



OEM BULLETIN

HITACHI CONSTRUCTION MACHINERY

The Union of the European Lubricant Industry (UEIL) is the umbrella association of the European Lubricants Industry, representing their members and, in particular, the interests of SMEs and independent lubricant companies. To date, the UEIL represents more than 450 lubricant companies, who manufacture and distribute lubricant products under their own various trademarks throughout the European Union. With members in more than 22 European Countries and a unique collective experience of lubricants and the lubricants market, UEIL is the sole representative body for independent manufacturers of lubricants in Europe and has been recognised as such by the European Commission. It is UEIL's policy to favour free and fair competition within the scope of prevailing EU and national laws.

In August 2017, UEIL was informed about the communication of a Hitachi Construction Machinery's dealer which stated in its documentation that the use of genuine Hitachi lubricants was compulsory for the duration of the extended warranty and that failure to comply with this provision would invalidate the warranty coverage.

UEIL contacted the dealer and drew its attention to the fact that such statement was unacceptable and that it could only request the use of products which comply with the technical specifications required by the OEM. It was asked to reconsider its position and to amend its communication accordingly.

In May 2018, the dealer apologised for a typo mistake and referred to the Hitachi Construction Machinery (UK) documentation which specified the use of Hitachi Genuine or Hitachi approved lubricants.

UEIL asked it several times what « approved lubricants » meant in this framework, without success.

Then, UEIL contacted directly Hitachi Construction Machinery UK to get explanation about this concept of « approved lubricants ».

After several reminders sent to the CEO of Hitachi Construction Machinery UK, UEIL has finally received the following answer:

« We appreciate your patience with respect to your inquiry on a definition of « approved lubricants ».

The manufacturer (Hitachi Construction Machinery Europe NV) may require its authorised dealers (Hitachi Construction Machinery UK Ltd) to use its genuine (bearing its own brand) or approved by the manufacturer (matching specifications of the manufacturer) lubricants for repairs, free services and recall works carried out under the manufacturer's warranty. Please refer to the relevant operator's manual of Hitachi for more information with respect to the lubricants' specifications ».

From the above, we deduce that « approved lubricants » means lubricants which match the specifications of the manufacturer mentioned in the owner's manual.

We thank Hitachi Construction Machinery UK for this clarification.

Brussels, December 2019