

What Customers Are Saying...

Petro-Canada Lubricants at Work



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– Chris Dobson, Shop Manager, DeFord Contracting Inc.

**THE CUSTOMER:
DeFord Contracting Inc.
Edmonton, Alberta**

**Petro-Canada Lubricants
Play an Important Role in
Construction Company's
Preventative Maintenance.**



“When you deal with the same company for as many years as we have, and you have no problems, why would you change?”

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Shop Manager,
DeFord Contracting Inc.

When you're running hundreds of pieces of equipment, over job sites that range from full site development and grading to parking lots and big highway jobs, it's critical to have key components in place:

- a top-notch preventative maintenance program; and,
- the right lubricants for a wide range of machinery.

That's how DeFord Contracting Inc., of Edmonton, Alberta, Canada, ensures their diversified construction firm continues to succeed in the tough world of excavation and asphalt paving.

DeFord's customer base ranges from individual homeowners to big corporations, municipalities and government agencies. Keeping these customers happy means your equipment must run day in and day out, and your jobs must stay on schedule.

“We specialize in many different areas in the construction world,” says DeFord's Shop Manager, Chris Dobson. “From full site development, such as clearing and

stripping, to site grading and rough landscaping. We also do full site remediation and restoration of old sites, road building and soil stabilization.”

This kind of work demands a very precise preventative maintenance schedule.

“We are very proud of our maintenance protocol and believe that it is second to

none ... so any issues that pop up are usually minor,” says Chris. “We base all maintenance decisions on long-term needs, never the quick fix ... and quality lubricants play an important role.”



The majority of the DeFord equipment fleet is out on the job 12 hours per day, usually six days per week, in some very rugged conditions. Quality lubricants and a strict preventative maintenance protocol help the fleet answer the call of duty.

All-Season Performance

The joke in Canada is that there are only two seasons: Winter and Construction.

That means, when it's time to work, the DeFord fleet has to be ready to go. That includes approximately 140 pieces of Caterpillar equipment, including excavators, backhoes, bulldozers, graders and skid steers, plus 85 trucks.

Chris outlines the challenges this equipment faces.



“During the season, the majority of our equipment is out for 12 hours a day, six days a week. The pickups range from 14,000 to 60,000 kilometres (8,700 to 37,285 miles) per year; our large trucks average 2,000 hours per year and the heavy equipment from 250 to 2,000 hours.”

To make the most of the season, every engine at DeFord now runs on Petro-Canada's DURON Synthetic 5W-40 heavy duty diesel engine oil.

Why DURON?

“We used to use a blended 0W-30 oil, but it was too light,” says Chris. “We were getting cylinders weeping from the seals and we needed to solve the problem. After discussing the issues with our representative from Dandy Oil, and looking at some testimonials from other DURON customers, we decided to investigate DURON Synthetic 5W-40. It appeared to be the best grade for us for all-season performance and protection.”

DURON Synthetic 5W-40 helps provide companies, like DeFord, with many benefits, including faster cold-weather start-ups in comparison to higher viscosity grades, with less engine stress, excellent fluidity without sacrificing high temperature properties and enhanced soot dispersion capability.

“We needed a pure synthetic oil that would help increase operating efficiencies. In the end, DURON Synthetic 5W-40 was the answer. We are getting exactly what we had hoped for.”

PRODURO™ TO-4+ – A Tried and True Solution

Chris also takes advantage of the benefits that PRODURO TO-4+ transmission drive train oil helps to provide. The oil is used in all of the CAT equipment's transmissions, final drives, hydraulics and swing systems. In fact, PRODURO TO-4+ has been part of DeFord's lubrication protocol for many years, and Chris is hard pressed to think of a single issue he's had with this exceptional fluid.

“It is a proven oil – one that has provided us with a number of performance benefits over the years.”

PRODURO TO-4+ oils are heavy duty transmission drive train oils designed to meet and exceed the Caterpillar TO-4 lubricant specification. The oils help provide fleets with exceptional protection, long oil life and smooth operation.



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Over 30 Years and Still Going Strong

DeFord has been working with Dandy Oil and using Petro-Canada lubricants for over 30 years.

“When you deal with the same company for as many years as we have, and you have no problems, why would you change?” says Chris.

With the recommendations and support from Dandy Oil, the performance benefits that Petro-Canada lubricants provide, along with their preventative maintenance protocol, Chris and his maintenance team is poised and ready to keep the DeFord fleet running at peak performance.

To place an order, please call a Customer Order Management Representative at:

Canada (English)..... Phone 1-800-268-5850
(French)..... Phone 1-800-576-1686
United States Phone 1-877-730-2369
Latin America Phone +1-416-730-2369
Europe Phone +1-416-730-2389
Asia Phone +1-416-730-2372
China Phone +86 (21) 6362-0066

You can also e-mail us at lubecsr@suncor.com

To learn more about how Petro-Canada lubricants, specialty fluids, oils and greases can help maximize your equipment performance, savings and productivity, please contact us at:

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Europe Phone +44 (0) 121-781-7264
Germany..... Phone +49 (0) 201-726-2913
Latin America Phone +1-416-730-2369
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