



QUICK START GUIDE

Mobile App Sample Submission

Getting Started

CASTROL LABCHECK FORM HEAVY DUTY PROGRAM

STBPS

Sample Submission Instructions

- 1) If you don't already have an account, register for a Labcheck account at: www.labcheckonline.com
- 2) Take a proper sample. For instructions on sampling, download instructions from: www.labcheckresources.com
- 3) Log into your Labcheck account to register or edit equipment being sampled under the Equipment tab. If you don't have access to Labcheck, please use the sample registration form to the right.
- 4) Use the Mobile App or Labcheck Sample Submission feature to register your sample with the laboratory.
- 5) Peel and apply barcode label below to sample jar
- 6) Send sample immediately to the laboratory via traceable delivery / courier service
- 7) Receive sample report via e-mail, mobile app or login to Labcheck to access current and historical sample results.

Need Help? 1-866-LABCHECK
For more information on Labcheck, www.labcheckresources.com

RETAIN WITH YOUR RECORDS FOR TRACKING

SAMPLE TRACKING NUMBER: S20190319022938

AFFIX TO SAMPLE

Date _____

Unit ID _____

Component _____

4/15/2019

Equipment & Sample Registration

ORDER #: OR00001021

Position:

<input type="checkbox"/> Front	<input type="checkbox"/> Left
<input type="checkbox"/> Center	<input type="checkbox"/> Right
<input type="checkbox"/> Rear	<input type="checkbox"/> Upper
	<input type="checkbox"/> Lower

Viscosity Grade:

<input type="checkbox"/> RADICOL SF-0	<input type="checkbox"/> SAE 10W-30
<input type="checkbox"/> SYNGEAR	<input type="checkbox"/> SAE 15W-40
<input type="checkbox"/> SYNGEAR CD 50	<input type="checkbox"/> SAE 10W
<input type="checkbox"/> TRANS-C	<input type="checkbox"/> SAE 30
<input type="checkbox"/> TRANS-C HT	<input type="checkbox"/> SAE 50
<input type="checkbox"/> VECTON	<input type="checkbox"/> ISO 32

Cancel

Before you begin the sample submission process, make sure the latest version of the Labcheck On The Go app is installed on your device.

The Sample Registration Form is designed to integrate with the Castrol Labcheck On The Go app and allows you to quickly and easily register Castrol Labcheck samples in the “field” or “shop”.

Logging in / Resetting your Password



The screenshot shows the Castrol Labcheck login and password reset interface. At the top, the Castrol Labcheck logo is displayed with the tagline 'Featuring Labcheck Intelligence'. Below the logo, there are two input fields: 'Email address' and 'Password'. The 'Email address' field has a person icon on the left, and the 'Password' field has a lock icon on the left. Below these fields is a 'Login' button. At the bottom of the form, there are two links: 'Forgot password?' and 'Request new account'. The version number 'v1.1.53' is displayed at the bottom of the page.

Enter the email associated with your Labcheck account and your password. Click the LOGIN button.

If you've forgotten your credentials, click on the [Forgot password?](#) link, then enter your email address and a new password will be sent to your email shortly.

If you are new to Labcheck, you can request a new account by clicking the [Request New Account](#) link. Please note that it may take up to 48 hours for your new account to be activated.

Registering Your Samples

Sample Submission

General Information

QR Code

Site

Unit

Component

Date Sampled
Nov 13, 2024

Next

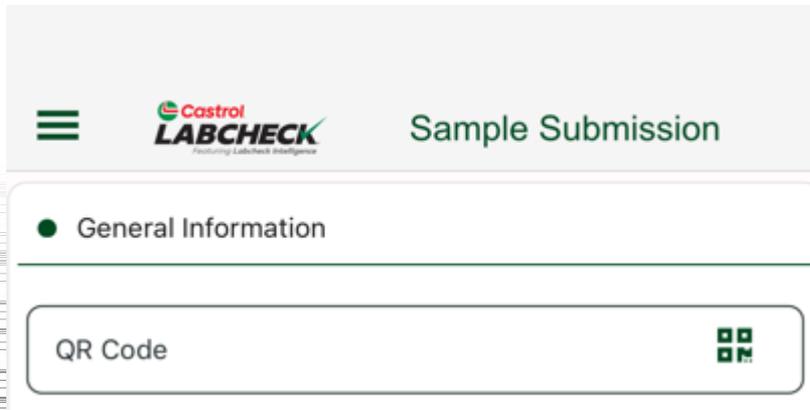
Samples Labels Support Settings

To start the sample registration process, tap on the LABELS icon in the menu bar at the bottom of the app.

