

COMPLIMENTS OF THE SEASON

As 2010 draws to a close, we look back with gratitude on a successful year despite difficult economic conditions and thank you, our customers, for your much valued support. From all of us at WearCheck, we wish you peace and harmony over the festive season and a prosperous 2011.



NEW INDIAN OFFICE STRENGTHENS WEARCHECK'S INTERNATIONAL GROWTH

WearCheck's new office in Chennai (formerly Madras) in India is open for business and eager to make its presence felt in industries across the region.

'It is with great pleasure that we announce the opening of our new office in India,' says WearCheck managing director, Neil Robinson. 'After the opening of our Dubai office last year, the Indian enterprise is yet another mark of our ongoing growth strategy and our commitment to developing new markets in other parts of the world when opportunities arise.'

'Although the WearCheck business model is a complex one characterised by advanced technology and custom-designed systems and processes, we have found that this, coupled with our service ethic and decades of experience, adds up to a world class brand that translates comfortably into different geographic regions and cultures.'

The new office, which will be named WearCheck Laboratories India, is headed by national manager, Nissar

Ahamed, who is supported by sales engineers, Mohamed Hussain and Chenna Reddy, and Muji Zakirudeen who is responsible for accounts and admin.

WearCheck diagnostician, Steven Lara-Lee Lumley will be visiting the office early next year to run training seminars for selected industrial decision-makers in the region.



Nissar Ahamed, (seated right), national manager of WearCheck India with his team (back) Chenna Reddy and Mohamed Hussian and (seated) Muji Zakirudeen

IT'S A SMALL WORLD

The latest enquiries received from unusual locations across the globe have come from:

- A major embassy in Conakry, Guinea regarding generator maintenance.
- A railway company in Maputo, Mozambique.
- A leisure submarine in Mauritius regarding the possibility of sampling for this unit.
- A trading company in the Republic of Yemen.
- A hydro-electric plant in Angola.

IN APPRECIATION

Much valued words of praise and appreciation were recently received from:

- A biofuels company in Mossel Bay regarding outstanding service from the Cape Town office.
- A leading aluminium rolled products manufacturer who decided to extend sampling periods as a result of satisfactory sampling results.
- A major retailer regarding excellent service on the maintenance of its corporate jet.

**WEAR
CHECK**

The Leaders in Oil & Fuel Analysis

MONITOR
ISSUE 58



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ANOTHER WEARCHECK DIAGNOSTICIAN RECEIVES HONEYWELL ACCREDITATION

Steven Lara-Lee Lumley was accredited by Honeywell Aerospace in October, enabling her to test and diagnose filters from jet engines manufactured by this US-based organisation. She and fellow WearCheck diagnosticians, Daan Burger and Ravi Chetty, now hold this accreditation.

WearCheck has been the official independent oil analysis laboratory for Honeywell (formerly Allied Signal and Garrett) turbine engines in Africa for more than 15 years and numbers many leaders in the local aviation industry amongst its clients.

'This is an exciting new avenue for me,' says Steven. 'Time is of the essence in SOAP (Spectrometric Oil Analysis Programme) analysis for jet engines. It is essential to provide a quick and accurate diagnosis considering the critical safety aspect of flying and the expense of aircraft downtime.'

Daan, who is WearCheck's longest serving aircraft analysis specialist, will continue in this role but will also now be spending part of his time diagnosing the results of transformer oil samples tested in WearCheck's Isando speciality laboratory as he is an electrical engineer by trade.



Honeywell Aerospace engineer, Robin Humes (right), visited WearCheck in October to assess and approve Steven Lara-Lee Lumley (centre) for Honeywell Aerospace accreditation. They are pictured here with WearCheck's most experienced aircraft specialist, Daan Burger

VISIT OUR NEW WEB SITE

WearCheck's web site recently underwent a complete makeover with a new design and updated content.

Visit it at www.wearcheck.co.za and let us know what you think.

TRY WEARCHECK'S ONE-STOP TESTING SERVICE

WearCheck's laboratories offer world class analysis of lubricants from a variety of sources, transformer oil, petrol, diesel, biofuel and aircraft engine filters. They also offer several other specialised tests including biofuel content, turbine oil analysis and the monitoring of thermal or heat transfer oils. Now, so as to offer a complete testing package for customers, WearCheck will fulfil requests for additional specialised, one-off tests that are not performed in-house - such as foaming, ash or demulsibility.

