

2021 ECAN Fluid Analysis Bottle Standardization

Frequently Asked Questions - Customer

(Also see [“Our Process”](#) and [“Shipping Instructions”](#) for more detailed instructions)

Product

Description	Quantity	Old			New		
		PN	SOS	Lid Color(s)	PN	SOS	Lid Color
Basic Oil Analysis Kit	1	A5000	963	Black	SOSOIL	263	Cat Yellow
		QA5000	963	Red			
		MA5000	963	Red			
Basic Oil Analysis 10 Kits	10	A5001	963	Black	SOSOIL-X	263	Cat Yellow
		QA5001	963	Red			
		MA5001	963	Red			
Basic Oil Analysis 50 Kits	50	A5002	963	Black	SOSOIL-L	263	Cat Yellow
		QA5050	963	Red			
Basic Oil Analysis 100 Kits	100	A5003	963	Black	SOSOIL-C	263	Cat Yellow
		QA5100	963	Red			
Coolant Analysis Level 1 Kit	1	ZA102	963	Black	SOSCOOL	263	White
		QZA103	963	White			
		MZA103	963	White			
Coolant Analysis Level 2 Kit	1	ZA103	963	Red	SOSCOOL2	263	Orange
Diesel Fuel Analysis Kit	1	ZFUEL	963	Black	SOSFUEL	263	Blue
		MFUEL	963	Black			
		QFUEL	963	Black			



Test Type	Part #	Service Description	Brief Description of the Analysis
Basic Oil Analysis	SOSOIL SOSOIL-X SOSOIL-L SOSOIL-C	S•O•S SM Kit S•O•S SM 10 Kits S•O•S SM 50 Kits S•O•S SM 100 Kits	Elemental Analysis (23 Elements) - ASTM D5185 Water contain by Crackle Test Fuel dilution via GC when needed Glycol via GC when needed Oil condition analysis for soot, oxidation, sulphation & nitration – ASTM E2412-04 – FTIR Method Viscosity at 100°C – ASTM D445 ISO Particle Count on filtered systems, except engines
Coolant Analysis Level 1	SOSCOOL	Coolant Level 1 Basic Analysis Kit	Elemental Analysis (14 Elements) Glycol %, freeze point, boil point pH Conductivity Nitrite levels Physical characteristics of coolant; foaming, color, oil contamination, precipitates, and odor
Coolant Analysis Level 2	SOSCOOL2	Coolant Level 2 Advanced Analysis Kit	Coolant Level 1 Analysis Total dissolved solids Chloride/Carbonate/Sulfate Glycolate Phosphate Sebasic Acid
Diesel Fuel Analysis	SOSFUEL	Diesel Fuel Analysis Kit	Elemental Analysis, with Sulfur API Water contain by Karl Fisher Bacteria (if water is positive) Visual Inspection ISO Particle Count

- Q1. Should I expect to pay more for these new SOS kits?**
Current pricing will remain in effect until at least January 2022.
- Q2. What is included in the Fuel Analysis test, and is it the same price in Quebec, Manitoba, Ontario, and Newfoundland?**
The test and interpretation report is provided for the same price, regardless of where the sample is taken, within Toromont.
- Q3. What do I do with my old bottles?**
You may continue to use them until your inventory runs out, and then purchase the new products. We will honor the service formerly provided on previously purchased products.
- Q4. Can I exchange my old bottles for new bottles?**
We will continue to honor the previous services provided (see above).
- Q5. Can I still use the Basic Oil Analysis test Bottle (SOSOIL) for “other” tests, such as Coolant L1?**
The Coolant Analysis Level 1 test has its own bottle – SOSCOOL. This should be used for Coolant Level 1 tests.
- Q6. Are mailing bags included in the new kits?**
Every SOS kit includes mailing bag(s), authorized for pre-paid postage. If pre-registering the sample using the Fluid Sample Information form, be sure to include the Lab portion of the form (with the Customer information and test requests).

Q7. How do I get a hold of someone in regards to my sample and/or interpretation?

You can call the main toll free EMS number 1-866-569-5979, choose the preferred language and then select option 1 for SOS samples. Another option is to email soslab@toromont.com

Q8. What do I do with the QR Code on the side of the bottle?

You can scan the QR code when completing the SOS pre-registration through Cat Inspect. Otherwise, input the number below the QR code to pre-register the sample through SOSWeb.

If registering the sample using the Fluid Sample Information form, it is imperative that you write the number below the QR Code in the “Bottle #” section on the form; this is the connection between the bottle and paperwork to ensure sample results are assigned to the correct equipment/customer account.

Q9. I used to purchase the Additional Test/bottles but they are not offered anymore, weren’t they important for my equipment?

Additional tests remain extremely important and are still performed. We have just changed the way we manage the request and payment of the tests. See Q16.

Registration

Q10. What do I do with the Customer portion of the Fluid Sample Information form?

Once you have written then the QR code number in the “Bottle Label #” section on the Fluid Sample Information form, do the same on the perforated portion to the right. Detach and retain the Customer portion, similar to a coat check or dry cleaning slip, in the event you need to reference the sample info later.

