



FAQS

Here are some frequently asked questions that we get here at Muc-Off HQ.

CLEAN

Q. CAN THE PRESSURE WASHER BE USED WITH A WATER CONTAINER?

A. No the pressure washer requires a mains water supply to work properly.

Q. IS THE MUC-OFF SNOW FOAM LANCE COMPATIBLE WITH KARCHER PRESSURE WASHERS?

A. The snow foam lance is only designed to be used with our bespoke pressure washer so is not compatible with Karcher.

Q. ARE THE NANO TECH BIKE CLEANER AND NANO TECH MOTORCYCLE CLEANER CLEANER THE SAME FORMULA?

A. Yes, the formula is the same in each, but we simply label them with specific instructions for each cleaner for the separate markets, giving you the best cleaning power possible.

Q. DO I HAVE TO DILUTE MY NANO TECH BIKE CLEANER BEFORE USE?

A. No, it can be used straight from the bottle. You only need to dilute the [Bike Cleaner Concentrate](#).

Q. IS NANO TECH BIKE CLEANER SAFE TO USE ON DISC BRAKES?

A. Yes, it is safe to use on all parts and surfaces of your bike, including brake pads and rotors. Spray on, wash off, no sweat!

Q. WHAT IS THE DIFFERENCE BETWEEN BIO CHAIN CLEANER AND BIO DRIVETRAIN CLEANER?

A. The main difference between the two products is the format and application of them. The Bio Drivetrain Cleaner is a pourable liquid degreaser in a bottle and the Bio Chain Cleaner is a fast acting aerosol.

Bio Drivetrain Cleaner is the complete drivetrain cleaning liquid solution that can either be poured into our [X-3 Dirty Chain Machine](#) or [sprayed directly onto your chain ring, rear cassette and derailleur to clean your entire drivetrain within seconds. It's fast and effective grease cutting formula removes all chain oil and wax residue. You have never seen results like this. We can guarantee it!](#)

Bio Chain Cleaner has been specifically formulated to quickly and safely remove heavy chain grime using advanced solvents. Its unique formula penetrates the chain, cassette and derailleurs to break down oil and grease to leave the entire chain sparkling clean and contaminant free. It can also be used with our [Chain Doc cleaning device for optimum, hassle free chain cleaning!](#)

Q. DO I NEED TO DILUTE THE SNOW FOAM OR CAN I USE IT STRAIGHT IN THE SNOW FOAM LANCE?

A. It can be used straight into a snow foam lance for a thicker foam or dilute to a ratio of 1 part Snow Foam to 3 parts water, it all depends on how thick you would like it. Choose the ratio that is best for you.

Q. CAN THE X-3 DIRTY CHAIN MACHINE BE USED ON MOTORCYCLE CHAINS?

A. Unfortunately the X3 Is not compatible with motorcycle chains due to the wider links.

Q. WHAT IS THE BEST WAY TO CLEAN MY BRUSHES AND SPONGES AFTER CLEANING MY BIKE TO LEAVE THEM FRESH FOR THE NEXT WASH?

A. Brushes used for cleaning the bike with our Bike Cleaner can be rinsed with a hose to dislodge any contaminants that remain in the brush bristles. For any stubborn grime the bike cleaner can be sprayed directly on the brush, left for a few minutes before further rinsing. The same applies to a sponge. For a brush that has been used to degrease your chain or drivetrain components, we would recommend spraying the brush with our drivetrain cleaner degreaser, leave for a few minutes then blast with a hose and leave to dry. This will leave brushes clean ready for the next use.

PROTECT

Q. CAN BIKE PROTECT BE USED ON MY 'MATT FINISH' CARBON FRAME?

A. We would highly recommend our Matt Finish Detailer for Carbon and matt finish frames and components.

Q. ARE THE BIKE PROTECT AND MOTORCYCLE PROTECTANT THE SAME?

A. Yes. We label them differently for each market, but the formula is the same in each, giving you the best protective coating available for your bike or motorcycle.

Q. IS BIKE SPRAY THE SAME AS BIKE PROTECT?

A. Yes they are the same, we simply re-named our premium bike protection spray.

Q. CAN NO PUNCTURE BE MIXED WITH OTHER SEALANTS?

A. No we always recommend washing out any sealant used previously before installing No Puncture Hassle for the best sealing performance and longevity.

Q. HOW DO I CLEAN NO PUNCTURE OFF MY KIT?

A. Unfortunately, it seems that all tyre sealants can stain! If No Puncture Hassle sprays on your kit out on the trail, try to rinse the affected area straight away with clean water from your bottle and then wipe off as soon as possible with a damp cloth. Key Tip! Try not to let the sealant dry before you can wash your kit properly at home!!

