



Technical Help Desk

Reliable support via phone and e-mail

Overview

Offering you an easy, uncomplicated way of doing business is a top priority. That is why we have created a global Technical Help Desk to assist our marine lubricants customers.

Staffed by lubrication specialists, the Technical Help Desk is your resource for fast, reliable answers to questions about marine lubricants and basic marine lubricant-related problems.

You can reach our Technical Help Desk by telephone, 8:00 am – 5:00 pm, and via e-mail. (See box below for specific phone numbers and e-mail address.)

Listed below are some of the skills and resources our lubrication specialists can offer you by phone and e-mail.

Description

Our lubrication specialists are trained to:

- Provide technical assistance to address concerns regarding lubricants and the products' applications
- Consult in troubleshooting situations with basic failure analysis assistance
- Answer questions on the principles of lubrication, equipment operation/maintenance and oil analysis
- Utilise an extensive technical database on a range of lubrication-related topics, such as product specifications and compatibility issues
- Access a large database of information on OEM (Original Equipment Manufacturer) lubrication requirements

Application

Our lubrication specialists will work with you to:

- Supply lubrication specifications and other technical information from extensive and global sources of data
- Offer assistance with Signum Oil Analysis (a fee-based service) data interpretation
- Follow-up on issues requiring additional research
- Determine the need for an on-site visit by an ExxonMobil engineer and coordinate arrangements where required



Our Technical Help Desk team utilises the resources of ExxonMobil's extensive databases to respond to customer questions and concerns about marine lubrication.

Assistance is available Monday - Friday, 8:00 am - 5:00 pm in the local Help Desk time zones. PLEASE NOTE GMT GUIDELINES.

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