



# CITGO LUBRICANTS STEEL EFFICIENCY GUARANTEE

IMPROVED OPERATIONAL EFFICIENCY. 100% GUARANTEED OR YOUR MONEY BACK.



CITGO Lubricants is confident that we can improve the efficiency of your mill through increased equipment service life or decreased operational costs. The CITGO Lubricants Steel Efficiency Guarantee is designed to allow steel mills to test and evaluate select CITGO lubricants at no risk in order to demonstrate potential cost savings.

## HOW IT WORKS

A CITGO Account Manager will work with you to assess current equipment maintenance needs. We will use this review to determine any opportunities to improve your lubrication practices. This assessment may include a pre-check of existing maintenance history, or a review of lubrication storage and handling system. Recommendations from our assessment, if implemented, may provide improvements in efficiency.

If both parties agree to any grease product test, then a collection of grease samples will be required of all test units; CITGO will review and approve the equipment to be included in any test. Sampling procedures and the required analysis schedule are confirmed by the CITGO Account Manager. CITGO grease products are then purchased by you from a CITGO Marketer, and testing is started. At the end of the test period, your CITGO Account Manager will review efficiency results and potential savings with you.

## QUALIFYING STEEL INDUSTRY GREASE PRODUCTS

The following products are used in the above mentioned test, and have proven to increase service life for bearings and decrease maintenance costs in certain applications. Not all applications will apply.

- SynDurance® ST Grease [PI Sheet](#)
- Lithoplex® ST Grease [PI Sheet](#)

For the full details of the CITGO Lubricants product warranty, visit this web page: <http://www.citgolubes.com/citgo-warranty-cert/>

For more information on the Steel Efficiency Guarantee or to find information on other qualifying lubricants, please contact your CITGO Account Manager or CITGO Marketer.

## TERMS AND CONDITIONS OF USE

Only one test is permitted per customer and must be approved in advance by CITGO Lubricants Management. Test equipment must have consistent operating conditions, without change, throughout the test evaluation period, and follow original equipment manufacturer's (OEM) recommendations. All installation, maintenance, and operating records must be made available to CITGO.

In the event that a test has been properly completed but does not meet the predefined test goal set by CITGO, a test product reimbursement can be requested by the customer to the CITGO Account Manager. The request must be received by CITGO no later than 60 days after the test end date. If CITGO determines, at its sole discretion, that the test goal was not met, the CITGO Marketer will be reimbursed for the qualifying grease purchase price as shown in the provided savings summary report. In the event that test equipment fails during the test period, CITGO shall only be responsible for the reasonable costs of repairs for damages directly caused by the CITGO test products. CITGO reserves the right to investigate any claim for damages, including equipment failure, prior to reimbursement. CITGO will not be responsible for any incidental or consequential damages, including any downtime. The specific Terms and Conditions of Use herein constitute the entirety of this agreement and all other agreements, either verbal or written, are hereby superseded. All information exchanged by CITGO, CITGO Marketer, and customer to remain confidential. Program subject to change without notice.