

Irving Lubricants Newsletter

Welcome to our second edition of the Irving Lubricants Newsletter. We here at Irving are continually striving to provide information about our company and the industry to you the customer. We hope you enjoy this edition.



Lubricant Industry Headliners

Global Methanol Shortage Driving Price

A worldwide shortage of methanol has driven spot prices for the commodity to an all time high. It is believed that planned and unplanned production outages, continuous shortage of gas in certain countries that continually cause producing plants to remain idle and supply issues are the factors for shortage in supply for this product. Since August the price of methanol spot market price has increased by more than 135% from \$0.85 per gallon to a spot price of \$2.00 as of early October. Future demand of Methanol is not expected to decrease and Methanol prices are projected to rise with no prediction of where it will top out at.

Source: Canada.com Network

API CF-4 is Obsolete

Last June, API's decided to cease licensing diesel engine oil against the API CF-4 specification. API's decision to discontinue CF-4 licensing became necessary after the ASTM Heavy Duty Engine Oil Classification Panel (HDEOCP) determined that it could not establish correlation between the Mack T-6 and T-12 engine sequence test. The Mack T-6 is one of the three engine tests required by API as proof of CF-4 performance. With no workable replacement for the T-6 API had no choice but to discontinue licensing against the CF-4 category.

Here are some specifics on the removal of the CF-4 from licenses.

- Oils with CF-4 as the most recent diesel engine oil service category will only be permitted to remain licensed as API SJ after June 30, 2008.
- Oils that only claim to meet API CF-4 will be removed from all licenses on June 30, 2008
- After June 30, 2008 Oil marketers will not be permitted to use CF-4 inside the API Service symbol "donut" and will not be allowed new CF-4 products to be added to licenses.
- Oils that include CF-4 as one of a series of diesel engine oil categories claimed will remain on the license after June 30, 2008, minus the CF-4 claim.

Source: Compoundings- Vol. 57, No. 10- October 2007



Product Spotlight

Our newest product to hit the shelves is our Max 1 Advanced Synthetic. This product offers new technology that is designed to improve performance, fuel economy and pollution control. Our cutting edge oil has been engineered with high quality base oils and superior synthetic technology to provide protection and performance for vehicles with the latest technologies including;

- High temperature protection for turbocharged and high power density engines
- A level of protection against volatility burn off not met by conventional oils or synthetic blends
- Improved foaming resistance for superior performance of engines equipped with variable valve timing and/ or cylinder deactivation
- A very high level of cam wear protection for maximum valve train performance.
- Unique film strength technology to protect the special wear concerns of direct injection engines
- Low Friction to get maximum fuel economy from hybrids
- Proven corrosion protection and emulsion stability with ethanol containing fuels
- Exceptional protection against sludge

Product Talk

Introducing our new products for 2007.

Keeping Your Truck Cool, So YOU Don't Overheat!

Trucks that are on the road today are far more advanced, aerodynamic and environmentally friendly than they have ever been before and equipped with hotter running engines, which means that maintenance your cooling system is crucial. The majority of reasons for engine failure is poor system maintenance and the majority of them can be prevented.

Here are some tips to keep your cooling system running smoothly.

1. Pressure-test the cooling system during regular PM intervals to check for leaks. The radiator/ surge tank pressure cap should also be tested at this time.
2. Visually inspect all hoses for chafing and damage, and replace hoses for chafing and damage and replace hoses that have become swollen due to numerous heat cycles. Ensure all hoses are properly secured and insulated.
3. Regularly tighten hose clamps, and consider upgrading to constant-torque clamps- they look like spring loaded- clamps you'll find on your charge-air cooler hoses.
4. Gently power-wash the exterior of the radiator, charge-air cooler, and air conditioning condenser. Keeping these components clean will greatly improve their ability to dissipate heat.
5. Ensure that fan drive belts are properly adjusted, aligned and in a serviceable condition, i.e. free of cracks, and replace the cooling fan if any of these conditions exist.
6. Visually inspect your coolant; it should be clean, with no debris, no discoloration, and no odour of diesel fuel or oil. It should not smell burnt.
7. Remember to check your freeze points as we approach the winter season.

Source: HighwaySTAR- October 2007



The most important component to protecting your engine longer is to use our Extended Life Diesel Coolant. Our product has an advanced formulation intended only for diesel engine cooling systems. Our coolant uses ethylene glycol along with technology advanced chemical additives to provide complete protection against corrosion and deposits in the cooling system for up to 5 times longer than regular antifreeze and coolants.

Customer News

Our newest editions to the Irving Family

Depot News

Opening

General Auto Supplies (NAPA), Charlottetown, PE
Morell Auto Parts (NAPA), Morell, PE
Summerside Auto Parts (Carquest), Summerside, PE
Royal Star Fisheries, Tignish, PE
DRS Auto Supplies Ltd., Woodstock, NB
Creighton - Carter Ltd. (NAPA), Nackawick/ St. Stephen, NB
CARQUEST Auto Parts, Bathurst/ Beresford, NB
Modern Auto (CARQUEST), Caraquet/ Tracadie-Sheila, NB

Closing

Doucett's Home Hardware- Summerside, PE

New Customers

- J.J. John Marine Ltd, Quebec
- Ville De Sherbrooke, Sherbrooke, QC
- Decorating Designs Inc., St. John's, NL
- Hydro Quebec, QC

Irving Lubricants in the Community

What Our Customers Are Saying About Us

Cormack Lubricants Inc., located in Ancaster (Hamilton), Ontario is a new Irving Distributor. We employ a number of professionals who are very experienced in all facets of lubricant sales. Our experience in this industry exceeds 100 years. Our markets include fleets, retail, automotive dealerships, industrial, automotive warehouse distributors, fast lubes and private label.

