

WARM NOTES

From Klasen Oil Company

Web Page: www.klasenoil.com

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Dear Friends,

As I am writing this article, our country is healing from the terrorist attacks of September 11th. As I think about the tragic event, I realize that my problems are small compared to the problems of so many others.

Living and working in the United States is a privilege, being in a country filled with so much freedom. Working in a small business, I have the freedom to control my own destiny. I control the day-to-day operations and it is my fault if the business fails rather than succeeds. I have the freedom to speak my piece, and enjoy the fruits of my labor. That old saying now has a new meaning to me, "I'm proud to be an American".

At Klasen Oil Company, we have expanded our line of products by



Bob Klasen

becoming a Citgo Lubricants distributor. We can now offer a more complete line of commercial and industrial products. We continue to grow our motor oil and lubricant business by offering your farm or business Pennzoil, Quaker State, Wolf's Head and Citgo products. By the case, pail, drum or bulk, we are ready to fill your lubricant needs.

Also, we now deliver 420# (100 gallon) propane tanks, which can be used for heating. This expands our propane service to include both 100# and 420# tanks.

Have a Safe and Happy Holiday Season.

Thank you, we appreciate your business,

Bob Klasen

Oil Heat is the Safest Home Heating Fuel

Heating oil can be safely stored in the basement of your home. If heating oil would happen to leak from your basement tank, inhalation of the fuel oil fumes is irritating but not fatal. With natural gas or propane gas, a leak creates the risk of asphyxiation due to decreased indoor oxygen content. Because heating oil is a liquid rather than a gas, there is no danger of asphyxiation due to an oil leak.

Heating oil will not explode or support a flame unless its temperature is above 140 degrees F, the temperature at which it begins to vaporize. Natural gas and propane will burst into flames when mixed with air if a match is struck in their presence.

Carbon Monoxide (CO) is an odorless, colorless, highly poisonous gas that is the by-product of combustion of any carbon-based fuel. Propane, oil, coal, natural gas, and wood all emit CO and when functioning properly, all heating units are safe. In the event that a malfunction occurs, oil heat units will emit smoke prior to reaching dangerous levels of CO. The opposite is true when a propane or natural gas burner malfunctions; dangerous levels of CO are emitted before there is a smoke build-up. Carbon monoxide cannot be detected by one's senses, but prolonged exposure can cause injury and even death.

Homeowners should periodically have their heating unit and gas appliances inspected and tested for carbon monoxide levels and proper venting. A high CO reading may be due to blocked vents, flue pipe damage, and/or restricted air supply into the house.

It is equally important that every home should have ample smoke detectors and at least one CO alarm, regardless of your source of heat. Our belief is so strong that Klasen Oil has put together a safety offer for your protection. We have smoke detectors for \$6.99 each and CO alarms for \$34.00. You can call our office and place your order and your driver will bring it with your next delivery. In case you forgot to call, all of our drivers will have both products in their trucks and can add it to your invoice at time of delivery. Smoke detectors and CO alarms make excellent holiday gifts - the perfect choice to protect your loved ones.

Our Newest Line of Products: CITGO

We are pleased to announce that Klasen Oil Company has been selected by Citgo Petroleum Corp. to become a full line lubricants distributor. The addition of Citgo's outstanding quality and widely recognized line of lubricating oils will compliment our growth and sales to the industrial, agricultural and transportation markets.

Citgo Petroleum Corp. is incorporated in the state of Delaware and headquartered in Tulsa, OK. They own and operate two modern crude oil refineries in Lake Charles, LA and one in Corpus Christi, TX, plus own specialized asphalt refineries in Paulsboro, NJ and Savannah, GA with a combined crude oil refining capacity of 582,000 barrels-per-day. Citgo additionally operates in behalf of joint ventures with PDV Midwest Refining, Mobil Oil and Lyondell, refineries with a total effective refining capacity of 1,188,600 barrels-per-day.