We would then advise rinsing again with clean water as soon as you're home, now use a pre-wash product (check fabric is compatible first!) before cleaning your kit in the washing machine with a good laundry detergent. Alternatively, you can hand wash with a good liquid cleaner as quickly as possible. (always follow manufacturers washing instructions).

Q. WHAT TEMPERATURES WILL NO PUNCTURE HASSLE WORK BETWEEN?

A. No Puncture Hassle works between a temperature range of -20°C to +50°C.

Q. HOW OFTEN DO I NEED TO REPLACE NO PUNCTURE HASSLE TUBELESS SEALANT?

A. No Puncture Hassle has been designed to be left inside the tyre, for the life of the tyre. If and when it does eventually dry out (up to 6 months in temperate climates) you simply have to top up and keep riding. The sealant forms a thin even layer inside the tyre and doesn't ball up so you don't need to clean it out, however the water soluble formula does wash off with just water.

Q. WHAT TEMPERATURES CAN BIO GREASE BE USED IN?

A. Our Bio Grease has an Operating Temperature Range of -20 °C to +120°C.

Q. IS YOUR BIO GREASE CARBON FIBRE SAFE?

A. Yes, our Bio Grease is safe alongside carbon fibre parts.

LUBE

Q. DO I NEED TO WIPE THE EXCESS OF MY CHAIN STRAIGHT AWAY OR LEAVE ON?

A. For the best results we always recommend wiping off excess after application and if possible leave it to dry for 3 to 4 hours before use.

Q. HOW DO I CHOOSE THE RIGHT LUBE?

A. It all depends on what you are riding and what condition you will be riding in.

Q. WHATS THE DIFFERENCE BETWEEN THE STANDARD BIO LUBES AND THE C3 CERAMIC LUBES?

A. The C3 lubes contain added nano ceramic particles and synthetic polymers that help reduce friction (metal to metal contact on your chain) and offer long distance performance and durability. C3 Raises the bar when it comes to providing the ultimate lubrication.

Q. HOW OFTEN DO I NEED TO RE-APPLY HYDRODYNAMIC LUBE TO MY CHAIN?

A. Hydrodynamic will last around 200miles per application (Weather dependant). We would always recommend fully cleaning and degreasing your chain with our drivetrain cleaner before re-lubricating.

NANO CHAIN

Q. WHAT IS THE DIFFERENCE BETWEEN THE NTOC CHAIN AND NTC NANOTUBE CHAIN?

The main difference between the NTOC and NTC is that the NTOC is run in under load to prepare the chain to its optimum performance point, meaning it's ready for competition straight out of the box, perfect if you have a major race or event coming up. NTOC is hand treated with a unique Speed Film Lubrication containing nanotube additives, perfect for the best performance in all conditions.

NTC is sonic cleaned and hand treated with our proprietary nanotube formulation but simply needs to be run-in on a turbo for 4-6 hours before it reaches its optimum lubrication state and deliver wattage savings consistently over long periods of time in all weather conditions.

EBIKE RANGE

Q: CAN YOU USE IT ON A NORMAL BIKE?

A: Absolutely, the range can be used on a normal bike, no problem!

Q: ARE ELECTRIC BIKES NOT WATERPROOF?

A: Electric bikes are waterproof but the range was developed to allow your e-bike to be cleaned, degreased and detailed whilst taking away the need to rinse with water and stop water ingress when washing electrical components. Although e-bike electrical components are well sealed it makes sense not to get water near any electrics if you don't need to, hence why we have developed this range.

Q: WHY DO I NEED A SPECIFIC LUBE FOR MY EBIKE?

A: Higher torque loads put more strain on your eBike drivetrain, so we have formulated specific lubes to include our unique eBike lubricity additive pack that laugh in the face of the extra torque to withstand a beating from even the most powerful eBike drivetrains. These state of the art formulas all offer class leading corrosion protection, and are highly efficient in terms of friction reduction to ensure the maximum power goes into the going faster and is not lost in drivetrain inefficiencies. The All Weather, Ceramic Wet and Dry Weather lubes have been developed to withstand the high torque lubes that are put through an eBike chain keeping your e-machine running smoother for longer.

RIDER CARE & WORKSHOP

Q: IS DRY SHOWER VEGAN AND CRUELTY FREE?

A: Yes, Dry Shower is suitable for Vegans and is cruelty free.

Q: IS ATHLETE PERFORMANCE CHAMOIS CREAM VEGAN FRIENDLY?

A: No, Both mens and womens chamois cream contains beeswax.