'If any of our customers has need of a specialised test on oils, fuels or greases that we don't do at any of our laboratories, we will outsource it on their behalf and provide them with a one-page report,' said laboratory manager, Paul Swan.

WEARCHECK INTERNATIONAL MEETING STRENGTHENS GLOBAL TIES

The annual WearCheck International (WCI) meeting held in North Carolina in the USA during July once again gave member companies the opportunity to network and discuss issues of mutual interest in the industry.

Presentations on the latest equipment on the market from instrument vendors such as Fluitec, Perkin Elmer and Paragon Scientific were of interest to the delegates who also discussed their recent instrument purchases and provided feedback on performance and new developments over the past year.

Also under discussion was the joint servicing of certain OEM customers by WCI members and the possibility of extending WCI membership to companies from countries not currently represented in the group, in particular from South America.

Next year's WCI meeting will be hosted by South Africa and promises to be attended by representatives from the USA, Canada, the United Kingdom, Spain, Belgium and Hungary.

HIGH FAILURE RATE OF FUEL SAMPLES HIGHLIGHTS NEED FOR FUEL ANALYSIS

More than 54% of fuel samples submitted to WearCheck over a four-week period recently failed the quality check, that is, they were found to be noncompliant with the requirements of SANS 342 which specifies various properties with which diesel fuel in South Africa must comply.

'This high failure rate for fuel samples indicates that more regular fuel testing would be an advantage for companies who are concerned about the quality of their diesel and petrol - from road haulers to companies with on-site fuel tanks as well as any other parties who have reason to believe the lack of quality of their fuel may be causing engine problems,' said WearCheck laboratory manager, Paul Swan.

Diesel can be contaminated in several ways. It will deteriorate if it stands in bulk tanks for long periods. Then there is the risk of dust and water ingress. Bacteria and fungi can grow at the interface where diesel and water mix, accelerating deterioration and leading to filter blockages. Contamination can also occur during transportation and WearCheck is often required to test the fuel in tanks and bowsers to rule this out as the cause of equipment failure or poor performance.

'Our fuel analysis is also of value for oil companies and refineries wanting to provide third party verification of petrol or diesel

quality for their customers by obtaining an independent set of laboratory results,' Paul said.

Fuel analysis is a major function of WearCheck's speciality laboratory in Isando and covers viscosity, density, distillation, flashpoint, water (by Karl Fischer), appearance, colour, sulphur content, particulate contamination and, as extra tests, biofuel content and bacterial and fungal contamination. A similar range of tests is performed on petrol samples as well as an additional test for lead content.



Paul Swan, laboratory manager for WearCheck

Customer survey results reveal general satisfaction

Many thanks to the more than 130 customers who responded to our recent customer survey, most of whom were pleased with the service they received from WearCheck.

Says WearCheck managing director, Neil Robinson. 'Customer feedback is critical to the ongoing success of the business and we value any feedback highly as it enables us to improve and streamline our operations.'

'One or two customers were not happy about a particular issue but, as their comments were anonymous, we cannot follow up on them.'

'Please contact us about any problems and we will do our best to resolve them.'

The following comments from respondents were gratefully received:

- WearCheck offers absolute professionalism in oil analysis.
- I have always found that the technical support staff are very helpful and friendly.
- I rate WearCheck 100%.
- Thank you for a great service.
- I personally think that WearCheck is a huge asset. It saves time and money.



Congratulations to Mark Pistorius, chief engineer for the KwaZulu-Natal Department of Transport in Pietermaritzburg who was the winner of the survey lucky draw prize. He is pictured here receiving his 12MB Olympus Tough digital camera worth R3 000 from WearCheck sales developer, Kay Meyrick

IN THE CAPE

Werner Buys, the branch co-ordinator of the new Cape Town office, is delighted with the warm reception they have received from customers in the region - especially those in the maritime industry. Werner began his career as a laboratory technician in the transformer analysis laboratory at Rowan Tree, now WearCheck. He then moved to fuel analysis in the speciality laboratory and later to on-site sampling and support as part of the Gauteng sales team, amassing a total of five years of experience in oil, fuel and transformer oil analysis. He also spent a month running WearCheck's laboratory at Lumwana Mine in Zambia. Werner encourages customers to make use of the branch's on-site sampling service.



