

# FREQUENTLY ASKED QUESTIONS - FAQ

Last Modified on 20/03/2025 2:53 pm PDT

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## WHERE CAN I FIND A VMAC DEALER?

You can find a dealer near you via our Dealer Locator here: <http://www.vmacair.com/dealer-locator/>.



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## CAN I PURCHASE VMAC SYSTEMS OR PARTS DIRECTLY THROUGH VMAC?

VMAC systems and parts are available exclusively through our dealer network. Use our [Dealer Locator](#) to find your closest VMAC dealer.



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## DO I HAVE TO USE VMAC COMPRESSOR OIL?

VMAC cannot recommend alternate compressor oils. VMAC compressor oil is a synthetic lubricant specially formulated with an additive package for our rotary screw compressor that allows it work at the high rotor speeds, high air pressures, and higher temperatures our compressors run at. This lubricant also works properly in our Air/Oil Separation process.

Poor performance of, or failure of a VMAC system resulting from the use of non-VMAC compressor oil is not covered by VMAC Warranty.

VMAC compressor oil is available through our dealers which can be found via our [Dealer locator](#).



## CAN I MOVE MY VMAC UNDERHOOD COMPRESSOR SYSTEM FROM ONE TRUCK TO ANOTHER?

Consult the Installation Manual

(<https://www.vmacair.com/support/manuals>) for the system you have. Enter the model number of the UNDERHOOD™ system you have in the blank search field (see <https://kb.vmacair.com/help/identifying-your-vmac-system> to determine model number), choose the Installation Manual from the *Manuals* column, and refer to the year and model information on the front page of the manual

If no System ID tag is present to identify the system, follow the search under *Select Your Product* to find the installation manual, or contact VMAC Technical Support for assistance.

If the vehicle you intend to install the UNDERHOOD compressor system in is listed on the front of the Installation Manual then yes, they are compatible. (e.g. Move a V910010 from a 2012 F-250 to a 2015 F-550).

Any moves outside of this tend to be cost prohibitive, as most components will not be compatible - with the exception of the Air Oil Separator Tank (AOST) and (in some cases) the compressor. The cost

to purchase the various individual components (such as the main bracket, tensioners, cooler, hoses, electronic throttle control, etc.) will generally exceed the price of a new system.

Some critical components may be obsolete/no longer available.

Another factor to consider is the labour cost required to remove the components from the old vehicle and return it to original, drivable condition.

In addition, individually purchased components carry only a 1 year parts warranty whereas new complete systems are eligible for full warranty including VMAC's Lifetime Warranty (Limited) on the air-end.

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## **CAN I REBUILD MY VMAC COMPRESSOR?**

VMAC compressors are not field or factory serviceable due to the extremely tight tolerances that our product is manufactured to and the specialty tooling required for compressor assembly. Due to these exacting standards, VMAC compressors can operate for thousands of hours with only regular servicing. In addition to this, VMAC compressors manufactured after October 1 2015 come backed with VMAC's Lifetime Warranty (Limited). Dependent upon your reason for rebuilding, you may want to contact our Technical Support Team to see if your issue is something that we can troubleshoot over the phone.

Our Technical Support department is open Monday – Friday from 6:00 AM to 4:30 PM (Pacific Time) with the exception of most holidays 1-888-241-2289.

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## **SUBARU EX40 PARTS AND SERVICE**

# LOCATOR

EFFECTIVE OCTOBER 2,2017 - SUBARU CORPORATION DISCONTINUED THE MANUFACTURE AND SALE OF MULTI-PURPOSE ENGINES, GENERATORS AND PUMPS.

VMAC is not an authorized dealer of Subaru Industrial Engines.

To obtain parts, service, and information for Subaru Industrial Engines, contact a regional Subaru Industrial Engines distributor.

**Subaru Engine Distributor Locator** (North America)



**Subaru Engine Distributor Locator** (Global)



When a parts and/or service location is identified and contacted, present the 15 digit alphanumeric product number of the engine, which consists of an 11 digit SPEC number, and 4 digit CODE number:

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## CAN I REPLACE THE SUBARU EX40 ENGINE IN A G300001-G300002 GAS DRIVE AIR COMPRESSOR SYSTEM WITH THE HONDA GX390 ENGINE?

