

Question	Answer
How can I book a DPF cleaning appointment?	Call us (0330 029 0775) and provide your details. They will check availability and confirm the booking.
What is the cost of the DPF cleaning service?	The cost varies depending on the level and vehicle. Examples include £330 for one service and £429 for Level 3 cleaning, including VAT. The quote is provided during the call.
What is the deposit amount?	The deposit is £150. It is deducted from the total cost and acts as a call-out charge and cancellation fee if canceled within 48 hours. Payment is processed over the phone.
What is the cancellation policy?	If the appointment is canceled within 48 hours, the £150 deposit is retained as the cancellation fee. This is explained during the booking process.
Is the DPF cleaning service mobile?	Yes, it is a fully mobile service. The engineer comes to your location to perform the cleaning.
What details do I need to provide for booking?	You need to provide your postcode, vehicle registration number, full name, contact number, email address, and house number with street name. The specialist may confirm vehicle details like color and model.
How is the remaining balance paid?	The remaining balance is paid on-site via a card machine brought by the engineer. The deposit is deducted from the total amount.
What are the typical appointment time slots?	Appointments are booked in 4-hour windows, such as 8 AM to 12 PM or 12 PM to 4 PM. A more specific slot, like 8-10 AM, is confirmed by text the night before.
Can I request a specific time within the slot?	Yes, you can request an earlier time. The specialist will add a note to the booking and arrange it accordingly.
What warranty is provided with the service?	The warranty depends on the cleaning level. Level 2 comes with a two-week warranty, while Level 3 offers a four-month warranty. Some services mention a one-month warranty.
What is Level 1 DPF cleaning?	Level 1 only regenerates the system. It clears 5-10% of carbon buildup but does not include a warranty mention in the examples.
What is Level 2 DPF cleaning?	Level 2 flushes 40-60% of the carbon buildup. It comes with a two-week warranty.

What is Level 3 DPF cleaning?	Level 3 is a deep clean that removes up to 98% of carbon. It includes a four-month warranty and is recommended for best results.
Which cleaning level is recommended?	Level 3 is recommended for the best results and peace of mind. This is especially true if a regeneration has already been tried and failed.
Will the fault codes be reset after cleaning?	Yes, the technician will reset the fault codes. They will also have you test drive the vehicle to ensure warning lights stay off.
What is the DPF cleaning process?	The filter is injected with a chemical solution to break down carbon, then flushed out. Fault codes are reset, and a test drive is done to confirm the lights stay off.
Can you service Jaguar vehicles?	Yes, Jaguars are one of the most common vehicles serviced. Examples include Jaguar E-Pace and Jaguar XE.
Can you service Range Rover Sport?	Yes, the service is provided for Range Rover Sport. An example includes a blue Range Rover Sport.
Can you service Ford S-Max?	Yes, Ford S-Max 2.2 is serviced. It may not always require Level 3 cleaning.
Can you service IVECO Daily?	Yes, IVECO Daily is mentioned in the examples. The service can be provided if the vehicle is running with an EDC light on.
How soon can I get an appointment?	Appointments can be booked as soon as the next day. Availability is checked based on your postcode and preferred time.
Do you provide service in South Shields?	Yes, services are booked in South Shields. An example includes Hilton Avenue in South Shields.
Do you provide service in Dundee?	Yes, services are available in Dundee, Scotland. Technicians can come out the next day if scheduled.
What if my car is in limp mode?	The cleaning service addresses limp mode by cleaning the DPF, resetting fault codes, and test driving to ensure lights stay off.
Do you service similar vehicles to mine?	Yes, the specialist often mentions servicing similar vehicles. For example, another Jaguar XE was being serviced in the area.
Is the price inclusive of VAT?	Yes, the £429 for Level 3 is including VAT. Other quotes may vary.

