

# Q&A WITH PHILLIPS 66® FIELD ENGINEER, BARRY MANDELBAUM

Our Field Engineers support customers with above-and-beyond technical support to help troubleshoot the most complex mechanical issues. We interviewed Barry on his role working with industrial customers.



Barry Mandelbaum has 39 years of refining, lubricants manufacturing, and lubricants technical service experience, all with the Phillips 66 Company. He is an STLE Certified Lubrication Specialist and one of only 60 NLGI Certified Lubricating Grease Specialists worldwide. Mandelbaum earned his B.S. degree in Chemical Engineering from the University of Kansas.

## Q: WHAT DOES A DAY IN YOUR LIFE LOOK LIKE?

**A:** No two days are the same, however I have several main areas of responsibility. The first is **Application Engineering** —making appropriate lubricant product recommendations to ultimately improve equipment reliability. The second is **Quality Control**. I investigate reported concerns about lubricant product quality or performance, and I verify that our marketers comply with our Marketer Operations Standard for product handling and storage. Third, I provide **In-Person Technical Training** for our marketers and end users. As a life-long learner myself, I enjoy educating and teaching the science of lubrication and best practices.

## Q: IN ADDITION TO EQUIPMENT RELIABILITY, WHAT ARE SOME OTHER BENEFITS OF USING THE PROPER LUBRICANT FOR A SPECIFIC APPLICATION?

**A:** The proper lubricant recommendations have manifold benefits:

- Ensures satisfaction of OEM requirements for warranty purposes;
- Extends equipment and lubricant life;
- Reduces lubricant consumption;
- Can reduce the number/type of lubricants in an operation's inventory, aiding in inventory management and reducing possible misapplications.

## Q: WHAT IS THE MOST COMMON REQUEST YOU GET FROM CUSTOMERS?

**A:** One common request I get is to help customers establish a well-designed condition monitoring program using oil analysis. I then assist in interpreting those analysis reports to determine possible causes of equipment failure.

## Q: HOW CAN A CONDITION MONITORING PROGRAM HELP A CUSTOMER'S OPERATION?

**A:** A well-designed program can provide early warning signs of equipment or lubricant problems. We can often diagnose and intervene before an unscheduled downtime event, or before a costly failure occurs. Whether the issue is lubricant related or not, we have the expertise to understand and troubleshoot those complex industrial processes.

## Q: CAN YOU SHARE A SPECIFIC EXAMPLE?

**A:** One of the refineries in my region was experiencing issues with mechanical seal failure on a high-temp pump. I worked with the rotating equipment engineer on a multi-prong solution: one piece was replacing the Syncon® Barrier Fluid they were using with a different viscosity grade – ISO 32 instead of ISO 5. They took the pump down, changed and serviced the fluid, and along with some other mechanical changes, it's now a solid performer.

## Q: WHAT'S YOUR FAVORITE PART OF YOUR JOB?

**A:** It's a great feeling to help customers solve operating and maintenance problems, and bring that extra value to the supply relationship. The consultative aspect I enjoy; getting to collaborate to work on issues and solutions. As a Chemical Engineer, I also enjoy learning about and understanding new industries and industrial processes.