

Dear valued Blackbox Solutions community,

We would like to provide clarification on our latest release, particularly regarding the engine mapping software for encrypted files. It's important to note that Blackbox Solutions Ltd does not create edited map files for vehicles; rather, we supply the tools that enable users to perform such tasks.

Our recent efforts have focused on enhancing the functionality of our file flasher to broaden engine coverage for the Nanocom and ensure a more robust overall process. Additionally, we have received an increasing number of complaints from Nanocom owners facing challenges with engine map files from various tuners, leading to issues with their vehicles.

To address these concerns and establish a reliable system for both Nanocom owners and engine tuners, we are collaborating closely with our authorized UK distributor, Empire Tuning.

We have NOT blocked MAP or TUN flashing capabilities on the Nanocom, we have however as mentioned continued to add more functionality and coverage whilst addressing some chronic issues causing problems for our customers.

**** IMPORTANT FOR ALL NANOCOM OWNERS ****

If you have a modified engine map on your vehicle, once you have updated your unit, read the engine file back from your vehicle and save it to your SD card. The Nanocom will automatically convert it to be compatible with the latest release, allowing you to flash it back to your vehicle as needed. This procedure ensures you have a compatible copy of your tuned engine file.

In order to assist other reputable tuners, we have developed a system for direct conversion of currently generated .tun files to make them compatible with the newest release. This is a straight conversion from one type to another; at no point is any data of the original file made available for inspection. This service will be offered by Empire Tuning and such requests should be directed towards Empire Tuning themselves.

We understand that this change may impact some Nanocom owners who purchased units and tuned map files during this transition, preventing them from flashing the file to the vehicle. In such cases, we will review each situation individually and offer free file conversion for those who have encountered difficulties.

For assistance, please contact support@blackbox-solutions.com.

For all matters related to mapping, engine tuning, and file encryption, please direct your inquiries to Empire Tuning through the provided link below.

<https://www.empiretuning.co.uk/>

For all other concerns related to Nanocom hardware and functionality, feel free to contact us directly as usual.

We appreciate your cooperation as we work to provide a more comprehensive reliable experience for all Blackbox Solutions users