

## Frequently Asked Questions

### ***Why Don't You Post Prices and How Can You Sell for Less than Others?***

We specialize in MotorVac! We pass our low prices on to you. However, because our prices are lower than manufacturer minimum, we are not allowed to publish the price.

### ***Can I Get a Bigger Discount if I Buy 2 or More Machines?***

Yes! If you buy 2 or more machines at once that ship to the same address at the same time, we will give you FREE SHIPPING!

### ***Who is MotorVacMAN?***

Customers started asking for "MotorVacMan" because he has complete knowledge about all of MotorVac's products, parts, supplies and teaches them how to sell the service. No question went unanswered. After awhile, "MotorVacMAN" stuck.

### ***I'm in Another State – How Do I Get Technical Support?***

If you purchased through us, you have **2** support teams:

1. Call MotorVacMAN @ 1-888-668-6080 or direct @916-222-1840

MotorVacMAN has refurbished and repaired hundreds of all MotorVac type machines. He knows all the machines inside and out. You may have difficulty reaching the over-worked MotorVac Staff. However, your MotorVacMAN is available 6 days a week (Mon – Sat.).

Advice & Support is FREE!

All we ask is that you ask us **FIRST** for prices on detergents, parts and equipment and purchase from us if agreeable that we do have unbeatable prices & support to keep us in business to service your needs!

2. The MotorVac Technical Service Team at MotorVac have extensive years of automotive maintenance service experience and are ASE Certified Technicians. They are available to answer any question about MotorVac equipment and assist with its repair, as well as provide guidance with the performance of a service on any vehicle. They can be reached at 1-800-841-8810, Press 4 for Tech Support

### ***How Can You Diagnose My Machine Over the Phone?***

MotorVacMAN started out years ago repairing and refurbishing all machine types and ages. He learned them inside & out. He'll help you repair it yourself if possible and if it turns out you need parts, he'll help you there also. He'll only sell you what you need!

### ***Do You Sell Complete or Stripped Units?***

We **ONLY** sell **COMPLETE** units. Some parts houses will strip out the adapters and/or the ICS Kit, but we don't! Also, our machines are factory built when ordered – they aren't an old software version found sitting in a parts house warehouse.

### ***Everybody Else is Out of MV3 – Do You Have It?***

We normally can order all of the fluids without delay – and at a super low price!.