

## **Nanocom Evolution:**

We now have an on line web forum for all Nanocom Support, both for the original Nanocom One and all models of Nanocom Evolution. Please use this link to register.

<http://nanocom.blackbox-solutions.com/index.php/contact-us/forum-membership-form>

Please note that these are a manual registration process and will be dealt with as soon as possible by our support staff.

If you encounter any problem with the Nanocom Evolution hardware or software not working, please post the issue in the appropriate section of the forum or email

[support@blackbox-solutions.com](mailto:support@blackbox-solutions.com)

A member of the support team will be in touch with you as soon as possible during our working hours. Please note that we are not here to answer questions on the functions of the software as we have already provided full details in the ECU Help pages here:

<http://nanocom-diagnostics.com/documentation.php>

We are neither mechanics nor do we work on vehicles for a living and therefore cannot answer technical questions relating to the workings of the vehicle. Any emails received through the above email address requesting such information will be ignored. We can and will only answer queries relating to issues with the purchased Nanocom Hardware and its installed software not working.

Any changes made to a vehicle using the Nanocom Evolution is the responsibility of the customer. It is essential that a back up of existing information is taken prior to making any changes.

Before commencing any work on a vehicle it is the customer's responsibility to ensure they are competent to carry out the work and that they have either a relevant back up of the systems or information that can assist to put the ECU back into a working state should problems arise.

We will provide updates if and when available for the existing Nanocom Evolution software free of charge via the Restricted area here:

<http://nanocom-diagnostics.com/restricted.php>

## **Nanocom One:**

If you encounter any problem with the Nanocom One hardware or software not working, please post the issue in the appropriate section of the forum or email

[support@blackbox-solutions.com](mailto:support@blackbox-solutions.com)

Please note that these units ceased production some years ago and we do not carry spares for them but in the event of an issue we will do our best to resolve it for you. There are no further Firmware or other updates available for the Nanocom One.

Any changes made to a vehicle using the Nanocom One is the responsibility of the customer. It is essential that a back up of existing information is taken prior to making any changes.

We are neither mechanics nor do we work on vehicles for a living and therefore cannot answer technical questions relating to the workings of the vehicle. Any emails received through the above email address requesting such information will be ignored. We can and will only answer queries relating to issues with the Nanocom One Hardware and it's installed software not working.

Before commencing any work on a vehicle it is the customer's responsibility to ensure they are competent to carry out the work and that they have either a relevant back up of the systems or information that can assist to put the ECU back into a working state should problems arise.

Existing software for the Nanocom One such as the PC software or USB driver can be found in the support forum as detailed above.

Blackbox Solutions Ltd - February 2014