No.

When Subaru ceased production of their general purpose engines, the VMAC Gas Drive air compressor system was significantly redesigned and updated.

Changes made are both dimensional (base plate & bracketry) and in the control systems.

The Honda Engine does not fit in the G300001-G300002, and therefore will not replace the Subaru engine in those systems.

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## KUBOTA WARRANTY, AND DEALER LOCATOR

VMAC is not an authorized Kubota dealer. As such, VMAC cannot perform or authorize warranty on Kubota products. Please contact an authorized Kubota dealer for parts, service, or warranty.

VMAC utilizes the Kubota D902 to power our Multifunction Power Systems and Diesel Engine Driven 60 CFM Air Compressors.

Kubota Engine Sales and Service Locator:

<http://en.locator.engine.kubota.co.jp/>



Kubota Engine Warranty information:

<https://global.engine.kubota.co.jp/en/support/warranty/index.html>



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## CAT WARRANTY AND DEALER

# LOCATOR

VMAC is not an authorized Cat<sup>®</sup> dealer.

As such, VMAC cannot perform or authorize warranty on Cat products. Please contact an authorized Caterpillar service provider for parts, service, or warranty.

VMAC utilizes the Cat C1.1 engine in select Multifunction Power Systems.

Submit warranty registration for your Cat engine and use the “FIND DEALER” function to locate Caterpillar service providers for parts and service at [Engine Warranty Registration | Cat | Caterpillar](#)



When contacting Cat service providers, be sure to clearly communicate that the product is an Industrial Engine, as not all service providers service them, and provide the Cat engine model number & serial number.

NOTE: The Cat service provider may request the invoice the VMAC unit was purchased on to confirm a warranty start date.

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## HONDA GX390 / IGX800 WARRANTY, AND DEALER LOCATOR

VMAC utilizes the Honda Engines in our G30 Gas Engine Driven 30 CFM Air Compressors and in our 5-in-1 Multifunction Power System (GMF).

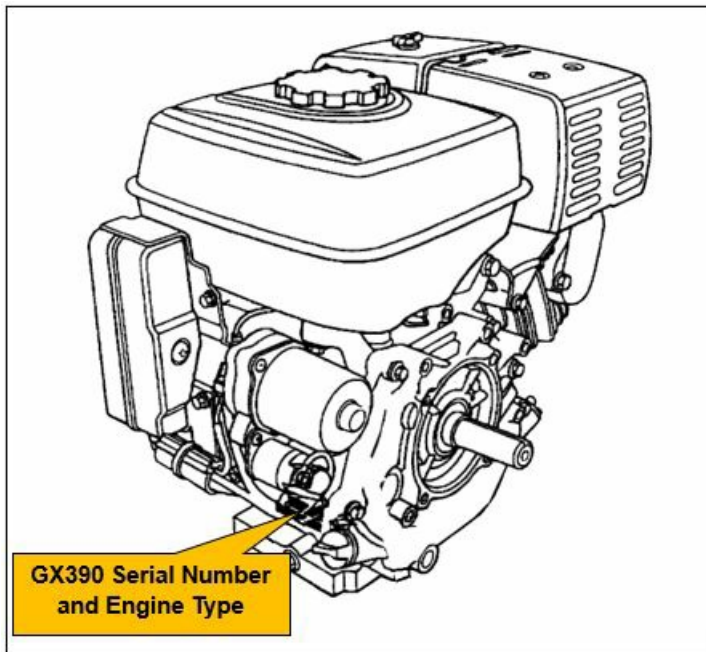
- The G30 series utilizes the Honda model GX390UT2 Engine (Type QNR2).
- The GMF is powered by the Honda model iGX800IRH Engine (Type TXF9).