Werner Buys

NEW MIDDELBURG LAB TECHNICIAN

Deepak Deepnarain is now laboratory technician at WearCheck's Middelburg branch, after spending three years as a lab assistant in the Pinetown laboratory and after completing specialised internal training under John Evans, WearCheck's diagnostic manager. Deepak was a part of the Pinetown office's firefighting and First Aid team and will continue to perform this role in Middelburg. His troubleshooting skills and hands-on, practical approach to his work will be valued in his new position. Deepak is currently completing his second year BSc Chemistry through Unisa and holds a project management certificate from Intec.



Deepak Deepnarain

IN THE FIELD IN GAUTENG

Marcelle Symons is WearCheck's new on-site sampling and field support technician, based in the Johannesburg office. Marcelle, who holds an N4 Engineering diploma, joined WearCheck in 2006 as a lab technician in the speciality lab, analysing transformer oil and diesel samples. Prior to this, Marcelle gained 11 years of transformer analysis experience, working for the QP group, Chemilite and Rowan Tree laboratories, which was bought by WearCheck. She will be trained as a thermographer in the near future.



Marcelle Symons

NEW WSL TECHNICIAN

Tanay Narainpersad has moved from the Pinetown laboratory to take up the position

of laboratory technician at WearCheck's speciality laboratory (WSL) in Johannesburg. Whilst working in the Pinetown laboratory, he gained a comprehensive knowledge of all instrumentation, tests and analysis procedures. Tanay, a karate black belt, joined WearCheck in 2008 after completing his BSc Microbiology at the University of KZN.



Tanay Narainpersad

QUINTON RETURNS TO DIAGNOSTICS

Quinton Verster has rejoined WearCheck as technical consultant, after a three-year break. He originally joined WearCheck as a diagnostician in 2003, following a 16-year stint with the KZN Department of Transport in Durban, Greytown and Ladysmith. Starting as an apprentice in 1987, he worked his way up to manager of the department's Ladysmith workshop where he was responsible for a team of 17 employees undertaking preventive maintenance for 120 units of construction plant and equipment, 22 ambulances and a variety of vehicles and buses. He holds a National Diploma in Mechanical Engineering.



Quinton Verster

EILEEN RETIRES AFTER 20 YEARS

WearCheck bade a fond farewell to Eileen van der Merwe who retired from the company in August after 20 years of service.

'Eileen probably spoke to more of our customers and suppliers than all of WearCheck put together in her role as receptionist and switchboard operator and when she helped out in the data processing and customer service sections,' said managing director, Neil Robinson. He thanked Eileen for her loyal service and much valued contribution to the company and said that she took the warmest wishes of everyone in the company with her as she embarked on this new chapter in her life.



Eileen van der Merwe

WELCOME PINKY

We welcome Pinky Singh who takes over from Eileen as the new voice of WearCheck and the friendly face that will now greet customers at reception.



Pinky Singh

OUT AND ABOUT

- Ashley Mayer, senior technical consultant at WearCheck's Johannesburg office, delivered a talk at the Predictive Maintenance Conference South Africa 2010 held on the ABB Campus in Johannesburg in early September. He spoke on tribology - making sense of limits, trends and alarm levels to optimise your oil analysis programme. WearCheck also mounted a corporate exhibition at this conference.
- WearCheck shared an exhibit with fellow Set Point divisions, Meter Systems and Pneumax, at Electra Mining Africa 2010 in October, which generated a positive response from the many visitors to the stand.
- WearCheck PM had a stand at the Abu Dhabi International Petroleum Exhibition and Conference (ADIPEC) in Dubai in early November.



WearCheck's Ashley Mayer and Michelle van Dyk offered oil analysis advice and provided information about the company to visitors to Electra Mining Africa

Oil analysis training is a sound investment

WearCheck's oil analysis programme is an invaluable diagnostic tool in a predictive maintenance programme, improving cost-efficiency and reducing lubrication costs. However, the benefits to be gained from the programme can be diminished if not accompanied by the appropriate technical training.

