
The Car Care Superstore FAQ's

All Articles in All Categories

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Hi...□

I make a order, and i need to change the shipping address ASAP as i will be out of home□
thanks□

Changing an order once placed: If you wish to modify an order after placement please call the order desk. You will need the ORDER NUMBER within your confirmation email. Call 864-616-4150 to change or cancel an order.

How do I get free shipping?

From time to time we offer free shipping as a special. Be sure to create an account and subscribe to newsletters, this is the best way to receive special offers. Often, Prolong Engine Treatment Gallons include free shipping for that item. However, adding products that are not freight free will result in a charge for those items.

How to use the FAQ/KnowledgeBase

The FAQ stands for Frequently Asked Questions and contains many of the most often posted inquiries on Prolong Super Lubricants and Meguiar's products. The questions and are from real customers who use products. The answers are all in an easy to read and understand format and often direct quotes from the manufacturer, in a non-technical format -- easy to understand.

There are several ways to find the answers to your questions about the products offered by The Car Care Superstore.

The first, browse the categories and find the one that is appropriate to your problem.

The second is to check the Most Viewed and Most Recent Articles.

The third is to use the Search Engine. Enter the terms you are looking for and all articles of any relevance should be listed. If you do not find the knowledge you are seeking then you can Ask A Question using the form here. We will do our best to answer your questions or forward to the manufacturer if needed.

What retail stores carry prolong products? WalMart, KMart, Aoto Zone? Advance Auto parts?

You can find some of the products at Auto Zone and Advanced. Most stores do not carry the entire product offering. Your best choice is to order online at either www.CarCareSuperstore.com or www.ProlongSales.com

where can i purchase products

You can purchase products from two online sources, www.ProlongSales.com and also www.CarCareSuperstore.com

Both offer the entire product line of which many are not available over the counter. They also

provide free shipping on some items and specials throughout the year.

About Meguiar's

Questions about the history of Meguiar's

The Meguiar's passion continues

Meguiar's - a market leader for over 100 years. The passion continues as Meguiar's remains a family owned and operated company.

What began a century ago as a simple furniture polish laboratory and plant in the garage of founder Frank Meguiar, Jr., now spans over 100 years of Meguiar family stewardship. Meguiar's, Inc. has become one of the world's leading surface care products companies, providing highly specialized products for almost every conceivable type of surface.

For over 100 years our business has grown through one person telling another about the remarkable results they got from using Meguiar's products.

Want to purchase Meguiars X3010 wash mitt's. Can I send in a money order for the purchase?

Yes, check/money order is an option for payment during the checkout process. Orders will be held until payment is received and funds cleared by the bank. Feel free to call 864-616-4150 or place your order online.

As always, thanks for your interest.

Ray

About Prolong

Questions about the company, history and marketing.

Do vehicles in your infomercial really run without oil, is that recommended?

Prolong would never advocate that any of our users operate vehicles without proper levels of conventional natural or synthetic oil. Prolong products use the oil as a medium to reach all the metal surfaces within the motor and our product instructions encourage conscientious adherence to manufacturers' maintenance guidelines. Although we fervently hope that our customers never find themselves suddenly driving without oil, we quite honestly have run many vehicles without oil after being treated with Prolong Engine Treatment as a means of dramatically demonstrating the protective properties of our product.

In Prolong's first infomercial, Prolong World Challenge, dozens of automobiles, trucks and motorcycles were treated with Prolong Engine Treatment and then drained of engine oil, before running in the scorching temperatures at Willow Springs International Speedway in the California desert. Perhaps most memorable was Al Unser, who thought he would never make it half a lap, continuing to race the \$60,000 red Viper around and around until he himself had to call it quits even though the car was still going strong. Sandra Bartley, 20-year test and race car driver, drove all through Los Angeles and then a circuitous mountain route to Santa Barbara with no oil -- after

personally inspecting the car herself to make sure the filter was removed as well as the plug and oil from the crankcase. She arrived with no problems.

In our second infomercial, Prolong Across America, company spokesperson Miss Prolong Marnie Capurro, drove from Long Beach, California to Daytona, FL with only Prolong Engine treatment for lubrication, delighting in the expressions of disbelief every time she drove in to a gas station and asked to have the oil checked. In our current infomercial, Xtreme Machine Challenge, the same abused demo engine shown in the first infomercial, with cut oil lines and sand poured onto it, is resurrected for more oil-deprived torture... and again it fired right up.

