

OVERCOMING COMMON DEF CHALLENGES

WHITEPAPER

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BLUENETWORK

RELIABLE SUPPLY OF DEF

Navigating the challenges of maintaining a reliable flow of high-quality DEF in the heavy-duty truck world is an everyday reality.

Despite COVID-19, geopolitical and economic challenges over the past 3 years, Blue Network has succeeded in staying on course through effective processes, nurturing strong relationships, and maintaining a steadfast commitment to our customers. We have been able to continuously supply the growing demand of our customers with complete DEF product solutions and quality service that meet high standards.

A common issue diesel exhaust fluid users experience is running out. In a recent study conducted, 60% of respondents have reported to run out of DEF while operating their vehicle.¹

The consumption rate of DEF is between 2-4% of the diesel fuel consumption. Some users might underestimate this amount or assume that they can reach a destination prior to running out. Running out of DEF can often result in a significant loss of productivity in the vehicle, such as engine malfunction and decreased performance. It can also result in penalties and fines for violating emissions regulations, which can inevitably lead to downtime and loss of profits.

Fortunately, Blue Network offers solutions that aim to ensure that you never run out of DEF and your fleet stays on the road.



**GET TO KNOW MORE
ABOUT OUR RELIABLE
SUPPLY OF QUALITY DEF
PRODUCT SOLUTIONS**

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¹ Recochem Canadian Market findings 2022

AUTOMATIC REFILLING

85% of Canadian DEF users report using bulk and packaged DEF equally. The remaining 15% of DEF users are equally split as exclusively bulk or exclusively packaged DEF consumers.²

Whether you use packaged, bulk or both, the best way to manage your DEF supply is to ensure that you have a system in place that allows you to refill on a regular basis. Automatic refill scheduling makes it easy to keep tanks filled with high-quality DEF. Our ongoing consumption analysis provides insights into optimal delivery, maximizing your available supply to meet actual demands.

For new bulk installations, sizing the right bulk storage tank is critical to help ensure you are future proofing your system. Having an undersized DEF storage tank means more frequent refilling and potential delays and inability to service vehicle needs. Our team of bulk storage system experts can help ensure your tank solution is tailored to your needs, so you can always have DEF available when you need it.



Another great way to prevent running out of DEF while on the road is to carry an emergency DEF pack.

Packaged DEF comes in small, easy-to-store containers that you can keep in your truck cab or trailer. If you run low on DEF, you can simply pour the one-time use emergency pack into your DEF tank and continue driving.

GO FOR PROFESSIONAL DELIVERY AND END-TO-END LOGISTICS

Automatic refill scheduling will keep your fleet's tanks always filled with quality DEF. At Blue Network, we are committed to continuously optimizing our consumption analysis as it provides valuable information to maximize your delivery schedule to meet your actual needs.

Our bilingual network of Dispatch Coordinators across Canada are solely dedicated to our customers to help troubleshoot and provide support and insights to optimize refilling operations. To support your operations, our Dispatch Coordinators use consumption analysis. This approach relies on an automated program to analyze your actual DEF consumption

in order to project your future DEF usage and determine the most optimal order to fit your needs. Delivery is then scheduled at the next availability in your area. This option is available to most clients. When you onboard with us, we first enter an estimate and over time, we adjust the refills based on your consumption. At Blue Network, we only supply the quantity needed based on actual usage.

BLUE NETWORK IS ONE OF CANADA'S LARGEST DEF DISTRIBUTION NETWORKS, SO NO MATTER WHERE YOU ARE WITHIN CANADA, YOU CAN BE SURE THAT WE HAVE YOUR DEF NEEDS COVERED.



² Recochem Canadian Market findings 2022

PREVENT DIESEL EXHAUST FLUID CONTAMINATION

Every fleet and operation is unique. Our customized service offers a wide range of storage options to help meet your specific needs and configuration to get the most out of your equipment.

DEF is highly sensitive to impurities and contamination from chemicals, coolants, engine oil, and water. In fact, over 50% of Canadian DEF users are concerned about fluid contamination.³

We have many turnkey solutions for on-site storage, distribution, monitoring and replenishment of DEF fluids. This functional fluid must be stored under the right conditions, otherwise its quality might be affected.

To minimize impact on the quality of your diesel exhaust fluid, DEF should be...

