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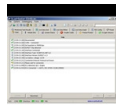
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ScanMaster OBD-II Diagnostic Software



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03-08-2008, 10:19 AM

#11

camy990

Newbie

Join Date: Mar 2008

Posts: 2

Appreciate for your help Cyborg. The ElmScan 5 USB ScanXL model at scantool.net should have more than what I need.
I'm using a laptop with xp home OS and PIII processor, hope it works. Will find out soon.

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09-14-2008, 05:23 PM

#12

Vitaliy

VENDOR - ScanTool

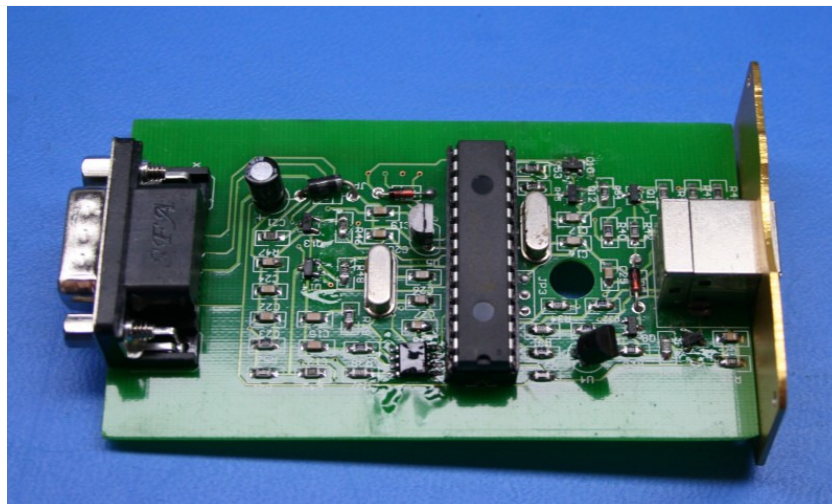


Why you shouldn't buy ELM327 clones

[Why you shouldn't buy ELM327 clones](#)



Join Date: Dec 2006
 Location: Phoenix, AZ
 Posts: 621



Summary: The cheap Chinese PC-based scan tools that are sold under the "ELM327" name on eBay, are not the real thing. They're using the same PIC chip that the real ELM327 is based on, but the firmware is buggy and generally supports only two protocols: CAN and ISO (very very marginally).

How do you know?

I work for ScanTool.net, and we routinely buy and test competing PC-based scan tools. The only competitor that uses the genuine ELM327 chip is Obd2AllInOne. By the way, despite the inferior quality of their product and technical support, we price match their tools.

Aren't you biased?

Sure I am. Doesn't make what I say any less true. 😊

Best regards,

Vitaliy

Reply With Quote

09-15-2008, 12:16 AM

#13

soyfish ◦

Constant Bitrate



Join Date: Mar 2008
 Location: Canberra, Australia
 Posts: 113

Do me one for \$12 US (plus P&H) and we will talk.

Reply With Quote

09-15-2008, 01:52 PM

#14

Vitaliy ◦

VENDOR - ScanTool



Join Date: Dec 2006
Location: Phoenix, AZ
Posts: 621

You get what you pay for

soyfish,

We're constantly working on reducing the cost and increasing the capabilities of our **hardware** (it helps that we're selling more scan tools than anyone else -- economy of scale), however the old saying "you get what you pay for" still applies.

Sure, the ELM327 clones work fine on some cars. But what do you do when you get the scan tool in the mail and it refuses to connect (a virtual guarantee if you have a Ford or a GM)? I imagine that shipping the scan tool back to Hong Kong is bound to be a bit of a hassle.

Re: \$12 for a scan tool, it's not enough even to cover the cost of materials, not to mention labor and technical support. So they make up for the loss in the "S&H" part (~\$30, last time I checked). One of the reasons they do that is to reduce your incentive to return the scan tool -- if you do, you only get the \$12, and you pay for shipping both ways.

