

Company Silverhook (Ware Motorama Ltd)
Brand Edge
Product 5w-20 fully synthetic engine oil

Case No VLS010147

30/09/2016 This case was submitted to VLS

18/01/2017 The product complaint concerned the performance claims made on the product which included both a low SAPS specification (ACEA C2 and C3) and full SAPS specifications (ACEA A3/B3). According to the current ACEA 2012 sequences these claims are non-compliant due to the mutually exclusive sulphated ash levels - for A3/B3 the limit is 0.9 to 1.5% and for C2/C3 it must be 0.8% or less. Therefore the two claims cannot exist side by side on one product.

Following the investigation the Named Party amended the product labelling and product catalogue on their website to remove reference to full SAPS specifications ACEA 2012 A3/B3 and retain reference to ACEA 2012 low SAPS specifications C2 and C3.

VLS will undertake a six month review of the case in line with its stated process.

19/02/2018 VLS undertook a six month review of the case, checked the product description, website details and the product label through procuring a sample of the lubricant. VLS found that in relation to the specific product complaint, the claims made against ACEA 2012 A3/B3 had been removed and the claims against ACEA 2012 C2 and C3 continued to be made so the product was in continued compliance at the six month stage, the complaint fully met and the case resolved.