

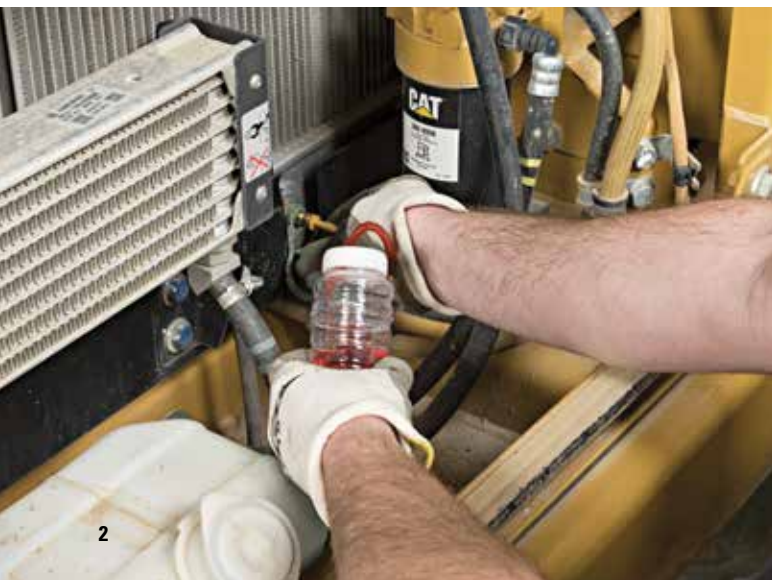
Cat[®] S·O·SSM Services

Understanding Your Results



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Committed to keeping your equipment moving

Like all Cat® Dealer services, the S-O-SSM Services program is a mutual commitment to protect the performance and value built into your Cat equipment. The S-O-S Services program offers you valuable resources for better equipment management. Working together with your Cat Dealer, you can take the simple process of fluid sampling and combine it with state-of-the-art analysis and clear, easy-to-understand reporting to create not only optimized machine performance, but also improved cost control.

As your local Cat Dealer, we back up our fluid analysis with our reputation for excellence and the expertise of trained Analysts. Enrolling in the S-O-S Services program is your assurance that you'll get accurate analysis. Only your Cat Dealer S-O-S Analysts have access to the expertise of Caterpillar design specifications and engineers. The S-O-S lab completes testing quickly and provides comprehensive maintenance advice in easy to understand feedback. Make the commitment and get the benefits of working with the people who know your Cat equipment best.



Overview of S·O·S Reports

Sections of an S·O·S report:

Label information

Label information is the data supplied by you, either by pre-registration or on the sample label. This type of information may include but is not limited to:

- Company name
- Serial number of equipment and compartment
- Equipment and component model
- Equipment manufacturer and component manufacturer
- Equipment hours and component hours
- Equipment number
- Compartment
- Fluid hours
- Fluid brand
- Fluid weight/type
- Job site
- Notes and miscellaneous information

Label information is used to register your sample into a database. This allows the S·O·S sample history to be displayed on the report. Label information also provides key data needed by our interpreters to make the best recommendations and evaluations of your S·O·S sample.

Lab Control Number

The Lab Control Number is a unique number the lab assigns to your sample. This number helps the lab track the sample through all of the analyses. Sample information in the database may be found using the lab control number or other label information.

Overall Evaluation

The overall evaluation is a color code indicating the urgency of any needed actions. This allows you to manage the S·O·S reports by exception. Review the red coded reports first since these are the most urgent. Next, review yellow coded reports. Review the green coded reports last.



Interpretation

The interpretation summarizes the findings of the S·O·S results and provides recommendations. Suggested actions may be to resample at a shortened time frame to verify findings or to monitor wear more closely.

S·O·S Results

The S·O·S results are listed in this section of the report. The test name and results will be listed individually. Elemental analysis will list each element individually and display the result. The test results will be explained in more detail in the next section of this guide.

Explanation of Abbreviations

The abbreviations used on the S·O·S report are explained at the bottom of the report.

