

On the move in Gauteng

THE MOVE from Bedfordview to Wearcheck's new custom-built offices in Croydon near Johannesburg International Airport will be successfully accomplished by the end of the year.

Says managing director, Wally Crawford, 'Although

the physical move took place on 29 November, we still have a few finishing touches to complete and look forward to welcoming our Gauteng customers here in the New Year.'

The new address and contact details are published on the back page.



An artist's model of Wearcheck's new Johannesburg offices.

Telephone survey yields positive results

A TELEPHONE survey conducted amongst 50 Wearcheck customers from throughout the country earlier this year has generated positive feedback.

Answers to a number of questions relating to the accuracy of sample results, sample turnaround time, the reporting process and customer services, revealed that 74% of customers rated Wearcheck's general service as above average or very good.

The company's reliability and professionalism were rated most highly with all but one of the respondents judging Wearcheck as above average or very good in this respect. The least positive response related to the frequency of training courses offered by the company - with just over half of the respondents happy with the number of courses on offer.

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Wearcheck wins Alusaf contract

WEARCHECK has secured a two-year contract with Alusaf's new Hillside smelter ahead of the major competitors in the oil analysis industry.

'Our understanding is that Wearcheck's Infocheck programme will form the basis for the smelter's con-

dition monitoring programme,' said managing director Wally Crawford.

Alusaf's maintenance staff are currently completing Wearcheck's basic training procedures to ensure they obtain maximum benefit from the programme.

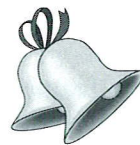
Wearcheck earns Bureau Veritas accreditation for marine testing

BUREAU VERITAS, an international classification and inspection organisation based in Paris, has accredited Wearcheck to carry out marine oil analysis from ships and offshore units.

Mr Henk Kers, principal surveyor and regional marine manager for Bureau Veritas in southern Africa, explains, 'When our surveyors conduct periodic hull and machinery inspections on board ships locally, we

often require an oil analysis service. As Wearcheck was recently awarded ISO 9002 status, we invited them to apply for Bureau Veritas status to satisfy our quality requirements. The accreditation is basically a mark of our confidence in the quality of service provided by Wearcheck.'

Wearcheck is the first oil analysis company in South Africa to be accorded Bureau Veritas certification.



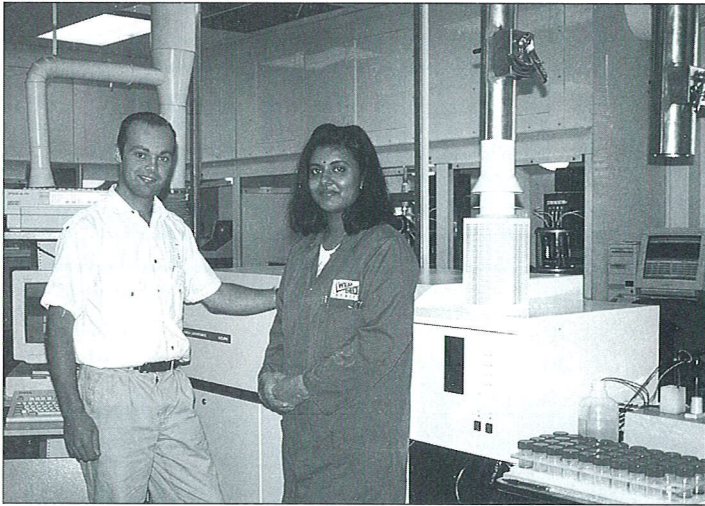
Greetings
of the Season



THE DIRECTORS and staff of Wearcheck have great pleasure in wishing all customers everything of the best over the festive season and a prosperous 1997.

Once again, we hope you will support our decision

to make a donation to READ Educational Trust in lieu of sending out Christmas cards this year. READ is a national charity which aims to give greater literacy skills to all South Africans.



Mike O'Boyle, marketing manager of VG Elemental in the UK, visited Wearcheck to install the new Accuris ICP. Here he discusses the capabilities of the instrument with lab assistant Charmaine Thumbiran.

