

Question	Answer
What is DPF Specialist?	A diesel particulate filter cleaning company offering expert mobile filter cleaning, repair, and fleet solutions across the UK.
What is DPF Specialist's mission?	To provide convenient, high-performance DPF cleaning and servicing, bringing the workshop to customers to save time and prevent costly repairs.
What is DPF Specialist's vision?	To lead in mobile DPF maintenance and restoration services nationwide.
What makes DPF Specialist unique?	Mobile-first approach with fully equipped vans, over 30,000 successful cleans, a 4.8 Google rating, and tiered service levels with strong warranties.
What services does DPF Specialist offer?	Mobile DPF Cleaning (Levels 1, 2, and 3), Land Rover Exhaust Filter Services, Mobile Workshop Services, Fleet Solutions, DPF Health Check, Trade Clean (Level 2), Premium Clean (Level 3).
What industries does DPF Specialist serve?	Automotive, fleets, Land Rover vehicles, cars, vans, and commercial transport.
Is quality a priority for DPF Specialist?	Yes, quality is prioritized with tiered warranties, digital before-and-after reports, and industry-best practices.
What is DPF Specialist's approach to quality assurance?	They implement tiered warranties (e.g., 4-month on Level 3 services), before-and-after reports, and regular quality checks.
How can I contact DPF Specialist?	Call 0330 029 0775 or email info@dpfspecialist.co.uk .
How can I request a DPF cleaning service?	Contact via phone, email, or website for consultation and booking.
What is the typical turnaround time for services?	Same-day service for most cases, with appointments often available the next day.
What support is offered after service completion?	Comprehensive warranties (up to 4 months), post-service support, maintenance advice, and follow-ups.
What are DPF Specialist's areas of expertise?	DPF cleaning (Levels 1-3), diagnostics, Land Rover exhaust systems, fleet maintenance, and mobile services.
How can I stay updated with DPF Specialist?	Follow on social media or visit their blog for updates.
What sets DPF Specialist apart?	Mobile convenience, over 30,000 cleans, and detailed tiered service levels with strong warranties.
How does DPF Specialist handle customer confidentiality?	They adhere to strict privacy standards and secure handling of vehicle data.
What kind of results can I expect from DPF Specialist?	Restored engine performance, reduced emissions, cost savings versus replacement, and resolved warning lights or limp mode.
What are DPF Specialist's core values?	Quality, convenience, expertise, customer satisfaction, and environmental responsibility.
Where is DPF Specialist located?	Headquartered in East Grinstead, West Sussex, with nationwide UK coverage.
What technologies does DPF Specialist specialize in?	Advanced DPF cleaning equipment, diagnostic tools, regeneration aids, and chemical solutions for deep cleaning.
What is DPF Specialist's commitment to innovation?	To provide innovative mobile solutions using cutting-edge DPF technology and service methods.
How does DPF Specialist ensure quality?	By adhering to strict standards, offering tiered warranties, using advanced equipment, and incorporating customer feedback.
What types of businesses does DPF Specialist support?	Fleets, individual vehicle owners, dealerships, and commercial sectors.
Can DPF Specialist help with custom fleet maintenance?	Yes, they specialize in tailored fleet solutions and maintenance plans.
What is DPF Specialist's approach to client collaboration?	Working closely with customers to understand needs and recommend the best service level.
How does DPF Specialist handle service timelines?	By establishing clear timelines and booking 4-hour windows, with a 2-hour ETA confirmed the night before.
Does DPF Specialist offer ongoing support?	Yes, including ongoing maintenance plans, support, and warranty coverage.
How does DPF Specialist address customer feedback?	They actively seek and incorporate feedback to improve services.
What methodologies does DPF Specialist use?	Mobile on-site processes including chemical injection, flushing, code resetting, and test drives.
How can I schedule a consultation with DPF Specialist?	Contact via phone (0330 029 0775) or email to set up an appointment.