Overview of S·O·S Interpretation

Trend

Trend analysis provides the best indication of compartment health for oil samples. Trend analysis uses the historical oil sample results as the basis for normal test results. A trend is established by repeated oil sample results from the same compartment. Three to five oil samples are needed to establish a compartment trend. Oil hours and equipment hours must be correct for effective trend analysis. Therefore, all efforts should be made to correctly fill out the sample label. Sample results that deviate from the established trend may indicate a problem.

Trend analysis is not used for coolant and diesel fuel samples. Coolant and diesel fuel samples are analyzed using guidelines in the appropriate fluid recommendations guide.



Communication

Additional Samples

Occasionally, an additional sample may be requested for several reasons:

- To more closely monitor a Yellow Alert condition
- To verify a concerning result from the previous sample
- To develop a trend
- To check for possible oil transfer between two compartments
- To measure carryover from oil changes
- If the scheduled sample did not contain enough oil to perform S·O·S analysis

Follow-up Questions

Sometimes more information is needed to clarify the S·O·S results. You may see some of the following questions:

- Did you change to a different oil brand and/or viscosity? Did you change to a different coolant brand or type?
- Did you change operators or maintenance personnel?
- Was there a recent field repair made to the machine?
- Have you changed maintenance procedures?
- Were there any changes in the overall job or machine application?

Your S·O·S Analyst will use your feedback to these types of questions, along with sample label information to improve the quality of the S·O·S report.

Recommendations

S·O·S report recommendations are specifically tailored to the compartment under analysis. Your S·O·S Analyst will evaluate all of the test results and look for correlation between these results. If an area of concern is discovered, your S·O·S Analyst will explain how the test results relate to each other and identify abnormalities. Your S·O·S Analyst may also suggest areas of the compartment to inspect. These inspections will often reveal an early problem, before it becomes a major failure.

Component Wear Rate

Component wear rate analysis evaluates the wear taking place inside the lubricated compartment. Your S·O·S Analyst uses the results of elemental analysis and particle count tests to evaluate the wear. Trend analysis and proprietary wear tables are then used to determine if wear rates are normal or abnormal.

Elemental Analysis

Elemental Analysis detects wear elements, oil additive package elements, and the elemental constituents of some contaminants. This analysis can detect particles up to about 10 microns in size. The Elemental Analysis results are reported in parts per million, ppm.



What is ppm?

Parts per million, or ppm, is used to express concentration of elements in oil or coolant. One particle of iron in 999,999 particles of oil or coolant is one ppm. Approximate examples of ppm:

1 second in 11.5 days

1 drop of ink in 150 L (40 Gallons) of water

Silicon and Aluminum in Dirt

The primary constituents of dirt are minerals containing silicon and aluminum. The ratio of these two elements vary widely from place to place. Clay soils contain nearly as much aluminum as silicon. Skilled dealer interpreters know your local soil and have the best understanding of the combinations of elements in your samples.

S·O·S Oil Results

	Elevated Test Results	Possible Sources
Diesel Engines	Iron, chrome	Cylinder liners, piston rings
	Iron, chrome, aluminum	Cylinder liners, piston rings, aluminum piston skirt
	Lead, aluminum, iron	Lower rod and main bearings, crankshaft
	Sodium, potassium, copper	Coolant contamination
	Silicon greater than aluminum, iron, lead	Dirt, cylinder liners, piston rings, bearing overlay
	Soot, iron, lead, chrome	Soot wear on cylinder liners, piston rings, bearings
Powershift Transmissions	Silicon, iron	Wet clutch friction material and separator plates
	Aluminum, copper, iron	Torque converter
	Copper greater than lead or tin	Bronze bushing or thrust washer
Hydraulic & Steering Systems	Iron, chrome	Cylinder & rod wear
	Silicon greater than aluminum, iron, chrome	Dirt entry, pump wear, cylinder & rod wear
Differentials & Final Drives	Silicon greater than aluminum, iron, chrome, nickel	Dirt entry, gear wear, bearing wear
	Copper greater than lead or tin	Bronze bushing or thrust washer