How do I get a quote for DPF cleaning?	Quotes are provided over the phone. Customers often refer to previous quotes when booking.
Will I receive a confirmation for the time slot?	Yes, you will receive a text on the night before confirming a more specific time slot, such as 8-10 AM.
What if traffic delays the engineer?	The arrival window accounts for traffic. Engineers aim to arrive by 8 AM for morning slots but may be affected by traffic.
Is the phone call recorded?	Yes, the call is recorded. However, the recording is stopped for payment processing.
Can I book an appointment for Saturday?	Yes, Saturday morning slots are available. For example, between 8 AM and 12 PM.
What if I spoke to someone earlier?	The specialist can continue from your previous conversation. They may pull up your details or transfer you.
Can I get a callback if the person is busy?	Yes, a callback can be arranged. It should be within the hour if the specialist is busy.
How long will the callback take?	The callback should not be too long, probably within the hour.
What if regeneration didn't work?	If regeneration failed, a higher level clean like Level 3 is recommended. It provides better carbon removal.
Can you service vehicles with warning lights on?	Yes, services are provided for vehicles with warning lights, such as EDC light. The cleaning aims to resolve them.
Do you clean the EGR valve?	The service focuses on DPF cleaning. Cleaning the EGR is mentioned by customers as potentially helpful, but not confirmed as part of the service.
What is a good time slot for me?	Time slots are flexible based on availability. Examples include morning or afternoon 4-hour windows.
Will the test drive be required?	Yes, after cleaning, you will test drive the vehicle to make sure the warning lights stay off.
Is the service available for commercial vehicles?	Yes, commercial vehicles like IVECO Daily are serviced.

What payment methods are accepted?	Payment is by card. Deposit over the phone, balance via card machine on-site.
What is the benefit of Level 3 over others?	Level 3 removes up to 98% of carbon, compared to 40-60% in Level 2 and 5-10% in Level 1. It also provides a longer warranty for peace of mind.

Question	Answer
What is a DPF and why does it need cleaning?	A DPF (Diesel Particulate Filter) captures soot and carbon from diesel exhaust. It needs cleaning when blocked by accumulation, which typically happens from short journeys or low-speed driving that prevents natural regeneration.
How much does a DPF cleaning service cost?	The standard trade clean costs £330-£334.80 including VAT, while the premium deep industrial clean costs £429 including VAT. Both prices include diagnostics, cleaning, and warranty coverage.
Is this a mobile service or do I bring my car to a workshop?	This is a fully mobile service. Engineers come directly to your home, workplace, or any convenient location with the vehicle, including street parking, driveways, or car parks.
How long does the DPF cleaning process take?	The complete service typically takes 40-60 minutes to one hour, including pre-diagnostics, the chemical flush process, and post-diagnostics to verify successful cleaning.
What's the difference between the trade clean and premium clean?	The trade clean (£330) removes 40-60% of carbon with a two-week warranty, while the premium clean (£429) removes up to 98% of carbon and includes a four-month warranty plus a maintenance additive.

Do I pay the full amount upfront?	No. You pay a £150 deposit when booking, which covers diagnostics and call-out. The remaining balance is only paid after the cleaning is completed successfully.
What does the £150 deposit cover?	The £150 deposit covers the engineer's visit, comprehensive diagnostics, and initial assessment. It also acts as a cancellation fee if you cancel within 48 hours of the appointment.
Is the deposit refundable?	The deposit is non-refundable if you cancel within 48 hours of the appointment. However, if diagnostics show the DPF doesn't need cleaning or can't be cleaned, you only pay the £150 with no additional charges.
What if my DPF can't be cleaned?	If diagnostics reveal the DPF cannot be cleaned and requires replacement, you only pay the £150 diagnostic fee. The engineer will advise on next steps and what replacement options are available.
What warranty is included with the service?	The trade clean includes a two-week warranty, while the premium clean includes a four-month (120-day) warranty. If issues arise during the warranty period, the company will return to address them.
Can I pay in installments?	Yes, payment plans are available through Payment Assist. You can spread the cost over four monthly installments interest-free, with the first payment taken at booking.
What areas do you cover?	The service operates nationwide across the UK, with engineers covering most regions. Availability is checked based on your postcode when booking.
How soon can you come out?	Availability varies by location but appointments are often available within 1-5 days. Same-day or next-day service may be possible if an engineer is already working in your area.
What symptoms indicate my DPF needs cleaning?	Common symptoms include: warning lights (orange or red), loss of power, limp mode, poor fuel economy, excessive smoke, strong exhaust smell, failed regeneration attempts, and sluggish acceleration.
What is limp mode?	Limp mode is a safety feature that limits engine power and RPM (usually to around 3000 RPM) when the vehicle detects a serious issue like severe DPF blockage. This prevents further engine damage.
Can you clean a DPF that's in limp mode?	Yes, DPF cleaning can often resolve limp mode caused by blockage. The service includes diagnostics to confirm the DPF is the cause and can be successfully cleaned.
What diagnostics do you perform?	Engineers perform comprehensive diagnostics including: reading fault codes, analyzing live sensor data, manual pressure testing with a manometer, checking component communication, and comparing ECU readings with physical measurements.
How do you actually clean the DPF?	A specialized water-based chemical solution is injected directly into the DPF through pressure pipes. This breaks down carbon and soot buildup, which is then flushed out through the exhaust while the engine runs at controlled RPM.
Do you remove the DPF to clean it?	No, this is an on-vehicle cleaning service. The DPF remains installed and is cleaned in situ using specialized equipment. Off-vehicle cleaning is only recommended for ash or oil contamination.
Will the engine management light turn off after cleaning?	Yes, after successful cleaning, all fault codes are reset and the engine management light should turn off. If it returns immediately, this indicates another underlying issue that will be identified during diagnostics.

