Product Diversion: Unauthorized/Gray Market Reseller Warning

What is Product Diversion?

Diverted products are ANEST IWATA branded products (genuine or counterfeit) offered for sale by unauthorized distributors and individuals.

What is So Bad About Product Diversion?

Diverted products are not subject to the same scrutiny as authentic products sold by authorized dealers. Diverted products may be counterfeit, modified, poorly functioning, and in some cases unsafe.

Because ANEST IWATA products operate using compressed or pressurized air, modified or counterfeit products are especially dangerous. Products that are counterfeit or that have been modified with inexpensive internal parts are rarely tested for safety. Poor machining, low quality materials, and improper safeguards can lead to malfunctions, injury, and even death.

What Does Unauthorized/Gray Market Reseller Mean?

An unauthorized/Gray Market reseller does not have an official relationship with ANEST IWATA USA, Inc. Unauthorized resellers sometimes purchase products from authorized dealers both foreign and domestic; meaning they may sell product models not intended or approved for use in the North American market. In addition, some unauthorized resellers offer counterfeit replica products that do not meet ANEST IWATA performance or quality standards.

Warranty & Service Implications

ANEST IWATA USA, Inc. does not warrant products purchased from unauthorized resellers or Gray Market channels.

Because ANEST IWATA USA, Inc. is unable to verify that unauthorized/Gray Market products meet our strict manufacturing, quality, performance, and safety specifications, ANEST IWATA USA, Inc. will not service or repair these products. Purchasing such products voids any warranty obligation, either written or implied, on behalf of ANEST IWATA USA, Inc. and its authorized network of dealers.

Warranty & Service Implications (continued)

Due to an increase in unauthorized/gray market product, all warranty claims and/or service requests submitted to ANEST IWATA USA, Inc. must be accompanied by an original sales receipt, sales order, or order acknowledgement from either ANEST IWATA USA, Inc. or an authorized ANEST IWATA USA, Inc. distributor. ANEST IWATA USA, Inc. will reject any warranty claim or service request submitted without an original proof of purchase from an authorized dealer or sales agent.

It is also important to note that ANEST IWATA USA, Inc. requires authorized dealers to process warranty claims on behalf of their customers. In the event of a warranty claim, the authorized dealer will complete and submit a Return Merchandise Authorization (RMA) to ANEST IWATA USA, Inc. on behalf of their customer. Because unauthorized/Gray Market resellers are unable to initiate the RMA process with ANEST IWATA USA, Inc., they will often advise customers to contact ANEST IWATA USA, Inc. directly for warranty and repair claims.

What are Some Indicators That I'm Dealing with an Unauthorized/Gray Market Reseller?

ANEST IWATA USA, Inc. is unable to identify or predict every potential indication that a reseller is operating unauthorized or Gray Market. However, the list below outlines some common warning signs.

- Products listed for sale well below MSRP/SMP published by ANEST IWATA
- Listings by sellers outside of North America
- Any product advertised as sold/shipped direct from Japan
- Online auction sites
    - Examples include eBay, quibids, ubid, etc…
- Wholesale commerce sites, especially those outside of the United States
    - Examples include Alibaba, AliExpress, DHgate, ~~etc~~…
- Products sold on Amazon.com*
- Indications in the advertisement that quantities are limited and in short supply
- Products sold with modified or missing packaging
- Products sold without an instruction manual or with a manual in a different language
- Products sold without an orange inspection tag
- Manual spray guns that do not include a gun wrench or gun lube (both are currently standard free additions exclusive to authorized retailers of ANEST IWATA USA, Inc.)
- Language that indicates warranty claims are handled directly between the customer and ANEST IWATA USA, Inc.

***Note about Amazon.com**

While Amazon.com is not an authorized dealer, some organizations who sell through Amazon.com are authorized and some are not. When making your purchase decision it is important to confirm that the merchant is an authorized dealer and that the product comes with a full manufacturer warranty. Additionally, it is important to verify that the dealer is authorized & prepared to initiate an RGA/RMA request with ANEST IWATA USA, Inc. in the event there is a warranty claim. If you are unsure as to whether the seller is an authorized dealer, we encourage you to contact the seller directly to confirm.

How Do I Verify That My Vendor is Authorized by ANEST IWATA USA, Inc.?

Still not sure your vendor is authorized? We'll help make it easy.

1. Call ANEST IWATA USA, Inc. at (513) 755-3100 for assistance
   - Or -
2. Visit our website to verify or locate authorized **Industrial Distributors**: http://anestiwata.com/distributors/industrial-distributors/

Products Not Authorized for Import/Sale in North America

Although manufactured by ANEST IWATA CORPORATION, some products are specific to certain regions and are not authorized for import or sale in certain markets for various reasons. Often this has to do with Federal, State, local, and regional environmental regulations.

At this time, the product lines and/or specific products below are not approved for import or sale in North America. ANEST IWATA does not warranty, service, or carry spare parts in North America for products on this list. **This list is not exhaustive, and products can be added/removed at any time without notice**. We recommend consulting your local authorized ANEST IWATA dealer to ensure the products you purchase are regionally supported.

- Kiwami – all models
- WIDER4 (ONLY 4)
- W-400 "Bellaria"
- W-400-WB/WBX (All models ***EXCEPT RED AIR CAP*** for North America)