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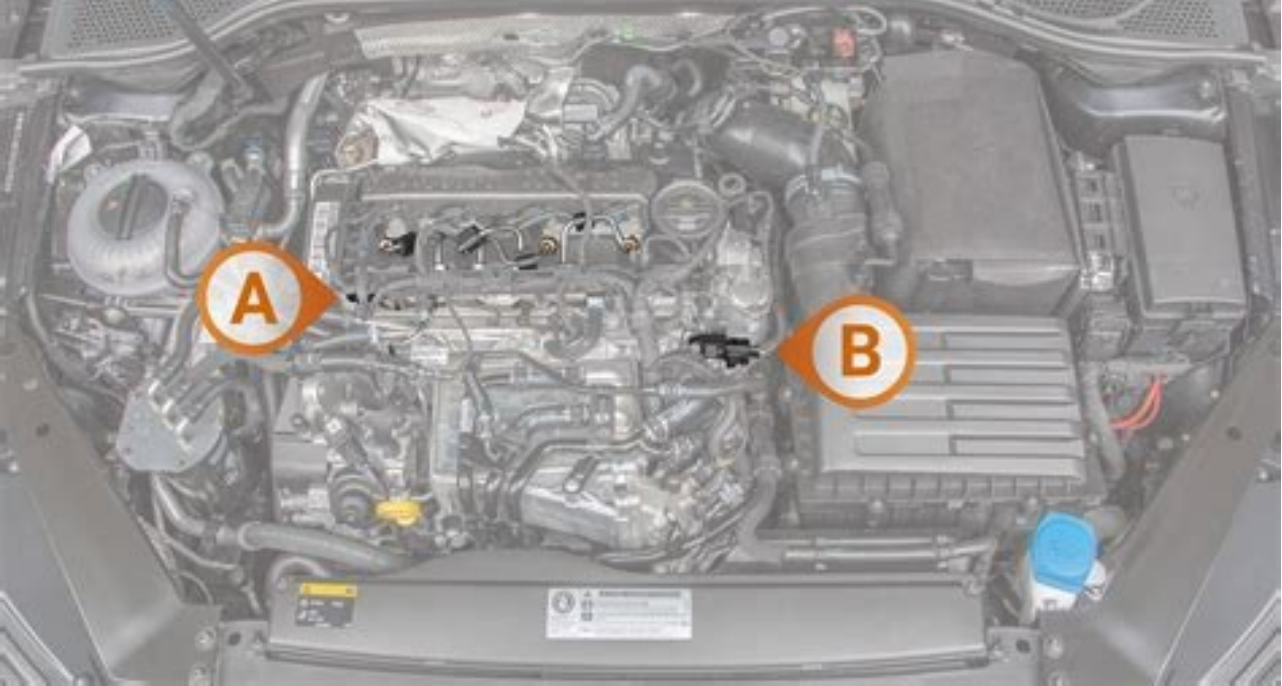

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Racechip user manual

Racechip gts user manual. Racechip rs user manual. Does racechip work. Is racechip any good.

Our four RaceChip products cover the entire spectrum for electronic performance improvement, from entry level to premium product. You'll find a precise comparison of our chip tuning products here. RaceChip is placed between the motor controls and the motor sensors. We change the communication. RaceChip takes the current drive data from the motor and optimizes it according to the driving situation. RaceChip influences things like injection amount, injection period, fuel injection timing and charging-air pressure. The optimization leads to improved engine power and enhanced performance that results in fuel savings. Other box suppliers use similar systems.



What's unique about RaceChip is the harmonized combination of hardware and software. This allows us to very accurately fine tune the RaceChip to the respective vehicle.