What causes a DPF to block?	Main causes include: frequent short journeys, low-speed urban driving, faulty sensors (especially pressure or temperature sensors), incorrect fuel mixture, EGR valve issues, turbo problems, and lack of regular motorway driving for natural regeneration.
How can I prevent my DPF from blocking again?	Drive at least one 30-40 minute continuous motorway journey weekly at 2000+ RPM to allow natural regeneration. Avoid constant short trips, maintain regular servicing, address warning lights promptly, and consider using DPF maintenance additives.
What is a DPF regeneration?	Regeneration is when the vehicle burns off accumulated soot by raising exhaust temperatures (typically above 600°C). This can happen automatically during driving or be forced manually, but only works if the DPF isn't severely blocked.
Why did regeneration fail on my vehicle?	Regeneration fails when the DPF is too blocked, journeys are too short, faulty sensors prevent the process, there's insufficient fuel, the engine doesn't reach operating temperature, or supporting components like the EGR valve are malfunctioning.
Will I need to replace my DPF?	In most cases, no. The company cleans over 6,000 vehicles annually with a 97-98% success rate. Only about 1 in 100 DPFs actually need replacement, often only after 400,000-500,000 miles.
How much does DPF replacement cost at a dealer?	Dealer replacement typically costs £1,500-£2,500 or more, with parts alone costing £700-£900. Labor adds significantly to the cost as removal takes 5-6 hours. Main dealers often charge the highest prices.
Do you work on all vehicle makes and models?	Yes, the service covers approximately 40 different vehicle types daily. The company specializes in Jaguar and Land Rover but services all major manufacturers including Ford, BMW, Audi, Mercedes, Citroën, Peugeot, and more.
What do I need to prepare before the engineer arrives?	Ensure the vehicle has at least a quarter tank of fuel, is in a running/starting condition, and remains parked where accessible. If possible, avoid using the vehicle before the appointment so the engine is cold.
Can the service be done on the street?	Yes, the service is performed on streets, driveways, car parks, business premises, or any accessible location. Most jobs are completed on the road rather than driveways.
What payment methods do you accept?	Engineers carry card machines for on-site payment. Phone bookings accept card payments, and digital options include Apple Pay and Google Pay links sent via text or email.
Will I get confirmation of my booking?	Yes, you receive an email confirmation after booking. The day before your appointment, you'll receive a text with a two-hour arrival window. The engineer also calls with an ETA when en route.
What is the AdBlue/Eolys fluid top-up service?	For certain vehicles (mainly Citroën and Peugeot 2011-2016 models), a separate additive tank needs refilling every 90,000-110,000 miles. This costs an additional £180 and can be done during the DPF cleaning visit.
What's included in the technical report?	The report includes before-and-after diagnostic readings, fault codes found and cleared, pressure test results (measured in millibars), sensor data analysis, and any advisories for additional maintenance or repairs needed.

