

December 18, 2024

Ref No. MR-SVCHP-0001E

To our valued customers:

Important Notice Regarding Parts Purchase and Service Work

We thank you for your continued patronage of our products.

With safe navigation coming first, we recommend that you use our genuine parts and have service work conducted by engineers from our authorized service agencies.

This notice is to inform you that parts (used parts, repaired parts, and counterfeit parts) purchased from companies other than our authorized service agencies and distributors and our parts whose dealers are unknown are not warranted.

We will also not provide any service work that uses or replaces such parts.

Furthermore, service work and part replacement (even if a genuine part is used) conducted by engineers from unauthorized service agencies are not covered by warranty, and we will not give you any advice on such operations or troubles and even be liable for any consequences resulting from these operations. All of our authorized engineers carry their identification cards, so please check them if necessary.

There was a case where a failure occurred in a governor actuator after an unauthorized service agency conducted the maintenance, which ended up needing replacement with a new one by an authorized service agency.

(An actuator painted black by an unauthorized agency)



(An actuator reconditioned by an unauthorized agency)



We once again ask you to purchase parts and receive service work from our authorized agencies.

Sincerely yours,

Seles Section, Service Department
Marine Control Systems Company
Nabtesco Corporation