RaceChip products benefit from our sophisticated software and precise adaptation to the respective vehicle. Our development department is always testing new vehicle models with RaceChip products, developing the right software for that vehicle in the process. With a large partner network, we are always able to test the latest vehicles from all manufacturers on-site. RaceChip was designed for turbo engines. These are diesel motors with common rail or pump nozzle systems as well as gasoline engines with turbo direct injection. Yes. You can install a RaceChip on many turbocharged gasoline engines. Just check our vehicle databank. If your vehicle isn't listed, then we'll be happy to answer a request to our customer service. No. RaceChip should only be used with conventional fuels (gasoline or diesel). RaceChip can also enhance performance on hybrids. The hybrid needs to have a turbocharged combustion engine. No, this technology is not possible, unfortunately. The basic requirement to use a RaceChip is a turbocharged motor. Yes. All vehicles are tested prior to product launch and optimally tuned with RaceChip. No. RaceChip is suited for all types of transmissions, both manual and automatic. Often the manufacturer sets a maximum torque for the transmission. RaceChip does not exceed these limits, but rather increases the engine torque over a broad RPM range. All types of automatic transmissions (Dual Clutch Gearbox (DSG, DKG), Multitronic, S-Tronic, automatic, etc.) can work with the increased values through RaceChip. You will notice a change in the shifting due to the increased torque in certain situations, as the transmission upshifts sooner to the next highest gear. A RaceChip with app control offers the best user-friendly operation. With an individually adjustable engine warm up timer, the chip can be operated at various performance levels. These can be changed via the app every time you start the car. You can also adjust special settings and troubleshoot easily and quickly. We can store data on a central server for software changes, which can be immediately sent to your app as an update.



This ideal function simplifies and speeds up the adjustment processes. You can download the RaceChip app for free on your Android or Apple smartphone from the Google Play store or the Apple App Store, respectively. The RaceChip app is available for our chip tuning products RaceChip RS, GTS and GTS Black as well as for the gaspedal tuning XLR. This means that the RaceChip S is the only product not available with app control. If you own a turbo diesel or turbo-charged gasoline vehicle that is not listed in our vehicle databank, then please contact our customer service. We'll be glad to help! Yes. Every RaceChip is specially designed and programmed for an engine and the corresponding controls. This provides optimal adjustment and performance development for your vehicle. RaceChip uses series values as a guide, the same ones the original controls use. These values are optimized within the set limits (primarily related to the engine). By reviewing driving experiences on public streets and test rigs, we fulfil the highest quality standards. Regional adaptations are generally not necessary. RaceChip can be used without problem at high temperatures. For years RaceChip has sold a large quantity of this product in hot, tropical areas (such as Southeast Asia, Australia and the Arabian peninsula). The same applies for cold climes, such as in Northern Europe. At RaceChip we specifically program our optimization software for the particular engine in which our product is being installed for performance optimization. For this reason, unlimited re-use of our chip tuning products is only possible if the new vehicle has exactly the same engine. If this is not the case, then please contact our customer service to ask about the options and costs associated with using one of our chip tuning products in a new vehicle (email protected)). If you want to use your RaceChip in a different vehicle, it will have to be reprogrammed. In most cases, we'll offer you the option of reprogramming your RaceChip product to suit your new vehicle. This means we will load the respective RaceChip optimization software onto the product and deliver the connection cable required for installation to you. You will understand that we can offer this service only if we still have the same product (or a new equivalent) in our range. We offer this option up to 24 months after purchasing one of our products. The cost of a reprogramming (including the required cable) is USD 149 (1). With RaceChip GTS or Ultimate, the first reprogramming is included as part of the purchase package and so is free of charge. With RaceChip GTS or RaceChip GTS Black, the first reprogramming is included as part of the purchase package and so is free of charge.(1) For a reprogramming, the hardware must still be in a fully functioning condition. Delivery costs will be invoiced on a case by case basis. (1) If the price of the product for your new car is higher than for the car for which it was previously configured, an additional charge equivalent to the price difference will be incurred (even if the re-programming itself is free of charge). For more information on reprogramming, please see our GTC. Yes. RaceChip employs so-called "intelligent tuning." It can be custom tuned and adjusted for a vehicle and its unique characteristics. We use only the latest hardware components on the market and regularly update our software. Continuous and ongoing development flows directly into our products. Yes. By adjusting your driving habits, RaceChip can greatly reduce fuel consumption. The increased torque, which takes place primarily in the lower and mid-RPM range, allows your transmission to upshift sooner, so that your vehicle is powered with an overall lower RPM. Yes, when you buy a RaceChip compatible with app control (RaceChip RS, GTS and GTS Black). You can adjust and turn off the performance improvement via the smartphone app. The Vmax limit is not increased by RaceChip. Our system does not access the vehicle's own motor controls.