The image shows a detailed form for fluid sample analysis. It includes sections for:

- Customer Information:** Email, Company, Customer No., Address, Contact, Telephone, Serial No., Unit No., Make, Model, Site, Work Order, Sample Date, Service Meter HRS/KMS, Fluid HRS/KMS, Component HRS/KMS.
- COMPARTMENT:** Diesel Engine, Gasoline Engine, Natural Gas Engine, Hydraulic, Differential, Final Drive, Swing Drive, Other, Landfill Gas Engine, Radiator, Transmission, Steering, Fuel, Pump Drive, New Oil.
- ADDITIONAL TESTS:** Ferrous Index (PI), Karl Fisher, Bio-conversion, Particle Count, T.A.N., T.B.N., V40, Level 2.
- COOLANT:** ELC, Hybrid, Water, DEAC, NGEC, ELI.
- FUEL:** Flash Point, Cloud Point.
- Notes/Recent Repairs:** A large text area for recording maintenance.
- Perforated Section:** A section to be detached, containing fields for 'No. Etiquette Bouteille / Bottle Label #' and 'No. de série / Serial Number'.

Q11. What does the Cat Inspect Ready icon on the sample bottle mean?

Cat Inspect is a tool that enables users to perform the pre-registration of a sample. See Q13



Q12. If I pre-register my sample(s) through the Cat Inspect app, can I expect to be able to get the report on the app?

Not at the current time, however you can receive them via email or register/log-in to view all reports online, through SOSWeb.

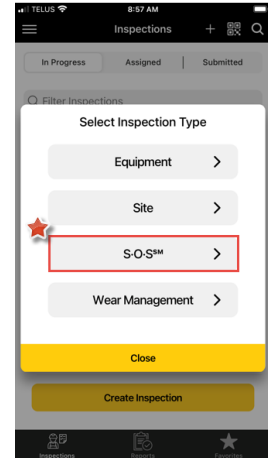
Q13. Can I use Cat Inspect to complete my SOS Pre-Registration?

You can leverage the Cat Inspect 4.0 tool to complete and submit your samples electronically, saving time and effort.

Channel1 offers a short video on how to use SOS Inspection, through Cat Inspect in both languages.

French – <https://www.youtube.com/watch?v=LD80kxih9h4>

English - <https://www.youtube.com/watch?v=kRXgrT28F4I>



Q14. What is the quickest way to get my samples processed?

To secure the fastest turnaround time, pre-register your samples online at SOS Services Web <https://soswebmc.cat.com/cat-sos/samples> or through Cat Inspect using the SOS Inspection. If you pre-register online, you do not need to complete the Fluid Sample Information form.

Q15. How long will it take my samples to get to the lab?

The expected transit time is between 24-48 hours; transit time excludes weekends and statutory holidays. Excluding remote locations. This is fully managed by the shipping company and is dependent on the Carrier's capabilities.

Q16. How do I request and pay for Additional Tests?

Use the Basic Oil Analysis bottle and make your request for Additional Tests through one of the following three (3) options:

- a. Pre-register online through SOSWeb, input the request for Additional Tests and PO# in the Notes section, otherwise call the Lab to provide a valid Credit Card for the incremental price difference between tests
- b. Through Cat Inspect using SOS Inspection, NOTES field in the "Add Compartment" section. Be sure to include test name and PO#, or call the Lab with a valid Credit Card
- c. Pre-register using the Fluid Sample Information form, ensure you have selected the options relative to the services you require on the card, and provide PO# or call the Lab with a valid Credit Card

Shipping

Q17. How can I return my fluid samples?

There are three (3) convenient return options:

- a. Drop-off at a nearby Branch
- b. Drop-off at a Canada Post location
- c. Print and affix your own shipping label, and send through the mail

Q18. Am I able to track the whereabouts of my sample?

The pre-paid shipping label created is unique and can only be used to return one parcel. You will be provided a tracking number for the item through Canada Post. To further inquire about the status of your sample, please call the main toll free EMS number 1-866-569-5979.

Q19. Do I have to pay for shipping my sample?

There is no additional charge for using our standard mailing bags provided with each kit, whether the samples are dropped off at a Toromont CAT Branch, or sent through Canada Post.

Q20. Do I need to print a shipping label and affix it to the mailing bag if I am dropping my samples off at a local branch?

No, you just need to ensure the samples have been pre-registered either online through SOSWeb, using SOS Inspection through the Cat Inspect app, or using the Fluid Sample Information form and the lab portion of the form is included in the bag.

Q21. Can I return Oil & Coolant Sample bottles together, in the same mailing bag?

Oil and Coolant samples in the same bag do not pose any shipping issues. Fuel samples must be returned separately.

Q22. Can I return Fuel Samples with Oil and/or Coolant samples?

No, fuel sample returns must be packed and delivered separately. Please refer to the special instructions specific to Fuel sample handling on our website.

Q23. Can I send Fuel Samples through the mail?

Shipping fuel samples with Canada post is subject to the Handling of Dangerous Goods regulations and involves a more elaborate process; we strongly advise you drop at the nearest branch.