

Shell
Lube**Advisor**

The best advice
delivers the most value

Shell
Lube**Advisor**

DESIGNED TO MEET CHALLENGES



Shell Lubricants



Shell LubeAdvisor

give your equipment the support it requires

Using the right lubricants can significantly improve your operations

Shell LubeAdvisor is specifically designed to ensure that you use the right Shell oil, at the right time, every time. By helping you to improve the lubrication and maintenance practice of your equipment and vehicles, significant benefits can be achieved, increasing productivity, limiting downtime, and ultimately providing you with a competitive advantage.

How Shell LubeAdvisor is delivered

The Shell LubeAdvisor service is delivered through highly trained Shell technical staff consisting of office-based technical helpdesks and field-based lubrication engineers. In addition, there are a number of helpful and convenient tools you can utilise, with the complete Shell LubeAdvisor service offering you a wealth of engineering, technical and application knowledge.

Shell LubeAdvisor's suite of services has been designed to offer different levels of support for different business sizes and applications. We will work with you to develop a service that meets your individual requirements.

Our experience delivering you real value

Delivering value and improvement to your business requires much more than just the best products alone. At Shell, we believe that implementation of lubrication best practice supported by **a team of world class professional technical support staff** is vital if you are to achieve major cost savings and improvements in your business. Furthermore, our experience has shown that knowledge is what makes the real difference and we have more than 50 technical helpdesk staff, 260 field-based engineers, and 20 product application specialists on hand to assist with your business requirements. Their international reach and combined wealth of experience in best practice lubrication makes Shell the right choice for your business.

Members of Shell's technical team on hand to assist you



Name: Ed van Schaik – Field-based Engineer
Age: 44
Country: Netherlands
Experience: Qualified Mechanical Engineer. 21 years in industrial maintenance engineering, six as an Industrial Lubricants Application Engineer. Specialist experience in gas turbines, oil filtration and oil cleanliness.



Name: Pankaj Zavar – Technical Helpdesk
Specialist: Cement and Mining and Technical Helpdesk
Age: 34
Country: India
Experience: Qualified Mechanical Engineer. Four years in handling cement industry (erection, commissioning and maintenance), eight years as a Lubrication Engineer.

Together we can create a service package to suit your specific needs

The Shell Lube**Advisor** service will provide you with expert advice utilising various support and information channels

- **Online technical support** – Central to our technical support are two websites:

Shell Lube**Match**, www.shell.com/lubematch is a free self-help website featuring an interactive vehicle and equipment database that allows you to access expert lubrication recommendations at any time.

The Shell Lube**Advisor** website is an even more extensive tool used by our own technical service teams. It is a technical support resource that includes:

- An interactive OEM vehicle and equipment database
- A lubrication survey tool
- A lubricant specification database
- An FAQ database containing 74,000 questions
- The Shell Lubricants Product Catalogue
- Competitor look-up database for finding comparable products

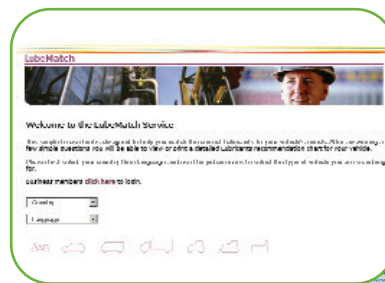
- **Technical helpdesks** – Our technical helpdesks are located in a number of different countries around the world and can provide answers to your lubricants and application questions by telephone, fax or email

- **Field-based Shell Lube**Advisor** support** – Our field-based engineers provide on the ground support carrying out lubrication survey and plant assessments, as well as providing you with more in-depth technical and applications support when required

- **Detailed plant assessment** – A detailed plant assessment is a site review designed to offer you a thorough evaluation of all lubricant-related activities in your business. Typically covering the ordering, storage, application and disposal of lubricants in every department, the assessment is designed to give you a new perspective on the lubricants-related aspects of your organisation, helping you to highlight areas for improvement and identify potential cost savings

- **Lubrication surveys** – Field-based engineers are on hand to visit and assess your site and identify your complete lubrication requirements, offering consolidated product and maintenance frequency recommendations

You can use the survey information to run a comprehensive yet easy lubrication maintenance management programme, Shell Lube**Planner**, which will automate your lubrication maintenance scheduling.



The Shell Lube**Match** website



The Shell Lube**Advisor** website

Shell Lube**Advisor** suite of key elements

- 1 Website**
24/7 technical help is available via Shell Lube**Match** and Shell Lube**Advisor** websites
- 2 Trained technical support**
On-site or over the phone, Shell technical representatives are on hand to help solve your lubrication-related problems and answer your lubrication and product questions
- 3 Detailed plant assessment**
Our field-based engineers are there to help you identify areas for improvement and potential cost savings by improving lubrication and maintenance practices
- 4 Lubrication surveys**
With our field-based engineers on site we can help identify all your lubrication requirements, the products needed and recommended maintenance intervals



What are the benefits?

- Right oil...right place...right time
- Help reduce maintenance costs
- Help increase your machine's availability
- Improve lubrication processes and maintenance practice
- Fast, high quality technical support
- Peace of mind with time for you to concentrate on core business
- Get more business advantage out of the Shell high quality product range

The Shell difference

With over 100 years of experience in advising companies on their lubrication needs, Shell offers you extensive product and application knowledge. Operating globally means we can offer you the same high quality products and services throughout the world.

Shell LubeAdvisor benefits at a glance

Employing the correct lubrication is essential for your operation to run smoothly and to prevent expensive unplanned downtime due to equipment failure.

Shell LubeAdvisor helps you to:

- Use the right oil, in the right place, at the right time
- Improve your lubrication and maintenance intervals
- Improve the efficiency of your processes
- Reduce your operating costs

The most important opinion – Shell LubeAdvisor Customers say:

“We are using Shell lubricants on an increasing number of our bearings and are reaping the many benefits. An impressive portfolio of high performance Shell products is supported by expert technical back-up and consultancy. Our partnership with Shell provides us with a complete lubrication service, allowing us to concentrate on our core business activities without constant interruptions from machine failure.”

Oleg Valentinovich Sinev, Maintenance Services at Severstal

“Shell has helped us streamline lubrication management while ensuring that machine parts are lubricated effectively and efficiently. This has helped reduce maintenance costs by approximately 5% and increase efficiency by about 4%. This fits with the total preventative maintenance concept and helps us to attain zero defects and failures in a bid to maximise product quality.” **Ingrid van den Berg, Production Manager at Unox Oss**

“Shell Lubricants is a long-term partner providing us with first class technology, and enabling us to continuously improve our products. Their excellent facilities, people and technical expertise ensure that we can always rely on them to innovate and add value. For that reason we view Shell Lubricants as a strategic partner rather than just a supplier.” **Manfred Buksch, Head of Development of Automatic Transmissions at ZF**

“On one occasion when we were encountering problems, Shell even flew in a couple of their men from Holland and London – you can’t complain about that sort of service!” **Ken Neil, Mechanical Inspector, Ineos Silicas**

Find out more – talk to Shell Lubricants

Please contact your local Shell Lubricants representative for delivery of a first-class, national and international integrated lubricants service. The Shell Lubricants Services offer also includes **LubeMatch**, **LubeAnalyst**, **LubeExpert**, **LubeCoach**, **LubeClinic**, **LubeVideocheck**, **LubeReclaim** and **LubePlanner**.

‘Shell Lubricants’ refers to the various Shell companies engaged in the lubricants business.



Shell Lubricants

www.shell.com