



IS NOW



HOURS OF OPERATION

CANADA Office

6980 Côte De Liesse
St-Laurent, Montreal, QC H4T 1Y5
8:30am – 4:30pm (eastern time)

USA Office

1212 172nd Street
Hammond, IN, 46324
8:30am – 4:30pm (central time)

Industrial Inspection & Analysis added Tribologik's fluid analysis lab expertise in 2024. This expanded our lab and field services to offer you a one-stop shop for many other lab and field services; chemistry, metrology, metallurgical, mechanical, environmental, non-destructive testing, industrial inspections, engineering, crane and lifting inspection services, and more. You may have some questions as a result, so here are answers to your most frequent questions.

FREQUENTLY ASKED QUESTIONS

WHO IS IIA? WHAT SERVICES DO THEY PROVIDE?

Industrial Inspection & Analysis (IIA) offers a full range of testing, inspection and analysis to promote safety, performance and compliance in industries ranging from aerospace to energy, medical and more. IIA has an extensive footprint across North America and an ever-expanding global presence in the industrial sector. Visit Industrial-IA.com to learn more.

WHAT IS CHANGING IN TERMS OF INVOICING, PAYMENTS, PO'S, AND OTHER ADMINISTRATIVE REQUESTS?

Invoices will soon be coming from a new email address. You will also see emails from tribo.us@industrial-ia.com or tribo.ca@industrial-ia.com. Please request your IT to allow emails from @industrial-ia.com.

WHERE DO I SEND PAYMENTS?

USA

Please Remit Payment to:
IIA/Tribologik Corporation
1212 172nd Street
Hammond, IN 46324
Tribu.us@industrial-ia.com

PMC – CANADA ENGLISH

Please Remit Payment to:
Predictive Maintenance Corporation
6980 Côte-de-Liesse Road
Saint-Laurent, QC H4T 1Y5
Tribu.ca@industrial-ia.com

CEP - FRANCAIS

Veuillez envoyer votre paiement à:
Corporation D'Entretien Predictif (La)
6980 Côte-de-Liesse
Saint-Laurent (Québec) H4T 1Y5
Tribu.ca@industrial-ia.com

WHO CAN I CONTACT FOR MORE INFORMATION ABOUT FLUID TESTING AND ANALYSIS?

tribo.service@industrial-ia.com

OTHER HELPFUL INFORMATION

ISSUES LOGGING IN:

If you don't have credentials for the log in, please send a request to customer service.

LABELS & PORTAL USE:

HOW DO I PRINT BOTTLE LABELS ON THE TRIBOLOGIK WEBSITE?

1. Go to the Tribologik website.
2. On the top right-hand side of the page, log in using your username and password.
3. Once logged in, you will be directed to your customer home page.
4. On the left-hand side menu, click "Print Labels."
5. You will see two options:
 - Print Labels
 - Print Labels Calendar

Select "Print Labels."

6. A list of your plants and machines will appear.
On the left side of the page, you can adjust how many records are displayed (10, 50, 100, etc.).
7. Select the plant and machine(s) for which you would like to print labels.
8. Click the green "+ Add" button to add the selected machines to your print list. You may add as many machines as needed.
9. At the bottom of the screen, select the type of label format you are using under the Letter/A4 options:
 - Avery labels
 - Dymo labels
 - or any other compatible label format

For example, if you are using Avery labels with 10 blank white labels per page, select the corresponding Avery option.

10. Choose the starting position for the labels.

For example, if you want to begin printing on the first label, select position 1.

11. Click "Generate Labels" on the far right side of the screen.
12. A print preview will appear showing how the labels will look.
13. Click "Print."

Your labels are now ready.

SHIPPING & SAMPLING - WHERE DO I SEND MY SAMPLES?

WHAT DOCUMENTATION SHOULD I INCLUDE WITH MY SAMPLES?

When submitting samples, please follow these instructions: Samples must be submitted in appropriate bottles or containers.

- Each bottle must be clearly labeled. Labels should be placed on the bottles themselves, not on the outer shipping container.
- If a bottle cannot be labeled, include a corresponding data sheet identifying the sample.
- Include complete contact information:
 - + Name
 - + Address
 - + Phone Number
 - + Email Address
- Include any applicable tickets, work orders, or Purchase Order (PO) numbers with the shipment.

Providing complete and accurate documentation helps ensure your samples are processed promptly and correctly.

HOW LONG WILL IT TAKE TO COMPLETE THE FLUID ANALYSIS/ TESTING?

After we receive your sample, we will test the fluid sample. Oil samples typically take 2-3 business days. Other lubricants take 3-5 business days.

Need faster results? We offer expedited 24-hour and 48-hour testing for an additional fee.

HOW AND WHERE CAN I ORDER SUPPLIES?

There are many options for ordering supplies:

1. Call the main number at: 312-800-2888 (USA) and 514-383-6330 (Canada)
2. **Order online**
 - Log into portal – <https://industrial-ia.com/iia-new-client-portals/>
 - On the left side of screen, click “Quote/Orders”
 - You will then be able to choose from the following categories:
 - + Aviation Gas Testing
 - + Diesel Fuel Testing
 - + Gasoline/Automotive Testing
 - + Jet Fuel Testing
 - + Oil, Grease, and Coolant Analysis Testing
 - + Products (if you wish to purchase products rather than testing services. We offer all the sampling supplies required for testing, including tubing, sample bottles, pumps, and other related accessories.)

HOW DO I REACH ACCOUNTING FOR CANADA AND USA?

USA: tribo.us@industrial-ia.com

CA: tribo.ca@industrial-ia.com

+ For example, if you select **Diesel Fuel Testing**, first choose your plant location. In the upper-right corner of the screen, select either **Quote** or **Order**.

TO REQUEST A QUOTE

Click the **Quote** button.

Enter the quantity required for each test.

To view additional information about a test, click the blue + **Details** link. A description of the test will be displayed.

Once all selections have been made, scroll to the bottom of the page and click **Request Quote**.

To Place an Order

Click the **Order** button.

Enter your **Order Number** and **Purchase Order Number**.

Enter the quantity required for each test.

To view additional information about a test, click the blue + **Details** link.

Once all information has been completed, click **Submit Order** to finalize your order.

REPORTS & DOCUMENTS - WHERE CAN I FIND MY REPORTS?

1. Log in to the portal.
2. Go to the menu on the left side of the screen and select Test Results.
3. Choose the appropriate Plant.
4. In the "Query By" dropdown menu, select the field you would like to use for sorting or filtering the results.
5. Locate the desired report and click the PDF icon to open and view the report.