So says John Evans, diagnostic manager for WearCheck, 'Training staff is a sound investment. Employees who understand a system or procedure will do it smarter, and a workforce which is performing intelligently has a direct impact on efficiency.'

WearCheck will be running a number of oil analysis training courses throughout South Africa next year (see schedule overleaf).

All courses can also be provided in the following places - Bloemfontein, Makopane, Nelspruit, Kimberley and Port Elizabeth or

GAINING A Foothold IN DUBAI

Technical consultant, Steven Lara-Lee Lumley, visited seven of the company's major customers during her recent trip to Dubai and helped to man the WearCheck PM exhibit at the Abu Dhabi International Petroleum Exhibition and Conference (ADIPEC).

'All our customers are happy with our service and are very keen for us to conduct training for them to enable them to develop their oil analysis programmes to their maximum potential,' Steven said.

This is the second year that WearCheck PM has exhibited at ADIPEC and many more people recognised the WearCheck brand this time.

'Most of the English, South African, Australian and American ex-patriots working in the construction industry in Dubai are aware of WearCheck and the fundamentals of oil analysis, which is encouraging,' Steven said. 'It is clear that there is good potential for WearCheck to gain a strong foothold in this region.'

Steven has been in regular contact with a member of the faculty of chemical engineering at the American University of Sharjah since WearCheck opened its Dubai office and they renewed their association at ADIPEC.

'He has a strong interest in oil analysis and is in a position to educate and influence the engineers of tomorrow about its benefits,' Steven said.

Steven will return to Dubai in the first quarter of next year and will go on to India to conduct training in Chennai for WearCheck customers in both countries.

beyond South Africa's borders in Botswana, Namibia, Tanzania and Zambia.

They can also be presented on customers' premises, along with two practical on-site courses - a half day course in English or Zulu focusing on correct sampling procedures and a full day course for workshop technicians.

'Our training helps employees to think proactively - to address root causes and implement solutions before minor problems turn into major ones - saving on maintenance costs and increasing equipment availability,' says John.

'Because WearCheck has been in operation for 38 years and analyses 550 000 samples from across southern Africa every year, we have a database of more than 10 million entries. We capture information from the machinery we analyse and this allows us to increase our knowledge base. We pass this knowledge on to our customers in the training courses and we illustrate the theory with meaningful, practical case studies - all related to local conditions.'

2010 TRAINING COURSES

VENUE	NETCHECK: SOFTWARE PACKAGE	OIL ANALYSIS ONE: UNDERSTANDING OIL AND ITS ANALYSIS	OIL ANALYSIS TWO: REPORT INTERPRETATION	OIL ANALYSIS THREE: MANAGEMENT
Johannesburg	14 Feb, 17 Oct	15-16 Feb, 18-19 Oct	17 Feb, 20 Oct	18 Feb, 21 Oct
Namibia		17-18 May	19 May	20 May
Cape Town		14-15 March, 23-24 Aug	16 March, 25 Aug	17 March, 26 Aug
Middelburg		12-13 July	14 July	15 July
Steelpoort		19-20 July	21 July	22 July
Pinetown	15 Aug	16-17 Aug	18 Aug	19 Aug
Rustenburg		20-21 Sept	22 Sept	23 Sept

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. All courses include course material,

refreshments, giveaways and certificates. For more details on course content, view Training at www.wearcheck.co.za. For bookings phone Michelle van Dyk on (011) 392-6322 or email training@wearcheck.co.za.

ABET achievers



Seven WearCheck employees are currently reaping the benefits of ABET (adult literacy) training at the Pinetown offices every Monday morning. Zamani Ndlovu (back row) signed up for Level 4 this year and six others were recently presented with certificates ranging from Level 1 to Level 4 after completing their IEB exams at the end of last year (from left) Aaron Mchunu, Elizabeth Mbambo, Patricia Ncibilika, Gloria Ncama, Nesta Mazibuko and Wellington Ndlovu. They are pictured here with Skills for Life course facilitators, Sharon Smith and Janet Peacock, and WearCheck managers, Michelle Padayachee, Eddie Perumal and Scott Sowman. Elizabeth recently won a cash prize in the Drum 'Know your country' Blockword competition which she felt was partly due to the themes covered in the ABET lessons.

JOINING TOGETHER TO SUPPORT THE PLANET

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. This option also applies to printed reports.

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