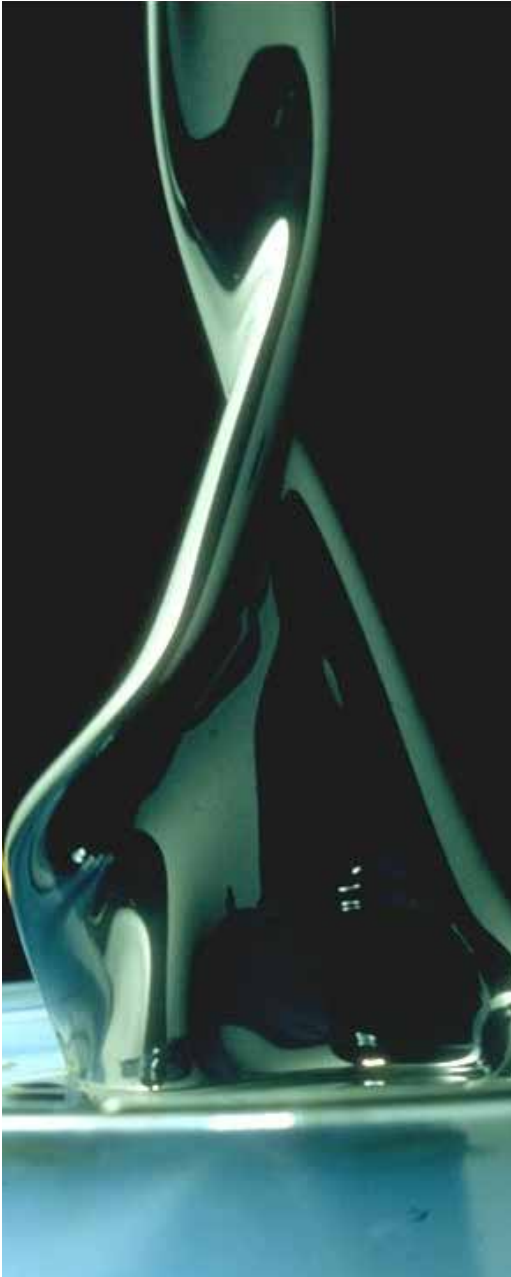
Particle Count

Particle Count analysis is used to evaluate particles larger than 10 microns and non-metallic particles. Particle Count results are listed as an ISO code and a channel count. The Particle Count channel counts are reported in counts per milliliter of sample (counts/mL). The ISO code is a summarization of the channel count results. An increase in ISO code values could indicate an increase in wear or the presence of contaminants. For more information about particle counts and ISO codes refer to PEGJ0045.

Oil Condition

Oil Condition analysis is used to determine if the oil has degraded. Tests are done to look at the viscosity, oxidation, sulfation and nitration of the oil. All lubricated systems risk oxidation damage of the oil. Therefore, it is recommended that oil samples from all compartments be analyzed for oil condition. Your S·O·S Analyst uses established guidelines or trend analysis to determine if the oil has reached the end of its useful life.





Viscosity

Viscosity is a temperature-dependent characteristic of lubricants that describes how the oil will flow. Viscosity is usually measured at 100 degrees Celsius. At high operating temperatures, a lubricant must be able to maintain appropriate film thickness. If the viscosity becomes too low, wear will occur within the compartment. If viscosity is too high, the oil will not flow to areas needing lubrication.

Many diesel engine oils are designed with multi-grade viscosity characteristics. At low ambient temperatures, multi-grade oils have a lower viscosity to provide start up protection. Appropriate oil viscosity is needed at low temperatures, or the oil will not flow quickly enough to parts needing lubrication. At normal operating temperatures, the multi-grade oils have a higher viscosity to protect moving parts.

Oxidation

Oxidation occurs in transmission, hydraulic, final drive and engine oils when oxygen molecules chemically join with the oil molecules. Oxidation causes:

- Increased viscosity
- Acid formation
- Deposit formation

In diesel engines, an oxidized lubricant will lose the ability to protect components; as a result, piston rings may stick, cylinder bore polishing may occur and valves may scuff or stick.