Follow the steps below to begin:

1. Scan the QR-code on the sample processing form or peel off label.
2. Select the Site (Branch or Account the machine is associated with)
3. Select the Unit (Machine) and Component being sampled
4. The sample date will default to the current day; you can adjust as necessary.

Step 1 – QR Code Scanning



The screenshot shows the 'Sample Submission' screen in the Castrol LABCHECK app. At the top left is a hamburger menu icon. The app logo 'Castrol LABCHECK' and the text 'Featuring Labcheck Intelligence' are in the top left. The title 'Sample Submission' is in the top right. Below the title is a 'General Information' section with a green dot indicator. The main content area has a 'QR Code' label on the left and a QR code icon on the right, indicating where the user should scan a QR code.

Step 1:

To scan a QR-code, simply click the SCAN button above the QR-code field and it will open your device's camera.

Align the box with the QR-code on the BOTTLE LABEL or the SAMPLE FORM.

The camera will register the QR-code and populate the tracking number in the QR-code field.

Note: The first time you use this feature, the app will ask for your permission to use the camera. Tap ALLOW. You can also manually type the tracking number that is printed underneath the QR-code.

Step 2 – Machine Selection

● Fluid Information

Manufacturer 

Brand 

Grade 

Age of component Unit

Age of fluid Unit

Fluid change?

Filter change? Yes No

Fluid added since last change?

Value Unit

Samples Labels Support Settings

Step 2:

Once you add the QR-code and machine information, click the NEXT button to proceed.

The oil manufacturer, brand and grade information will populate based on the information stored from the desktop website. You can overwrite this as needed.

If you cannot find the machine you are looking for in the list, but know it's already registered, contact the Castrol Labcheck Support desk to make sure your account is associated with the correct Branch or Account.

Step 3 – Sample Information

● Fluid Information

Manufacturer

Brand

Grade

Age of component Unit

Age of fluid Unit

Fluid change?

Filter change? Yes No

Fluid added since last change?

Value Unit

Back Next

Samples Labels Support Settings

Step 3:

After selecting the machine, you will need to complete the following sample information:

1. **Oil Type:** If already registered, this information will pre-populate. You can update it or add the oil type if blank. You must enter an oil manufacturer, brand and grade.
2. **Age of Machine / Oil:** Provide the hours on the machine and how long the oil has been in service.
3. **Oil Change:** Was the oil changed at time of sampling?
4. **Filter Change:** was the filter changed at the time of sampling?
5. **Oil Added:** How much oil was added to the machine at the time of sampling?

This information is critical to accurately interpret the Labcheck sample.

Step 4 – Additional Information

Additional Information

Work Order #

PO

Comment

Any additional testing required, or information for attention of the Data Analyst

(*) [By selecting Submit, you are agreeing Terms and Conditions...](#)

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Samples Labels Support Settings

Step 4:

You have the option to add a Work Order and/or Purchase Order to the sample information.

The Comments section allows you to provide additional feedback on a machine's operating condition or notes about any issues observed with the machine.

The final step is to tap Submit, which completes the sample registration process.

After submitting the sample, you will receive a confirmation that the sample was registered successfully. At this point, you can submit another sample. You can select the same unit (machine), which will pre-populate some information or you can register another sample, which will take you back to the beginning.



CASTROL LABCHECK SUPPORT DESK:

Phone: **866-LABCHECK (522-2432)**

Labchecksupport@bureauveritas.com

<https://www.labcheckresources.com/>

