

In case of questions you can certainly ask us.- please read the manual before, you will find an answer to your question in most cases.

There are different ways to contact our support:

Before you call us, please ensure that you know:

- manufacturer (Mercedes, BMW, Volkswagen,...)
- model (S-Class, 5 series E39, Golf 4)
- year of production
- model of cluster

please get this information before you call to enable us to give you the right information as fast as possible.

Many problems can be solved without our help:

Problem: You cannot read the eeprom.

Solution: Did you join the contacts of the crystal? Is the clip positioned correctly? Is the chip clean (dust, colour, ...)? For 93Cx6chips: Did you try to read with the other ports on the board? Did you try to unsolder the chip and then read it (especially for Japanese cars)?

Problem: the program gives you a wrong value.

Solution: if there are different versions, also try the others. Reading will not destroy anything.

Problem: the value is read correctly, but does not change.

Solution: try another value.

Problem: the car was programmed a 5 or 7 series BMW code plug but the new value is not displayed.

Solution: you have to disconnect all plugs from the cluster, then the new value will appear.

Problem: the value has jumped back to the original.

Solution: for some cars you have to drive about 100 km until the new value is finally accepted by the system. This is especially for Audi, BMW and VW (models that are programmed diagnostic). Take care not to disconnect the battery before the car was driven about 100 km. this should be within the next days, otherwise the value may jump back, even if the battery is powerful enough.

Problem: the airbag lamp does not turn off.

Solution: you have turned ignition on while the cluster was disconnected from the car.

Problem: programming was successful, but the display/needles do not work anymore.

Solution: if the database is ok, it is a hardware problem. Check if all screws are fitting, as well as the plugs and cables.

Problem: there has been a programming mistake, the database is corrupted.

Solution: if you have saved the database before, you can restore it with the "write all" function.

Problem: you have programmed a processor version and now the cluster is not working.

Solution: did you cut a track or lift a pin? You have to bring everything back to the original state.