

Dear Sirs

We have recently discovered that some companies in China are delivering “pirate” / counterfeit spare parts to our lubrication systems, mainly to ship owners in China.

These companies are also carrying out onboard service attendances. One of these companies, as an example, is named “Shanghai DJ Marine”.

We have learned that these companies pretend to be authorized by Hans Jensen Lubricators which is not correct. Therefore, some of our customers have been victims of fraud even though these customers acted in good faith.

When discovered, HJL immediately ordered these unauthorized companies, including, “Shanghai DJ Marine”, to stop their activities related to our products and business immediately and to stop pretending to have association to us.

Unfortunately, due to this, some of our customers have received fake spare parts, which has led problems on their engines including:

- Increased wear on liners and rings.
- Scuffing.
- A need for increased cylinder oil feed rate.
- Loss of warranty.

Action level: Urgent

Consequences of non-genuine spares and unauthorized service Concerning

All owners of HJ equipment.



Above photo shows 2 nozzles for the HJL SIP valve. The right is a non-genuine nozzle and the left one is a genuine HJL nozzle. All new original HJL nozzles are clearly marked and can easily be identified.

How to make sure you get genuine spare parts and service?

To ensure that you get genuine parts and an HJL Service Engineer you should always contact HJL's HQ in Denmark or our department in Singapore who will be happy to help you. We also have our own office in Shanghai including a Service team that can service our customers as well as sales representatives.

If you have any doubt about the legitimacy of our parts or service, you can contact us directly on the following phone numbers or e-mails:

Mr. Christian Hans Jensen (COO and co-owner):
+65 9667 9560/ +45 2191 8456
chj@hjlubri.com.sg

Mr. Rasmus Hans Jensen (CEO and co-owner):
+45 5190 4661 / +45 8844 1920
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HJL Main Phone Line (Denmark):
+45 9857 1911.
hjl@hjlubri.dk

HJL Main Phone Line (Singapore):
+65 6274 1911

HJL strongly recommends its customers **NOT** to use non-genuine spare parts or Service Engineers from other providers than HJL.

HJL's Service Engineers possess comprehensive knowledge that is continuously updated and maintained. This is necessary as the technological development within this field is happening faster than ever.

Software

An important aspect is the software that runs the lubrication system. HJL's R&D team are continuously developing and updating the HJL software to eliminate bugs and to add new features to improve the quality of your cylinder lubrication system. Unauthorized engineers will install outdated software maybe even developed for a different engine. This software can have serious errors and therefore can be harmful for the operation of the lubrication system.

High quality parts

The HJL spare parts are manufactured at HJL's production facilities in DK where the parts are comprehensively quality tested before they are shipped to our customers. This ensures that all parts are at the highest possible quality as opposed to the unoriginal parts.

Authorized Service Engineers

By choosing authorized service engineers, you will avoid enable highest potential of your equipment and avoid the pitfalls of using non-genuine parts.



Figure 1. Cracked cylinder liner.
A result of unauthorized parts and service of poor quality.

Identifying counterfeit products

To identify if you have received a wrongful product, please look at the following pictures.



Figure 2. Counterfeit nozzle might not have serial numbering.
The counterfeit nozzle is on the right.

A serial number is one of the unique features seen on original HJL nozzles. Further identifying marks are possible to view on the needle, housed inside the nozzle housing.



Figure 3. An OEM needle and a counterfeit need.
The counterfeit needle is on the right.



Figure 3. Close-up of identification point. The original nozzle will have a soft reduction in diameter of the nozzle.
The counterfeit needle is on the right.



Figure 4. Close-up of identification point. The original nozzle will have a sharp transition from the sides to the top.
The counterfeit needle is on the right.

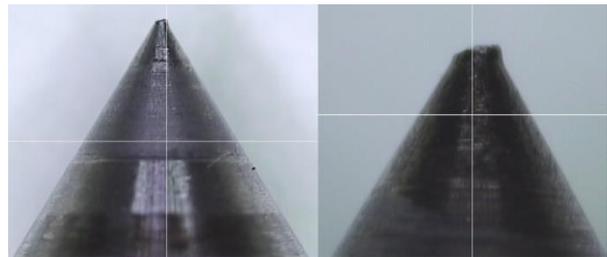


Figure 5. Close-up of identification point under microscope.
The original nozzle will have a sharp tip.
The counterfeit needle is on the right.

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HANS JENSEN LUBRICATORS A/S