



IMPORTANT NOTICE

Reminder: Please do NOT use the “**Contraband (水貨)**” which may affect your goodwill.

RAGA Engineering Ltd (RAGA) is the local sole agent of Delab IDMT Protection Device in Hong Kong. This product becomes popular to our Clients (including Hong Kong Airport Authority, Hong Kong Jockey Club, CLP, EMSD, etc), Consultants and Contractors who have widely used Delab IDMT Protection Device in their engineering projects.

Recently, some companies have claimed that they are the so-called “sole agent” of Delab in Hong Kong and promote the DELAB IDMT Protection Device to various Consultants, Switchboard manufacturers, Electrical Contractors and Distributors.

Careful attention is paid to these “**Contraband**” products which are NOT directly imported from the Delab manufacturer. Therefore, RAGA is NOT responsible for providing these “**Contraband**” with the after-sale services, technical back-up and 2-year warranty.

Based on our previous experience, some Electrical Contractors purchased these “**Contraband**” and could not be properly provided with the technical back-up leading to the delay in the project progress.

This message is for our colleagues to pay attention to these “**Contraband**”. Should you have any questions, please contact RAGA for assistance or clarification.

Again, RAGA is the local sole agent of Delab IDMT Protection Device who can provide the after-sale services, technical back-up and 2-year warranty.

To avoid any confusion on this issue, the Authorization Letter from the “Delab Scientific SDN BHD” in Malaysia is shown below for ease of reference.





偉嘉電機工程有限公司
RAGA ENGINEERING LTD.



The Delab IDMT Protection Device from the sole agent of RAGA has the following identification for your information.

		RAGA	“Contrabands”
1	Raga laser label on the left-hand corner of front side of IDMT Protection Device	Yes	No
2	The label of Company details and hotlines on the side of IDMT Protection Device	Yes	No
3	Chinese version Instruction Manual (TM-8350s only)	Yes	No
4	Control wiring diagram (TM-8350s only)	Yes	No
5	2-year warranty	Yes	No
6	Stainless steel label with engraving the operating modes in Chinese for TM-9000s	Yes	No

Label of Company details



Laser Label



*If you have any queries, please feel free to contact us.

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Message from:

Raga Engineering Ltd.

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