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## **X-1R Global Ltd**

**To:** All X-1R distributors                      **From:** Nigel (Mac) McKenzie

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**Cc:**    **Date:** 14<sup>th</sup> November 2023

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**Subject:** Storage and transportation of X-1R products

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Recently we have some complaints about product leakage for both Engine treatment and the new Motorbike Formula. Not a lot but of course when even a single unit leaks in a box it will 'contaminate' all of the units around it and thus ruin those items as well, and in some cases in the master cartons below these as well.

We looked into the leakage which seems to have been caused by two reasons. For the Engine Treatment leaks it was all from the same injection mold (known as Mold-2). We suspect that it has suffered some mechanical abrasion that has resulted in the bottles from this mold being microscopically shorter than ideal. This means that it would be possible for insufficient pressure to be exerted when fixing the seal to the top of the bottle.

In itself this may or may not be the cause of some of the leakage as we identified that in the country where this was most prevalent product was sent out to customer lying flat. Please note that our master cartons actually indicate a way-up and at all times the product needs to be kept in a vertical position.

For Motorbike formula we have redesigned the packaging. The original packaging left the product lay on its side. This was probably a mis-calculation and in future all product will be sent out in redesigned Master cartons which are tall within which there will be a retail sleeve to keep the product upright during packaging. Again, there is a 'Way-Up' arrow on the outer packaging. Please try to keep product right-side-up during shipping and storage.



New inner retail carton

Nigel McKenzie  
14th November 2023