In hydraulic systems, oxidized lubricants will increase pump wear and damage control valves. Powershift transmissions will experience clutch slippage, and abnormal wear if the oil is oxidized.

Sulfation

Sulfur is present in diesel fuel. During combustion, fuel sulfur combines with water to form sulfuric acid. Modern diesel engine lubricants are designed to neutralize this acid. However, if these acids reach unacceptable levels, the lubricant will be degraded and corrosion will occur. This corrosion can attack:

- Valves
- Valve guides
- Piston rings
- Cylinder liners

Nitration

Nitration occurs in all engine oils, but is generally a problem only in natural gas engines. Nitrogen compounds from the combustion process increase oil viscosity and reduce lubricating ability. Nitration may result in:

- Oil filter plugging
- Piston deposits
- Valve deposits
- Crankcase deposits



Oil Contamination

Oil Contamination tests are performed to determine if anything harmful has entered the oil. This analysis relies on the results from the following tests: elemental analysis, soot, particle count, fuel dilution, water, and coolant. The S-O-S Services program has guidelines for the level of contamination allowed in the various compartments of a Cat machine. Elemental Analysis and Particle Count were discussed earlier in this guide please refer back if needed.

Soot

Soot is the insoluble residue of partially burned fuel. It is held in suspension by oil additives and causes engine oil to turn black. The soot particles are abrasive and cause engine wear.

Excessive soot levels will eventually overpower the engine oil additives. When this occurs, the soot particles will drop out of suspension and form larger particles. These larger soot particles will plug oil filters, form deposits, and increase oil viscosity. Eventually, engine wear will become abnormally high.





Fuel Dilution

Small amounts of fuel are detected in engine lubricants because of the combustion process and blow-by. The most significant problem associated with fuel dilution is low viscosity. Low viscosity and high operating temperatures can cause oil films to become dangerously thin. If the oil film does not have adequate thickness, moving parts may experience direct contact. This contact could result in scuffing or seizure of the moving parts,

and eventually a failure. If fuel dilution exceeds recommended levels, it is generally because of:

- Internal fuel line leaks
- Worn fuel injectors
- Failed fuel injector
- Extended idling
- Incorrect timing

S·O·S Services uses the viscosity test results and the fuel dilution test results to determine if fuel dilution is excessive.

Water may condense or leak into a compartment. Water can also be a result of pressure washing equipment. Equipment that operates in wet conditions may experience water in final drives and axles.

Water can cause corrosive wear and rusting in any compartment. Corrosive wear occurs when the water combines with compounds in the oil to form acids. Rusting can occur in areas above the oil level in sumps, where an oil film does not protect the metal. If large quantities of water enter a compartment, the oil and water mixture could create a thick sludge.

Coolant

Engine oil may become contaminated with coolant due to leaks from: oil cooler cores, internal coolant passages, and cylinder head gaskets. Hydraulic systems or transmissions, using oil-to-water coolers, may become contaminated with coolant. Coolant contamination will increase wear. High levels of coolant in the oil will produce sludge and total oil deterioration.

Your S·O·S Analyst uses elemental analysis to identify coolant leaks. This technique looks for traces of the coolant additives in the oil. In some cases, a separate test for glycol is used to further identify coolant entry.

Oil Identification

Oil Identification is another very important part of the S·O·S oil analysis program. The wrong oil in a compartment can severely damage major components. Your S·O·S Analyst uses elemental analysis and viscosity results to identify key characteristics of the oils.

Overview of S·O·S Coolant Results



Diesel engines are designed to operate at higher temperatures and higher energy levels than in the past. Today's heavy-duty diesels produce a tremendous amount of power from a small package. Cooling systems have to absorb more heat with smaller cooling systems and less coolant. A cooling system may also be transferring heat away from turbochargers, transmissions, hydraulic systems and other equipment components. In addition, used coolant disposal requirements have become more stringent and expensive. You may be extending coolant drain intervals, recycling coolants or reconditioning coolants to reduce the disposal costs. For all of these reasons, S·O·S coolant analysis is highly recommended to achieve optimum performance and the full life designed into today's machines and engines. Four types of analysis are performed during coolant testing:

- Coolant Type
- Boil and Freeze Protection
- Coolant Condition
- Coolant Contamination

Level 1 Coolant Analysis

Coolant Type

There are many different coolant choices on the market today. These coolants provide cooling system protection using different chemistries. Your S·O·S Analyst uses label information and color to determine type of coolant. This is one reason it is important to provide as much information on the coolant sample label as possible.