New ICP speeds up sample throughput

A new ARL Accuris inductively-coupled plasma (ICP) spectrometer recently installed by Wearcheck at a cost of over R 1 million will, together with the company's existing ICP, increase the laboratory's sample throughput to more than 200 samples per hour.

Flexibility

The ICP is one of Wearcheck's most hard-working instruments, analysing for wear metals, additives and contaminants in all samples submitted to the laboratory.

'The new Accuris ICP will give us greater flexibility,' says laboratory manager Alistair Geach. 'Once it is up to its full speed of 100 samples per hour, we will upgrade our existing Fast Oil Analyser ICP by enhancing the software and adding a solid state RF generator.'

'We then plan to run both

instruments at full capacity, gradually developing several of the innovative new features offered by the Accuris.'

New features

The Accuris, which comes equipped with a Maxi torch and solid state RF generator, is able to process aqueous as well as the standard organic samples, providing Wearcheck with the capability of identifying metal alloys and various grades of steel.

Another new feature of the Accuris is the ability to measure both chlorine and nitrogen which, until now, has never been available with this technique.

In order to feed the two ICPs with over 200 pre-diluted samples per hour, Wearcheck has developed special off-line automatic sample preparation systems in-house.

Developing training courses to meet customer demand

A NEW troubleshooting course has been developed by Wearcheck in response to the strong demand for this type of technical training.

The troubleshooting series is a natural follow-up to Course 2 and so has been named Course 3. This means that the technical management course previously known as Course 3 becomes Course 4.

Troubleshooting

The new troubleshooting course (Course 3) should preferably be preceded by Course 2. It covers a full day and can be presented by arrangement on customers' premises as well as at Wearcheck offices.

'This course is aimed at all levels of maintenance personnel from mechanical aides to supervisors,' says Wearcheck technical trainer James Barton who developed the material.

'It is ideally suited to "hands-on" experienced people who would benefit practically by applying the course contents and recommendations to their own work environments.'

The course takes an in-depth look into troubleshooting areas relating to lubricant contamination and degradation, covering:

- ◆ the concept of lubrication
- ◆ engines and hydraulics
- ◆ gear drives and transmissions
- ◆ bearing wear and control.

The cost is R395 for Wearcheck customers and R550 for others.

The 1997 schedule for Courses 2, 3 and 4 is shown on Page 6.

Course 1 - a practical introduction to oil analysis for artisan aides and semi-skilled personnel is usually conducted on the premises of the customer by arrangement. It gives an introduction to lubrication and covers the functions of lubricants, the classification of oils, sampling procedures, sample submission forms and the report format. Hands on sampling procedures are practised by the delegates. It is a one-day course costing R120 for Wearcheck customers and R165 for others.

For bookings please telephone Melanie Hynd on (031) 700-5460 or Paulien Malherbe on (011) 392 6322.

Telephone survey

From Page 1

Says managing director Wally Crawford, 'The overall outcome of the survey was very encouraging and is a reflection of our continuing efforts to improve service. Those areas where customers are not 100 per cent satisfied will be carefully investigated and all of the results will be taken into account as we refine our customer service programme on an ongoing basis.'

NEW FACES

WEARCHECK is entering an exciting growth phase and has created several new positions to keep pace with the demand and to ensure that customers receive the same high quality of service.

LANCE MANSFIELD Moving to marketing



Lance Mansfield,
national sales manager

LANCE Mansfield will be leaving his financial management responsibilities in the capable hands of Robyn Schroeder and moving into marketing as Wearcheck's national sales manager.

Lance is well qualified to take up the challenge of this new position. With a B.Comm degree behind him, he has gained hands-on marketing and strategic management experience with Sappi Novobord and clothing retailer Scotts and whilst freelancing as a management consultant.

Says Lance, 'We are embarking on a concerted national sales drive and I am fully committed to launching this initiative and steering our marketing programme into the future.'