"We are pleased and anxious to build IRVING LUBRICANTS in the Ontario marketplace. With Irving Lubricants' continued support and patience we will make the IRVING name more recognizable in Ontario and available to the millions of consumers in our province. Irving Lubricants head office staff and Irving support staffs are always eager to assist us in any way possible. Cormack Lubricants Inc. values and appreciates this support from the IRVING TEAM."

—Gary Cormack, CEO



Did you know?

ISO 9000 is a set of standard technical guidelines and standards throughout a 157-country network. The ISO coordinates a management system and publishes it to raise levels of quality, safety, reliability and efficiency. Irving Lubricants has been ISO 9000 Certified since 1995. Being ISO certified means that you will receive consistent quality products and service every time.

Irving Lubricants Quality Statement

We, the employees of Irving Lubricants pledge to continue to supply quality products to our customers. From receiving, blending, packaging and distribution we are working on continually improving our processes. Our main objective is customer satisfaction.

Irving Lubricants Racing News

Irving Lubricants sponsored Pro Stock racer Lonnie Sommerville took home the Rookie of the Year and 6th place overall at the Pro Stock tour banquet held at the Best Western Glengarry in Truro, NS on October 27, 2007. Way to go Lonnie!



Lube Tips by Bruce

Here are some tips on lubrications from our Lab technician Bruce Sanford.

Viscosity

It is that time of the year when temperature becomes a factor in choosing the right lubricant for the right application. Viscosity is one of the most important characteristic properties of a lubricant. It is a characteristic that is greatly affected by temperatures. Viscosity is a "resistance to flow" for which everyone relates to the thickness of the lubricant. The viscosity of the lubricant increases (gets thicker) as the temperature decreases; whereas, it decreases as the temperature increases. Having viscosity too low (not thick enough) can be detrimental to the piece of equipment causing metal on metal contact which results in premature wear. On the flip side, having viscosity too high (too thick) will cause overheating thus leading to rapid oxidation (shorter oil life) of the lubricant. Also having viscosity too high could reduce the overall efficiency of a unit. The best way to choose the right viscosity for the right environment is to check the OEM (Original Equipment Manufacturing) manuals.

Pour Point

Pour point is another characteristic function of a lubricant when it comes to colder environments. The pour point is defined as the lowest temperature point for which the lubricant will flow. When choosing a lubricant, one should choose a lubricant that has an operating temperature that is 10°C (20°F) higher than the pour point. Ex. A piece of equipment that has an operating temperature of 0°C (32°F) to 50°C (122°F) should use a lubricant that has a pour point of -10 °C (14°F) or less. Words of advice - Never select a lubricant based on its pour point alone.



Give us your thoughts and Enter to Win

We are welcoming your thoughts on our newsletter and feedback on topics you think should be added. Send us your thoughts and you will be entered into a draw for a \$100.00 in Irving money that can be spent at any Irving Convenience retail store. You can send your comments via email to Audreyrose.Mcbay@irvingoil.com, subject line Newsletter Comments Contest or through the mail. Irving Oil Lubricants, 555 Courtney Bay Causeway, Saint John, NB, E2L 4K1

Irving Lubricants Contact List

Sales Representatives by Territory

Maritimes - Robert Wilkin.....	506-202-7760
Quebec - Jean Lacharite	866-864-6419
Ontario - Jamie Therien.....	905-209-9290
New England - Santo Lombardo	207-642-4741

Sales Manager

Ingrid Harris.....	506-202-3622
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Sales Coordinator

Donna Stark.....	506-202-5301
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Marketing Manager

Matt Mannette.....	603-559-8809
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Marketing Coordinator

Audreyrose McBay.....	506-202-7038
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Billing / Order Clerk

Private Label / Canadian Packaged - Tammy Robinson.....	506-202-7091
Export Bulk / Packaged Orders / Labels - Serena Fortune.....	506-202-5408
Quebec Orders All Goods.....	506-202-3444

Customer Order Desk - Maritimes

Andy Walton / Phil Babineau	506-202-2388
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Shipping - Packaged Products

Jeff Asselstine.....	506-202-6421
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Blow Moulding

Ron Kirkpatrick.....	506-202-5402
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Production / Blending / Bulk Shipping

Jim Craft.....	506-202-3459
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Logistics / Distribution

Ron Campbell	506-202-3445
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Laboratory

	1-800-563-8378
Bruce Sanford.....	506-202-7730

Front Desk / Reception

Jennifer Ganong.....	506-202-3623
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Accounts Receivable

Tammy Atwell.....	506-202-3896
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Accounts Payable

Heather Cook.....	506-202-7026
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