- **MAINTAINED AT PROPER STORAGE TEMPERATURE (BETWEEN 11°C AND 32°C RECOMMENDED).**
- **KEPT IN A CLEAN, DRY AND TIGHTLY-SEALED CONTAINER TO PREVENT CONTAMINATION.**
- **STORED IN A COOL, DRY, WELL-VENTILATED AREA AND OUT OF DIRECT SUNLIGHT.**
- **KEPT AWAY FROM OILS, FUELS OR CHEMICALS THAT MAY CAUSE CONTAMINATION.**

When optimum storage conditions cannot be met, DEF contamination can put your Selective Catalytic Reduction (SCR) systems at risk and cause damage to your system, sometimes irreparably.

Blue Network's strict handling procedures also include multiple checkpoints where the DEF is filtered to ensure only quality product is provided to you. To help you maintain optimal purity, we also provide the right equipment specifically selected for optimal durability and fluid compatibility.

COMMON CONTAMINATION SOURCE

Airborne contamination can occur when the tank cap is open, impacting the DEF as it is drawn into the tank. In some instances, contaminants around the fill cap can find their way into the tank and cause damage as well. Once the tank is filled, it must be tightly closed. There is a high potential for airborne contamination in dusty areas such as repair shops or construction areas.

Our qualified delivery team works to ensure that the refill goes smoothly and prevents contamination during the process.

GOOD TO KNOW - TESTING

After delivery, DEF testing is done if the customer suspects contamination. If we identify any problems or contamination, we can address it directly with the customer.

WHAT NOT TO DO

Re-filling the container yourself and then putting the DEF in the tank. This presents a significant risk of contamination.



³ Recochem Canadian Market findings 2022

KEEP YOUR SELECTIVE CATALYTIC REDUCTION (SCR) KIT ACTIVE

Roughly one-half of Canadian DEF users say they have overridden their SCR System to avoid DEF consumption, and out of those, two-thirds are currently operating that way.⁴

There have been serious issues surrounding the SCR kits, including frequent attempts to block the SCR systems.

All heavy-duty diesel engines use SCR technology to comply with the latest Environmental Protection Agency (EPA) emissions standards. SCR technology virtually eliminates emissions from diesel engines. **SCR systems effectively reduce NOx emissions while maintaining engine performance and fuel efficiency.**

In Canada, disabling SCR systems is illegal and can result in significant penalties. The Canadian Environmental Protection Act (CEPA) can impose fines and imprisonment for individuals who violate regulations related to emissions from vehicles. Furthermore, under the Canada Motor Vehicle Safety Standards (CMVSS),



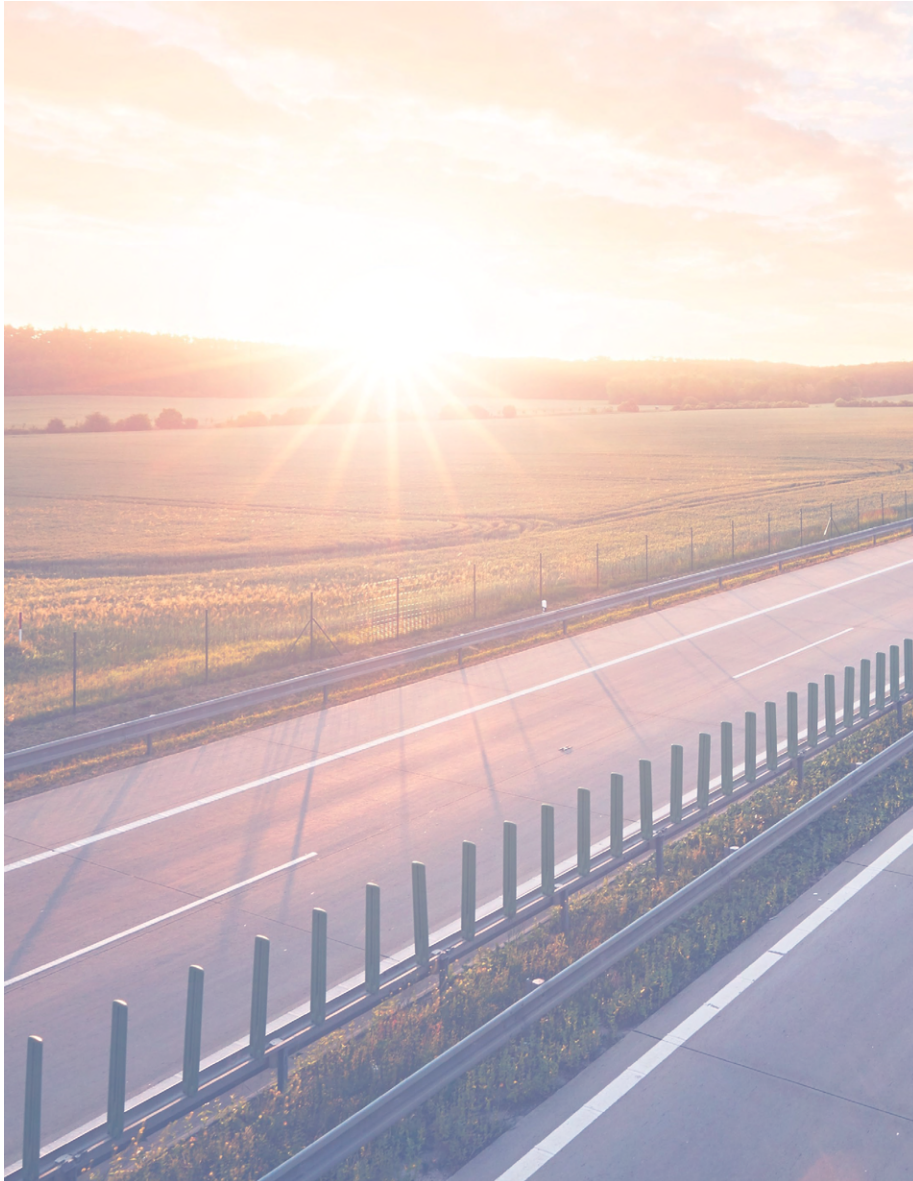
vehicles must meet certain emission standards to be considered roadworthy. Disabling SCR systems would result in a violation of these standards and could result in penalties including fines, impoundment of the vehicle, and suspension of the vehicle's registration.