VMAC is not an authorized Honda Engines dealer. As such, VMAC cannot perform or authorize warranty on Honda products. Please contact an authorized Honda

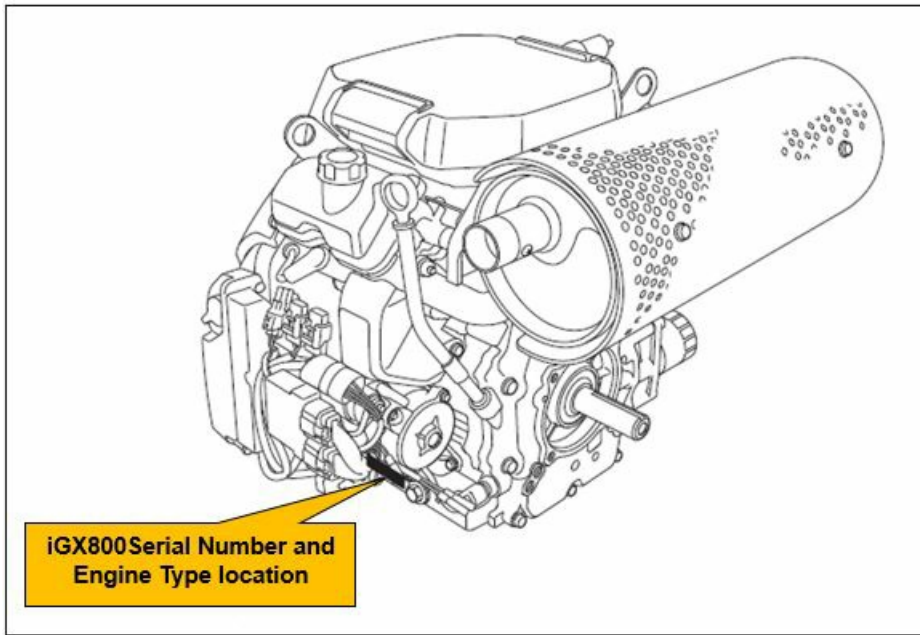
Engines dealer for parts, service, or warranty.

To discuss Honda warranty or to look up parts, your Honda Engines dealer will request the Honda Engine serial number and type number, stamped in the aluminum crankcase.

In the case of the GX390 in the G30, the serial and type numbers are best viewed by looking under the VMAC drive belt, inboard of the black engine oil dipstick (a flashlight will help).



The serial and type numbers for the iGX800 are stamped in the base of the crankcase under the starter motor. As a result, in the GMF the Honda serial and type numbers are not visible without significant disassembly. If the Honda serial number is required, contact VMAC Technical Support and provide the VMAC system ID number for assistance.



Honda Dealer Locator:

United States



Canada



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## WHY DO I HAVE COMPRESSOR OIL IN MY AIRSTREAM/OIL CARRYOVER?

There are a number of reasons why compressor oil may be carrying over into the air stream, with the most common being:

- Compressor oil too full.



- VMAC compressor oil is clear when new which can sometimes make it difficult to read the oil level in the sight glass. Ensure the compressor has not been over filled.
- Incorrect compressor oil.
  - Use only VMAC high performance synthetic oil.
- Incorrect shutdown procedure.
  - Follow the shutdown procedure documented in the owner's manual.
- Internal VMAC system pressure is being allowed to drop below 60 psi.
  - Ensure the compressor is sized correctly for tool (is compressor cfm adequate to run the tool)
- Lack of service, coalescing filter compromised.
  - Refer to the VMAC Owner's Manual for servicing intervals.
- Poor fit between the coalescing filter and the AOST.
  - When servicing, ensure the coalescing filter is seated correctly.
- Clogged or kinked scavenge line.
  - Clear the scavenge tube of any blockages or restrictions.
- Air Oil Separator Tank is not correctly aligned (VMAC UNDERHOOD™ and DTM systems only).
  - Ensure the arrow on the blowdown cap is pointing up.
- System is being used on too steep an angle (All systems that utilize an Air Oil Separator Tank).
  - Ensure the system is level (15° or less).
- Blowdown cap scavenging line suction port is restricted by scavenge screen spring.
  - Rotate spring so the flat surface of the spring winding is not covering the suction port.
  - See [Blowdown Cap Operation and Troubleshooting \(vmacair.com\)](https://vmacair.com) to identify screen and spring.

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## WHAT HOSES DO I USE?

While VMAC can supply replacement hoses for any of our VMAC compressor systems, sometimes it is more convenient to source them locally. It is important to remember that replacement hoses must have an AQP liner to ensure compatibility with VMAC compressor oil.