ROBYN SCHROEDER A head for figures

CHARTERED accountant Robyn Schroeder, Wearcheck's new financial manager, brings both accounting and marketing experience to the company.

After completing her B.Comm degree at the University of Natal, she became a trainee accountant with KPMG in Durban. She was then promoted to audit supervisor for a variety of clients including those in the transport, heavy engineering, chemical, paper and



Robyn Schroeder,
financial manager

packaging industries. Among her responsibilities were the planning and supervising of statutory, systems and internal audits as well as liaising with customer management.

She completed her articles during the four years she was with KPMG and passed her chartered accountants qualifying examination in 1992.

Seeking new challenges, Robyn accepted the position of project manager: marketing for Unitrans Natal, one of her former audit clients.

'This involved establishing the viability of new projects, costing and devising operational systems for each project,' says Robyn. 'I was also responsible for securing new business and administering contractual escalations.'

Whilst the change was refreshing, Robyn missed the discipline of accounting. At Wearcheck she will combine her accounting and management skills in Wearcheck's expanding finance section.

One of her first tasks will be to install a new fully integrated computerised accounting system encompassing all aspects of the company's operation.

'This presents a huge challenge,' says Robyn. 'Fortunately, I have always thrived on challenges.'

Another facet of her work which she particularly enjoys is being an active part of Wearcheck's management team.

'This is particularly exciting in a dynamic company like Wearcheck with its strong growth focus.'

Recently married, Robyn is a keen rugby and cricket supporter, loves travelling and can be found playing tennis or reading in her leisure hours.

PAULIEN MALHERBE Administrator par excellence



Paulien Malherbe,
Gauteng branch administrator

PAULIEN Malherbe, who recently joined the Gauteng team as branch administrator, has taken up the challenges of her new position with enthusiasm, basing her approach on the philosophy that 'a new broom sweeps clean'.

Equipped with a BA (Communications) from Potchefstroom University and backed by ten years of public relations and administration experience, Paulien has perfected her organisational skills.

'My aim is to instil an effective listening and communication approach and to work constantly on energy levels and motivation.'

Her immediate task is to

prepare the Johannesburg branch for the major changes Wearcheck is currently undergoing.

'With the appointment of new sales representatives in Gauteng, the move into our new offices and the increase in the number of samples being processed, efficient organisation and contingency planning is essential,' she maintains.

'As well as supervising the Johannesburg office, I am going to be liaising with clients throughout Gauteng and the rest of South Africa, Botswana, Namibia and other African countries.'

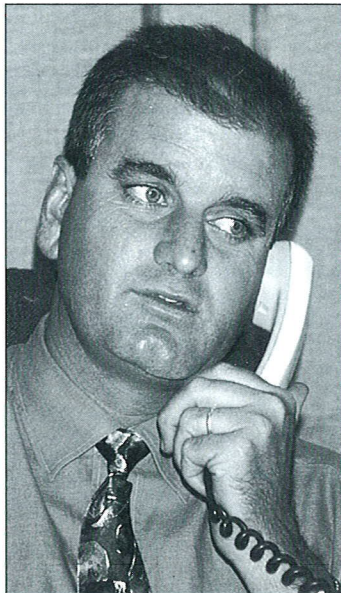
Paulien outlines her method for staying in touch with her clients: 'They will be visited, telephoned, faxed and mailed regularly. This way, we can keep tabs on our customer's needs.'

A devout Christian, Paulien and her husband have happily made it their business to explore numerous scuba diving spots the world over.

KEITH FINLAYSON Oil analysis ace

WITH NINE YEARS of oil analysis sales experience behind him, Wearcheck's new sales consultant Keith Finlayson, has built up a comprehensive knowledge of the industry.

Keith, who holds a diploma in sales management, was national sales manager and a shareholder of Spectro Services oil analysis company until 1994. After leaving when the company was sold, he ran



Keith Finlayson,
sales consultant

his own manufacturing business for two years to honour a trade restraint.