Vitaliy

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09-15-2008, 02:53 PM

#15

michbound ◦

VENDOR - OBDPros



Join Date: Mar 2006
Posts: 359

There are faulty ELM327 clones and then there are clones that work well, I have yet to run into a single user that has had problems running the OBDPro with their OBD II compliant vehicle.

In fact our OBD II interface is guaranteed to work with all 1996 and above compliant vehicles and we stand behind our product by offering a full 1 year warranty and a 30 day return policy, as well as offering prompt phone and email support if people have problems installing **software** etc.

There is no reason why if someone implements the OBD II protocols correctly the scantool would not work, infact there are a number of products on the market from companies as varied as Snapon to DrewTech that offer exactly what an ELM327 can do so I am not sure how anyone can make a blanket statement on how clones are bad....

Sure some folks on Ebay are extremely unethical when they take an ELM chip steal the code and burn their own micro but at the same time there are honest folks who work hard and develop products that create competition in the free marketplace which is always good for the end user...

Well sorry for the long winded message back to the normally scheduled OBD II discussions :-)

Paul

Reply With Quote

09-16-2008, 10:09 PM

#16

Vitaliy ◊

VENDOR - ScanTool



Join Date: Dec 2006
Location: Phoenix, AZ
Posts: 621

OBDPros is a clone

Paul,

Before I address the points you made, I would like to say that I have utmost respect for you. Your OBDPro chip is the best out of all ELM327 clones. However, it's still not as good as the real ELM327 -- otherwise we would be selling your chips, and not theirs. 😊

Originally Posted by **michbound**

There are faulty ELM327 clones and then there are clones that work well, I have yet to run into a single user that has had problems running the OBDPro with their OBD II compliant vehicle.

As you may remember, a long time ago we helped you debug your chip. Would you believe me if I said that the scan tool that we bought from you and tested just last week, still has serious connection issues? A genuine ELM327 worked just fine under the same conditions.

With all its shortcomings, ELM327 has the advantage of having a much wider user base. I would venture to say that the ratio of ElmScan 5 to OBDPros users is about 100:1. Elm Electronics had many years (and a lot of help from us) to debug their firmware and today their chip is one of the most robust and reliable OBD interpreters out there.

In fact our OBD II interface is guaranteed to work with all 1996 and above compliant vehicles

Does your "1996 and above" guarantee include all European and Asian vehicles? The statement may be misleading.

and we stand behind our product by offering a full 1 year warranty and a 30 day return policy,

We offer a full 3 year warranty , with a 90 day money back guarantee.

as well as offering prompt phone and email support if people have problems installing software etc.

You don't have a phone number listed on your site.

There is no reason why if someone implements the OBD II protocols correctly the scantool would not work, infact there are a number of products on the market from companies as varied as Snapon to DrewTech that offer exactly what an ELM327 can do so I am not sure how anyone can make a blanket statement on how clones are bad....

Snapon, Drewtech, Autotap, and others are not clones. They are not emulating the ELM327 command set, and are therefore not compatible with software written for the ELM327.

OBDPros, on the other hand, is definitely a clone. You copied

everything -- from the ELM327 datasheet, to the yellow stripe on the **overlay** of your latest scan tool. :-)

Sure some folks on Ebay are extremely unethical when they take an ELM chip steal the code and burn their own micro

I keep hearing about these "exact copies", but I'm yet to see one. The several that we bought off eBay and tested, are not copies, they're very poor imitations.

but at the same time there are honest folks who work hard and develop products that create competition in the free marketplace which is always good for the end user...