The situations and results shown in all our shows are real. There were no camera tricks or gimmickry. Each of the vehicles first had Prolong Engine Treatment added to the motor oil, then allowed to circulate before the oil was drained. Our engine treatment formula adheres to the metal surfaces, so Prolong protection remained even when the oil was drained. We certainly do not want consumers to imitate the extreme example we have made to get your attention and prove the unique benefits of Prolong technology. We do know that Prolong Engine Treatment has saved equipment and money during oil and coolant loss for many consumers because they have thankfully let us know. Just take a look at our testimonials from everyday drivers, real people just like you.

Did Prolong get sued or fined by the FTC?

No, the facts are that the FTC thoroughly investigated all of the tests and evidence that supported Prolong's product claims in much the same manner as going through a very detailed IRS audit.

Prolong has never been sued or taken to court by the FTC.

Prolong has never been fined by the FTC.

Prolong did not make false product claims.

No employees of Prolong were found to have violated any FTC regulations.

We recognize how important the FTC's role is in protecting consumers and understand reasons for the extensive examination of all products in the engine treatment category. The end result of this activity can also strengthen the credibility of a company and product as well as provide consumer knowledge. In order to satisfy the concerns of the FTC staff after they had expended valuable time investigating all of Prolong's product claims, Prolong entered into an agreement with the FTC in which Prolong promised that it would rely on "adequate scientific evidence" to substantiate its' product claims. No fines were assessed. No suits were filed by the FTC against Prolong. The agreement was entered into in early 1999. Five years have passed with complete cooperation.

Prolong Super Lubricants distinguished its conduct and had a much different experience than many of our competitors. The following products had claims that the FTC complained were false or unsubstantiated. The product owners were sued by the FTC and eventually entered into settlement agreements with the FTC and agreed to pay the following fines:

Date	Product Name	How the Case was resolved
1978	STP Oil Treatment	Sued by FTC, Settled, Fined \$500,000
1995	STP Engine Treatment	Sued by FTC, Settled, Fined \$888,000
1997	Slick 50 Engine Treatment	Sued by FTC, Settled, Fined \$10,000,000
1999	Motor Up Engine Treatment	Sued by FTC, Settled, Fined \$100,000
2000	DuraLube	Sued by FTC, Settled, Fined \$2,000,000
2003	zMax Power System	Sued by FTC, Settled, Fined \$1,000,000

Could you supply a list of prolong oil suppliers in U.K. and Republic of Ireland?

Customers located in the UK may find a list of dealers by visiting the below link:

<http://www.prolong-uk.com/index.php?action=dealers>

I was wondering what retail stores can I buy your Prolong Engine Treatment Booster in. My family has used this product for many many years...and now we're having trouble finding it in any stores in our area. We live in the San Francisco Bay area, in a town called " Milpitas". We use to buy it at Kragon's Auto Stores. Where can we buy it now.

I look forward to your response.

Thank You,

Marcia Isaac

(408) 263-1794

Retail stores do not carry most of the products and sizes, though a few like Napa, Advanced Auto, and Autozone do carry a few items. Your best choice is to order online from www.CarCareSuperstore.com or www.ProlongSales.com

If you can't find any local stores please call the order desk, often there is a special on shipping charges.

Are Prolong and ProOne lubricants one in the same company? Do they use the same ingredients?

There is no connection between these two brands, don't be fooled with copy attempts -- only Prolong Super Lubricants formula's have earned the right to say "No Equal In The World" and "The Worlds Most Powerful Oil".

Hi,

Purchased a new car, have about 200 miles on it,

Can I used Prolong now with 200 miles and how many oz.?

thanks,

Roy

You can add 12 oz Prolong Engine Treatment at any time. Then each oil change thereafter add 8 oz Booster. Also, you can add the 8 oz Transmission treatment to your tranny any time.

Thank you,

Ray

Should I first have my oil changed, then add prolong, or can I add prolong to my oil first, then have the oil change, and will prolong still protect the engine with the new oil in it?