Boil and Freeze Protection

Ensuring the correct boiling and freezing point is important, no matter what climate the engine or equipment operates. Your S·O·S Analysts use Percent Glycol, Boiling Point and Freezing Point to monitor the ability of the coolant to provide adequate protection.

Percent Glycol

Glycol is the active ingredient of most engine coolants. Glycol solutions provide these benefits when used in a cooling system:

- Increases the boiling point of the coolant
- Decreases the freezing point of the coolant
- Reduces ability of coolant to cause corrosion wear



Too much or too little glycol will reduce the coolant's ability to provide protection to the cooling system. Heat transfer is affected by glycol concentration. Excessive levels of glycol will reduce heat transfer. Freezing Point and Boiling Point are calculated from Percent Glycol.

Coolant Condition

Coolant Condition tests consider the health of the coolant. Tests are performed to look at pH, conductivity, nitrite, solids, odor, color and appearance.

pH

pH is a description of the coolant's acidity or alkalinity. When the coolant pH becomes too acidic (too low), the coolant system may experience increased wear. If the coolant pH is too alkaline (too high), possible coolant contamination has occurred.

Conductivity

Conductivity is the ability of the coolant to conduct an electrical current. Improper grounding and some marine applications make this an important characteristic to monitor. In addition, conductivity is used to monitor contamination levels of the cooling system.

Nitrite

Nitrite is a coolant additive that protects piston liners from cavitation erosion and corrosion. Nitrite is depleted during the process of protection and is an especially key component to monitor for conventional coolants.

Physical Inspection

Tests like odor, appearance, color, and precipitate are all physical descriptions of the sample. These physical inspections provide information about the general condition of the coolant, and may provide information on contamination.

Coolant Contamination

Coolant Contamination tests are performed to determine if anything harmful has entered the coolant. This analysis relies on the results from the following tests: pH, conductivity, foam, odor, oil or fuel presence. The S-O-S Services program has guidelines for the level of contamination allowed. Please refer to the earlier description of pH, conductivity and odor.

Cooling System Health - Level 1

Level 1 Coolant Analysis provides information regarding the erosion and corrosion levels and possible system health issues such as overheating, stray current, air entry, and exhaust gas entry. Corrosion and erosion levels are monitored by elemental analysis. The elements monitored include: aluminum (Al), copper (Cu), iron (Fe), lead (Pb), tin (Sn), and zinc (Zn). This analysis can detect particles up to 10 microns in size. The elemental analysis results are reported in parts per million, ppm. The presence of contaminants may cause increased corrosion and erosion levels.

Foam

The Foam test evaluates the coolants ability to entrain air. Entrained air reduces the heat transfer ability of coolant. Formation of foam may indicate the coolant has been contaminated or may indicate the defoamants have degraded.

Oil or Fuel Presence

The presence of oil or fuel will greatly interfere with heat transfer. These contaminants are difficult to clean from cooling system passages. Your S-O-S Analyst may question sampling technique if oil or fuel is detected. Using the same vacuum pump for oil sampling and coolant sampling will contaminate the samples. Oil compartments may indicate coolant contamination and coolant samples will indicate oil contamination. It is important to follow good sampling techniques. See PEGJ0047.

Level 2 Coolant Analysis

Level 2 Coolant Analysis is a more extensive chemical evaluation of the coolant and the overall condition of the cooling system. Level 2 includes Level 1 tests and has additional categories of results like coolant chemistry, cooling system health and water quality.