Competition is great. However, in order for the Invisible Hand to do its job, consumers must have good information (which I am trying to provide). :-)

Our **hardware** is better, so is our warranty and support. Moreover, we price match your tools. Armed with this information, why would customers choose *not* buy an ElmScan 5? :-)

Best regards,

Vitaliy

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09-16-2008, 10:37 PM

#17

michbound ◦

VENDOR - OBDPros



Join Date: Mar 2006

Posts: 359

Originally Posted by **vvmaks**

Paul,

Before I address the points you made, I would like to say that I have utmost respect for you. Your OBDPro chip is the best out of all ELM327 clones. However, it's still not as good as the real ELM327 -- otherwise we would be selling your chips, and not theirs. 😊

As you may remember, a long time ago we helped you debug your chip. Would you believe me if I said that the scan tool that we bought from you and tested just last week, still has serious connection issues? A genuine ELM327 worked just fine under the same conditions.

Debug is a pretty lame word for what you did, but I do not want to air anything in public as I recall you wanted to keep the stuff confidential but you do want to air out the email? We can do that but I do not think it would help your cause

And considering the source I would not believe that there are any issues with the **Bluetooth** interface, if there were we would have all our customers asking for fixes and we have not had any issues

with our regular customers moreover is you are really experiencing issues give me a call and I will be more than happy to address those and provide fixes within 1 day (a special case for a special customer)

Originally Posted by **vvmaks**

With all its shortcomings, ELM327 has the advantage of having a much wider user base. I would venture to say that the ratio of ElmScan 5 to OBDPros users is about 100:1. Elm Electronics had many years (and a lot of help from us) to debug their firmware and today their chip is one of the most robust and reliable OBD interpreters out there.

Does your "1996 and above" guarantee include all European and Asian vehicles? The statement may be misleading.

We offer a full 3 year warranty , with a 90 day money back guarantee.

You don't have a phone number listed on your site.

This pretty much reeks of desperation, as you know any OBD II tool will only work with OBD II compliant vehicles and some of the European vehicles in 1996 were not OBD II compliant

As for the phone number please re read the web site the # is right on the home page Sorry you will have to try harder than discredit us in this silly way...

Originally Posted by **vvmaks**

Snapon, Drewtech, Autotap, and others are not clones. They are not emulating the ELM327 command set, and are therefore not compatible with software written for the ELM327.

OBDPros, on the other hand, is definitely a clone. You copied everything -- from the ELM327 datasheet, to the yellow stripe on the overlay of your latest scan tool. :-)

Vitaliy I think you know what I meant so I will not even try to clarify this one...

Originally Posted by **vvmaks**

Competition is great. However, in order for the Invisible Hand to do its job, consumers must have good information (which I am trying to provide). :-)

Our hardware is better, so is our warranty and support. Moreover, we price match your tools. Armed with this information, why would customers choose not buy an ElmScan 5? :-)

1. Because our scantool will do everything that an ELM327 will do for less and we can provide additional features that customers would want that you cannot such as much higher speeds all the way upto 2.0 Mbps
2. Double buffering which means on CAN protocols you will not have a buffer full issue even at 9600 BPS.
3. Since you act as a mere inetgrator you have no control over the code and are at the mercy of a third party
4. Our refresh speeds are much higher than an ELM for some of the OBD II protocols
5. We offer a no gimmicks low price with no price matching hassles. BTW we will pricematch the ELMScan any day also and match the warranty and the free pizza that goes with the scantool.

I might have to start offering a car to go with it I suppose 🙌🙌

I could go on but I am not sure you would like that

Reply With Quote

09-16-2008, 10:57 PM

#18

michbound ◦

VENDOR - OBDPros



Join Date: Mar 2006

Posts: 359

Originally Posted by **vvmaks**

Paul,

I keep hearing about these "exact copies", but I'm yet to see one. The several that we bought off eBay and tested, are not copies, they're very poor imitations.

