

DINANFLASH HANDHELD FAQ:

I already own a DINANTRONICS Elite kit (V1 or V2), can I upgrade to the DINANFLASH Handheld?

Yes, you can trade-in your existing DINANTRONICS kit for a 25% discount towards a DINANFLASH Handheld but this is dependent on trade-in of a registered, first-hand unit. Used, second-hand units do not qualify. Please contact the technical sales department at 1-800-341-5480 to start the facilitation of that process.

Can I flash my vehicle back to the stock tune and/or switch maps myself?

Yes, you have the ability to flash the vehicle back to stock or to various preloaded octane maps through the DINANFLASH handheld device.

Will my vehicle with DINANFLASH Handheld software installed be covered under my factory new car or extended/CPO warranty through BMW?

The DINANFLASH Handheld is a DIY product. As such, it is to be used at your own risk and carries a 1 year limited product warranty. Dinan is not responsible for consequential damages (neither parts nor labor) that may be caused as a result of the installation or use of this product.

Is there a DINANFLASH Handheld version that matches the factory new car warranty like legacy Dinan or the Dinan + performance engine software?

There is not. The DINANFLASH Handheld allows too many variables to be changed that could result in improper use and damage to the vehicle. That liability is far too great to carry such a warranty on the device. If you wish to have the benefits of a Dinan flash with a factory matching warranty your only option is to visit an authorized dealer for Dinan + performance engine software.

I am trying to flash my car but get a "DME not supported" message even though I have an applicable model. What is going on?

Engines typically have a multitude of variants that account for numerous unique box codes across various platforms. While Dinan has created files for many of these permutations, there is a chance you may have a box code that we have not seen. If this happens to be the case the handheld will prompt you to plug in the device to a computer after the unlock process in order to transmit relevant data to Dinan. We ask that you give us a call at 1-800-341-5480 when this has occurred so we can expedite the request. File creation typically occurs within 24-48 hours and will be available once the DINANFLASH Handheld is updated with new software via the Update Agent. In some cases, for vehicles that haven't been updated in many years, you may be required to first have a dealer update your DME to the most current BMW software. In most cases the DINANFLASH Handheld will then work as intended, or at worst, then be able to facilitate the ability to create a file for your vehicle. Always keep your car up to date whenever possible!

MPG with Performance Software on a turbo car?

This is the beauty of a turbo engine. When the engine is not in boost (below about 3K rpm) it is sipping gas like a small non-turbo engine would. It is only in higher boost levels that more fuel is used. It all depends on your right foot, if you drive gently the car will use the same or slightly more gas than stock and if you drive it at wide open it will use more.

Will stock parts hold up to the added power gained from the DINANFLASH Handheld / Dinan Performance Software?

Dinan performance engine software is not designed to push your vehicle to the point of potential failure. Part of our R&D process is scrutinizing every component for the ability to handle the extra power added to the system. We work very hard engineering our products to work within the limits of the engine components, and feel as confident about our products as BMW does about theirs. However, frequently tracked or aggressively driven vehicles should shorten maintenance intervals to account for wear and accelerated fluid breakdown.

After installing Dinan Performance Software who can service my BMW?

Anyone.

What if my DINANFLASH Handheld fails or needs to be repaired? How do I get it fixed?

In the event that a DINANFLASH Handheld physically ceases to stop working and exhibits issues such as a white screen (similar to a Windows BSOD) or no longer powers up during the limited warranty period the unit will need to be sent in for repair at no cost to the end user. Once the unit is received the repair process typically is a 3 day turnaround. If the DINANFLASH Handheld needs to be repaired outside of the limited warranty period it can still be repaired but will incur a fee of \$99 + shipping. In order to facilitate the repair process please start by contacting the technical sales department at 1-800-341-5480.

What if I am not happy with my DINANFLASH Handheld purchase? Is there a return window?

All Dinan engine software include a 30-day money back guarantee with no questions asked. If for any reason the owner is dissatisfied with the DINANFLASH Handheld they may return to the place of purchase for a full refund, provided they are within the 30 day period from the time of the initial purchase. Labor or shipping charges are not included in the guarantee and are at the discretion of the place of purchase. Please note that before sending back the DINANFLASH Handheld you will need to flash the car back to stock and unpair the device. Failure to do so will result in the refund being forfeited.