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| |  | | --- | | **Penrite Oil Analysis Form** | | |
| **Customer:** | **Account Number (if applicable):** |
| **Address:** | **Date:** |
| **Phone:** |
| **REP/SDM:** | **State:** |
| **PRODUCT:** | **Batch Number:** |
| **Penrite Oil Test Background Questions** | **Answers** |
| Registration Number *(As per plates on vehicle)* |  |
| Equipment Make & Model *(e.g. 2013 Ford Falcon FG XR6 4.0 litre)* |  |
| 2WD / 4WD model? *(Please also confirm if compartment in question is Differential/Gearbox or Transfer Case)* |  |
| Fuel Type - *(Petrol / Diesel / LPG / E85)* |  |
| Equipment Kilometres/Hours *(As shown on the odometer or hour meter)* |  |
| Kilometres/Hours travelled since last service*(How far has the vehicle travelled since being last serviced or how many hours was equipment running since last service?)* |  |
| Where was the oil purchased from and when? |  |
| Does it have a service history prior? *(Yes / No)* |  |
| If so what type of history? *(Dealer, RAS, WKSHP HOME etc)* |  |
| How long has current service centre been servicing the equipment?*(years, months)* |  |
| Name of mechanic who serviced the vehicle? |  |
| Has the owner of equipment owned it from new? *(Yes / No)* |  |
| What oil brand, product and viscosity has been previously used in the equipment? *(HPR 10, GTX, XLD 20W-50 etc)* |  |
| Has any additive/s been used? *(Oil stabiliser, zinc additive, Limslip Add, Stop Leak etc?)* |  |
| Is the equipment consuming oil and if so, how much?*(Yes / No / NA if not engine oil)* |  |
| What is the exact problem? *(describe in detail)*: | |
| Are there any other problems related to the product in similar vehicles or other equipment? *(Details):* |  |
|  | |
| What has the service centre done so far? (*Details*) | |
| Does the equipment have any other major issues? (*Details*) |  |
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| Did the vehicle have problems prior to our product being used?    *(If it has been serviced at the same place – service history may have indicated a problem earlier.)* (*Details*) |  |
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| Is there any other information that is relevant to this oil enquiry?  (Please include photos & any other d*etails*) |  |
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| **Follow Up *(Sample must be supplied in a Penrite sample bottle labelled correctly. NO GLASS OR FOOD CONTAINERS)*** | |
| Oil sample received at HO | Date: |
| Sent for processing | Date: |
| Report Received | Date: |
| Report issued back to SDM | Date: |
| Customer follow up | Date: |
| Feedback.  (*Provide any further details related to feedback*) | Date: |
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