Vitaliy

Vitaliy,

I suspect you already know the answer to this, nevertheless I would be extremely careful about what you wish for, if you really really want to know the answer let me know and I can help you with the right answer but it might make you grab a pound of your favourite medicine whatever that might be 😊

Paul

Reply With Quote

09-17-2008, 03:20 AM

#19

Vitaliy

VENDOR - ScanTool



Join Date: Dec 2006
Location: Phoenix, AZ
Posts: 621

Paul,

I'm sorry I got you mad.

Debug is a pretty lame word for what you did,

Perhaps; but we did our best, and Joe tells me you never responded to his last message, which had a list of problems with OBDPros.

but I do not want to air anything in public as I recall you wanted to keep the stuff confidential but you do want to air out the email? We can do that but I do not think it would help your cause

I also doubt it. 😊

*And considering the source I would not believe that there are any issues with the **Bluetooth** interface, if there were we would have all our customers asking for fixes and we have not had any issues with our regular customers moreover is you are really experiencing issues give me a call and I will be more than happy to address those and provide fixes within 1 day (a special case for a special customer)*

Here's one you can easily verify: the tool would not connect on CAN at 250 kbps. There's also this weird bug, where the firmware all of a sudden begins to randomly insert spaces in the replies (I can verify with Joe under which conditions).

This pretty much reeks of desperation, as you know any OBD II tool will only work with OBD II compliant vehicles and some of the European vehicles in 1996 were not OBD II compliant

Sorry about the reek. However, even if we make an exception for European and Asian cars, there are some cars which were sold in the US which weren't compliant even after 1996. I can dig up the references if you want.

As for the phone number please re read the web site the # is right on the home page Sorry you will have to try harder than discredit us in this silly way...

You're right, the phone is right there under your logo. My apologies.

Vitaliy I think you know what I meant so I will not even try to clarify this one...

Then I'm afraid we'll have to agree to disagree. To me, the distinction between an ELM327 clone and a non-compatible OBD interpreter is clear.

1. Because our scantool will do everything that an ELM327 will do for less and we can provide additional features that customers would want that you cannot such as much higher speeds all the way upto 2.0 Mbps

CAN, the fastest **OBD-II** protocol, only goes up to 500 kbps. So what's the advantage of 2 Mbps on the PC side?

2. Double buffering which means on CAN protocols you will not have a buffer full issue even at 9600 BPS.

Wanna bet? 😊

3. Since you act as a mere inetgrator you have no control over the code and are at the mercy of a third party

You got me there. 😊

However, as was mentioned previously, the third party we are at the mercy of, so far has done a reasonably decent job of making its OBD interpreter the best available at this time.

And to be fair, aren't you relying (in part) on the **software** we developed?

http://www.obdpros.com/obd_software.php

And doesn't that make you a "mere integrator at the mercy of a third party"? 😊

4. Our refresh speeds are much higher than an ELM for some

of the OBD II protocols

Really? Which ones?

5. We offer a no gimmicks low price with no price matching hassles. BTW we will pricematch the ELMScan any day also and match the warranty and the free pizza that goes with the scantool. I might have to start offering a car to go with it I

suppose 🙌🙌🙌

If that's what it takes to succeed in the free market... 😊

I could go on but I am not sure you would like that

You're fine, Paul. As long as we're both having fun, and nobody gets hurt.

Vitaliy

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09-17-2008, 03:29 AM

#20

Vitaliy ◊

VENDOR - ScanTool



Join Date: Dec 2006
Location: Phoenix, AZ
Posts: 621

Originally Posted by **michbound** 🗨

Vitaliy,

I suspect you already know the answer to this, nevertheless I would be extremely careful about what you wish for, if you really really want to know the answer let me know and I can help you with the right answer but it might make you grab a pound of your favourite medicine whatever that might be 😊

Paul

Paul, I honestly don't know what you're talking about. If you know something I don't, please do tell.

Hmm... What **is** my favourite medicine? I'll definitely try to come up with something while I wait for your reply. 😊😊😊

Vitaliy

PS If you don't mind me asking where are you from, originally? Australia? Great Britain? Canada?

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