The pre-installed limits from the manufacturer remain unchanged. Yes. RaceChip develops all of its components and software at its own R&D department. Hardware and software experts as well as other vehicle tuning professionals work hand in hand to adapt our products perfectly for every vehicle. The circuit board assembly, body housing production and final assembly take place exclusively in Germany. Specialized suppliers from the region were chosen specifically. RaceChip contains a certified management system meeting German and international road traffic law, based on the ISO9000 standard. All products have Economic Commission for Europe certification from the German Federal Office for Motor Vehicles, which is recognized in over 40 countries, including the UK. All products undergo a salt fog test. Our electronics production takes place exclusively according to the highest quality standards in Germany. By using modern, high-performance electronics, specially designed for the highest demands in the vehicle sector, RaceChip systems lead with regard to quality, safety and reliability. The integrated processors take power performance as well as thermal and mechanical strain into account, in keeping with automobile industry standards. High end processors with extremely high performance ratings are neither suited nor necessary for automotive tuning, as the data processing speed of these processors is irrelevant for the speed of early on. This increased torque allows your transmission to upshift sooner, so that your vehicle drives with a lower overall RPM value. This results in fuel savings, often together with improved power output. Yes. A vehicle's motor controls can be optimized in such a way that high torque is achieved early on. This increased torque allows your transmission to upshift sooner, so that your vehicle drives with a lower overall RPM value. This is usually explained by the fact that identical engines ex-works are subject to a certain degree of spread within standard factory models. If the engine deviates too far from the standard in factory condition, then, in a few exceptional cases, our product may not function optimally. However, these are absolute exceptions.



Even in such cases our technical service can usually adjust the software so that the desired results are achieved. If we are unable to adjust our product, then as a customer you will, of course, receive a refund of the purchase price. Manufacturers use the same principle. For example, the engine components of a BMW 318d, 320d and 325d are identical. These vehicles are only configured differently through software via the vehicle's control device. Additionally, even top engines provide power reserves for future developments. These robust component layouts provide an excellent opportunity for RaceChip to optimize their settings. Yes, by adapted driving behavior, RaceChip can greatly reduce fuel consumption. The increased torque, which primarily takes place in the lower and mid-RPM range, allows your transmission to upshift sooner, meaning that your vehicle is driven with a lower overall RPM value. Eco tuning optimizes a vehicle's motor control to provide high torque very early on. This increased torque allows your transmission to upshift sooner, so that your vehicle drives with a lower overall RPM value. This results in fuel savings, often together with improved power output. Yes. A vehicle's motor controls can be optimized in such a way that high torque is achieved early on. This increased torque allows your transmission to upshift sooner, so that your vehicle drives with a lower overall RPM value.

