

Date: 10 October 2023

Dear valued clients and partners,

URGENT NOTICE: ALERT REGARDING IMITATION GKMV30 (PREVIOUSLY KNOWN AS GKM KENT) WATER METERS IN CIRCULATION

1. It has come to our attention that imitation of our GKMV30 (*previously known as GKM KENT PSM*) water meters bearing our 'KENT' trademark are currently being manufactured and sold by unauthorised persons in the market, including on online platforms.
(please refer to the illustration below).

**Comparison of DN15 L115 Brass Meter (PSM/V100/GKMV30)
Imitation KENT vs GKM KENT vs GKMV30**



2. These imitation KENT PSM water meters have infringed upon our registered trademark and intellectual property rights. They are **NOT** manufactured and are in no way affiliated with or endorsed by George Kent (Malaysia) Berhad and are not covered by our warranty.
3. These imitations do not meet our rigorous quality control standards and we cannot guarantee their performance and accuracy. We bear no responsibility for any damage or injury as a result of the use of these imitations.

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Your Trusted Engineering Partner

4. We urge you to exercise caution when encountering the ‘KENT’ water meters in question. Genuine George Kent products bear our trademark, labels and unique serial numbers. ***Please refer to Appendix 1 for guidance on differentiating between our genuine products and the imitations.*** We strongly advise our valued customers to purchase directly from us or our authorised distributors and dealers to ensure the authenticity, quality and performance of our genuine products.
5. George Kent (Malaysia) Berhad is committed to providing the highest quality and safety in our products. We will not hesitate to take whatever action we deem necessary to protect our brand name and our intellectual property including legal action against counterfeiters and distributors.
6. If you come across any information or evidence related to the distribution of imitation products or any suspicious activity involving our brand, please report it to us promptly. Your cooperation in identifying unauthorised sellers will be crucial in combating this issue.
7. We deeply appreciate your cooperation in preserving our brand’s integrity and ensuring customer satisfaction.
8. For any questions, concerns or information related to this matter, please contact us at mkt@georgekent.net.

Yours faithfully,
for and on behalf of
GEORGE KENT (MALAYSIA) BERHAD