Use the 12-oz Prolong Engine Treatment for the first application. To maintain the maximum level of protection, use the 8-oz. Engine Treatment Booster each time the motor oil is changed.

Prolong Engine Treatment

Questions regarding Prolong Engine Treatment

How is Prolong Engine Treatment different than other engine treatments?

Prolong Engine Treatment provides an advanced extreme pressure lubrication technology not found in any other engine treatment. The AFMT™ (Anti-Friction Metal Treatment) formula is patented, your assurance that it is the only one of its kind and does what it claims. Unlike many engine treatments, Prolong products do not contain solid particles such as PTFE resins, "molys," zinc, copper or graphite.

Why should I use Prolong Engine Treatment?

Prolong Engine Treatment successfully reduces friction and heat in your engine with its patented technology. Your vehicle is a major investment; it makes sense to do everything possible to protect your engine and maintain optimum performance.

Can Prolong Engine Treatment be used in motorcycles?

Yes, use Prolong Engine Treatment at 10% to the volume. If your application utilizes a wet-clutch and/or the oil is shared by both the engine and the transmission, use only 5% to the volume.

What is the "Booster"?

The 8-oz. Prolong Engine Treatment Booster is the same formula as the 12-oz. Prolong Engine Treatment, and is packaged for repeat use after the first application of the product. When the oil is changed, only the Prolong Engine Treatment that has bonded with the metal surfaces remains. The Booster size with the same superior patented formula saves money and replenishes the Prolong protection to its maximum level.

By accident, I put your engine treatment into my 34 gallon fuel tank on a Ford E350 van. Any cause for concern? Fuel injectors?

Obviously, we don't recommend adding Prolong Engine treatment to anything other than your engine. Prolong Engine Treatment contains AFMT, which is the base formula used in Prolong Fuel System Treatments. The oil base will likely dilute in the fuel and we suggest you fill the tank to provide maximum dilution opportunity. When your tank is ready to refill, we suggest you add Prolong Fuel System Cleaner. Prolong Gasoline Fuel System Cleaner helps to remove deposits on clogged fuel injectors, intake valves, combustion chambers, manifold and ports, cleaning the entire fuel system to maximize performance and fuel economy.

What's the difference between an oil treatment and Prolong Engine Treatment?

Rather than just adding thickeners to the oil, the patented Prolong formula actually interacts with your engine's metal surfaces through a molecular and chemical process, creating a unique superior resistance to extreme friction and heat. Simply, it "bonds" with metal to form a protective layer.

How often should I use Prolong Engine Treatment?

First install the 12 oz. Engine Treatment, which may be done at any time. It is recommended that the Booster volume be added with each oil change, or at least every 6,000 miles or every 6 months.

Does the treatment contain any solids?

No, Prolong Engine Treatment does not contain plastics, PTFE resins (Teflon®), graphite, molybdenum disulfide (molys), or any other solids which may cause damage or harmful build-up.

Can using Prolong products void my vehicle manufacturer's warranty?

No, the use of Prolong products will not void manufacturers' warranties. Vehicle manufacturers are allowed to specify the motor oil grade and API (American Petroleum Institute) service requirements necessary to validate their engine warranty. Prolong Engine Treatment in no way alters the grade or other specifications of either petroleum based or synthetic motor oils, and Prolong Super Lubricants encourages drivers to follow the manufacturer's recommended service schedules. Prolong Extreme Pressure Multi-Purpose Grease Exceeds NLGI GC/LB (ASTM D 4950) standards. Vehicle Manufacturers are not allowed to specify that a particular brand of product be used with their equipment to qualify a warranty unless they provide that product for free.

Can Prolong Engine Treatment be used in a 2-cycle motor?

Yes, add the engine treatment to the oil only, at 10% to the volume, then mix with gas. Use the same mixture for oil injection systems.

Does Prolong Engine Treatment have chlorine in it like bleach does?

