

# KOHLER® *Fluid Analysis* Program

## FREQUENTLY ASKED QUESTIONS

### WHAT IS THE VALUE OF THE KOHLER FLUID ANALYSIS PROGRAM?

Regular fluid sampling provides the information you need to identify trends that can indicate potential problems or potential failures. Proactively addressing these problems maximizes asset reliability, optimizes equipment performance, and improves efficiency.

### WHY SHOULD I USE THE KOHLER FLUID ANALYSIS PROGRAM?

In addition to the powerful data management system, Kohler has used fluid analysis information throughout the development of the engine and generator. The established baseline of fluid performance means the Kohler service network can better assist with troubleshooting based on fluid test results. Finally, the KOHLER Fluid Analysis Program is supported by a documented quality system you can depend on. The independent testing laboratory is ISO 17025-2017 accredited—the highest level of quality attainable by a testing laboratory.

### CAN MY RESULTS BE TRANSFERRED FROM ANOTHER FLUID TESTING PROGRAM TO KOHLER?

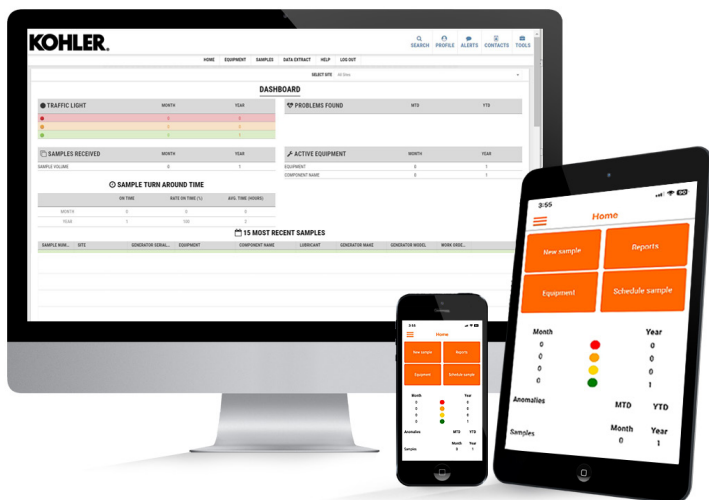
Yes, contact your KOHLER distributor to start the process.

### HOW DO I INTERPRET THE RESULTS OF MY FLUID ANALYSIS REPORT?

In your report a data analyst will identify unexpected results and, if necessary, recommend actions for rectifying significant changes in the fluid or unit's condition. Every fluid analysis report will include comments, recommended actions, and justification for those actions.

### WHAT IF I NEED A TEST THAT IS NOT PART OF KOHLER'S STANDARD PACKAGE?

SOFIA may recommend additional tests after analysis or you may need a test not included in a standard package. When that happens, your KOHLER distributor can order directly from SOFIA when they submit your sample data online. Samples are kept for 30 days after arrival before being disposed.



# KOHLER®

## FREQUENTLY ASKED QUESTIONS (CONT.)

### WHERE WILL MY FLUID SAMPLES BE PROCESSED?

Each kit includes a label addressed to the laboratory located in Naperville, Illinois. To contact the lab directly, please e-mail [ogc.ocm.chicago@sgs.com](mailto:ogc.ocm.chicago@sgs.com) or call 630-548-3921.

### WHAT FLUID TEST PACKAGES DOES KOHLER OFFER?

Kohler offers seven fluid analysis tests. These are the part numbers and tests:

- SVC056 – Basic Oil Test Kit
- SVC057 – Advanced Oil Test Kit
- SVC058 – Coolant Test Kit
- SVC059 – Basic Diesel Fuel Test Kit
- SVC062 – Basic Diesel Fuel + Biodiesel Test Kit
- SVC064 – Advanced Diesel Fuel Test Kit
- SVC065 - 8 Point Fuel Sample

### WHAT ELSE CAN I DO IN THE FLUID ANALYSIS WEB PORTAL?

Use the Kohler browser app [kohler.sgs.com](http://kohler.sgs.com) to:

- Submit sample information electronically to minimize errors and speed up laboratory processing time (also available on the mobile app)
- Monitor sample status
- Update component information online
- Determine common failures by location or equipment

### HOW CAN I PURCHASE THE CORRECT KIT FOR MY GENERATOR?

KOHLER fluid analysis kits may be purchased from all KOHLER generator distributors and dealers, or ask them to include fluid analysis with your regularly scheduled maintenance.

### HOW FAST WILL I GET MY TEST RESULTS?

After the lab receives your sample, they conduct the necessary testing, analyze the results, and then send the results and recommendations back to you. This normally takes 24 to 48 hours.

### WHERE DO I FIND MY RESULTS?

To locate your results, please visit [kohler.sgs.com](http://kohler.sgs.com) or log into the Sofia app on your mobile device. Work with your KOHLER distributor to set up an account to receive test results directly.

- Email: Sample report will be automatically sent to the email addresses on file. Daily or weekly summary reports are available if individual emails are too difficult to manage.
- Kohler Web Portal: All reports can be found by logging into [kohler.sgs.com](http://kohler.sgs.com). This is also where you can manage email subscriptions for yourself and others.

For more information about KOHLER products and KOHLER genuine parts, please visit

[KohlerEnergy.com](http://KohlerEnergy.com)

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