

ICML CERTIFICATION FOR ALL WEARCHECK DIAGNOSTICIANS

All six members of WearCheck's diagnostic team successfully completed their International Council for Machinery Lubrication (ICML) exams in November last year and are now ICML certified for Level II Machinery Lubricant Analysis.

This certification is equivalent to category II of the ISO 18436-4 standard covering lubricant analysis for machine condition monitoring. It is directed toward advanced diagnostics and troubleshooting, integration with other technologies and programme management.

'This internationally recognised certification reflects our ongoing quest for operational excellence, our policy of employing technical

specialists of the highest calibre and our commitment to the advancement of our employees,' said managing director, Neil Robinson.



WearCheck's ICML certified diagnosticians (front, from left) John Evans, Michelle Allis and Rowan Maartens and (back) Steven Lara-Lee Lumley, Ravi Chetty and Daan Burger

WEARCHECK OPENS ZAMBIAN OFFICE



WearCheck has extended its footprint in Zambia by opening a sales branch at the offices of holding company, the Set Point Group, in Kitwe, where customers can buy kits and drop off samples. It is run by Stuart Woodall and is situated at:

Plot No. 3717 Prescott Road,
Light Industrial Area, Kitwe
Tel: +26 (0) 212-210161
Fax: +26 (0) 212 -210162

This complements the WearCheck laboratory at Lumwana mine, which is also located in the Zambian copper belt.

NEW CAPE TOWN OFFICE

WearCheck has opened an office in Cape Town where local customers can buy kits and drop off samples. A laboratory will also be opened on the premises in due course.

'The new office is part of our growth strategy,' said managing

director, Neil Robinson. 'When the office is fully staffed, we will be able to offer a more personal, hands-on service to customers in the region and will be better placed to meet their oil analysis needs.'

For more details visit the WearCheck web site www.wearcheck.co.za

IT'S A SMALL WORLD

- The Denver Water Authority in Colorado, USA recently contacted WearCheck with a query regarding the definition of hydraulic oils.

HIGHLIGHT YOUR SUCCESS

If oil analysis has helped prevent a major failure or saved your company money, we would like to feature this in Monitor. Our writer will contact you for the details and will write the article for your approval. Simply email melanie@wearcheck.co.za and we will contact you.

CUSTOMER SERVICE SURVEY RATES SATISFACTION

Many thanks to all the customers who participated in WearCheck's customer service survey at the end of last year.

Participants were asked to rate a number of different aspects of WearCheck's service using six levels of satisfaction from 'Not satisfied' to 'Extremely satisfied'.

The majority were satisfied or extremely satisfied with WearCheck's oil analysis service.

The following figures show the percentage of ratings that fell in the top three of the six levels:

- Quality and accuracy of diagnosis: 94%
- Sample turnaround time: 90%
- Quality of technical support staff: 95%
- Professionalism/reliability/credibility/consistency: 97%



Congratulations to Shane Naicker of Unitrans in Durban who won the lucky draw prize for completing the customer service survey. Shane intends to give his prize of a two-day stay in any Protea hotel to his parents who are planning a trip to Cape Town in May. He is pictured here with WearCheck's Peter Carty.

When asked if they believed if WearCheck kept up to date with technology, 95% responded 'yes'.

These are some of the replies to the section in which respondents were asked to rate their overall experience with WearCheck:

- A very professional service with an excellent technical support structure. The standard of reports is high with cause-focused analysis, assisting in root cause analysis in the case of deviations.
- Excellent - always willing to assist.
- Have helped solve a lot of problems before extreme damage happens.
- A service well delivered which is crucial in our business.
- Outstanding.
- Quick turnaround with results.
- Excellent service from ordering to sample analysis report.

Additional comments were:

- Thank you for your professionalism and quick response. I am certain that the better we manage the process, the more we will benefit from what WearCheck can offer.
- I find your service of the highest standard and I am extremely satisfied with all aspects of your company.
- After 30 years, still satisfied!

'We use these surveys as a barometer which enables us to identify any specific areas where there is room for improvement and to act on this,' said managing director, Neil Robinson. 'It is our mission to offer the best possible service to our customers and we are constantly striving to achieve this.'

'We really appreciate all feedback, both positive and negative, and encourage customers not to hesitate to contact us.'

LUBE TIP - Courtesy of Noria Corporation

THERMAL FAILURE IN LUBRICANTS

Lubricants can thermally degrade for a variety of reasons and causes. Unlike oxidation, thermal failure can occur in new lubricants with healthy additive packages. However, many of the symptoms of oxidation are also symptoms of thermal degradation.

One of the most common causes of thermal

failure in hydraulic fluids and some lubricating oils relates to aeration, i.e. entrained air bubbles. These bubbles can become rapidly compressed in hydraulic pumps and in the squeeze zones of bearings. This results in high localized temperatures. Hot surface carbonization is another form of thermal failure. When an oil thermally degrades, problems associated with sludge, varnish, deposits, viscosity change and additive decomposition will often occur.

TECHNICAL BULLETIN TOPICS?