Can you replace faulty sensors or parts?	Yes, if diagnostics reveal faulty components, the in-house parts manager can provide quotes. If you proceed, engineers can return with genuine parts to install them and reassess the vehicle.
What does the pressure test measure?	The manometer pressure test measures exhaust backpressure in millibars. Healthy readings are 3-7 millibars, 7-14 indicates moderate blockage suitable for trade clean, and above 14 requires premium cleaning.
Why do diesel vehicles have DPF issues?	DPFs are designed for regular high-speed driving. Modern urban use patterns with short trips prevent natural regeneration, causing gradual soot accumulation. Diesel engines produce more particulate matter than petrol engines, requiring filtration.
Is DPF removal/deletion legal?	No, removing or disabling a DPF is illegal in the UK and most countries. It causes MOT failure, voids insurance, creates excessive emissions, and may result in fines. The company does not offer removal services.
What happens after the cleaning is complete?	After cleaning, engineers conduct post-diagnostics to verify improved pressure and airflow, reset all fault codes, and often recommend a test drive. You should then take a good motorway run to burn off any remaining residue.
Can you diagnose other engine problems?	Yes, the comprehensive diagnostics can identify related issues like faulty EGR valves, turbo problems, sensor failures, injector issues, oil dilution, and other mechanical faults affecting DPF performance or causing warning lights.
What if the warning light comes back immediately?	If warning lights return immediately after cleaning, this indicates an underlying mechanical fault rather than just blockage. The diagnostics will identify the issue, and engineers provide recommendations for necessary repairs.
Do you provide receipts and invoices?	Yes, full invoices are provided for all services. Company name and address can be used for business bookings, and invoices can be formatted for VAT reclaim or warranty claims if needed.
What's your success rate?	The company reports a 97-98% success rate for DPF cleaning across over 6,000 vehicles serviced annually. Failures typically occur only when the DPF is physically damaged or contains ash/oil rather than carbon.
Can you work on commercial vehicles and vans?	Yes, the service covers all diesel vehicles including vans, light commercial vehicles, and larger vehicles like Transit Customs, Sprinters, and IVECO Daily models. Pricing may vary for larger vehicles.
What's the difference between soot, ash, and oil contamination?	Soot is carbon from normal combustion (removable by chemical cleaning). Ash is from engine oil additives and requires off-vehicle cleaning. Oil contamination comes from engine issues and also needs specialized treatment.
Should I change my oil after DPF issues?	Yes, it's recommended. A blocked DPF can cause oil dilution where exhaust gases force unburned fuel into the oil, making it darker and grittier. Fresh oil after cleaning ensures optimal engine performance.
Can I book for a specific time?	Appointments are scheduled in time windows (typically 8-12 PM or 12-4 PM). Engineers text you the evening before with a specific two-hour window and call with an ETA when approaching.

What qualifications do your engineers have?	Engineers are highly trained specialists with many having Jaguar Land Rover master technician backgrounds with 25-30 years experience. They're trained in diagnostics, DPF systems, and mobile repair techniques.
Will cleaning damage my DPF or engine?	No, the chemical cleaning process is safe and designed specifically for DPF systems. The water-based solution is non-corrosive and the process is controlled to prevent damage while effectively removing carbon buildup.
Can I get a quote before booking?	Yes, quotes are provided over the phone based on your vehicle type and location. Written quotes can be emailed upon request. However, the £150 deposit is required to secure a booking slot.
What if I need to cancel or reschedule?	Cancellations or rescheduling with more than 48 hours notice typically allow deposit transfer to a new date. Cancellations within 48 hours forfeit the £150 deposit as it's non-refundable per the terms.

