

Company Exol Lubricants
Brand Exol
Product Ultramax 32 Hydraulic Oil ISO 32

Case No VLS010202

05/03/2024 This case was accepted by VLS

20/05/2024 VLS received a complaint about the above product. The Complainant alleged that the product fails to meet the demulsification requirements of industry tests quoted on the labelling and Technical Data Sheet.

VLS procured a sample of the product and tested it for demulsification properties. The test results obtained supported the Complainant's findings, in that the demulsification characteristics do not meet the requirements of the specifications claimed.

In response the Lubricant Marketer said they had tested a retained sample from the same batch and identified that it was due to a batch-specific contamination issue. They had also tested laboratory made samples subsequently and found these to be compliant. They have undertaken to amend their flushing procedures, tighten quality control limits, and look to recall the affected batch from customers.

A six month review will be undertaken to ensure continued compliance.