'I think oil analysis is in my blood after being in the industry for nine years and I am very pleased to be back,' he said. 'Wearcheck is currently going through an exciting expansion phase and I welcome the opportunity of having a positive input into the company's growth.'

As part of the Johannesburg-based sales team, Keith's job entails servicing existing clients, as well as canvassing new customers with a customer base extending from Gauteng up to and beyond the borders of South Africa.

For Keith, it's his customers that make it a pleasure to work as a sales consultant: 'I enjoy making contact with new clients and maintaining strong links with my existing customers.'

When off-duty, Keith and his family enjoy outdoor living and hiking, making full use of their 4x4 vehicle.

NEW FACES

GRANT SHEPPARD Sales expert



Grant Sheppard,
sales consultant

'MY PHILOSOPHY is to keep my clients satisfied by giving them the service they expect.'

These are the words of Grant Sheppard, one of Wearcheck's new sales consultants, who will be operating throughout southern Africa consolidating and expanding the company's client base.

While Grant's university education focused on fitness and nutrition - a subject he retains as a hobby - he has completed a number of sales training courses and has built up several years of solid industrial sales experience.

He started his career as a sales representative with Sweet-Orr and Lybro in

Elsies River selling SABS-approved protective clothing to the mines and heavy industries, progressing to national key accounts and sales manager for Nusamatic International in Midrand in 1995. Here he was responsible for setting up agencies and branches throughout southern Africa for the supply of the company's range of industrial equipment, including high pressure cleaning equipment and mechanical road sweepers. His responsibilities at Nusamatic also included conducting market research, sales strategy and on-the-job sales training.

Grant believes in building up long-term working relationships and has developed his own selling style, honed through personal experience.

He is currently familiarising himself with Wearcheck's systems and is looking forward to getting out and meeting existing and new customers.

'One thing that has struck me about Wearcheck is the low staff turnover,' he says. 'I am also looking forward to my 25-year long-service award!'

A keen sportsman - he enjoys squash, golf, running and weightlifting - Grant also enjoys the distinction of being replaced by James Small when an injured ankle ended his rugby playing days during Craven Week while he was in high school.

New in-depth tests help pinpoint problems and aid decision-making

WEARCHECK has introduced two new tests, each complete with special kit and unique to South Africa, for customers who need a one-off, in-depth check on mobile equipment ranging from earthmoving and marine equipment to trucks and buses.

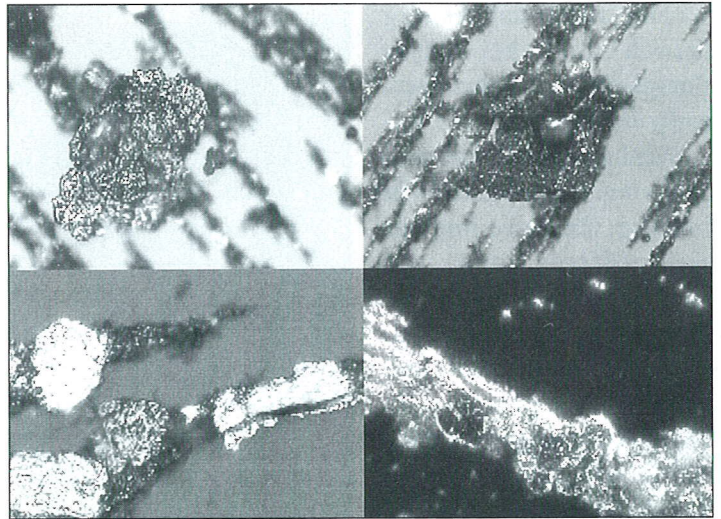
1. Oil sample debris analysis (RPD) kit

The customer sends an oil sample to the laboratory in the special kit provided. A slide is then prepared from the oil sample using the rotary particle depositor (RPD) and examined with a microscope.

2. Oil filter sample kit

The customer sends a section of the oil filter to the laboratory in the plastic bag supplied with the kit. The filter section is agitated with solvents to extract the debris which is then placed onto a filter membrane for examination under the microscope.

