

# FAQ 1



## 1. Do you stand behind your product? And if so how does it work?

- Yes, we do. The company has a long history in software modification.
- The tune does not involve any mechanical interference in the engine. We offer SW modification, namely reprogramming of EPROM (Erasable Programmable Read-Only Memory), that is an electronic memory block with a serial program in ECU (Electronic Control Unit). The advantage is that the reprogrammed ECU “is aware“ of its reprogramming, thus CAN bus communication is not affected. Therefore, for instance, if on-line fuel consumption was monitored, it did not compromise the real data.
- SW modifications optimally adjust injection parameters, air-fuel ratio, injection duration, fuel amount and also the torque limiter. Using such SW modifications, the performance of turbo diesel engines can be increased by 5-30% and torque by 5-25%. Also the torque curve has a better performance in the low- to mid-speed range. The reduction in fuel consumption can be up to 5-18%.

## 2. What about my warranty? Will it be hard on the rest of my tractor such as trans., rear end, etc.?

- It can affect your warranty if dealer finds the tune. However, we modify your current SW version which means that serial number/SW version number remains the same. Therefore the dealer cannot see it in most cases. If you want to be 100% sure, we offer to put it back to original before visiting your dealer and after an inspection we tune it up again free of charge.
- The tuned ECU communicates with the rest of the drivetrain thru CAN bus wire, so all the other components (clutch/transmission/etc. are aware of power outputs.
- Because our SW modification allows you to run your machine at lower RPM ‘s with the unchanged power, the other parts do not suffer so much.

## 3. What happens if I have to take it into dealer for maintenance, can they see it?

- In most cases they cannot, however if you want be 100% sure, let us put SW back to original before your inspection. We will tune it again afterwards free of charge.

## 4. Will it burn more fuel?

- It depends on your driving style. You can either drive it a couple gears higher with the same speed to get better fuel economy or you can use the power to drive faster with the same fuel consumption.

## 5. What if my engine blows up after you tune it?

- We tuned already 70.000+ machines in Europe and in the USA and this has never happend. We always follow the safety limits recommended by manufacturer and our Research&Development (R&D) centre in Europe.
- Make sure that your engine is in a good condition before you let us tune it, then you need not worry about engine blowing up.

## 6. What our response time was in case we need it reversed all of a sudden?

- with our coverage, we are able to come within 4 hours if needed. Earlier if we are in the area. Normally, we plan 2-3 weeks in advance.

# FAQ 2



## 7. How come Deere, Case, New Holland don't do this?

- They do it. However, they charge you a premium up to \$80.000 (l.e. JD 8130 vs JD 8530). We do the same service for \$2.200.

## 8. Will my equipment throw fault codes and what happens if it does?

- We always follow all manufacturers' and our European R&D centre's manuals. If it happens we can easily look it up and fix it. However, this rarely happens due to long development history of AgroEcoPower

## 9. How do you know how much HP is safe?

- We always follow manufacturers' and our European R&D centre's recommendations. We always keep HP within the given range. Also DYNO allows us to measure the tractors power output on site.
- We also use AgroEcoPower App which data is based on 18 years experience in the SW modification industry

## 10. How can I be sure this is safe for me to risk on my equipment?

- Our SW modification is exactly the same what a manufacturer does. That is why you are always safe with our product.

## 11. What if I can't tell the difference or I don't like it?

- We provide you with 30 Day Trial Period. You can try your machine in the field and then you make your decision.
- If you do not feel/like the difference we put it back to original. We can easily proof the difference on DYNO free of charge.

## 12. Can you do any fine tuning in different areas or are they all the same?

- Every SW modification is specific and individual job done by SW engineers at the EU HQs. We always tune the original SW downloaded from your machine. No universal SW modification is offered by AgroEcoPower LLC.

## 13. Will you be straight with me if you don't think my particular equipment won't see the advantages to your tune?

- Yes, we are always open with our customers as we do not want to jeopardize our reputation. Moreover, we offer 30 Day Trial Period for you to try.

## 14. Do you do pick-up trucks?

- We can do them, however, we are purely focused on AG machines and semi-truck.

# FAQ 3



## 15. Do you have customers that I can talk with?

- Sure. We can provide you with referrals in your area. We are proud to have many happy customers in Midwest region.

## 16. Do you offer a finders fee because I have a lot of friends and relatives that I may be able to send to you?

- We appreciate any referrals you can provide us with as word of mouth works well in AG industry. We value all your potential tips and would be happy to pay you a fair commission. For more details, contact our team.

## 17. Is your company solid and going to be there when I need you?

- AgroEcoPower LLC has started operations in Midwest in 2014. The mother company in Europe was established in 1999. We have a long history and 70.000+ tunes done in 10 EU countries and the USA. Our happy customers are our priority No 1. You can reach out to us anytime.
- Our R&D department in Europe is ready to help 24/7.

## 18. Why are you better than a Steinbauer Chip box? I think they are cheaper!

- Chip box tricks the fuel system, increases exhaust temperature, causes fault codes and problems with DEF systems. In general, chip box can be harmful for your engine.
- Tune is safe, synchronizes and balances the entire system thru Can-Bus wire, offers a better fuel economy, brings the torque curve back to the “sweet spot” and provides higher torque at lower RPM

## 19. Can I turn your tune off and on!

- Not yourself. Only our SW specialist can do it. However, we are available 24/7 to assist you, just call us and we will help you by return.

## 20. Your competitors Eco Tune/Agri Tune/ are cheaper than you. Why is yours worth more than theirs ! Aren't they doing the same service?

- We offer our product at comparable prices to our competitors. Our pros are: 1) 30 Day Trial Period 2) Lifetime Warranty 3) We do an individual tune for every customer based on his/her needs, no standardized or universal SW modifications same for all. 4) We do not charge for service calls after the initial tune.

## 21. Isn't it illegal?

- No, it is not. SW modifications are legal, completely.