

Spitronics - Product Firmware Change Policy and Terms & Conditions

1. Overview

Spitronics products are supplied with firmware specifically matched to the purchased application. This ensures that customers receive a product that has been tested, supported and ready for installation.

Although firmware changes are possible on approved products, they require specialised equipment, trained personnel and technical support. For this reason, firmware loading is treated as a chargeable service and are only performed under the conditions described below.

The purpose of this policy is to:

- Protect the customer from incorrect firmware loading.
 - Protect approved dealers who provide installation and technical support.
 - Maintain product reliability and brand reputation.
 - Reduce unnecessary product failures caused by incorrect firmware loading.
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2. Why Firmware Changes are Controlled

Modern Spitronics products, including the Callisto and Badger ranges, were designed around a fixed firmware strategy.

Mercury3 is the exception to this policy and remains an open platform where firmware changes are permitted. However, firmware loading still requires a dedicated programming cable and the correct loading procedure. Any damage resulting from an incorrect firmware loading process, including processor damage or corrupted firmware, will be treated under the same terms and conditions as all other Spitronics products.

This approach provides several advantages:

- Simplifies product installation.
- Reduces software-related support calls.
- Reduces product cost by removing unnecessary firmware loading hardware and maintenance.
- Ensures customers receive the correct product for their application.
- Reduced component count to facilitate lower prices on certain products.

Most customers never require firmware changes during the life of the product.

3. Firmware Loading Requirements

Firmware loading is not the same as normal ECU communication.

During the firmware loading process the processor must enter a dedicated Bootloader mode. This requires specialised programming hardware that controls processor voltage levels and communication timing to ensure reliable firmware loading.

Attempting to load firmware using incorrect equipment may:

- Corrupt the firmware.
- Damage the processor.
- Prevent the ECU from starting.
- Void warranty.

For this reason, firmware loading may only be performed using approved Spitronics dedicated programming cable.

4. Dealer Support

Firmware changes also affect product support.

When firmware is changed, the application and configuration of the product may change completely.

The dealer performing the firmware change becomes responsible for supporting that application. This protects both the customer and the original supplying dealer.

If a customer purchases a second-hand product or changes firmware through another dealer, the original dealer is not expected to provide ongoing technical support for that new application.

5. Second-Hand Products

Customers are encouraged to purchase products through the approved Spitronics dealer network.

Second-hand products often:

- Have an unknown service history.
- May have incorrect firmware installed.
- May be incomplete or damaged.
- Frequently require paid firmware changes and inspection before use.

In many cases, the total cost of purchasing and updating a second-hand product approaches the cost of buying a new product, while losing many of the benefits of purchasing through an authorised dealer.

6. Warranty

Every new Spitronics product includes a one-year exchange warranty.

Incorrect firmware loading, unauthorised modifications or damage occurring during an unapproved firmware loading process may void this warranty.

If damage occurs during firmware loading, repair or replacement costs may apply.

7. ecuDIY Products

ecuDIY products are supplied without technical support.

Technical support is available separately through approved dealers.

Dealers are entitled to charge for their installation, setup and support services.

8. Firmware Change Service

Approved Spitronics dealers may request firmware changes on behalf of their customers.

A standard firmware change fee applies.

This fee covers:

- Firmware preparation.
- Administration.
- Firmware loading.
- Product verification.
- Technical processing time.

The firmware change fee is payable regardless of whether the firmware loading process is successful, as technical labour and testing are still required.

Before requesting a firmware change, the dealer must:

- Verify that the product is suitable for the requested firmware.
- Inspect the product for damage.
- Confirm that all required hardware components are present.
- Test the product before submission.

Following the firmware change, the requesting dealer accepts responsibility for supporting that customer and installation.

Failure to provide reasonable customer support may result in removal from the Approved Dealer programme.

9. Firmware Change Rules

Rule 1

Products activated within the first three months after activation may receive **one** firmware change free of charge when requested by the original purchasing dealer.

Any additional firmware changes will be charged at the standard rate.

Rule 2

Products older than three months are subject to the standard firmware change fee.

Rule 3

If a customer intends installing the product at a later date, the dealer may request that the firmware lock be removed before delivery.

This allows the customer to select the firmware later.

⚠ The customer is responsible for loading the correct firmware.

If incorrect firmware is loaded, standard firmware change charges will apply to request new firmware.

Rule 4

If the product is transferred to another dealer within the first three months, the free firmware change no longer applies.

The new dealer assumes responsibility for supporting that product until the warranty period expires.

Rule 5

If the firmware loading process results in product damage requiring repair, normal repair charges will apply.

For products still covered by the exchange warranty, the dealer may request a PCB exchange.

The damaged product must be returned to Spitronics.

Courier costs remain the responsibility of the dealer.

Products outside the warranty period must be repaired through an approved independent repair centre.

10. Final Notes

This policy has been developed to protect customers, dealers and the Spitronics brand.

By ensuring that firmware changes are carried out correctly and supported appropriately, customers receive a more reliable product and better long-term technical support.