What is DPF Specialist's policy on vehicle data?	Customers retain full control of their vehicle information.
Does DPF Specialist provide training for maintenance?	Yes, offering advice and guides on DPF prevention, including recommending regular long drives and high-quality fuel.
What quality standards does DPF Specialist follow?	Compliance with industry standards for emissions and maintenance.
How does DPF Specialist approach problem-solving?	Comprehensive diagnosis and tailored cleaning (Levels 1-3) based on the issue.
What vehicle types does DPF Specialist service?	Cars, vans, Land Rovers, Jaguars, Ford, IVECO, fleets, and other diesel vehicles.
How does DPF Specialist ensure customer-friendly services?	Prioritizing convenience with mobile visits, flexible scheduling, and clear communication.
What is the size of DPF Specialist's team?	A team of trained DPF specialists with nationwide coverage.
Does DPF Specialist engage in community projects?	Yes, supporting environmental initiatives through emission reductions.
How can I learn more about DPF Specialist's services?	Visit their website or contact them for detailed information.
What types of diagnostic services does DPF Specialist offer?	Full DPF diagnostics, pressure checks, performance reports, and DPF Health Checks.
What is DPF Specialist's approach to industry trends?	Staying updated with the latest DPF technologies and cleaning methods.
Does DPF Specialist provide mobile services?	Yes, specializing in mobile DPF cleaning across the UK.
How does DPF Specialist ensure timely service delivery?	Through efficient mobile workshops, same-day fixes, and confirmed time slots.
What equipment does DPF Specialist use?	Advanced cleaning tools, diagnostic scanners, industrial flushing equipment, and on-site card machines.
How does DPF Specialist handle vehicle repairs?	Secure and seamless on-site services focusing on DPF systems.
How does DPF Specialist stay ahead in DPF technology?	By investing in continuous training, research, and new equipment.
What types of cleaning solutions does DPF Specialist provide?	Health checks, Trade Cleans (Level 2), Premium Cleans (Level 3), and regeneration aids.
Can DPF Specialist assist with fleet management?	Yes, offering customized fleet maintenance plans nationwide.
How does DPF Specialist handle service scope changes?	Discussing changes transparently, adjusting plans and pricing accordingly.
What is DPF Specialist's pricing model?	Flexible pricing based on service type: Level 2 from £330, Level 3 from £429 (including VAT); a £150 deposit is required.
Does DPF Specialist have a referral program?	Yes, they offer incentives for customer referrals.
How can I provide feedback about DPF Specialist's services?	Via email or through their website.
Does DPF Specialist conduct vehicle inspections?	Yes, offering comprehensive DPF Health Checks and reports from £179.
What types of maintenance solutions does DPF Specialist develop?	Mobile cleans (Levels 1-3), additive products, and preventive services.
Can DPF Specialist help with emissions compliance?	Yes, by restoring DPF efficiency to meet MOT and environmental standards.
How does DPF Specialist approach customer relationships?	Building long-term partnerships based on trust, reliability, and proven results.
What is DPF Specialist's strategy for continuous improvement?	Regularly reviewing processes, investing in technology, and incorporating customer feedback.
How can I get quick answers from DPF Specialist?	Call their team at 0330 029 0775 for prompt assistance.
Can I speak to a real person if I prefer?	Yes, you can call or email to speak directly with a representative.

What kind of information can I get from DPF Specialist?	Information about services, bookings, DPF advice, and quotes.
Can I get a quote through DPF Specialist?	Yes, by contacting them with vehicle details and requirements.
What are the operating hours for DPF Specialist?	24/7 emergency services are available for urgent matters.
Can I track my service status with DPF Specialist?	Yes, via phone inquiry and SMS updates.
How do I know if my question has been answered?	The team will confirm and offer further assistance if needed.
How can I escalate an issue I have?	Call or email to escalate to a specialist or manager.
Can I ask about industry trends?	Yes, the team can provide insights on DPF trends and prevention tips.
What happens if I provide incorrect vehicle information?	They will prompt you to correct it to ensure accurate service and quote.
Can I schedule an appointment through DPF Specialist?	Yes, call 0330 029 0775 or email to schedule.
What is the purpose of DPF Specialist's services?	To restore DPF performance, improve vehicle efficiency, and prevent costly replacements.
How can I learn about new services offered?	Visit the website or follow social media for updates.
Can DPF Specialist help with troubleshooting?	Yes, assisting with DPF warning lights, limp mode, and related issues.
What if I need urgent assistance?	24/7 emergency services are available.
How do I know if DPF Specialist is the right fit for me?	Contact them for tailored information for your vehicle and needs.
Why should I trust DPF Specialist with my vehicle?	With over 30,000 successful cleans, high customer satisfaction, and strong warranties.
What kind of experience does DPF Specialist have?	Over 15 years in DPF cleaning with nationwide expertise.
Can I see examples of previous work?	Yes, case studies and testimonials are available upon request.
What are DPF Specialist's customer satisfaction rates?	A 4.8 Google rating based on 191 reviews.
Can I speak to past customers about their experiences?	References can be provided upon request.
What quality measures does DPF Specialist implement?	Advanced equipment, tiered warranties, regular audits, and customer feedback loops.
How does DPF Specialist ensure timely delivery?	Progress monitoring, same-day options, and precise arrival windows.
What is DPF Specialist's approach to innovation?	Implementing latest DPF cleaning technologies and delivery models.
How can I be sure my vehicle will receive proper attention?	Dedicated technicians provide personalized service and consistent quality.
How transparent is DPF Specialist about pricing?	Clear, upfront pricing with no hidden fees; all quotes include VAT.
How does DPF Specialist handle service changes or revisions?	Accommodate changes transparently, inform customers, and adjust quotes.
What is DPF Specialist's commitment to customer success?	Providing cost-effective, reliable solutions that prevent major issues and keep vehicles running smoothly.
How can I schedule a meeting with DPF Specialist?	Call 0330 029 0775 or email info@dpfspecialist.co.uk to arrange a consultation.
What can I expect during the consultation?	Discussion of needs, questions answered, service level recommended, and pricing outlined.
How does DPF Specialist handle payments?	Secure card payments with £150 deposit by phone; balance paid on-site via card machine; 0% interest-free credit is available.
Can I trust DPF Specialist with my payments?	Yes, secure payment processing with transparent pricing.
What is the process for starting a service?	Contact, receive quote, pay deposit to book, then mobile on-site service.