No, although competitors have shamefully and inaccurately tried to make consumers think so by ridiculously showing bottles of bleach being poured into engines or referring to chlorinated or olefin paraffins as chlorine. For decades, tribologists -- lubrication specialists -- have known that CP's or chlorinated paraffins provide the most superior lubrication. The drawback to this approach was instability at extremely high temperatures. Enter Prolong Super Lubricants, with a revolutionary Aromatic Petroleum Distillate technology that is so unique it is patented. The incomparable Prolong formula received the "1" rating--the highest possible--on independent laboratory testing designed to determine the corrosivity of liquids when applied to metal, demonstrating the products are non-corrosive. The heart of Prolong AFMT™ technology is its unequalled chemical stability, providing the user with the best of both worlds.

Can I use Prolong Engine Treatment with any engine?

Prolong Engine Treatment is safe and effective for new or used, gasoline or diesel engines. It can also be used in rotary engines. Prolong Engine Treatment is an ash-less petroleum product especially suited to applications where lubrication and reduction of carbon build-up are critical factors.

Does it matter what kind of oil I use?

Prolong Engine Treatment is compatible with both natural and synthetic oils.

Prolong EP-2 Grease & SPL100 Lubricant

What's so good or different about Prolong SPL100® Super Penetrating Lubricant Spray?

SPL100 does much more than the other well known sprays, some of which are not even real lubricants. Some displace water, some are actually just cleaners. SPL100 cleans, penetrates, displaces moisture, protects surfaces and lubricates metal mechanisms with superior patented AFMT™ technology.

What's so good or different about Prolong EP-2 Multipurpose Grease?

Prolong grease is characterized by superior mechanical stability and extreme high load carrying capability. It has excellent resistance to water, oxidation and corrosion, and outperforms other high temperature greases such as lithium complex, aluminum complex, and many other polyurea greases. The grease is exceptionally long-lasting and has extraordinary clinging power so that less grease is needed per application.

Prolong Fuel Treatment

Questions regarding Prolong Engine Fuel Treatments

Why is it important to use the Prolong Fuel System Cleaner or Fuel Injector Cleaner?

Over time, carbon deposits and sludge build up in the fuel lines, carburetor and injectors, robbing your vehicle of power and causing poor fuel economy. The Prolong Fuel System Cleaner removes and even helps prevent this build-up from occurring. It also adds lubricity to the fuel to help protect gaskets and seals and optimize mileage. The Prolong Fuel Injector Cleaner removes deposits on injector tips and maximizes the fuel spray pattern for peak performance and fuel economy.

How often should the fuel additives be used?

Use the Fuel System Cleaner every 3,000 miles. Use the Injector Cleaner in between if you detect fouling, poor firing or starts, or reduced mileage.

Does it matter what grade of gasoline I use?

No, Prolong fuel additives are compatible with all grades of gasoline.

What is the advantage of the Prolong Octane Boost?

The Prolong Octane Boost provides a street-legal increase in octane power, even at the highest pump level. It provides extra power and performance that may not be needed all the time, such as pulling a boat or trailer, especially over steep grades.

Can using Prolong products void my vehicle manufacturer's warranty?

No, the use of Prolong products will not void manufacturers' warranties. Vehicle manufacturers are allowed to specify the motor oil grade and API (American Petroleum Institute) service requirements necessary to validate their engine warranty. Prolong Engine Treatment in no way alters the grade or other specifications of either petroleum based or synthetic motor oils, and Prolong Super Lubricants encourages drivers to follow the manufacturer's recommended service schedules. Prolong Extreme Pressure Multi-Purpose Grease Exceeds NLGI GC/LB (ASTM D 4950) standards. Vehicle Manufacturers are not allowed to specify that a particular brand of product be used with their equipment to qualify a warranty unless they provide that product for free.

Prolong Transmission Treatment Questions regarding Prolong Transmission Treatment

Why should I use Prolong Transmission Treatment?

Problems with automatic or standard transmissions represent one of the most costly automotive repairs. Prolong Transmission Treatment is formulated with patented AFMT™ (Anti-Friction Metal Treatment). When added to your vehicle's transmission fluid or gear oil, it forms a protective layer of molecules on all the metal surfaces of the transmission. Metal-to-metal extreme pressure friction and heat from clutch and gear application are significantly reduced to optimize smooth shifting and equipment performance.

Is Prolong Transmission Treatment compatible with the seals and gaskets in an automatic transmission?

Yes, it can be used with confidence in an automatic transmission.

Will Prolong Transmission Treatment cause my clutch to slip?

