PREMIUM/PRIORITY TECHNICAL SUPPORT CONDITIONS

I. Types of subscription:
Premium Support - if you own VNR only
Priority Support - if you own VNR and eMMC NAND Reconstructor.
At a time of purchase, eMMC NAND Reconstructor is permanently linked to VNR reader with the serial number provided by the customer. The only available type of subscription for eMMC NAND Reconstructor owners is Priority Support subscription.

II. Free Support period:
1 year of Premium/Priority Support is granted free of charge for the newly purchased VNR Starter kit /eMMC NAND Reconstructor Package, since the 1st day of activation. One year of Free support is granted only for brand new devices purchased from Rusolut or an authorized reseller.

You are obliged to perform the first activation of the Software within 1 year from the date of purchase. Otherwise, you lose the right to 1-year free technical support services eligible for new users. In addition if you fail to meet the above requirement, the warranty for the Hardware will be lost on the next day.

III. Support subscription includes:
1. Access to the latest VNR Software updates - Premium Support
Access to the latest VNR and eMMC NAND Reconstructor Software updates - Priority Support

New features and different resources such as NAND chip configs, XOR keys, monolithic chip pinouts, solutions for devices are regularly updated and available in the Client Portal for users with active Premium/Priority Support subscription.

2. Technical support provided by Rusolut support team through the Help Center portal only.

3. Life-time warranty extension.
Warranty is automatically extended +1 year each time when Premium/Priority Support subscription is renewed - only if the interval between the expiration date and the renewal date does not exceed 1 month.

IV. Terms of technical support provided via Rusolut Help Center portal:
1. Create an account on the Help Center portal and wait for approval (24h max):
https://support.rusolut.com/portal/en/home
2. Requests in the form of newly created tickets are processed within 24h max.
3. All tickets are processed within business hours: Monday-Friday 10:00-18:00 (Warsaw time zone),

excluding Polish public holidays.

4. We make every effort to respond to your questions as quickly as possible. However, please note that replies are given in the order of the messages received, which affects the time you receive a response. The actual time needed to solve the problem depends on the level of its complexity, which you are kept informed about.

5. We recommend all new users to read specially prepared articles, watch videos and webinars, that will help in understanding VNR/eMMC NR fundamental functions and streamline the process of receiving technical support:

https://support.rusolut.com/portal/en/kb/vnr

https://www.youtube.com/channel/rusolut

6. Technical support includes assistance with VNR or eMMC NR installation/activation, assistance in using the appropriate functions of the tool, support in solving complicated cases: our engineers indicate the right solutions for a specific device/problem and provide step-by-step instructions on what actions you should take to solve your case.

7. Please note that remote support e.g. via Team Viewer is not included in the support subscription as standard. Our engineers use this option and sometimes ask for permission to connect to your computer remotely when required by a specific case. However, it always depends only on the decision of Rusolut engineer.

8. In case of remote support e.g. via Team Viewer, please ensure free access to work with VNR, i.e. do not use other applications at the same time that may significantly slow down the computer, do not take control of the device when the engineer performs support activities, make sure the internet connection is stable and the monitor meets the following technical requirements: 19inch and higher, 1920×1080. Otherwise, Rusolut engineer maintains the right to terminate connection. In this case, the ticket is moved to the end of the engineer's queue.

9. In case of remote connection, please observe engineers actions, thanks to which you will gain valuable knowledge and may be able to solve the next case on your own. You can also record the actions, save the material and use it for a next case. The recordings are for personal use only and cannot be distributed to the third parties, or published online unless permission from Rusolut has been granted.

10. Our support engineers help solving problems that the request concerns. If you need assistance with another device, please create a new ticket.

11. We are able to process 3 of open tickets at the same time per 1 reader. The remaining created tickets are obliged to wait for the open tickets to be resolved (does not apply to tickets transferred to the "On hold" section). One ticket may contain a support request for only 1 device. If you need help with another device, you need to open a separate ticket.

12. If you need assistance beyond the scope of services covered by Premium/Priority Support subscription, please contact: info@rusolut.com

LIFETIME WARRANTY

- Visual Nand Reconstructor hardware covered by LIFETIME warranty for reader and 1-month warranty for adapters. Warranty starts at date of the first software activation.
- eMMC NAND Reconstructor covered by LIFETIME warranty for reader and eMMC NAND adapters. For newly purchased eMMC NAND Reconstructor adapters with expired lifetime warranty, only 1 month of warranty is granted.

Lifetime warranty conditions:
1. Lifetime warranty is granted only for newly purchased equipment.
2. Lifetime warranty is granted for users with Premium/Priority Support subscription.
3. Lifetime warranty covers VNR Reader only (Premium Support) or VNR Reader + eMMC NAND Reconstructor adapters (Priority Support).
4. Lifetime warranty is granted only if the interval between the expiration and the extension of Premium/Priority Support subscription does not exceed 1 month.
5. Lifetime warranty does not cover mechanical or intentional damages.
6. Warranty void if the warranty label is removed or damaged.

LIFETIME ACTIVATION

VNR can be re-installed and re-activated on different machines as many times as you need. Please, note, daily limit of activation is 3 times due to security policy.

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We update our policies regularly. All conditions above are a subject to change for new purchases/subscriptions without prior notice. Please, clarify it with Rusolut's staff/authorized reseller beforehand. We reserve a right not to prolong lifetime warranty in case of abuse of any condition above, violation of EULA or other unfair practices when using our products.