

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.

WHAT FLUID TEST PACKAGES DOES KOHLER OFFER?

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

- SVC001 – Basic Oil Test Kit
- SVC002 – Advanced Oil Test Kit
- SVC003 – Coolant Test Kit
- SVC004 – Basic Diesel Fuel Test Kit
- SVC005 – Advanced Diesel Fuel Test Kit
- SVC052 – Intermediate Diesel Fuel Test Kit
- SVC053 – Summer Advanced Diesel Fuel Test Kit
- SVC054 - Basic Diesel Fuel + Biodiesel Test Kit
- SVC055 - Basic Dsl + Particle Ct, Cloud Pt Test Kit

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?

Your results are available to your KOHLER distributor via email or one of the HORIZON® apps. Work with your 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.
- HORIZON Browser App: All reports can be found by logging into www.eoilreports.com. This is also where you can manage email subscriptions for yourself and others.
- HORIZON Mobile App: Read report summaries and download full PDFs on the HORIZON mobile app (for iOS and Android). Customize the app settings to receive push notifications based on fluid type and report severity.

WHAT ELSE CAN I DO WITH THE HORIZON DATA MANAGEMENT SYSTEM TOOL?

Use the HORIZON browser app to:

- Submit sample information electronically to minimize errors and speed up laboratory processing time (also available on the mobile app)
- Place critical components on asset watch and receive email alerts for high severities
- Document maintenance action taken
- Estimate cumulative savings to bring visibility to the program value
- Run 14 different management reports
- Evaluate program performance and compliance
- Determine common failures by location or equipment
- Monitor sample status
- Update component information online
- Add or remove users from your accounts



KOHLER®
IN POWER. SINCE 1920.

Frequently Asked Questions (Cont.)

WHY SHOULD I USE KOHLER'S FLUID ANALYSIS PROGRAM?

In addition to the powerful data management system, Kohler has used HORIZON data management 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. Each independent testing laboratory is ISO 17025 A2LA 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?

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

WHERE WILL MY FLUID SAMPLES BE PROCESSED?

Each kit includes labels to four lab locations. To ship your sample, your distributor will use the label that corresponds to the nearest lab. Locations include:

- Indianapolis, IN
- Salt Lake City, UT
- Houston, TX
- Edmonton, AB, Canada

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.

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