

## Notice of procurement of spares and service

Dear Sirs

It can have devastating consequences to use **unoriginal spare parts and unauthorized service personnel for the maintenance of your Hans Jensen Lubrication system.**

Hans Jensen Lubricators A/S (HJL) has experienced a few customers who have used unauthorized spare parts and service engineers in an attempt to maintain their HJ lubrication systems. In some cases, this has been done intentionally, in other cases because the supposed engineer has pretended to be representing HJL. This has had unimaginable and very costly consequences for these customers as this maintenance was not done correctly and the spare parts were of a poor quality.

The use of unauthorized parts and service can have a number of consequences, some of them being:

- **Engine break-down**
- **Excessive wear on cylinder liner and piston rings**
- **Overuse of cylinder lubrication oil**
- **Warranty becomes void**

As stated above this can have a negative impact on both the cylinder condition and the operational costs.

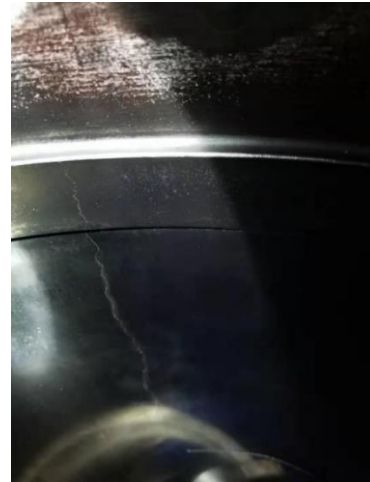
To ensure that you get genuine parts and an HJL Service Engineer you should always contact HJL's HQ in Denmark or our department in Singapore who will be happy to help you.

### Action level: *When Convenient*

## Consequences of non-genuine spares and unauthorized service

### Concerning

All owners of HJ equipment.



Cylinder liner cracked

A result of unauthorized parts and service of poor quality.



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.

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 Unauthorized engineers will install outdated software maybe even developed for a different engine.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.

### **Well educated Service Engineers**

HJL's Service Engineers are considered to be the best in the world and are experts within cylinder lubrication as they only focus on this particular field.

HJL's Service Engineers are located all over the world including China and Singapore. This means, that you can have a local HJL Service Engineer, who speaks Chinese, if you prefer but it is important to contact HJL's HQ in Denmark who will coordinate the attendance on your vessel.

All of HJL's Service Engineers have completed the HJL training program to ensure that they have a comprehensive knowledge within this field.

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HANS JENSEN LUBRICATORS A/S