The Lake Charles complex produces the base stocks needed to manufacture the 200 million gallons of lubricants and waxes that Citgo sells each year. In addition to being a leading lubricant supplier, Citgo is the second largest gasoline marketer with sales over 13 billion gallons of gasoline through more than 13,800 retail outlets.

With the addition of Citgo, we feel Klasen Oil is especially well positioned to meet the challenges and technology needs of each of our markets.

If you have a specific lubricant need or just want to know more about Citgo products, please call Dick or Bob at your earliest convenience.

Quiz Question

Citgo sponsors a race car in NASCAR Winston Cup Series. Do you know the number of the car and who the driver is?

- | | |
|-------|------------------|
| 1. 13 | 1. Bobby Labonte |
| 2. 99 | 2. Jeff Burton |
| 3. 43 | 3. Mike Wallace |

PRSR STD
U.S. Postage
PAID
Permit #30
Cochran, PA

2988 Old Hwy. 322
Cochran, PA 16314

KLASEN
OIL COMPANY



Technical Notes...

from Dick's Desk

Neither Pennzoil Motor Oils nor Pennzoil Filters will void OEM's Warranties.

Many original equipment manufacturers (OEMs) are now marketing products under their own brand label: Ford – Motorcraft, Chrysler – Mopar, General Motors – Goodwrench, plus Honda, Toyota and others. This may be misleading consumers into believing that the use of these products is required for warranty compliance or that such use can extend the normal warranty. For example, there may be some automobile dealer service representatives that falsely claim their OEM branded products must be used during the warranty period – THIS IS NOT TRUE.

Under the law, an equipment manufacturer may not make its warranty conditional on the use of any specific brand of product, unless that manufacturer provides the product or item Free of Charge under terms of the warranty. The Magnuson-Moss Warranty Improvement Act and the general principles of the Federal Trade Commission (FTC) guarantee this.

Should you be told that only a certain brand name product can be used to protect your warranty, you should ask to have this statement put in writing or demand that the specific product be provided free of charge. Should these demands be rejected, then ask to be provided with a copy of the warrantor's approved FTC waiver. If no waiver is produced and you are charged for the product, there may be a violation of federal law.

Pennzoil products are designed and manufactured at high quality standards in order to meet or exceed the performance requirements of the manufacturers. Through proper use and application, Pennzoil products will provide exemplary performance for the equipment in which they are used and will not compromise the equipment warranty.

To determine the correct Pennzoil product to be used in place of an OEM product, simply consult the owner's manual of the equipment in question. If you have additional questions about replacing OEM products with Pennzoil products, please call or visit our office or call Pennzoil Technical Hotline – 800-458-4998, extension 3693.

Quiz Corner

Citgo sponsors a race car in NASCAR Winston Cup Series. Do you know the number of the car and who the driver is?

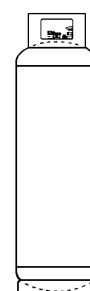
- | | |
|-------|------------------|
| 1. 13 | 1. Bobby Labonte |
| 2. 99 | 2. Jeff Burton |
| 3. 43 | 3. Mike Wallace |

Answer: 99 – Jeff Burton

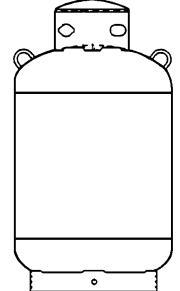
420# Propane Tanks Now Available

Klasen Oil now offers propane in 420# (100 gallon) tanks. This expands our service to include delivery of both 100# cylinders and 420# tanks. We can meet your propane needs for cooking, heating water and drying clothes as well as heating your home, garage and business. Please call our office for more details.

100 LB



420 LB



WE CAN... supply all your lubricant needs from four different lines, **Pennzoil, Citgo, Quaker State** and **Wolf's Head**. All are available in cases, pails, drums and bulk.

Let us design a bulk system to meet your needs.