This results in fuel savings. A decisive factor is adapting your driving style to quick acceleration, upshifting as soon as possible (consciously activate gear shifts with automatic transmissions) and provident driving style. The maximum speed will increase somewhat, but that is not the goal of our development. Much more, we place value on the improved acceleration capacity of the vehicle. In addition, we do not activate at high torque in order to avoid strain spikes on the components. ECU tuning changes the software on the vehicle's own control unit, allowing it to read and change many of the vehicle's parameters. Often, the forcible opening of the unit is necessary. ECU tuning can only be reversed by completely deleting the controls. Manufacturers and dealers can recognize this procedure! In contrast, the RaceChip's supplementary control unit is installed between the motor sensors and the vehicle's controls. It influences relevant values for our optimization and can be uninstalled at any time. The vehicle is then returned to original condition. Yes! Notice more powerful thrust in your vehicle even at low RPM and adapt your driving style accordingly! Further, you should follow general recommendations for driving your vehicle. In particular, you should not use the engine's full capacity during the first few miles but rather after a warm-up period for your vehicle. Otherwise there are no special restrictions! RaceChip products tuning takes place on every vehicle with the fuel recommended by the manufacturer. In gasoline engines, it may be conducive to use a higher octane fuel, such as 93 octane or higher, for maximum power output. This reduces the risk of knocking (spontaneous ignition of the mix in the cylinder). Yes. The functions of RaceChip products are tested and proven even with the latest products on the market. All our products undergo an EMV inspection, which serves to rule out the possibility of electro-magnetic effects on other components. We cannot rule out incompatibilities in combination with other retrofitted components that may influence performance values. We advise contacting our Customer Service staff if you have queries. It is possible to individually customize the RaceChip product to a customer vehicle. Yes.The engine develops more torque and power, and this increases the strain. HOWEVER: engines are laid out for more power by the manufacturer.

This allows the manufacturer to offer even higher performance levels and integrate future developments into the existing components.

Further, increased strain only occurs during full power utilisation. Because RaceChip only turns on when you really need the power (e.g., during acceleration), then components like the engine, clutch, transmission and brakes are only pushed to technically prudent levels. All of the protective functions (emergency programme) remain intact. It is recommended for any type of motor tuning to always perform regular maintenance, such as drive belt, oil changes, etc. When properly used, there is no reduction in life expectancy. If the full power output is used, then the strain on the engine increases. On the other hand, the overall RPM level and resulting inner friction in the engine can be lowered through the optimized torque behavior. We generally recommend removing the RaceChip module before servicing so as to allow the garage to perform work on a standard series vehicle. We also wish to point out that some manufacturers, when performing a readout of the vehicle's memory, also analyze relevant vehicle performance data, and in doing so they may try to determine whether a performance enhancement has been installed. In the case of OBD tuning (i.e. an active alteration of the manufacturer's software), the presence of a performance enhancement can be determined and verified. But with RaceChip technology (an additional control unit) the manufacturer's hardware and software remain unchanged. If chip tuning is not located in the engine, then the data can only hint at an electronic performance enhancement. Similar data can also be produced, in some cases, by series production deviations on the part of the manufacturer. There are no special guidelines you need to observe for a servicing at a garage because, with a RaceChip performance enhancement, all manufacturer systems remain unchanged. After servicing, you can simply re-install the RaceChip. No. The factory stipulated maintenance intervals remain unchanged. No, RaceChip performance enhancement does not create more frequent or extensive maintenance. Maintenance costs are equal to those of vehicles without performance enhancement. RaceChip products adapt to every vehicle with the lubricants recommended by the manufacturer. These manufacturer recommendations must be followed. RaceChip can be used worry-free with diesel particulate filters. Our modules are designed for problem-free use even with series vehicles with DPFs. No, biofuels can still be used as long as they are authorized by the vehicle manufacturer. No, adjusting the brake system is not necessary, as there is no increased strain on the brakes with regular driving behavior. No. A diagnostic device only reads the data stored in the vehicle's own motor controls. RaceChip does not access the engine control in any way. Sometimes diagnostic devices show error messages from the controls. This cannot be traced back to the installation of a RaceChip product, however. The following product warranties come with our products: • RaceChip S: 2 years • RaceChip RS: 3 years • RaceChip GTS & RaceChip GTS Black: 5 years As a result of the installation of a RaceChip chip tuning box, you may lose the ability to make claims under any guarantee provided by the manufacturer of your vehicle with regard to the engine (and possibly other parts of the vehicle). Furthermore, the installation of a RaceChip chip tuning box can affect warranty claims, if any, against the seller of your vehicle. RaceChip cannot be held liable for the loss of the aforesaid guarantee and/or warranty claims. Yes, components associated with the engine are covered by the RaceChip engine warranty. We here at RaceChip are sure of our chip tuning products' safety and quality.

