout may differ according to the type of tests performed.

IMPROVED CUSTOMER PORTAL

The new customer portal will provide an enhanced user experience through its fresh design and intuitive navigation. Your personalised dashboard contains interactive charts and widgets highlighting samples of interest and information of importance. From the homepage you can gain an overview of your entire fleet or compare individual assets, thereby easily reviewing data week to week, month to month or year by year.

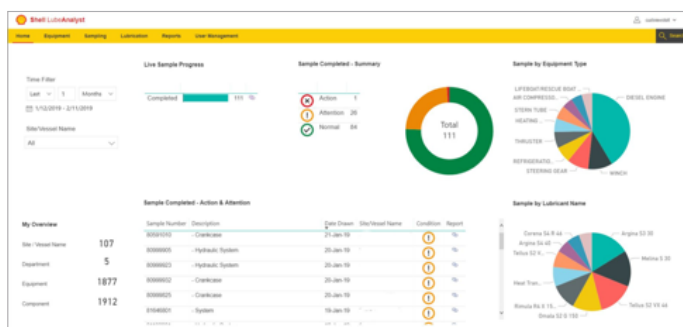
NEW LUBRICANT SURVEY FORMAT

Shell LubeAnalyst provides access to an equipment library holding a record of every piece of equipment and lubricant recommendation for your rig or vessel. A lubricant survey for your rig or vessel will be available for download soon.

SAMPLE PRE-REGISTRATION

Shell LubeAnalyst has an exciting new feature that enables fast and simple pre-registration of samples with label printing. This removes the need for you to fill out paper labels manually for each sample, and improves the efficiency of sample processing. You can access this new feature from the Sampling menu on the main page.

Alternatively, you can continue to fill in the labels manually from the sample kit without changing your current procedure. Please



refer to the leaflet inside the refill kit for more information on how to complete all the required sections.

SAMPLE TRACKING

Confirmation of sample registration can be monitored from the main page or you can check the progress of your sample at any time by using the sample tracking feature within the Sampling menu on the main page. You can even enable automatic email notification to confirm when your samples have been received and registered by the laboratory.

During the changeover period, we will endeavour to maintain the same high standard of service that you are used to; however, it is possible that you might experience some short delays in receiving reports.

Over the next few months, you may still continue to receive Shell Rapid Lubricants Analysis materials such as refill bottle kits. You can continue to use these until further notice.

Please contact your Shell Marine technical representative or account manager if you have any further enquiries.