Question	Answer
Can I cancel and get a refund?	If you cancel more than 48 hours before the appointment, the deposit is refundable. Cancellations within 48 hours forfeit the deposit.
Is the deposit deducted from the final balance?	Yes, the £150 deposit is deducted from your final total.
Do you come to my location?	Yes, the service is fully mobile. Engineers come to your home, workplace, or a meeting spot.
What if my area isn't covered?	In rare cases, some remote locations may not be covered. Customers can meet engineers at nearby towns or service points.
How long does a DPF clean take?	A standard clean takes about 40–60 minutes, depending on the blockage. Including diagnostics, the visit may last 1–2 hours.
What does the cleaning process involve?	The engineer injects a chemical solution into the filter to break down soot, flushes it out, resets fault codes, and runs diagnostics to confirm results.
What's the difference between trade and premium clean?	Trade clean removes about 40–60% of carbon and includes a short warranty. Premium clean removes up to 98% of carbon, comes with a four-month warranty, and may include extras like a free diagnostic scanner.
What warranty do I get?	Warranties vary: two weeks for trade clean, one month for standard cleans, and up to four months for premium cleans.
Will you reset my fault codes?	Yes, engineers reset fault codes after cleaning and run a test drive to confirm warning lights stay off.
What happens if my DPF cannot be cleaned?	If it can't be cleaned, you only pay the £150 diagnostic fee. Replacement may then be required.
Do you offer diagnostics only?	Yes, diagnostics alone cost £150. This includes a full fault code check and system analysis.
What if I'm already in limp mode?	Limp mode vehicles can still be serviced. Cleaning and a reset usually restore normal performance.
Do you service all car brands?	Yes, most makes and models are covered. Jaguar, Land Rover, Ford, Mercedes, and VW are very common.
What details do you need to book?	Engineers require your postcode, house number, vehicle registration, full name, phone number, and email.
Can I book for tomorrow?	Yes, if availability allows. Same- or next-day slots are often possible.
What time will the engineer arrive?	You'll receive a time window (e.g., 8–10 AM or 12–4 PM). A text confirmation is sent the evening before.
How do I pay the balance?	The engineer brings a card machine. You can pay by card after the work is complete.
Can I pay in installments?	Yes, some services offer payment plans. For example, splitting into monthly payments starting with the deposit.

Do I need to prepare my car before the visit?	Ensure the vehicle starts, runs, and has at least a quarter tank of fuel.
Can you work on my car if it's parked on the road?	Yes, engineers can work on cars parked on the road or at farms, workplaces, and homes.
Do you also fix sensors or EGR valves?	Yes, but usually after diagnostics. Engineers may need to order parts separately.
How do I know if my DPF is blocked?	Common signs are engine warning lights, reduced power, limp mode, and fault codes like 2463.
Can I just drive the car to regenerate the DPF?	Sometimes motorway driving clears light blockages, but heavy blockages require professional cleaning.
What if the light comes back after cleaning?	If the issue is soot buildup, the clean will fix it. If there are other faults (e.g., sensors), further repairs may be needed.
Do you guarantee the light won't return?	The clean restores the DPF, but if another issue exists (e.g., faulty sensors, EGR problems), lights may return.
How is your service different from garages?	Unlike garages, engineers provide mobile cleaning with strong in-house chemicals, full diagnostics, and warranty.
What if I just want a quick fix to sell my car?	The trade clean is a budget-friendly option, ideal for preparing a car for sale.
Is a new DPF ever required?	Yes, if the filter is too full of ash or damaged, replacement may be necessary.
Do you offer nationwide coverage?	The service is advertised as nationwide, but some remote areas may require meeting at a nearby town.
Can you clean vans and trucks?	Yes, services are available for vans, trucks, and commercial vehicles, with pricing adjusted for size.
What happens during diagnostics?	Engineers read ECU fault codes, check DPF pressure, and run live data tests to confirm the blockage level.
Do I need to be present during the appointment?	It's best if you're present, but as long as the car is accessible, the engineer can perform the service.
Can I get a receipt or invoice?	Yes, invoices and receipts are provided. Business customers can claim it as an expense.
What if I gave the wrong email?	If your email is incorrect, the team can update it and resend your quote or confirmation.
What happens if I don't replace a faulty sensor?	If not replaced, the system may fail to regenerate properly, and the DPF may block again.