Our 2-year engine warranty is included with the purchase of GTS and GTS Black. The RaceChip engine warranty is available for all vehicles up to 48,000 miles on the clock. In the event of damage, RaceChip will be liable for up to 5,000 USD with no excess. Furthermore, the engine warranty applies even if the manufacturer's warranty has expired. Generally, insurance companies do not change a car's classification after it has undergone a RaceChip performance upgrade. However, you should check with your own insurer, as there may be special regulations. Der TÜV-Prüfer stellt auf Basis des Teilegutachtens einen ordnungsgemäßen Einbau des Chiptunings sicher. Erfüllt der Einbau sowie das verbaute Chiptuning-Produkt alle im Teilegutachten genannten Voraussetzungen, so stellt der Prüfer eine eine Bescheinigung aus (eine Eintragung nach StVZO §19.3). Mit dieser Bescheinigung erhält das Fahrzeug dann eine entsprechende Betriebserlaubnis. Die Modifikation kann dann auf der Zulassungsstelle auch noch in die Fahrzeugpapiere eingetragen werden. Auch eine Eintragung ohne Gutachten ist möglich. In diesem Fall muss eine Einzelabnahme beim TÜV bzw. Prüfstüt durchgeführt werden. Bitte informieren Sie sich beim entsprechenden Institut über die Vorgehensweise vor Ort, da diese sich jeweils unterscheiden kann. There is nothing special to note. The emissions inspection is carried out with a diagnostic plug in modern vehicles that reads the values from the vehicle controls.

These are not changed by RaceChip products. After installing performance improvement equipment, your insurance cover should remain in valid. However, you should inform your insurance company of the modification. Depends on the General Terms and Conditions of your insurance: Some accept chip use notification free of charge Some accept chip use notification with a fee Some accept only products that are certified by a product testing organisation Some do not accept any performance enhancements Generally, insurance companies do not change a car's classification after it has undergone a RaceChip performance upgrade. However, you should check with your own insurer, as there may be special regulations. No, the emissions class does not change. No. Yes. RaceChip products are designed for problem-free installation with the aid of our instructions and videos provided. In some individual cases where users have issues, our customer service is available for advice. No. You can install RaceChip with no specialist mechanical know-how. In rare cases the air filter box must be disassembled in order to reach the sensor. In these cases we recommend finding a garage if you don't have mechanical know-how. Special tools are not necessary for the actual installation of the chip. You should install RaceChip products according to installation instructions. Use the existing vehicle cable harness for the auxiliary cable harness. The module itself must be firmly attached and may not be attached on the following areas: Very hot components Strongly vibrating components Moist spaces Follow the instruction manual and check out available videos if needed. If in doubt, contact our customer service. If the pictures we provide are not helpful with assembly, then you can send us pictures of your engine so that we can mark the relevant plug for installation. Simply call or email our customer service, and we'll be happy to give you vehicle-specific photos.

If the supplied installation manual does not provide you with the information you need, you can always request additional vehicle-specific images from our Customer Service staff, either via e-mail or our support hotline. We will send you additional installation pictures from our customer service upon request. You'll find a number of vehicle-specific installation videos in our video databank. Our videos can be found here or directly on YouTube on the RaceChip channel. We do not offer an installation service. However if you contact our customer service, one of our technicians will gladly talk you through how to connect the cable harness and auxiliary device over the phone. This way you can perform the installation yourself within minutes. We are very proud that every customer can install RaceChip chip tuning products without any technical expertise. The RaceChip module can be installed at independent garages. This cannot happen when you follow proper procedure. Our products are developed according to the Plug&Drive principle. This means that their functions may be complex, but installation should be as simple as possible. All of our products are delivered with extensive tips for installation.

If the LED does not light up, this can have various causes. Yes! As soon as you've completely uninstalled the RaceChip product and all plug connections are connected in the original condition, then the vehicle is in series condition. Yes. after complete removal you cannot tell whether an auxiliary device was installed in the engine compartment. With other types of tuning (such as ECU), the engine's control software is directly and recognisably overwritten. The plug is affixed with a simple locking mechanism at the sensor. Loosen this latch and the plug can be pulled off easily. Sometimes the plug delivered looks a little different than the vehicle's plugs. However, the plugs can still connect together without any problem and the technical function of the connector will not be affected because we use OEM quality plugs.

