



Step-by-step user guide for the Horizon platform

Getting Started with the Horizon® Oil Analysis Platform

Welcome to the FanPro Oil Analysis Program, powered by Horizon® and supported by Lubretec.

To ensure a smooth start, please follow this step-by-step guide to begin submitting and managing your oil samples online.

Step 1: Registration

Before you can begin submitting samples, you need to be registered on the Horizon® Web Portal.

Send your contact email (of the person responsible for sampling and results) to:

- toonvg@lubrettec.com
- info@lubrettec.com

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Lubretec will create your Horizon account. You'll receive an activation email from Horizon.

Step 2: Account Activation & Login

Once you receive the activation email:

1. Check your inbox or spam folder for an email from Horizon.
2. Follow the instructions to activate your account.
3. Go to www.eoilreports.com and log in.

If you encounter login issues, contact us at the email addresses above.

Step 3: Download the Horizon® Mobile App (Optional)

Access Horizon® on the go by downloading the app:

- Android App: <https://play.google.com>
- Apple App: <https://apps.apple.com>

Use the app or web portal to submit samples, view reports, and manage settings.

Step 4: Learn the Platform

Explore Horizon's built-in Technical Library for:

- Training videos
- Sampling instructions
- Report interpretation guides

You'll also receive a new user email series with helpful tips - keep an eye on your inbox!

Step 5: Prepare for Your First Sample Submission

To get started:

- Select 2 key applications where you suspect lubrication issues.
- You've received sample bottles, labels, and shipping bags to begin testing.

Step 6: Take & Submit a Sample

Follow these steps:

1. Take the oil sample using the provided bottle.
2. Fill out the sample submission form as best you can.
3. Label the bottle with the provided tag or via the Horizon app.
4. Include the form in the provided envelope.

💡 If submitting online via Horizon, manual labeling is not required.

Step 7: Ship Your Sample

Send your sample to the appropriate address based on your location:

Belgium, Netherlands, France & Luxembourg:

POLARIS Laboratories
c/o C. Steinweg Belgium NV
Ouland 3 – Haven 73
B-2030 Antwerp, Belgium

Germany:

POLARIS Laboratories
c/o DÖRRENHAUS GMBH
Auf der Kaiserbitz 3
D-51147 Köln, Germany

Rest of Europe, Middle East & Africa:

POLARIS Laboratories
Ul Rubiez 46H
61-612 Poznan, Poland

Step 8: Receive & Review Your Report

You'll receive your oil analysis report within 48–72 hours (2–3 working days).
If not, check your spam folder or contact us.

Step 9: Interpret Results & Plan Maintenance

Read your report carefully.
Reach out to our team if you have questions or need help interpreting the findings.

Step 10: Expand Your Oil Analysis Program

Ready to scale up?

- Add more equipment to your Horizon account.
- Request additional sampling kits via <https://www.lubeworx.com> under Monitoring > Sampling.

Thank you for choosing FanPro & Horizon. We're here to support your reliability journey.

