

Yokogawa announcement warns of counterfeit transmitters

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Yokogawa released a product service announcement warning of identified instances in which Yokogawa customers received counterfeit EJA-110E series instruments using the Yokogawa logo. According to the announcement, the counterfeit transmitters are “nearly indistinguishable with a semblance of functionality and interface that mimics our product.”

Upon investigation, the company found that the counterfeit instruments were produced by unauthorized manufacturers. In addition to a lesser quality, Yokogawa reports that performance test results found that the counterfeit products “pose a serious safety risk.”

Following the announcement, the company released the following statement.

"Yokogawa monitors for and takes measures against manufacturers of counterfeit devices. Yokogawa notifies its customers to warn them about specific cases and remind them of the importance of sourcing Yokogawa products from authorized partners. Yokogawa Corporation of America issued this notice because it was alerted to the presence of counterfeit EJA-110E pressure transmitters in the North American market by Yokogawa's authorized sales representatives. The authorized sales representatives determined that a few customers had purchased counterfeit pressure transmitters from unauthorized sellers of counterfeit products that have no business relationship with Yokogawa. This matter reinforces the need for customers to source authentic Yokogawa products only from Yokogawa's authorized partners. To find authorized partners for North America, please go to [this link](#)."

The counterfeit instruments feature tagging indicating that they're conformant with ExD and other hazardous areas, but they are not. They also do not meet the engineering and manufacturing requirements of regulatory bodies, the announcement reports.

Yokogawa reports that it's working with authorities to reduce or eliminate the delivery of counterfeit instrumentation to its customers.

The announcement also outlines how one can distinguish if they've received a counterfeit product, as follows:

- Packaging slip differences:
 - Counterfeit slip shows four dates in the upper-right corner, while Yokogawa tag has three dates in same location.
 - Yokogawa slips show more Japanese characters and calibration range information than the counterfeit offers.

- The KC mark and Chinese stamp for the real tag are printed on the Yokogawa slip, but the counterfeit offers no such indications.
- In the “Tag Label” portion of the slip, Yokogawa offers two barcodes, while the counterfeit offers none.
- Typos on the Top Works name plate
 - “Reter” is written instead of “refer.”
 - Some counterfeit instruments show “Tokto” instead of “Tokyo.”
- Thread type identification letter stamp
 - The letter stamp N, A or M is placed on the Yokogawa instruments, but the counterfeit instruments do not show indication.
- False drilled fill holes found on the bottom of the capsule.

For more information, or to report a counterfeit product, email support@us.yokogawa.com or call 800-888-6400.

Source: <https://www.controlglobal.com/industrynews/2019/yokogawa-announcement-warns-of-counterfeit-transmitters/>