In this case we ask you to send us a detailed description of the driving changes after installing the RaceChip. We will then find a solution for you. Diesels do not usual shudder more after installing RaceChip. In fact, most vehicles run more smoothly when RaceChip is installed.

If your car shudders more please contact our customer service. In this situation it's necessary to tell us exactly which driving situation and at which load range and RPM range the jerking occurs. By changing the two rotary switches on your RaceChip, we can adjust these precisely for your vehicle's characteristics. In general, RaceChip products are optimally engineered for every vehicle. In exceptional cases the following steps can be taken: There are two rotary switches on the circuit board of RaceChip products that allow you to increase or reduce RaceChip output after installation. However, this should only be done in close collaboration with our customer service. Yes. Decisive for performance enhancement is the engine condition as well as the spread for factory standard models on the production side. Every engine is different with regard to these characteristics, and the response to the RaceChip can be just as diffe In this case we ask you to contact our customer service by email or phone. Our technicians will guide you through the necessary steps in order to troubleshoot and fix the problem quickly. This problem usually arises from an improper installation location, incorrectly shipped cable harness, or not following each installation step. An error light directly after starting the engine can have various causes.

RaceChip itself cannot cause an error message in this situation, however, as it is inactive during start and idle. If you have this problem, please contact our customer service.

This will allow us to quickly identify and correct the problem. When the engine control light shows, it signals deviations in the motor controls from normal conditions. Often this can be fixed by changing the rotary switch adjustments. You'll find the suitable adjustments to correct problems in your installation manual. If these steps don't remedy the problem, then please contact our customer service. Yes. Sometimes the fuel consumption values, for example, are incorrect. This happens because RaceChip is connected directly on the injection system sensor. Accordingly, the board computer calculates its values in part from a mix of series and RaceChip adjusted values.

You can use RaceChip regardless of the number of miles on your vehicle. Many dealerships who cooperate with us install RaceChip on new vehicles sold starting with the first mile. In all cases, new vehicles should be driven according to the manufacturer's running-in rules. We also have many customers who have installed their RaceChip over 200,000 kilometers and are very happy with the results.

There is technically nothing against it. Please check with your leasing conditions and decide accordingly. There is technically nothing against it.

Please check your conditions and decide accordingly. RaceChip products are very easy to install and uninstall. Yes.

All RaceChip products are suitable for both new and used cars and work just as well on either one. RaceChip can be used regardless of the number of miles on the clock. However, for vehicles with high values, get regular inspections and maintenance to ensure that no latent defects are present. For new vehicles, manufacturer stipulated running-in rules must be followed. Because pump nozzle injection systems were built through 2009, the initial registration date for your vehicle should be a good indicator.