What chemicals do you use?	The service uses in-house, water-based cleaning chemicals, stronger than shop-bought additives.
Do you offer off-vehicle cleaning?	In some cases, a full off-vehicle clean at a workshop is recommended for heavy ash buildup.
How much is diagnostics plus cleaning?	Full check and cleaning usually cost £330–£429 depending on the vehicle.
How often should a DPF be cleaned?	There's no fixed schedule—it depends on driving style. Frequent short trips cause quicker blockages.
Can towing or city driving affect the DPF?	Yes. Local or heavy-load driving often causes clogging, while motorway driving helps regeneration.
Do you provide proof of the clean?	Yes, customers receive a diagnostic report and confirmation after the service.
Will cleaning fix my limp mode issue?	In most cases, yes. Cleaning restores power and resets fault codes if DPF blockage is the cause.
How do I book an appointment?	Simply call, provide your details, and pay the £150 deposit to secure a slot.
What if I don't have Apple Pay or Google Pay?	No problem—engineers accept standard debit/credit card payments.
Do you provide same-day emergency service?	Sometimes, yes—if engineers are already in your area.
Is VAT included in the price?	Yes, quoted prices (e.g., £429) include VAT.
Can RAC or AA transport my car to you?	Yes, some customers use RAC/AA transport to bring vehicles to workshops for off-car cleaning.
What happens after the clean?	After cleaning, engineers reset the system, test drive the car, and confirm that warning lights remain off.

Question	Answer
What's the difference between Trade Clean and Premium Clean?	Trade Clean costs £330 and comes with a shorter warranty, while Premium Clean costs £429 , cleans up to 98% of carbon buildup, and includes a four-month warranty .
Do you offer a warranty?	Yes. The Premium Clean includes a four-month warranty , while some Trade Clean services come with a two-week warranty .
How long does the cleaning take?	The cleaning process usually takes 40–60 minutes , depending on the level of blockage .
Do you provide mobile service?	Yes, the service is fully mobile , and engineers can come to your home, workplace, or even roadside locations .
Do I need to bring my car to a garage?	No, the team comes to you as it is a mobile DPF cleaning service .
How much is the deposit?	A £150 deposit is required to confirm a booking. This acts as a call-out charge and a cancellation fee if canceled within 48 hours .
Is the deposit refundable?	Yes, if you cancel more than 48 hours before the appointment, the £150 deposit is refunded.
When do I pay the balance?	The balance is paid after the cleaning is completed . Engineers carry a card machine for payment .
Can I pay in installments?	Yes. Payments can be spread over four months, interest-free , using Payment Assist .
What payment methods are accepted?	Deposits can be paid via card, Apple Pay, Google Pay, or payment links . Final balances can be paid by card or cash to the engineer 【4†dataset.pdfyou need my car to be running?
What happens if my car doesn't start on the day?	If the vehicle doesn't start, the clean cannot be carried out, but the deposit is still retained .
How do I book an appointment?	Bookings can be made over the phone or online , where details and deposits are taken to confirm the slot .
How soon can you come out?	In many cases, appointments can be arranged for the next day , depending on location and availability .

Do you work weekends?	Yes, appointments can be arranged for Saturdays and Sundays , subject to availability .
How will I know my time slot?	A confirmation email is sent after booking, and the day before, you receive a text with a two-hour time window .
Do you need a driveway?	No. Cleaning can be done on streets, car parks, farms, or workplaces . Engineers only need space to work safely 【4†dataset.pdf】 .
Shobe hot or cold?	The engine should be kept cold before the service , as the work is done on a cool system .
What happens during diagnostics?	Engineers run fault code scans, live data checks, and manual pressure tests to confirm whether the DPF is blocked or if another fault exists .
What if it's not the DPF but another fault?	If diagnostics show the DPF is fine, you only pay the £150 diagnostic fee , and engineers will advise on the real issue .
Can a DPF clean fix limp mode?	Yes, if the blockage is due to soot accumulation , cleaning usually resolves limp mode. If another component is faulty, further repairs may be needed .
What happens if a clean doesn't fix the issue?	If the blockage is too severe or another component is faulty, the engineer will advise on replacement parts or further repairs .
Is a DPF replacement ever needed?	Rarely. Only about 1 in 100 cars actually need a new DPF. Most can be cleaned successfully .
What if I already had a regeneration done?	Static regens can help but are temporary. A chemical clean is more thorough and clears deeper blockages .
How effective is your chemical clean compared to DIY products?	The cleaning solution is much stronger than off-the-shelf additives and is cycled through under controlled conditions .
Do you remove the catalytic converter?	No, the process uses special machines and chemicals to flush the system without removing the catalytic converter .
Will the clean damage my DPF?	No. The process is safe, and many vehicles with high mileage (up to 500,000 miles) are still running on their original DPF after cleaning .
Do you provide before-and-after results?	Yes. Engineers carry out pressure and diagnostic readings before and after cleaning to confirm improvements .
Can you clean a DPF if the car is smoking?	Yes, as long as the car still runs. Engineers check if smoke is caused by a failed regen or another issue before cleaning .
What if I tow or drive long distances?	A Premium Clean is recommended if you rely on the car for long trips, towing, or heavy use , for peace of mind .
Do you cover my area?	Services are nationwide , with availability varying by postcode. Postcodes are checked at booking .