Coolant Chemistry

Level 2 Coolant Analysis provides additional information on the additives commonly found in extended life and conventional coolants. The most common extended life coolant additives include several organic acid compounds that are detected through this analysis. Common conventional coolant additives detected are nitrate, phosphates, borates and silicates. Knowing the levels of these additives can help better identify if an extended life or conventional coolant is being used and allow appropriate recommendations regarding additions of extender and SCA to be communicated. Additionally, this analysis can provide a better understanding of the maintenance intervals and overall coolant health. Level 2 Coolant Analysis may also identify improper mixing of conventional and extended life products as well as the use of recycled coolant.

Cooling System Health - Level 2

Level 2 Coolant Analysis also monitors for the presence of additional contaminants that cannot be detected through Level 1 Coolant Analysis alone. These additional contaminants include glycolate, chloride, and sulfate. Glycolate, a breakdown product of glycol, is acidic and accelerated formation of glycolate may indicate a cooling system issue such as air entry or overheating. Chloride can enter the system through the use of a poor quality source water, road salt, or seawater. Sulfate may indicate softened water was used in the cooling system or it may indicate blowby.

Water Quality

Hard water contributes to scale and deposits within the cooling system. Scaling and deposits can reduce heat transfer by 40%. A layer of scale 1.6 mm (1/16") thick has the same insulating potential as approximately 101 mm (4") of cast iron. Chloride and sulfate are also monitored to ensure that quality source water is being used. The presence of these contaminants can create a corrosive environment in the cooling system.

Overview of S·O·S Fuel Results

The three main functions of diesel fuel in current fuel systems is to provide energy from the combustion process, remove heat from the fuel system components, and provide lubrication to plungers, barrels and injectors. When reviewing fuel analysis results, only one question needs to be answered: Do the fuel analysis results meet the requirements of the applicable Cat Fluids Recommendation Guide? If the fuel does not meet these requirements, there are several common problems that can exist including:

- Filter plugging
- Hard starting
- Deposits
- Corrosive/Abrasive/Adhesive wear
- Low power

The tests provided by S·O·S Services Fuel Analysis identify the characteristics of the diesel fuel that may contribute to the common fuel system problems. These tests include:

- Biodiesel Content
- Cetane Index
- Cloud Point
- Cold Filter Plugging Point
- Density
- Distillation Curve
- Elemental Analysis
- Flash Point
- Microbial Growth
- Oxidation Stability
- Particle Count
- Pour Point
- Sulfur Content
- Viscosity
- Water Content



S·O·S Fuel Results

Biodiesel Content

Biodiesel is a diesel fuel replacement made from vegetable oils, animal fat, and waste cooking oil. The raw oils or animal fats are chemically processed (esterified) to form a fatty acid methyl ester (referred to as FAME). In order to use any of the oils or fats listed above as fuel, the oil or fat must be esterified and the water and contaminants removed. Fuel made of 100 percent FAME is generally referred to as B100 biodiesel or neat biodiesel. Biodiesel can be blended with distillate diesel fuel. The blends can be used as fuel. An example of a blended fuel would be B20, which is 20 percent biodiesel and 80 percent diesel fuel by volume. The use of biodiesel in Cat equipment must follow the recommendations listed in "Caterpillar Specifications for Biodiesel Fuel" which are noted in SEBU6250. Using biodiesel blends that do not follow these specifications can lead to problems with filter plugging, hard starting, deposits, corrosive or abrasive wear, and low machine power. Biodiesel content is reported as a percentage.

Cetane Index

The cetane number of the fuel affects an engine's ability to start and the interval of time before the engine runs smoothly. Generally, an increase of ten in the cetane number will allow the engine to be started at a lower temperature. Precombustion chamber fuel systems require a minimum cetane number of 35. Direct injection engines require a minimum cetane number of 40 for good starting characteristics. Fuels with the incorrect cetane number will be likely to experience hard starting.



Cloud Point

Diesel fuel is composed of wax. This wax is not a contaminant in the fuel. The cloud point is the temperature that allows the heavier components in the wax to solidify in the fuel. This occurs when the temperature falls below the melting point of the wax. The cloud point of fuels must be below ambient temperature where the machine will be operating to prevent filters from plugging. Fuels with the incorrect cloud point may also result in hard starting and low power in the machine.