Special cases do arise, however. For exact identification, please send us a photo of your engine (without the cover). Modern vehicles use electronic throttle pedals. The manufacturer defines the relationship between the position of the pedal and the throttle opening in the engine, and often sets up a slightly delayed, lethargic response to pedal movement. This is where RaceChip XLR comes in:The XLR's Brainbox is inserted between the throttle pedal sensor and the ECU. Signals coming from the throttle pedal are either amplified or attenuated, depending on the tuning stage selected. The result is that the time the engine takes to react is either shortened or lengthened.RaceChip XLR's 7 tuning stages mean you can tune your engine's responses to your taste. You can switch easily from relaxed, fuel-efficient reactions to sharp, eager responses like in a sports car. RaceChip XLR doesn't change the output of your engine, but it does change the engine's responsiveness. You can access the power more immediately and directly by simply touching a button, and that makes XLR the ideal companion to RaceChip's chip tuning modules. But XLR also functions superbly as a stand-alone product. RaceChip XLR is different from other manufacturers' throttle tuning products in several ways:Functional: XLR uses a state of the art processor that enables signals to be monitored and optimized with a high degree of accuracy. It is the only module on that market with a watchdog supervising its own functionality.Design and operation: RaceChip XLR's design means it is easy and intuitive to use. The Controller with its rotating control lets the driver select one of the seven tuning stages available. As an additional feature, it is possible to control XLR from the RaceChip app as well. No. Throttle tuning does not change your engine's performance at all. It simply makes the power more directly available – and more enjoyable. The engine's full power is available more quickly when you're accelerating. That can be very useful for overtaking or joining fast road, and of course it increases driving pleasure. Yes. You can change the throttle response on your car at any time. Choose between relaxed, fuel-efficient reactions in stages E and E+, and sharper, more precise responses in stages S to R+. Even when you're driving. Please do not switch tuning stages while you are accelerating Combining chip tuning and throttle tuning will help you access your car's best performance. The significantly increased power and torque delivered by chip tuning go perfectly with optimized throttle response from XLR, and both will provide you with a thrilling driving experience.But you can also use XLR's Eco tunings to make the most of your engine's increased torque to reduce fuel consumption without sacrificing on comfort.Manufacturers set up the throttle pedal on their cars to please most drivers.

RaceChip XLR lets you tune your car's throttle response to suit you and the driving conditions you are in. No, XLR can be used without chip tuning. Even used by itself, XLR will improve your car's throttle response noticeably.In addition, XLR can be used in cars with naturally aspirated engines. Manufacturers set up the throttle pedals on their cars to please most drivers.

RaceChip XLR lets you tune your car's throttle response to suit you and the driving conditions you are in. XLR can be installed in all modern cars. For about 20 years now, cars have been using electronic signals to transmit commands from the throttle pedal rather than cables. Throttle response is improved noticeably regardless of engine or gearbox. No, particulate emissions are not affected by installing XLR. The module has no effect on exhaust emissions at all.

The Controller can be disconnected from the Brainbox when you have selected your tuning stage.

Your selection is saved in the Brainbox. XLR is a system that is installed between the sensor in the throttle pedal and the engine control unit, or ECU. Once the pedal is disconnected, one of XLR's connectors is plugged into the sensor, and the other is connected with the car's wiring loom, which then takes the signals to the ECU. No, engine longevity is not influenced by XLR. No, wear and tear is not increased by XLR. RaceChip's development engineers have tested all the vehicle types for which XLR is available and have tuned the software for their individual characteristics. We recommend that you de-install XLR to allow your garage to service the car as a stock vehicle.Otherwise no special precautions are necessary. The manufacturer's warranty is usually not affected by installing XLR. Yes, the product warranty on XLR is 2 years. No, you can install and use XLR without any official technical inspection. No, XLR has no effect on the results of any emissions testing. No special precautions are necessary. Most insurers do not require you to tell them that you have installed XLR and, because the car is not fundamentally or permanently changed, the insurance classification does not change. We recommend that you ask your own insurer to be sure. XLR can be installed in a few minutes even if you have no specialist knowledge. Detailed instructions are included in the box. We have a specific installation instructions for most vehicle types.If you have trouble with the installation instructions, you can contact our Customer Service experts at any time and we can use our reference pictures to help you install XLR.Our Customer Service experts will be glad to help you install our products at any time. Sometimes a manufacturer fits different kinds of connectors in different variants of the same model. If this is the case in your car, please contact our Customer Service so that we can get the right connector to you as quickly as possible. Yes. XLR can be de-installed in just a few minutes. This returns your car to stock. Yes. XLR can be de-installed in just a few minutes. This returns your car to stock. XLR's connections are secured with a simple retainer clip. Once this clip has been unfastened, the plugs can be pulled apart easily. The User Manual gives detailed instructions.