Do you service businesses as well as private customers?	Yes, engineers can attend homes, farms, and business premises , and bookings can be made under business names .
Do you work on all car makes and models?	Yes, the service covers most vehicles, including Mercedes, BMW, Ford, Jaguar, Land Rover, VW, and more .
Do you provide confirmation of booking?	Yes. Customers receive a confirmation email and a text message with appointment details .
Do I have to be present during the service?	It's best if you are present, but as long as the engineer has access to the car, the service can be carried out 【4†dataset.pdf】 .
How do I prepare my car for the service?	Ensured, has at least a quarter tank of fuel, and is parked where engineers can access it** .
Can I upgrade from Trade to Premium on the day?	Yes, if diagnostics show the blockage is severe, you can upgrade to Premium Clean during the visit .
What if I cancel after paying the deposit?	If canceled within 48 hours , the £150 deposit is non-refundable. Canceling earlier means you get a refund 【4†dataset.pdf】 .
Do you send the di?	Yes, engineers can send a diagnostic report by email if requested .
Can I pay the engineer directly?	Yes, the balance can be paid directly to the engineer using card or cash .
Do you offer advice on other issues?	Yes, engineers give advisories if other mechanical faults are found , such as sensors or vaporizers .
Can I book without paying a deposit?	No, bookings are only secured once the £150 deposit is paid .
Do you collect the car?	No, engineers do not collect vehicles. The service is done on-site at your location .
Can a blocked DPF affect oil quality?	Yes, high pressure can cause oil dilution , making oil darker and grittier. An oil change after cleaning is recommended .
Can you clean commercial vehicles?	Yes, engineers can clean vans and business-use vehicles as long as the DPF is intact and accessible .
What if my sensors are faulty?	A faulty sensor can prevent regeneration and cause blockages. Cleaning helps, but the sensor may need replacing .
How do I know if my DPF is blocked?	Common signs include the engine warning light, limp mode, reduced power, or failed regenerations .

Do you give reminders before the appointment?	Yes. A confirmation email is sent immediately, and a text reminder with a time slot is sent the day before .
Can I reschedule my appointment?	Yes, but if you reschedule or cancel within 48 hours , the £150 deposit is not refunded 【4↑dataset.pdf】 .
How does DPF cleaning compare to buying a new filter?	DPF cleaning costs £429 and restores to near-new condition, avoiding £2,500 for a new DPF. It's effective for Jaguars and others where regeneration or basic services failed. Includes warranty and mobile service.

What if my car has an EDC light on?	Cleaning the DPF and EGR can help resolve the EDC light if the vehicle is running. Provide vehicle details for advice. The service resets codes and tests for lights staying off.
Does cleaning EGR and DPF help after replacement?	Yes, if the EGR valve was replaced and everything checked, cleaning EGR and DPF should help with remaining issues like lights. It's recommended for vehicles like IVECO Daily. Confirm during booking.

Does the engineer bring a card machine?	Yes, the engineer brings the card machine to your location for the remaining balance payment. It's part of the mobile service process. Take your time to grab your card during booking.
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Can you transfer me to a specific person?	Yes, like transferring to Erin or Aaron when available; wait briefly if on another call. They join to continue the booking.
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