Cold Filter Plugging Point

The cold filter plugging point is the lowest temperature at which a given volume of diesel fuel will pass through a filter within the allowed time frame. This is important because it identifies the lowest temperature where fuel will still be able to flow freely through the filter and function properly. Machines operating in environments with temperatures below the cold filter plugging point of the fuel can experience filter plugging, hard starting, and low machine power.

Density

Density is the mass per unit volume at a specified temperature. Heavier fuels have more energy per volume and therefore produce more power for the engine to use. However, heavier fuel is not necessarily better. A heavy fuel tends to create more combustion chamber deposit formations, which can cause abnormal cylinder liner and piston ring wear. Fuels with too low density will experience hard starting and low machine power.

Distillation Curve

The distillation curve measures volatility of the fuel. Volatility is the temperature where the vaporization of diesel fuel occurs. Fuel volatility can cause hard starting, low power, deposit formation, and abnormal wear of the engine components.



Elemental Analysis

Elemental analysis detects the wear elements as well as possible contaminants. This analysis can detect particles up to 10 microns in size and the results are reported in parts per million, ppm. Elevated wear in a fuel can lead to deposits.

Typical wear elements include aluminum, chromium, copper, iron, lead, silicon, sodium and tin. The presence of oil additives in fuel may indicate a fluid transfer problem. The presence of biodiesel components can also be detected and may identify problems with biodiesel contamination.

Flash Point

The flash point is the temperature at which fuel vapors can be ignited when exposed to a flame. This is determined based on the type of fuel and the fuel to air ratio. Flash point is monitored for safety reasons and does not relate to engine or machine operation. The minimum flash point for most diesel fuels is about 52°C (125°F).

Microbial Growth

The combination of fuel and water provide an ideal environment for microbial growth. Bacteria and fungus live in the water and feed on the fuel. The presence of these microbes in fuel can result in filter plugging, corrosive or abrasive wear, and low machine power.

Oxidation Stability

When the fuel is stressed and stored for long intervals oxidation can occur. Oxidation can cause the darkening of the fuel and lead to deposit formation. Fuel composition and environmental factors such as pressure and temperature can affect the oxidation rate. Biodiesel and blends of biodiesel have lower oxidation stability compared to diesel fuels. Oxidized fuel may result in filter plugging, deposits and low machine power.

S·O·S Fuel Results

Particle Count

Particle count analysis is used to evaluate particles larger than 10 microns. Particle count results are listed as an ISO code and a channel count. Channel counts are reported in counts per milliliter of sample (counts/mL). The ISO code is a summarization of the channel count results. An increase in ISO code results could indicate an increase in wear or the presence of contaminants. For more information on particle counts and ISO codes refer to PEGJ0045. Elevated particle counts can cause plugged filters, hard starting and low machine power. Additionally, solid particulates can become trapped on the filter, tank walls, and fuel lines, which may result in a shortened fuel filter life, dirty fuel tanks, clogged lines, and plugged screens.

Pour Point

The pour point of the fuel is the temperature that is required for fuel to flow. Below this temperature so much wax has solidified that the fuel is more solid than liquid and will not flow through a filter or fuel system. Pour point will always be lower than the cloud point. A fuel's pour point should be at least 6°C (10°F) below the lowest ambient temperature that is required for engine start-up and for engine operation. To operate the engine in extremely cold weather, No. 1 fuel or No. 1-D fuel may be necessary because of the lower pour points of these fuels. Using a fuel with the improper pour point can cause hard starting.

Sulfur Content

Fuel sulfur levels affect exhaust emissions. Sulfur in the fuel results in the formation of sulfur dioxide (SO₂) and sulfur trioxide (SO₃) gases in the exhaust gas. Sulfur in the exhaust gas can cause corrosive and abrasive wear. It can also interfere with the operation of after-treatment devices such as the Diesel Particulate Filters (DPF), Diesel Oxidation Catalysts (DOC), Selective Catalytic Reduction (SCR) and/or Lean NO_x Traps (LNT).

