TECHNICAL SUPPORT

DEC has a technical support hot line that is active during normal business hours in the USA. It is: 1-888-OBD-2 CAT or 1-888-623-2228. We will get the caller to the correct level of support immediately. Since we realize the value of expediency, we employ ASE certified mechanics who are completely familiar with electronic control and systems, there will always be someone available to answer your questions.

DEC can conduct technical service training seminars either in webinar format, or if appropriate for you, on-site training, for any of our customers. In addition, we can provided technical marketing information for the trainings. Our website offers both factory released technical service bulletins from the vehicle manufacturer (TSBs), and our own coveted Tech-Notes, in which we’ve applied the practical knowledge our people have experienced personally, or tips we’ve picked up working with our partners in the field — people like you. These offerings are very important, and should be presented to the mechanic before installation of any new catalytic converter. All of this is available at no cost to you, online.

DIVERSIFIED ENVIRONMENTAL CATALYSTS INCORPORATED

DEC was established in 1977 under the parent company named Lori Products, Incorporated (LPI). In 1984, DEC was established as a dba under the parent LPI. In 2010, DEC was incorporated and is now the parent of LPI.

Visit us at: www.deccats.com
DEC is the largest manufacturer of direct fit catalytic converters for the automotive aftermarket industry providing both foreign and domestic applications. The headquarters of DEC is in Van Nuys, California where we have 45,000 square feet of manufacturing and R&D facilities. Primarily DEC runs one shift, and can flex to two shifts upon volume requirements. DEC has in excess of 3,000 parts, of which our catalogue actively shows approximately 2,000 parts, and fits in excess of 55,000 applications. In addition, we have approximately 2,000 parts that are un-cataloged samples, waiting for a request to bring them into full production. DEC's strongest area of concentration is in the foreign applications, and we have by far more Direct Fit Applications than any of our competitors.

We can provide to you our complete catalog file in any format for your review.

COMPETITIVE DIFFERENTIATION
DEC has specialized in direct fit foreign applications since the formation of the company. We carry the largest part mix of foreign direct fit applications in the industry. We have added over 500 Direct Fit Application's in the domestic side of the business, and we are adding as many as 10 new parts per week in both foreign and domestic, which are almost 100 applications per week added to our catalog. This is why our online catalogue has the most up-to-date information, but if there are any part numbers you cannot find on our catalog, please call in to ask, as we may be working on it in our new product priority list.

DEC strong points are:
1. We can effectively and efficiently handle a special order program.
2. We offer a private label program, if required.
3. Our shipping policy is freight pre-paid ground for orders of 3 or more shipped to any single locations, but we can ship one piece at a time as well, and . . .
4. 24 hour delivery service, if in inventory. In the event we do not have a part you need, we can also make a new catalytic converter from any OE sample, and ship it out, usually within 24 hours as our prototype program is second to none.