What is the typical turnaround time to schedule a service?	Often same-day or next-day visits depending on location and technician availability.
How do I know my payment is secure?	Use of secure, encrypted payment methods with clear invoices.
What should I prepare for the consultation?	Vehicle registration, postcode, issue description, and questions.
What if I have questions after the consultation?	Contact via phone or email for clarification anytime.
How flexible is DPF Specialist with appointments?	Flexible scheduling including 4-hour windows and 24/7 emergency service.
Can I request a follow-up after initial discussion?	Yes, follow-ups encouraged to answer all questions.
What if I want to make changes after service starts?	Discuss adjustments during process and update plans and quotes.
How do I confirm my service after consultation?	Approve quote and pay deposit to confirm booking.
Does DPF Specialist offer Mobile DPF Cleaning?	Yes, on-site cleaning at home or business.
Does DPF Specialist specialize in Land Rover Exhaust Filters?	Yes, specialized services for Land Rover models.
Does DPF Specialist provide Mobile Workshop Services?	Yes, including diagnostics and cleans.
Can DPF Specialist help with Fleet Solutions?	Yes, tailored fleet maintenance plans.
What about DPF Health Check?	Comprehensive diagnostics and inspections from £179.
Does DPF Specialist offer Trade Clean?	Yes, Level 2 cleaning, starting at £349.
Does DPF Specialist offer Premium Clean?	Yes, Level 3 deep clean with a 4-month warranty from £429.
Can you service Jaguar vehicles?	Yes, including E-Pace and XE models.
Can you service Range Rover Sport?	Yes, all Range Rover models including Sport.
Can you service Ford S-Max?	Yes, including diesel vans like Ford S-Max.
Can you service IVECO Daily?	Yes, commercial vehicles such as IVECO Daily.
How soon can I get an appointment?	Often next-day appointments depending on availability.
Do you provide service in South Shields?	Yes, available in South Shields and surrounding areas.
Do you provide service in Dundee?	Yes, servicing throughout Scotland including Dundee.
What if my car is in limp mode?	Cleaning addresses limp mode causes and resets system.
Is the price inclusive of VAT?	Yes, all prices include VAT.
How do I get a quote for DPF cleaning?	Quotes are provided over phone after discussing vehicle details.
Will I receive a confirmation for the time slot?	Yes, confirmation with 2-hour arrival window is sent the night before.
What warranty is provided with the service?	2-week warranty for Level 2; 4-month warranty for Level 3.
What is Level 1 DPF cleaning?	Basic regeneration clearing 5-10% carbon buildup, no warranty.
What is Level 2 DPF cleaning?	Advanced flush removing 40-60% carbon buildup with 2-week warranty.
What is Level 3 DPF cleaning?	Deep clean removing up to 98% carbon with 4-month warranty.
What is the benefit of Level 3 over others?	Removes more carbon, longer warranty, and greater peace of mind.
Will fault codes be reset after cleaning?	Yes, all relevant fault codes are reset.
What is the DPF cleaning process?	Chemical injection, flushing, fault code reset, and test drive.
Will the test drive be required?	Yes, to ensure warning lights stay off and issues are resolved.

Do you clean the EGR valve?	Not standard; advice available but focus is on DPF cleaning.
Is the service available for commercial vehicles?	Yes, including vans and trucks like IVECO Daily.
What payment methods are accepted?	Major credit and debit cards; deposit by phone, balance on-site.
Can I book an appointment for Saturday?	Yes, typically morning slots.
Is the phone call recorded?	Yes, for training and quality assurance, paused during payment.
What if traffic delays the engineer?	Customers are informed if significantly delayed.
Can I get a callback if busy?	Yes, usually within an hour.
What if regeneration didn't work?	Level 3 Premium Clean is recommended.
Can you service vehicles with warning lights on?	Yes, routine servicing to resolve warning lights.
What is a good time slot for me?	Flexible morning or afternoon, based on customer preference.
Can I request a specific time within the slot?	Yes, preferences are accommodated if possible.