Various emissions laws, regulations and mandates control the maximum amount of sulfur allowed in fuel. Consult federal, state, and local authorities for guidance on fuel requirements for your area. Refer to the engine/machine specific Operation and Maintenance Manual and after-treatment device specific documentation for further guidance.

Viscosity

Viscosity is a measure of a liquid's resistance to flow at a specific temperature (for example 40°C). High viscosity means the fuel is thick and does not flow easily. The viscosity of the fuel is significant because the fuel serves as a lubricant for fuel system components. The fuel must lubricate the fuel system in both extremely cold and in extremely hot temperatures. Using fuels at the incorrect viscosity can result in filter plugging, hard starting, corrosive and abrasive wear as well as low machine power.

Water Content

There are three types of moisture in fuels: dissolved moisture, free and dispersed moisture, and free and settled moisture at the bottom of the tank. Excessive water in fuel can cause fuel filter plugging, hard starting, corrosive wear, adhesive wear and low power as well as damage to the fuel pump and injectors. Water contamination can be introduced into the fuel during shipment or as the result of condensation during storage.



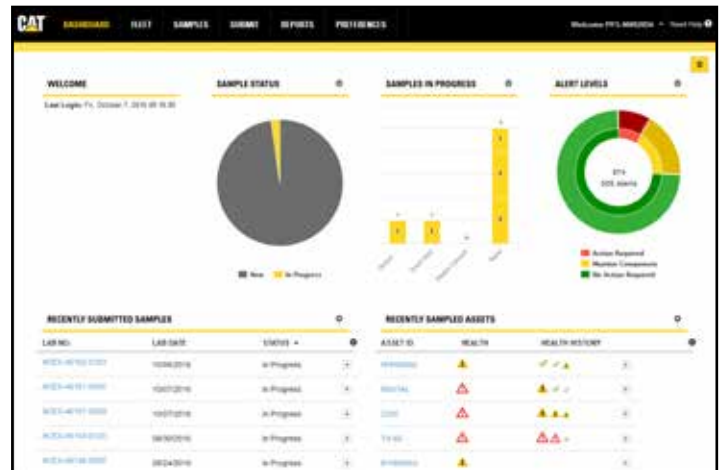
Overview of S·O·S Services on My.Cat.Com

With My.Cat.Com, it's fast and easy to monitor the effectiveness of your equipment maintenance program. My.Cat.Com is a website that pulls your data together from different Caterpillar sources into one site. It allows you to better and more easily manage your fleet by displaying items that need immediate attention on the homepage.

My.Cat.Com provides users with access to the following functionalities:

- Configurable Dashboard
- Fleet View
- Equipment and Fluid Maintenance
- Component History
- Equipment History
- Sample Details
- Sample Actions
- Data Comparison / Graphing
- Sample Pre-Registration / Barcode Label Generation
- Report Views

For more information, see your Cat Dealer today or visit www.my.cat.com.



View and analyze fluid sample information online – anytime and anywhere

- Access information with an internet browser on your Cat Dealer's website – no additional software required.
- View current data— no waiting for uploads
- Access to oil, coolant, and fuel sample data
- Minimize paper filing and storage, while maintaining the ability to generate and print reports and graphs when needed.

Working together with the same goal

S·O·S Services are one element of a condition monitoring philosophy that you can put into place with your equipment to monitor the impact of your maintenance program. The S·O·S program combined with regular inspections, analysis of your equipment's site conditions, electronic data, and service history will enable you to evaluate your equipment's health. You can perform a maintenance program on your own, or you can enlist the assistance of your Cat Dealer to perform any level of preventive maintenance that will keep your equipment running at peak performance.

CAT® DEALERS DEFINE WORLD-CLASS PRODUCT SUPPORT.

We offer you the right parts and service solutions, when and where you need them.

The Cat Dealer network of highly trained experts can help you maximize your equipment investment.



BUILT FOR IT.™

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