- Here is a link to our article on VMAC hose requirements: [\*\*Required\*\*](#)

## WHAT IS MY VMAC WARRANTY?

All VMAC products are covered by the "VMAC Standard Warranty (Limited)" while the base compressor is eligible for coverage under the "VMAC Lifetime Warranty (Limited)". <https://www.vmacair.com/warranty/>

- Download VMAC's "Standard Warranty" for detailed coverage information: **VMAC STANDARD WARRANTY (LIMITED)**
- Download VMAC's "Lifetime Warranty" for detailed coverage and eligibility requirements: **VMAC LIFETIME WARRANTY (LIMITED)**

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## HOW CAN I REGISTER MY WARRANTY?

There are four ways your warranty can be registered with VMAC:

- Via our website: [Warranty Registration | VMAC \(vmacair.com\)](#)
- To submit via email, fill out the warranty form at the back of the installation manual, scan it and address the email to:  
[warranty@vmacair.com](mailto:warranty@vmacair.com)
- To submit via fax, fill out the warranty form at the back of the installation manual and fax it to (250) 740-3201
- to submit via standard mail, fill out the warranty form at the back of the installation manual and mail it to:

**VMAC - Vehicle Mounted Air Compressors**

**1333 Kipp Rd. Nanaimo B.C. V9X-1R3**

**Canada**

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## HOW DO I PROTECT MY FILTER-

## REGULATOR-LUBRICATOR (F.R.L.) AND/OR ELIMINATOR FROM FREEZING IN COLD WEATHER?

If the filter/water separator bowl does not drain after use, any water remaining in the bowl can freeze in cold weather, damaging the automatic drain valve in the bowl.

By completely depressurizing the air system, the automatic drain valve will open, allowing water to drain.

- Depressurize your system after every use when there is risk of freezing.
- use VMAC De-Icing System (part no. A700031).

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## WHERE CAN I TAKE MY LINCOLN AIR VANTAGE FOR SERVICE?

Scan the QR code or click on the link to find a Lincoln service centre near you.

Lincoln Service Center Locator



If you are experiencing difficulty obtaining service for your Lincoln Air Vantage compressor, contact VMAC Technical Support at 1-888-241-2289.

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## HOW CAN I PREVENT MY KUBOTA ENGINE FROM STALLING IN LOW TEMPERATURES OR HIGH ALTITUDES?

When operating at altitudes above 5,000 ft (1,500 m) or temperatures below -19 °C (-4 °F), ensure the fuel has a cetane rating above 50. If fuel with a cetane rating of 50 is not available, a cetane booster may be needed.

If you have verified that you are using fuel with a cetane rating greater than 50 but are still experiencing stalling, contact VMAC Technical Support at 1-888-241-2289.

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## **RUNNING BOARDS AND OTHER OPTIONAL EQUIPMENT**

While VMAC strives to design systems compatible with optional OEM equipment (such as running boards), it is impractical to develop systems that accommodate every OEM and aftermarket option or add-on. Whenever possible, VMAC endeavors to advise of compatibility issues in the application list and in the “Additional Application Information” section of the installation manual. Even when specific optional equipment is determined by VMAC to be incompatible, it does not preclude the vehicle upfitter or end user from modifying the optional equipment to make it compatible with the installed VMAC system. VMAC does not warranty or accept responsibility or liability for the fitment, function or safety of any products modified in any way not expressly outlined in the installation manual.

For 2017+ Ford truck running board compatibility, see [A700250 - Kit, Inboard AOST, VR150, Ford 2017+](#).

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## **WHY IS AIR ESCAPING FROM THE HOLE IN THE REGULATOR OF MY UNDERHOOD OR GAS DRIVEN (G30) COMPRESSOR?**

Air escaping from the little hole beside the adjusting screw in the cylindrical

regulator cap is normal.

This hole must be free and clear in order for the regulator to function properly.

If this hole is blocked, the typical symptom is the system will build air once when the system is turned on, but will not build pressure again when that initial air charge is used.

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## **HOW DO I TEST THE COMPRESSOR PERFORMANCE OF MY VMAC?**

By using the A700052 VMAC Test Tool, and following the instructions included with the tool, you can perform a test to confirm your VMAC system is building the cfm and psi it was designed to build.

