

**Company** Aztec Oils  
**Brand** Hydratec  
**Product** HVI 46

**Case No** VLS010205

**18/06/2024** This case was accepted by VLS

**08/10/2024** The case complaint concerned the product's compliance with a number of specifications including DIN 51524 Part III HVLP, Dension HF-0, HF-1, HF-2 and ISO 6743-4 Type HV regarding its demulsibility and foaming characteristics. VLS sourced and tested a sample of the product and found that its foaming characteristics were in compliance with the specifications claimed, but its demulsibility characteristics were not in compliance. VLS wrote to the Lubricant Marketer who responded that they believed the product formulation, both base oils and additives were correct and the non-compliance stemmed from a contamination issue. In response the Lubricant Marketer is implementing a number of improvements planned as part of their continuous improvement plan to reduce the likelihood of cross contamination in future. They have also checked their stock and distributors stock, and stated that If a customer wished to exchange their current product then they would be happy to do so, however no recall has been issued at this point. VLS requested copies of documents sent to their distributors advising them of the non compliance issue and their remedial action taken, and this was refused by the Lubricant Marketer on confidentiality grounds. A six month review of the case will be undertaken by VLS in line with its stated process.