

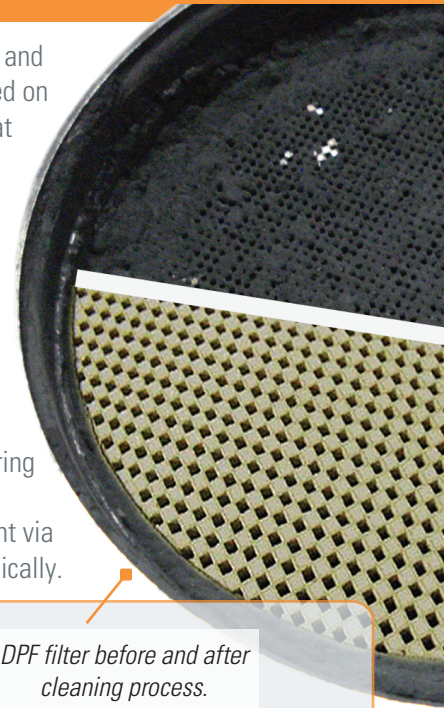
# Durathon Service® Guarantee

In order to protect your equipment investment and to maintain reliable engine and emission performance, the internal filter substrate of your DPF must be cleaned on a regular basis, but your engine must also be properly inspected and running at optimal performance.

## What is Durathon Service?

Your DPF filter captures the soot and wear materials coming from the engine, and it can mask engine problems that were previously detectable by observing the black smoke coming out of the tailpipe.

For this reason FleetCrew recommends performing a thorough maintenance and inspection process on an annual basis. We call this process **Durathon Service®**, and it goes above and beyond your typical substrate cleaning, offering extra inspection services and preventative maintenance that helps with early detection of engine malfunction and faults. All inspections and records are sent via **iSync®** to your **FleetCrew IQ®** fleet-record keeping vault and stored electronically.



DPF filter before and after cleaning process.

## Sign Up for the FleetCrew Durathon Service Guarantee



While you may choose from varying levels of service packages, if you sign on with the Durathon Service program, FleetCrew guarantees the following:

- Your equipment will be in compliance with CARB Regulations
- Your company will be in compliance with DTSC (Department of Toxic Substance)
- You will experience the least possible equipment downtime
- Your manufacturer warranty will remain valid
- No wasted fuel expenses
- No engine or emission CHP-related fines

## Key Factors for DPF and Engine Reliability

*DPF Reliability and Performance is Key to Truck Reliability and Fuel Economy*

**DPF Substrate Cleaning** - Your DPF filter substrate must be professionally cleaned at least annually to remove the ash that builds up over time inside the filter.

**Opacity Test** - During the DPF service, the engine should be subject to an opacity test *before* re-installing the clean DPF filter.

**Engine Maintenance** - An annual engine inspection must be carried out because any engine upset conditions or faults can damage the DPF filter.

**Annual Emission System Inspection** - DPF systems have various annual inspection and maintenance requirements mandated by the original manufacturer. The process includes inspecting the indicator lights and DPF components, upgrading the diagnostics program if necessary, etc. This inspection must be performed by an authorized DPF dealer such as FleetCrew and is available through our expanded or premium Durathon Service. Failure to submit the DPF through this annual process may be the basis for denying a warranty claim.

## SUBSTRATE CLEANING LEVELS

- Level 1**  
 Pulse Air Cleaning  
 Dry soot/ash - up to 200 grams
- Level 2**  
 Thermal Regeneration  
 Dry soot/ash - 200-600 grams
- Level 3**  
 Core Rescue Service  
 For extremely plugged filters  
 Wet soot/ash - 600+ grams

## OE-Recommended DPF Substrate Cleaning Intervals

DPF substrate cleaning is required by manufacturers **once a year, every 50,000 miles (or every 2,000 operating hours depending on application)**; however, any given engine may require different intervals depending on the engine type and equipment operation. The LED back pressure warning lights on the vehicle's dashboard will notify the operator when the unit needs to be serviced.

## How DPF Substrate Cleaning Works

During the substrate cleaning process, pressure air pulse and heat are used to remove any diesel soot and ash to reopen the small air passages. If a filter is heavily plugged with soot, it may need to be thermally regenerated, for which a Level 2 Thermal Regenerator cleaning unit (or baking oven) will be used. For extremely plugged filters, the Level 3 Core Rescue method will be used. This method consists of baking and labor-intensive individual cell cleaning to recover the filter.

## CA Hazardous Material Handling

The diesel soot and ash that is removed during the cleaning process is toxic and is classified as California hazardous material. During the substrate cleaning process, FleetCrew captures the hazardous material, removes it from your site, and later properly disposes of it in accordance with strict CA Department of Toxic Substances Control law and EPA requirements.

## Service Packages

At FleetCrew we offer various levels of services from basic filter cleaning to the premium Durathon Service. FleetCrew strongly recommends that you sign up for the Durathon Service Program for all your equipment. Through all service packages we offer DPF substrate cleaning for any DPF type, whether retrofit or factory OEM brands. Service is available at your location through our **Mobile Service Teams**, or at a FleetCrew facility.



Cleaning Units



Mobile Service

		OPTION A	OPTION B	OPTION C
SERVICE ITEMS		BASIC SUBSTRATE CLEANING	EMISSION SYSTEM SERVICE	DURATHON SERVICE
SUBSTRATE CLEANING	FLEETCREW REMOVE & RE-INSTALL DPF		✓	✓
	DPF SUBSTRATE INSPECTION	✓	✓	✓
	DPF SUBSTRATE CLEANING (ALL 3 LEVELS)	✓	✓	✓
	OEM FILTER EXCHANGE	✓	✓	✓
	RED TAG ALERT	✓	✓	✓
	HAZARDOUS WASTE DISPOSAL	✓	✓	✓
	RECORD KEEPING	✓	✓	✓
DPF SYSTEM DIAGNOSTICS	DPF SYSTEM DATA DOWNLOAD		✓	✓
	ANNUAL EMISSION SYSTEM INSPECTION		✓	✓
ENGINE DIAGNOSTICS	ENGINE ECU DOWNLOAD			✓
	OPACITY TEST (PRE & POST FILTER)			✓
	FUEL & OIL ANALYSIS			✓
	DPF FILTER PHOTOS			✓

FleetCrew is authorized to clean or "deash" **any** DPF filter retrofit or OEM brand through our Durathon Service®.