

Frequently Asked Questions

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KLAS software

- Will I be able to access my oil sample historical data?
 - Will there be training and technical support for the system if I need it?
 - What if I have a question about the test results?
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When will the changes become effective?

The proposed changes and improvements to the ConocoPhillips KLAS program will be effective January 1st, 2007.

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What are the changes to KLAS?

The change to the ConocoPhillips KLAS program includes the following:

1. Consolidation of the software service and oil analysis service provide.

Beginning January 1st 2007, Dingo Maintenance Systems will no longer be the software provider for KLAS. The web based software tools and the analyses will now be provided by the oil analysis service provider, POLARIS Laboratory. We believe you will find these offerings similar to the past version of KLAS, with the additional advantages of remote and multiple user access. There will also be more management reporting options available for Marketers and their customers. KLAS is compatible with the most commonly used Condition Monitoring & Maintenance Software (CMMS) providers.

2. One phone number to remember

There will be one phone number for any KLAS transaction that must be handled over the phone. That new number is **1-877-285-9540** which will go into the new KLAS customer service center managed by POLARIS Laboratories. The current KLAS.net customer service representative at 1-866-522-7638 has been contracted through the first quarter of 2007 to assist customers through the transition period. After that time the number will be discontinued.

3. Enhance training opportunities.

Training sessions will be held throughout the year to help users of KLAS to understand and take advantage of this powerful oil analysis management tool. We will also schedule and host field training seminars during the year to help our Marketers and their customers further understand the benefits of KLAS as a maintenance tool.

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How does the program work?

1. In practice the program works just as it did before. The only change is that you will deal directly with the laboratory service providers for KLAS software support. If you currently have an assigned USER ID and Password you will be given a new password via email to access and manage your accounts. If you do not have a USER ID and Password your first step is register online by going to KLAS.net and selecting NEW ACCOUNTS link to the right of the login screen. If you need more help contact KLAS customer service by phone:

KLAS customer service (877-285-9540)

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Do I need to re-register for KLAS if I currently use KLAS?

All access to the KLAS.net online store for ordering samples kits will be password protected. Therefore, there is an additional step needed to assure customers access to the new version of KLAS.net

KLAS customers with current User ID and Password will receive a new Password by email to be used on the KLAS.net system effective January 2, 2007.

KLAS customers without current User ID and Password must register by going online at KLAS.net or by calling KLAS customer service center at 1-877-285-9540 and request a KLAS User ID and Password.

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Will there be a transition period?

Yes, we have also contracted with Dingo through the first quarter of 2007 to assist customers with the transition to the new software providers. The current phone number (1-866-552-7638) for KLAS will be valid through the transition period (the next 3 months).

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What happens to sample kits purchased in 2006 that we still have in inventory?

Continue to use these kits as before.

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What happens with the historical data?

Historical data will continue to be available as before.

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Will the changes effect how I order sample kits?

You can continue to order sample kits for the KLAS program two ways (only the phone number will change):

1. Online by choosing the online store.
2. Call our toll free KLAS customer service (877-285-9540).

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Will the sample kits change?

The sample kits will not change.

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How will the changes affect my choice of labs?

The choice of labs will not be affected.

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Have there been change in either of the two test options, BASIC and PREMIUM. If so, what are the changes?

The test options have not changed.

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What do I do with the sample bottles I already have?

Continue to use up your old bottles. They will be handled by the lab in the same way they have always been.

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Have any of the procedures changed for receiving my test results or for notification when a sample is abnormal or critical?

No, KLAS.net results will still be uploaded and distributed as before. You will still receive Email conformations of new test results. Also, you will continue to receive Email summaries of warning and critical results.

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How do I access my oil sample historical data?

Your Historical Data will immediately be available.

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Do I need to install KLAS.net™ on my computer?

No. KLAS.net is a web based program and can be accessed from any computer connected to the world wide web anywhere in the world.

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Will there be training and technical support for the system if I need it?

Technical support for the software system will be available from POLARIS Laboratories. Call their toll free numbers for support or training.

KLAS customer service (877-285-9540)

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What if I have a question about the test results?

Please contact KLAS customer service (877-285-9540) directly for questions about specific test results or interpretations

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