Is there a particular subject you would like to see featured in a Technical Bulletin? Simply email

your suggestion to melanie@wearcheck.co.za. Before you do this, why not check out the 46 titles already available on the web site: www.wearcheck.co.za/bulletins.htm

LORAIN HEADS FOR JO'BURG

Lorain de Bruin, formerly senior systems administrator in the Pinetown office, has moved to Johannesburg as senior branch co-ordinator. Her duties also include visiting customers in Gauteng and providing general and IT support.

Lorain joined Wearcheck as data capture supervisor in 1989. She has since worked in PC customer support with responsibility for developing customer training courses for WearCheck software and providing online support. In 2003, she took over responsibility

for the data processing department in Pinetown. Lorain has a BA degree in education and an honours degree in history and research methodology from RAU.

'It's going to be a new learning curve,' said Lorain, prior to her move, 'but I am very excited about it and ready for the challenge.'



Lorain de Bruin

DONOVAN TAKES OVER I.T. SUPPORT

Donavon Narainsamy has taken over responsibility for IT support at WearCheck - maintaining and supporting the company's computer hardware and software. He is a Microsoft Certified Systems Engineer with more than ten years experience in the information technology field.



Donavon started at WearCheck

Donovan Narainsamy

in October 2009 after spending two years with transport company, Centra-Sol, in Johannesburg. Prior to that he worked for Telkom in Durban for eight years on several major IT projects.

He is enjoying applying his knowledge and experience in his new working environment as well as learning from WearCheck's unique and sophisticated IT structure.

IT support was previously the task of Myron Deonarian who is now junior IT manager for Set Point, WearCheck's holding company, in Johannesburg.

DENVER RETURNS TO THE DEBRIS LAB

Denver Naidoo has rejoined the Pinetown diagnostics team as diagnostic assistant in the mini lab. He spends his day preparing RPD slides as well as aircraft and industrial filters for ferrographic and filtergram analysis. He also operates the Karl Fischer coulometer, which measures very low levels of water contamination, mainly in refrigeration, turbine and compressor samples. Another of his duties is the taking of regular samples on site for various industrial customers.

Denver first joined WearCheck in 2000 as a laboratory assistant on the night shift, moving over to the day shift before being promoted to diagnostic assistant in the mini lab and then sales consultant. He left the company for a short period but is now delighted to be back. 'It's like I never left,' he said.



Denver Naidoo

NEW MIDDELBURG LAB ASSISTANT



Nozipho Ngubane

Nozipho Ngubane, joined WearCheck's Middelburg laboratory as a lab assistant towards the end of last year after completing her BSC in Microbiology and

Biochemistry at the University of KZN. Whilst in her third year, she worked in the university's biochemistry laboratory, performing demonstrations for first year students and spent two months doing vacation work in the laboratory at Manguzi Hospital in Kosi Bay in 2006.

Nozipho is enjoying her first full-time job and the challenge of applying her academic expertise in a busy industrial laboratory.



QUALITY AUDITOR OF THE YEAR

Congratulations to Werner Buys who was selected as WearCheck's quality auditor of the year for 2009. Werner is part of the Gauteng sales team and is responsible for on-site sampling and support.

PRODUCT PICK

WEARCHECK LOCAL SAMPLING PUMP

These robust, high vacuum, high viscosity sampling pumps are translucent so you can see oil contaminants in the pump. They are available with service kits containing replacement parts and are easily dismantled for cleaning. A small hole facilitates plunger lubrication and a special oil can be obtained from WearCheck for servicing the pump.

Product code: WLSP



2010 TRAINING COURSES

COURSE	JOHANNESBURG	PINETOWN	MIDDELBURG
NetCheck: Software package	3 May	11 Oct	16 Aug
Oil Analysis One: Understanding oil and its analysis	4-5 May	12-13 Oct	17-18 Aug
Oil Analysis Two: Report interpretation	6 May	14 Oct	19 Aug
Oil Analysis Three: Management	7 May	15 Oct	20 Aug

Oil Analysis One covers two full days and costs R3 990 plus VAT. Oil Analysis Two and the NetCheck course cover one full day each and each costs R1 995 plus VAT. Oil Analysis Three is a half day course and costs R850 plus VAT. More details on the content of each course can be viewed under Training on the WearCheck web site: www.wearcheck.co.za. For all bookings phone Michelle van Dyk on (011) 392-6322.

NEW SPECIALISED COURSES

Keep an eye out for exciting new training developments coming soon.

TRAINING NEAR YOU

If you would like WearCheck to arrange training courses in any of the following places, please phone Michelle van Dyk in the Johannesburg office or email training@wearcheck.co.za:

Bloemfontein
Nelspruit
Botswana

Cape Town
Port Elizabeth
Namibia

Kimberley
Rustenburg
Tanzania (Mwanza)

Makopane
Steelpoort
Zambia (Kitwe)

Middelburg

If you would prefer to receive future issues of WearCheck Monitor and Technical Bulletin via e-mail in pdf format instead of in printed form, please e-mail a request to: support@wearcheck.co.za

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