No, the unique formulation will not impede clutch or band application. In some cases, a glaze forms on clutch fibers and bands that causes clutches to slip. Applying Prolong Transmission Treatment can help remove this glaze and other sticky build-up to optimize performance.

Is Prolong Transmission Treatment compatible with all transmission fluids?

Yes, Prolong Transmission Treatment can be used with all types of standard and synthetic transmission fluids and gear oils.

Will adding Prolong Transmission Treatment overfill my transmission fluid

reservoir?

When adding Prolong Transmission Treatment to a manual transmission, remove 8 ounces of gear oil (or if changing, put in 8 ounces less) then pour in contents of 8 oz. bottle. If adding to an automatic transmission, contents may be poured in directly without removing or reducing the transmission fluid.

Can using Prolong products void my vehicle manufacturer's warranty?

No, the use of Prolong products will not void manufacturers' warranties. Vehicle manufacturers are allowed to specify the motor oil grade and API (American Petroleum Institute) service requirements necessary to validate their engine warranty. Prolong Engine Treatment in no way alters the grade or other specifications of either petroleum based or synthetic motor oils, and Prolong Super Lubricants encourages drivers to follow the manufacturer's recommended service schedules. Prolong Extreme Pressure Multi-Purpose Grease Exceeds NLGI GC/LB (ASTM D 4950) standards. Vehicle Manufacturers are not allowed to specify that a particular brand of product be used with their equipment to qualify a warranty unless they provide that product for free.

How often should Prolong Transmission Treatment be used?

The first application can be made at any time, but may be most convenient to do when transmission fluid is being changed. After the first application, Prolong Transmission Treatment does not need to be used again until the fluid is changed.

Prolong Waterless Wash & Shine

Questions regarding Prolong Waterless Wash

What is Prolong Waterless Wash & Shine?

Waterless Wash & Shine is a revolutionary new method of washing and protecting your car in one easy step. When you wash your car with a conventional car wash, you have to first get a hose, bucket, sponge, and chamois, then go through the rinsing/washing/rinsing/drying process to finish the job. With Waterless Wash & Shine, all you do is spray onto the surface of your car and wipe dry. It's that simple! The unique citrus-based formula dissolves dirt and contaminants with ease, while special lubricating agents encapsulate the dirt so that it can easily be wiped off your car's delicate surface without scratching. In addition to its powerful cleaning action, Waterless Wash & Shine leaves a protective film on your car that provides a just-waxed shine and smoothness that conventional car washes fail to do.

Will it scratch my car?

Absolutely not. When you wash your car with a conventional car wash, you have only the cleaning agent and some water between your sponge and the surface of the car. There is nothing to protect the surface from the dirt grinding against the paint. The special lubricating agent in Waterless Wash & Shine has been thoroughly tested and has demonstrated in laboratory and real-life tests that it does not scratch the paint. The lubricating agents surround and encapsulate the dirt so that your paint is not scratched when the dirt is wiped away. Waterless Wash & Shine is safe to use and can be used with any terry cloth towel.

Can I use it on extremely dirty surfaces?

Unfortunately, even our special lubricating agents won't help if your car has caked-on dirt. To use Waterless Wash & Shine in this case, we first suggest that you remove all the large dirt particles with a hose. Remember, Waterless Wash & Shine was designed for cars that are lightly to moderately soiled.

On what surfaces may I use Waterless Wash & Shine?

Waterless Wash & Shine was designed for use on any exterior surface of a car except for the tires. This includes the paint, chrome, plastic trim, painted plastic, wheel rims, headlamp covers and even glass. We do not recommend the product be used for vinyl tops or fabric.

How often can I use Waterless Wash & Shine?

You can use Waterless Wash & Shine as often as you like. It will not build up. It's great for every day use or weekly car care.

How many cars can I treat with one 17oz. bottle?

Depending on how dirty your car is, you might use a different amount each time you apply the product. For an average sized car with light to moderate soil, you can clean up to five cars with a 17oz. bottle.

On what types of cars can I use Waterless Wash & Shine?

Waterless Wash & Shine is safe for conventional and clear-coated paints and therefore can be used on any type of car.

What are some other uses for Prolong Waterless Wash & Shine?

