

Company Lubriage Ltd trading as Mannol UK & Ireland
Brand Mannol
Product 5W-30 Longlife 504/507

Case No VLS010203

13/03/2024 This case was accepted by VLS

28/05/2024 VLS received a complaint about the above product. The Complainant alleged that the product claims VW 504 00/507 00 approval, ACEA C3, BMW LL-04, MB 229.51 and all of these specifications have an HTHS 3.5 mPa.s minimum. They tested the product as per HTHS viscosity (CEC-L-36-A-90) and returned a result of 2.9 mPa.s. On this basis the engine oil they stated was not compliant with the specifications listed.

VLS procured a sample of the product and tested it for High temp/High Shear properties. The test results of 3.13 mPa.s is below the minimum for the OEM specifications and ACEA performance claims made, and consequently VLS has upheld the claim.

VLS wrote to the UK distributor Lubriage Ltd trading as Mannol UK & Ireland, on the 22nd April setting out details of the case and complaint.

Lubriage Ltd referred the matter back to the manufacturer SCT Vertriebs who reviewed the manufacturing regulations for the product - MANNOL 7715 Longlife 504/507 5W-30, Batch no., Y-5998. They checked whether the raw materials used in the production of this product were dosed in the right ratio - base oils, additive, etc., - and no errors were found.

The analysed parameter HTHS of the product MANNOL Longlife 504/507 5W-30 that VLS indicated they claim met the standard of this product in their laboratory. Consequently SCT Vertriebs stated that they didn't find any changes or errors at that time. Therefore, they said that it is very difficult to say what could be wrong in this place and influence such different results.

On 28th May wrote to the Lubriage Ltd and SCT Vertriebs asking that they tested the retained sample they had as the batch number that was tested by both the Complainant and VLS was in excess of a year old and samples in excess of one year are not retained by SCT Vertriebs. VLS followed up the request with a reminder on the 10th June but did not receive a reply.

VLS consequently finds that the product is non-compliant and will review the case at the six month stage in line with its stated process.

06/05/2025 VLS undertook a six month review of the above case in line with its stated process.

As part of our investigation into the above product and following our earlier correspondence, we procured and tested a new sample of the product (dated May 2024). The sample was tested at a laboratory which has full ISO 17025 accreditation and also is accredited for the test method.

The tested sample gave a reading of 3.18mPa.s which is consistent with our earlier test result of 3.13mPa.s, and the complainant's sample test result of 2.9mPa.s.

In response Lubriage Ltd trading as Mannol UK & Ireland arranged testing of their own samples in Europe with SGS and committed to sending the results of the testing to VLS. The results were not received prior to publication and therefore the product is non-compliant and will be reported to Bucks & Surrey Trading Standards as part of VLS's Primary Authority relationship.