WHEN YOU REMOVE THE SCR KIT, YOU CAN DEREGULATE YOUR TRUCK'S SYSTEM AND YOU MAY INCREASE YOUR POLLUTION LEVEL, WHICH CAN CAUSE EXPENSIVE FINES AND PENALTIES, AS WELL AS IMPACT THE FLEET'S PRODUCTIVITY AND PROFITS.

Canadian regulations come from Environment Canada, Transport Canada and the Environmental Protection Act. Each province has its own process to verify a vehicle's compliance of which the respective jurisdictions can determine if a SCR system has been disabled.

For example, in Ontario, random tests are conducted regularly to see if the SRC kit is working properly and unimpaired. The Ontario Ministry of Transportation (MTO) can inspect the truck and suspend its license. They can also trace back to the truck repair shops that removed the kit from the system.

⁴ Marketing study - DEF perception, Concerns & Usages



ON-BOARD WITH US!

QUICK CONNECT.

To meet all your logistics needs, we are your single point of contact. You can go directly to our website and get started in three (3) simple steps:



STEP 1
ENTER YOUR LOCATION DETAILS.



STEP 2
SELECT THE DISTRIBUTOR OF YOUR CHOICE.



STEP 3
PROVIDE YOUR CONTACT DETAILS, REQUIREMENTS OF DELIVERY, TANKS AND/OR EQUIPMENT AND SUBMIT FOR A BLUE NETWORK REP TO SET UP YOUR ACCOUNT SO DELIVERY CAN BEGIN!

ABOUT BLUE NETWORK

We are your one-stop-shop for the sale, distribution, and delivery of DEF, equipment, and support.

In addition to supplying quality DEF, Blue Network and our national network of partners provide design, installation, maintenance, financing, equipment, and full system support.

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OR VISIT [BLUENETWORK.CA](https://bluenetwork.ca)

ABOUT RECOCHEM INC.

SECURING
YOUR JOURNEY

Since 1951, Recochem has been on your side to make your journey as safe as possible, whether you are on the road, at home or at work.

Founded in Montreal, we have grown into a leading manufacturer and distributor of automotive and household solutions for consumers and industrial customers worldwide.

With over 10 factories in North America and plants in Belgium, Australia, China, India, and the Asia Pacific, we strive for everyday excellence by being a

reliable and efficient partner for our clients and customers. We have earned multiple nominations and awards from our long-standing customers, suppliers, and partners over the years.

Backed by in-depth consumer research and R&D expertise, we are poised to continue our expansion into global markets while maintaining our core values of exceptional customer service and consistent product quality. We will continue to drive premium value for our customers and answer unmet needs for our consumers.



**OUR FOCUS IS THE JOURNEY
ALONG THE WAY AND NOT
THE DESTINATION.**

FOR MORE INFORMATION,
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