In both cases the microscopic analysis is performed using a compound microscope of up to 1000 x magnification. A photograph of the magnified debris showing any abnormalities is produced by the compa-



An example of a photograph showing magnified wear debris similar to those which will be sent to customers with the results of the new tests.

ny's new flexible image processing system (FIPS) and attached to the detailed analysis report.

The benefits

The new tests are invaluable for :

- ◆ One-off evaluations of the condition of an engine, particularly when purchasing second-hand equipment.
- ◆ Engines with high oil consumption. Because the oil is being changed frequently, there is insufficient time for the oil to accumulate wear debris and any problems may therefore not be picked up by oil analysis alone. In these cases, the filter must be analysed.
- ◆ Capital-intensive equipment. With the trend towards one large machine doing the job of three, regular in-depth RPD and/or filter tests - together with standard oil analysis tests at intervals of 500 hours - are a cost-effective option for key equipment.
- ◆ The occasional unusual

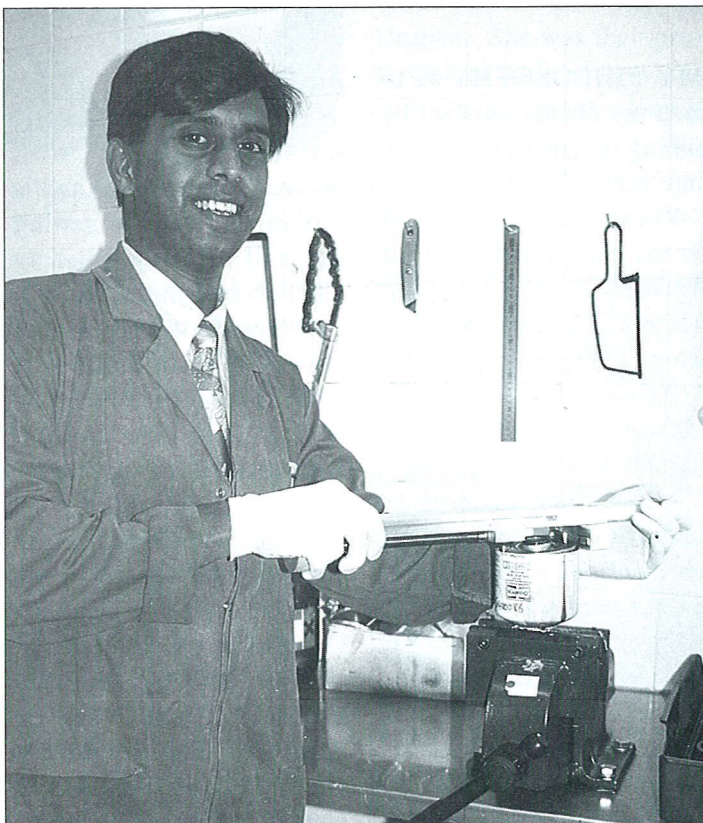
oil sample which has been through Wearcheck's standard range of tests but which requires further in-depth testing on the recommendation of the diagnostician, to decide whether the component needs to be dismantled or not.

'The actual metal particles generated from the component contact area are visually examined to establish the wear mechanism and extent of wear,' says technical director Gary Brown.

'Other techniques rely on measuring concentrations of particles in the oil which are then related back to abnormal wear conditions. This enables the diagnostician to positively identify the wear mechanism and its severity.'

Special kits

Special kits have been produced for the new tests and robust custom-made oil filter cutters are available to remove the paper element with minimal effort. These adjust to fit all sizes of filters.



Technical assistant Trevor Pillay demonstrates Wearcheck's new oil filter cutters which will soon be available to customers at all Wearcheck outlets.