Waterless Wash & Shine works exceptionally well on nearly any surface. Try it on fiberglass boats, personal water craft, motorcycles, RV's, bicycles, and even lawn furniture, barbecue covers, etc.

Can Waterless Wash & Shine remove tree sap and bird droppings from my paint?

Waterless Wash & Shine was designed with those tough contaminants in mind. Tree sap, road tar, bugs and bird droppings are all easily removed with Waterless Wash & Shine. Even if used full-strength, conventional car washes cannot clean tar spots, but the citrus based Waterless Wash & Shine safely removes tar with no effort at all.

Can I use Waterless Wash & Shine in the sun?

Yes. You can use the product in the sun or in the shade. It is easier to use in a shaded area, so the product doesn't dry as quickly, but you can use it wherever and whenever you like.

How many towels should I use to treat an entire car?

The best way to use the product is to use one towel to spread the product and wipe the surface clean and another clean towel to remove any excess and wipe the surface dry. For an average size car, two to three towels should be enough. We encourage you to always use clean sides of the towel so if your car is exceptionally dirty, you may need more towels. For best results consider using Meguiar's Supreme Shine Microfiber towel.

Do I have to use a terry cloth towel?

No. You don't have to use a terry cloth towel, but terry cloth towels are more effective at cleaning the car and storing the removed dirt and contaminants in the nap of the towel, safely away from your paint.

How does Prolong Waterless Wash & Shine compare to a 'wash & wax'?

The 'wash & wax' products on the market can be less effective. This is due to the fact that waxes and washes don't really mix. As a result, when you rinse your car, some of the wax in the formula is being rinsed off. Waterless Wash & Shine is usually found to be more effective as it not only cleans your car but also leaves a protective film that is not attracted to water and therefore won't rinse off.

How does Prolong Waterless Wash & Shine compare to other waterless washes?

We often get feedback from customers telling us how much better it performs than many competitor products. To help you better evaluate this question, here are some points to consider. Many detailing products are designed to remove light dust and must be applied in the shade. Check to see if they contain petroleum distillates and if the label indicates "may be harmful if swallowed and can cause skin irritation". Check to see if they require vigorous shaking before use.

By comparison, Waterless Wash & Shine requires no buffing or polishing (just spray on and wipe off), can be applied anywhere, is a citrus-based formula that dissolves and removes tree sap, road tar, bugs and bird droppings, contains no petroleum distillates, is essentially non-toxic, and doesn't require vigorous shaking. It's the simplest, most effective way to clean and protect your car, anywhere, anytime, leaving your paint with an amazing gloss finish!

Does the product provide a protective coat to paint that repels dirt and road grime from sticking to it: If yes, how long does this coat last?

Does water bead on the car like with traditional polishes if so how long does the beading last?

Is fifteen minutes a realistic assessment to clean a car?

I own a detailing business; if you answer my questions thoroughly I may want to try out your product. Please email me back asap. Thank you very much.

Prolong waterless wash and shine can conveniently and quickly wash your vehicle anywhere, anytime. The unique formulation dissolves dirt and stains such as tree sap and bugs; special lubricating agents encapsulate the dirt so that it can easily be wiped off a car's delicate surface without scratching. It also leaves a protective film that provides gloss, color enhancement and smoothness that conventional car washes fail to deliver.

You will notice dirt and grime wash off more easily following an application of Waterless Wash & Shine with AFMT. Most customers find 15 minutes is reasonable for an average size car. Many car enthusiasts find this product to exceed their expectations!

If you decide to give it a try please let everyone know your opinion!

WILL THIS PRODUCT BE SAFE TO USE ON MY YAMAHA R6 (MOTORCYCLE) AND IF SO WILL IT GIVE IT THAT SHINE AND PROTECTIVE COAT THAT EVERYONE WANTS ON THEIR VEHICLE. I DONT WANT TO BE BUYING DIFFERENT PRODUCTS. I JUST WANT ONE THAT IS GOING TO DO THE ENTIRE JOB.

Yes, Prolong Waterless Wash & Shine is safe for Cars, Trucks and Motorcycles. However, it will leave a very slick surface so don't apply it to any surface where you need friction (seats, foot rest, etc.)