How to identify counterfeit HUNGER DFE products?

The only way to assure you are receiving a genuine HUNGER product is to purchase directly from HUNGER DFE GmbH or through one of our international subsidiaries and sales offices. However, there are a few key things to look for if you are concerned about counterfeit seals and bearing elements:

- **Check colour of seals, slide rings and bearings**
  - Are there any explicit discrepancies visible?

- **If possible, check hardness of seal elastomer**
  - Either through hardness checking device or by “feeling”.
  - Compare to a 100% HUNGER DFE part.

- **Are the markings similar to standard manufacturer markings?**
  - Are there any markings on different areas of the seal than normal?

- **Is the product wrapped in appropriate shipping material?**
  - The HUNGER company logo on counterfeit packaging and products may be blurred and in the wrong colour, font or size. Counterfeit products or packaging may have spelling errors.
  - Packaging of counterfeit products may look like it has been resealed, reused or tampered with.

- **Be cautious of sellers with unusually low prices.**
  - Compare manufacturer country with shipment country

- **If you have purchased our seals and bearing elements through an unauthorized dealer, make sure that they can provide at least the original delivery papers / invoice of HUNGER DFE GmbH.**
  - Moreover, products purchased from unauthorized dealers may be counterfeit goods, and if you attempt to resell such products, you may be subject to significant civil liability and/or criminal penalties.

What if you suspect a product to be counterfeit?

If you believe that you have accidentally purchased a counterfeited HUNGER DFE product, or would like to identify a suspected counterfeit HUNGER product, please contact us at

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fakeseals@hunger-dichtungen.de
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Only experts from HUNGER Group can verify authenticity of a product or package. Please send sharp pictures of all visual markings on the product and product box or packing to fakeseals@hunger-dichtungen.de and you will be contacted by us. Our German experts will handle your mail with confidentiality.

We appreciate your assistance in preventing the distribution of counterfeit products.