Instructions can also be found in either the Owner's Manual or Installation Manual for your specific product,

or at <https://4235523.fs1.hubspotusercontent->

[na1.net/hubfs/4235523/Manuals/Accessories/A700052\\_1901042\\_A.pdf](https://4235523.fs1.hubspotusercontent-na1.net/hubfs/4235523/Manuals/Accessories/A700052_1901042_A.pdf)

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## **WHAT AIR TOOL OIL SHOULD I USE IN MY FILTER / REGULATOR / LUBRICATOR?**

VMAC's FRL's are compatible with all standard air tool oils. We recommend checking with the tool manufacturer for tool oil recommendations as these could vary between tools, tool manufacturers, and the seasons.

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## **IF I INSTALL MY OWN VMAC SYSTEM WILL THE VMAC WARRANTY BE**

# VALID?

VMAC's installation manuals provide detailed installation instructions that are intended for certified VMAC installers who have been trained in installation procedures and/or for people with mechanical trade certification who have the tools and equipment to properly and safely perform the installation.

When a VMAC product is installed in accordance with the instructions and standards set out in its installation manual, and the conditions of VMAC's Warranty policies are all met, the specific Warranty policies applicable to that VMAC product shall be considered to be in effect.

NOTE: Compensation for warranty labor is issued to authorized VMAC dealers only.

See <https://www.vmacair.com/support/warranty/> to view the terms and conditions of the VMAC Standard Warranty (Limited), and VMAC Lifetime Warranty (Limited).

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## WHY DOES THE COMPRESSOR IN MY MULTIFUNCTION POWER SYSTEM SHUT OFF WHILE THE GENERATOR AND/OR PTO IS UNDER LOAD?

Multifunction Power Systems have an engine load detection feature which will give operational priority to the generator and PTO, disabling the compressor if necessary to maintain optimum engine rpm.

In Kubota powered units, while operating the compressor at the same time as the generator and PTO (if equipped), when engine rpm drops to 3400 the system will close the compressor inlet valve to relieve some of the load and allow engine speed to recover.

If Kubota engine rpm continues to drop to 3200 rpm the compressor clutch will disengage to completely remove the load of the compressor, allowing engine rpm to recover.

In Cat powered units, while operating the compressor at the same time as the generator and PTO , when engine rpm drops to 2600 rpm the system will close the compressor inlet valve.

If Cat engine rpm continues to drop to 2550 rpm the compressor clutch will disengage to completely remove the load of the compressor.

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## WHEN IS A SYSTEM FLUSH REQUIRED?

In the event of an internal compressor failure a system flush is required to remove any debris that would cause premature failure of a replacement compressor.

If the compressor oil becomes contaminated, or if a product other than VMAC High Performance Compressor Oil has been used in a VMAC compressor system, a system flush will be required

For information on VMAC's A700214 Universal Flush Kit and the flushing process, see [A700214\\_1901047 \(vmacair.com\)](#)

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## TECHNICAL SUPPORT FOR PALFINGER HYDRAULIC DRIVE AIR COMPRESSORS

The PRC 45 and PRC 60 Compressors are licensed by Palfinger for use in their service vehicles.

As Palfinger has included these compressor systems as a component of their service trucks, they are able to provide comprehensive support for the entire vehicle (including the compressor, complete hydraulic circuit, crane, outriggers, electrical, and control systems).

All parts, warranty, and support questions related to the PRC 45 and PRC 60 hydraulic driven air compressors should be directed to Palfinger's Technical Support team.

Palfinger Technical Support:

Phone 1-800-279-2201.

Dial zero to speak with an operator and ask for Technical Support.

Customers can also contact Palfinger via email at:

- [osptechsupport@palfinger.com](mailto:osptechsupport@palfinger.com) for Tech Support
- [warranty@palfingerna.com](mailto:warranty@palfingerna.com) for Warranty

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## DOES VMAC SELL VTAC RACING PRODUCTS?

As of January 1st, 2011 VMAC Global Technology separated all ties with VTAC Racing.

All current product and contact information for VTAC Racing can be viewed on their website:

<http://www.vtacracing.com>

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