RaceChip XLR links with the app to deliver the best controllability. Select or change the tuning stage at any time using either the Controller that is included in the box or the RaceChip app. You can download the RaceChip app free from the Google Play Store for your Android phone or the Apple App Store for your iOS device. At the moment, the RaceChip app can be used only with the following products: RaceChip Ultimate and RaceChip XLR. You can track your order directly via the customer portal in your customer account. If necessary, you can also process returns conveniently via the customer portal. You'll find a "Log In" button on the top right of our website. Click it and you'll see a link in the pop-up window to register for a customer account. In order to see your details, simply log in with the information provided when you opened your customer account. To log into your customer account, please click here. You can request this information via the following link. We will send the information to the email address we have on file for you. LINK FEHLT We offer free delivery throughout Europe. We charge up to EUR 45 for parcels shipped outside Europe. You'll find a selection of the available countries at the start of the checkout process. We offer delivery to almost all countries. If you country is not listed, then simply contact our customer service and we will try to help you. We strongly believe everyone should be able to enjoy performance improvement from RaceChip. In some instances, customs duties may need to be paid on delivery in countries outside the EU. The amount of these fees varies from country to country. If there are technical problems with your RaceChip that require it to be returned and the fault is ours, we will pay for the shipping cost This depends on the reason the product is returned. If the return is due to a technical problem with your supplementary control unit that was our fault, then of course we will pay for the return shipping costs. Our parcels are insured in the amount of the invoiced value of goods. If payment is received by 3:00 pm GMT, then we will dispatch your order the same day. Deliveries in the US usually take 1-3 business days. This is possible. If payment is made prior to 3:00 pm GMT, then your order will be dispatched the same day. We send all parcels with FedEx. When we ship your parcel you'll automatically receive an email with the tracking number. If you did not receive this email, then you can request your tracking number from our customer service. Enter your tracking number at the respective courier partner's website (FedEx) and you can track the status of your parcel.

Yes. Please log into the customer portal on our website to see the order status of your package. In this case you can contact our customer service. They will contact the courier partner and arrange for a new shipment. Delivery is not affected by the order quantity. We have all of the products in stock and can send them on receipt of payment. We only recommend multiple shipments if a product you ordered is not currently in stock. This way, we make sure that you get all of the products we have in stock as quickly as possible. Yes. You can decline the use of multiple shipments with your order. We will be happy to ship your order as one shipment upon request. We offer the following payment methods via our online shop: PayPal, credit card and debit card (Mastercard or Visa). Financing through RaceChip is not possible at this time. No, we do not charge you any additional fees. All personal information is protected by state of the art, high encryption and security standards. This happens in rare cases with bank fees. Especially with foreign payment transfers, the bank may deduct a certain processing fee from the transfer amount to RaceChip. As a result, we do not receive the full invoice amount. In this case, we will send you a new payment link with the remaining balance For returns, check with our customer service first to review return shipment options. Yes, you have a 30-day trial period with your order. Please contact our customer service by email or phone to cancel your order. This will ensure immediate cancellation. If you have a customer account with RaceChip, you can cancel your order via the customer portal. The trial period begins when you receive your order. The statutory deadline for refunds is 30 days after receipt of the returned item. However, we usually process refunds within one week. Of course. Please contact our customer service within the trial period, namely 15 days after receiving your order.

If this happens, please contact our customer service. They will help you exchange the product. Alternatively, you can also exchange the product via your Racechip customer account if you had one at the time you placed the order. You can redeem a voucher code during your order in our online shop via the corresponding link during checkout. Our vouchers have different expiration dates. Please refer to your particular voucher.

Upon request we can issue a voucher for one of our products via our hotline. Vouchers can be for either a certain amount or for a specific vehicle. After your order has shipped you'll receive a Trusted Shops evaluation link. We always look forward to feedback from you and enjoy hearing your suggestions and comments. Yes, you can choose the delivery address for every (new) order. We have a complete overview of your order history via your customer number (if you created a customer account with us during your order). In this way we can provide you with quick and comprehensive advice and respond to your needs. As you purchased via a reseller, we don't have your details so we ask that you first contact them.

If they cannot help you, then of course we'll be happy to assist you. Welcome to ManualMachine You have been successfully registered We have sent a verification link to to complete your registration. If you can't find the email, check your Junk/Spam folder.