



## *Product One Voice*

### *Q&A*

**Product:** AMSOIL Diesel Recovery Emergency Treatment (DRC)

**Product Area:** Aftermarket/Additives

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**1. Question:**

Why did AMSOIL decide to introduce a product that liquefies previously gelled diesel fuel?

**Answer:**

AMSOIL recognized the need for a product that liquefies gelled diesel fuel because gelled fuel causes engines to cease operability.

**2. Question:**

What are some key advantages for the AMSOIL Diesel Recovery Emergency Treatment?

**Answer:**

- Quickly dissolves gelled fuel
- Thaws frozen fuel filters
- Adequately treats federally regulated ultra low sulfur diesel fuel
- Performs well in off-road conditions and particularly well with bio-diesel fuels
- Contains no alcohol so it is safe for seals in extended use
- Reduces the tendency for corrosion

**3. Question:**

What is the treat rate for the AMSOIL Diesel Recovery Emergency Treatment?

**Answer:**

The treat rate is 30 ounces (one bottle) of additive per 30 gallons of fuel.

**4. Question:**

What should be done to adjust for the cold temperatures during the winter months?

**Answer:**

AMSOIL recommends purchasing diesel fuel that has been blended for winter use, and adding AMSOIL Diesel Concentrate plus Cold Flow (DFC) or Cold Flow Improver (ACF), which will ensure the engine or heating system will function on very cold days.

Diesel Recovery Emergency Treatment can be utilized as a preventive treatment on extremely cold days or nights as extra insurance against gelled fuel issues. It should also be carried in the vehicle to liquefy gelled diesel fuel problems that develop on the road.

**5. Question:**

What type of performance can I expect from the new AMSOIL Diesel Recovery Emergency Treatment?

**Answer:**

AMSOIL Diesel Recovery Emergency Treatment reduces pour point and dissolves wax crystals upon contact. Performance depends on fuel type and quality. In field tests, the product proved to

clear fuel filters clogged with gelled diesel fuel and clear partially clogged fuel lines that cause low power or intermittent engine operation.

**6. Question:**

Are there any special procedures for adding AMSOIL Diesel Recovery Emergency Treatment to a gelled fuel system?

**Answer:**

Yes. AMSOIL recommends the following when encountering a gelled fuel system:

- Remove the existing fuel filter or obtain a new fuel filter.
- Fill the removed fuel filter or new filter with AMSOIL Diesel Recovery Emergency Treatment.
- Reinstall the fuel filter.
- If the fuel in the tank is gelled, add the remaining AMSOIL Diesel Recovery Emergency Treatment to the fuel tank. Additional AMSOIL Diesel Recovery Emergency Treatment may be required if equipped with larger fuel tanks.
- Start the engine and allow the fuel system to circulate until full power has been restored to the engine.

**7. Question:**

Should #1 diesel fuel be used to avoid gelling?

**Answer:**

Yes, #1 diesel fuel has an advantage in low temperature operability which aides in the avoidance of gelled fuel.

**8. Question:**

Can AMSOIL Diesel Recovery Emergency Treatment be used in home heating fuel?

**Answer:**

Yes. AMSOIL Diesel Recovery Emergency Treatment does an excellent job liquefying gelled home heating fuel.

**9. Question:**

Will using AMSOIL Diesel Recovery Emergency Treatment void my engine warranty?

**Answer:**

No, any issue related to engine warranties has to be proven to come from the use of the product in question. The AMSOIL warranty covers any issues caused by use of AMSOIL products.

**10. Question:**

What is the package size?

**Answer:**

AMSOIL Diesel Recovery Emergency Treatment comes in 32 ounce bottles and can be purchased in case quantities (12 bottles per case). DRC is not available in 5-gallon pails and 55gallon drums at this time.

**11. Question:**

Is AMSOIL Diesel Recovery Emergency Treatment available in Canada?

**Answer:**

The product is available in Canada with Canadian bilingual product labels in the same package sizes offered in the United States.

**12. Question:**

If the treat rate of the AMSOIL Diesel Recovery Emergency Treatment is increased, will the gelled fuel liquefy at a faster rate?

**Answer:**

The optimum treat rate of the DRC is 30 ounces per 30 gallons of fuel. Slight overtreatment will not damage fuel systems or engine components, but performance will not be accelerated.

**13. Question:**

Why is it considered an advantage that the AMSOIL Diesel Recovery Emergency Treatment does not contain alcohol?

**Answer:**

Over extended use, alcohols have a tendency to degrade components of some fuel delivery systems. This means extended use of AMSOIL Diesel Recovery Emergency Treatment will not damage fuel delivery components.

**14. Question:**

Should AMSOIL Diesel Recovery Emergency Treatment be used in place of AMSOIL Diesel Concentrate plus Cold Flow or Cold Flow Improver?

**Answer:**

No. AMSOIL Diesel Recovery Emergency Treatment is designed to treat fuels that are already gelled. The cold flow products prevent problems from occurring, while AMSOIL Diesel Recovery Emergency Treatment allows operators to liquefy gelled diesel fuel once this has occurred. Diesel Recovery is the only AMSOIL fuel treatment product that breaks down the wax crystal structure and gets diesel fuel flowing again.

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