

Inferno reflex and transparent level gages use only Maxos brand glass



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To Whom It May Concern

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Security warning towards faked MAXOS® safety sight and level gauge glasses

Dear Madame or Sir,

Sight glasses from Auer Lighting resist the most extreme influences and always provide decisive insights. Auer Lighting manufactures the MAXOS® safety sight and level gauge glasses from the unique SUPRAX® 8488 borosilicate glass, which is well known for its chemical resistance – especially against alkali and acid.

The purity and chemical composition also enable superior thermal prestressing.

This is why our worldwide customers put their trust in our MAXOS® brand for more than 50 years!

Today, we are once again compelled to issue a safety warning regarding counterfeit products. Recently, we have identified another instance of imitation borosilicate sight and level gauge glasses appearing on the market, falsely labeled with both the MAXOS® brand name and the DIN Logo.

The inferior so called “borosilicate glass” used will not only fail to meet the minimum requirements of the industrial standards DIN 7080 and DIN 7081 but will also increase the risk of spontaneous failure during operation or injury.

To support your efforts in identifying such products, we have attached a detailed presentation which includes the typical defects and warning signs of low-grade counterfeits and a guide on how to detect counterfeit safety sight and level gauge glasses.

We address this important information to whom it may concern and trust you will share it within your organization and with your customers and business partners as well.

Our reference:
Our correspondence dated:

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For any questions you may have regarding this information do not hesitate to contact us at your convenience.

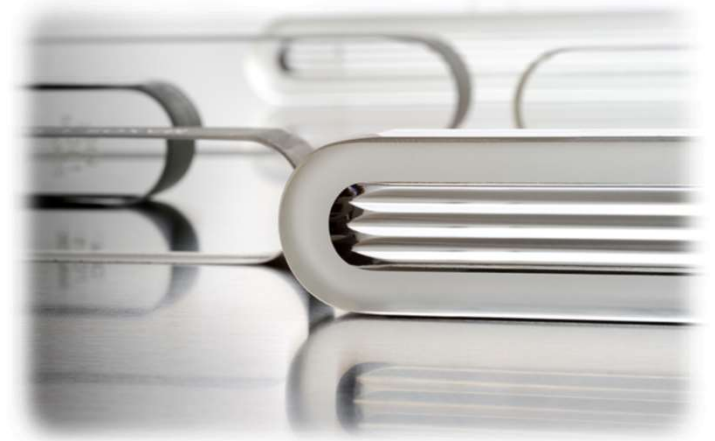
Sincerely yours,

Auer Lighting GmbH


Dr. Dieter Simon
President & CEO
i.A. Jannick Schüller
Sales Manager - MAXOS



Security warning towards faked MAXOS® safety sight and level gauge glasses



Auer Lighting – A safety sight glass specialist

- Since 1949 Auer Lighting is producing special glasses for demanding applications and customers
- Our MAXOS® safety sight and level gauge glasses, made from our unique borosilicate glass SUPRAX® 8488, have earned themselves a reputation in the industry for highest product quality and unmatched material composition
- With our SUPRAX® 8488 borosilicate glass our customers enjoy the following benefits:
 - Excellent resistance against hydrolytic, acidic and alkaline attacks
 - Superior thermal toughening properties due to low coefficient of expansion
 - Absolutely no glass corrosion
- All our MAXOS® products adhere to a variety of industry specifications amongst them the DIN 7080/7081

Security warning towards fake MAXOS glasses

Recently, during a case involving the unauthorised use of our trademark, we were presented with safety sight glasses and labels bearing the DIN logo and our registered MAXOS® brand name. These items have been identified as Asian counterfeits.

We consider it our highest responsibility to warn our customers about counterfeit MAXOS® glasses!

Security warning towards fake MAXOS glasses

- Already based on the visual appearance it is evident that those discs have not been manufactured by Auer Lighting
- We do not use Chinese characters on our labels
- MAXOS glasses have not been produced in Malaysia for over 16 years
- Our labels are marked with the preferential origin „Made in Germany“ only

Fake glasses and labels:



Typical characteristics of inferior sight glasses



Inferior glasses can be identified i.e. by the following characteristics:

- Marking on the visible surface is too big
- Manually applied chamfer out of tolerance (Actual **0.6 mm** / Target 1.6 mm ± 0.8 mm)
- Crumbles are uneven and partially too big, which can be caused by impurities within the glass or uneven toughening
- Reflex gauges are meant to allow assessing filling levels by means of total internal reflection. This requires precise pressing otherwise the reflex effect is not given like with this specimen
- No traceability possible due to missing toughening lot number

Summary

- Counterfeits will not meet the minimum requirements of the DIN7081/7080
- We strongly recommend not to use the glasses!
- Usage of the glasses may involve the following risks:
 - Spontaneous failure under regular operating conditions due to low surface compressive stress (bad thermal toughening)
 - The insufficient chemical composition may lead to spontaneous failure during operation with chemical attacks within the specification

Obviously, unexpected breakage of the glass during operation will result in damage to the equipment. In addition, breakage due to inadequate tempering poses a risk of injury.

Summary

In case you have any doubts about the origin of your MAXOS® product we recommend a 3-step approach:

1. Check and compare the paperwork, packaging, and importantly the toughening number on the product
2. If you are unsure about No. 1, we will check for you our own production records against the dimension and toughening number, you have provided us with
3. In case your doubts persist, provide us with a sample and we will carry out a detailed investigation

Summary

MAXOS® safety sight and level gauge glasses, made from our unique borosilicate glass SUPRAX® 8488, manufactured by Auer Lighting are thoroughly inspected by our quality experts after each step of the production process.

In addition, we have our glass tested at regular intervals by independent laboratories.

This way, we can assure our customers of the best product quality at all times.





Thank you for your attention.