

## Case Study Submission Guidelines

To help us clearly understand your case, maintain high quality standards, and ensure a fast and accurate turnaround, please follow the guidance below when completing the form.

Providing detailed, measurable, and specific information will significantly strengthen your case study and highlight the value delivered.

**Note** - This document is intended to guide contributors on the most critical fields that require detailed information. It does not include every field contained in the official case study submission form. Please ensure that all required fields in the original form are completed.

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### Field 1 - Benefit

Please provide more details:

- Monetary savings
- Basic reference case
- Performance improvement

#### Example:

If you select “**Monetary savings,**” please provide concrete data (e.g., cost reduction, annual savings, percentage improvement, reduced consumption, etc.).

Try to make the benefit clear, measurable, and specific so the impact is easy to understand.

**Note:** Please provide detailed supporting information in the attached **Claim Substantiation Form**.

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### Field 2 - Previous product in use

Please provide more details:

The previous product will not be mentioned in the public case study if not required, but including it helps us better understand the context and comparison.

#### Example:

Teccem FORMLIQ 110-240

### **Field 3 - Castrol Product**

#### **Please provide more details:**

Indicate the full product name to avoid confusion and ensure accuracy.

#### **Example:**

Tribol GR 3785/220-1.5

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### **Field 4 - Customer name**

#### **Please provide more details:**

Including the customer's name is optional for public use, but it is valuable for internal reference and documentation purposes.

#### **Example:**

Customer ABC

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### **Field 5 - Customer challenges**

#### **Please provide more details:**

Complexity of products, inefficiency.

#### **Example:**

The customer operates in a harsh mining environment with low temperatures, dust, and high mechanical loads. Over time, several different grease products from multiple suppliers were being used for general lubrication and electric motor applications. This resulted in increased complexity in lubrication management, a higher risk of incorrect product selection, and inefficiencies in storage and handling.

The challenge was to reduce the number of greases used for general lubrication while ensuring reliable performance in demanding conditions, including operation at very low temperatures.

Think like a storyteller and describe the challenge in more detail:

- What problem did the customer have?
- What impact did it have on their operations?
- Why was it important to solve?

## **Field 6 - What was wrong with the current provider.**

### **Please provide more details:**

Explain what was not working with the previous provider or solution:  
Inefficiencies, performance issues, high costs, lack of technical support, etc.

### **Example:**

There was no single technical failure related to the existing products. However, the use of multiple greases from different suppliers (Shell, Fuchs, and SKF) created unnecessary complexity.

The lubrication setup increased the risk of misapplication and made stockkeeping and maintenance more difficult. A more standardized solution was required to improve reliability and simplify lubrication practices across the site.

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## **Field 7 - Castrol solution to this problem**

### **Please provide more details:**

We are looking for a clear explanation of why the Castrol product or solution was the right fit for this specific case. The more specific you are, the stronger the value proposition will be.

### **Example:**

TRIBOL GR 3785/220-1.5 was selected due to its excellent load-carrying capacity, strong anti-wear performance, high resistance to water and dust, and proven pumpability in central lubrication systems.

The solution was to standardize general lubrication on TRIBOL GR 3785/220-1.5, a high-performance, multi-service grease from Castrol's HPL portfolio.

The grease is suitable for a wide operating temperature range down to -40 °C, making it well suited for demanding mining applications. More specialized greases remain in use for extreme or highly specific applications, while TRIBOL GR 3785/220-1.5 covers general lubrication needs.

## **Field 8 - Result and outcome of Castrol's solution**

### **Please provide more details:**

Standard greasing products.

### **Example:**

The implementation of TRIBOL GR 3785/220-1.5 enabled the customer to significantly reduce the number of greases used for general lubrication and electric motor applications.

Several products were replaced, including ABC, DEF, and GHI.

The customer achieved a more standardized lubrication approach, reduced the risk of incorrect lubrication, and improved operational robustness in low-temperature and demanding environments.

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## **Field 9 - Key pull-out results**

### **Please provide more details:**

This field should clearly link the outcome to the main benefit. Try to summarize the impact in a direct and concise way.

### **Example:**

The main benefits were related to product consolidation and operational efficiency rather than direct, quantified cost savings.

By reducing the number of greases required for general lubrication, the customer simplified stock-keeping, handling, and maintenance routines. This also reduced the risk of lubricant mix-ups and improved overall reliability.

The use of a high-performance HPL grease provided confidence in equipment protection under harsh operating conditions, including low temperatures down to -40 °C.