Wearcheck Technical Training Courses - 1997

Date	Course	Venue
28 January	2	Pinetown
29 January	3	Pinetown
30/31 January	4	Pinetown
4 February	2	Johannesburg
5 February	3	Johannesburg
6/7 February	4	Johannesburg
18 February	2	Middelburg
19 February	3	Middelburg
20/21 February	4	Middelburg
4 March	2	Johannesburg
5 March	3	Johannesburg
6/7 March	4	Johannesburg
17 March	2	Pinetown
18 March	3	Pinetown
19/20 March	4	Pinetown
1 April	2	Port Elizabeth
2 April	3	Port Elizabeth
3/4 April	4	Port Elizabeth
7 April	2	Cape Town
8 April	3	Cape Town
9/10 April	4	Cape Town
15 April	2	Johannesburg
16 April	3	Johannesburg
17/18 April	4	Johannesburg
8/9 May	4	Pinetown
13 May	2	Johannesburg
14 May	3	Johannesburg
15/16 May	4	Johannesburg
20 May	2	Nelspruit
21 May	3	Nelspruit
22/23 May	4	Nelspruit
3 June	2	Pinetown
4 June	3	Pinetown
5/6 June	4	Pinetown
10 June	2	Kuruman
11 June	3	Kuruman
12/13 June	4	Kuruman
17 June	2	Johannesburg
18 June	3	Johannesburg
19/20 June	4	Johannesburg

Course 2: The application of analysis and an introduction to trouble-shooting (8h30-16h30) Cost: R395 incl. VAT (Wearcheck customers), R550 (others).

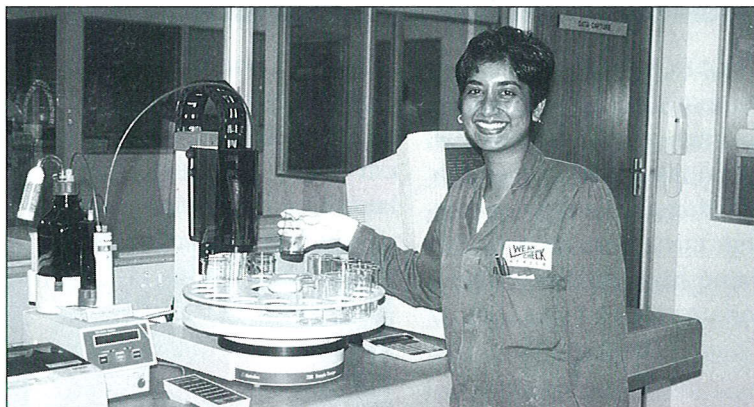
Course 4: The technical management of oil analysis and lubrication. (Day 1: 8h30-16h30, Day 2: 8h30-12h30) Cost R760 incl. VAT (Wearcheck customers), R990 (others).

Details of Courses 1 and 3 are on page 2.

New address for Barlows in Klerksdorp

FOR KLERKSDORP customers wanting to obtain Wearcheck kits, the contact details of Barlows Equipment Company have changed to: 16 Neutron Avenue, Urianaville, Klerksdorp. Tel: (018) 94521/4 Fax: (018) 91835

New titration unit enhances TBN and TAN measurement



Lab assistant Michelle Govindsamy loads the new titration unit.

WEARCHECK has installed a new fully automated Metrohm titration system for the determination of TBN (total base number) and TAN (total acid number) in oil samples.

The new system replaces existing equipment and is supplied with a state-of-the-art auto sampler.

'The auto sampler is fully programmable,' says laboratory manager Alistair Geach. 'This provides greater flexibility for cleaning and conditioning the electrode system between samples, thereby enhancing result quality.'

The equipment will be used to perform Wearcheck's standard TBN analysis based on ASTM 2896 but is also

intended to offer customers an alternative to the standard TAN determination based on ASTM 974.

The method will be the potentiometric ASTM 664 which, although it is a much longer test, offers considerable advantages and a wider application than ASTM 974.

Visit Wearcheck on the Internet

ALL WEARCHECK publications and a host of other interesting information on the company and oil analysis can be viewed on the Internet. Visit us at: <http://www.wearcheck.co.za/>

Where to find us

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