

Firmware Upgrade Policy

In the unlikely event that a product's firmware is not operating as specified by IDL according to the purchased product model and revision, a firmware upgrade will be provided during the warranty period free of charge.

The upgrade may either be provided by electronic assembly (pcb) replacement or by an online firmware upgrade at IDL's discretion following a risk assessment and the provision of an upgrade proposal for approval.

If an online firmware upgrade is offered, the Distributor, Integrator or Client will be required to provide an internet connection to the pcb during IDL office hours unless by prior agreement.

For firmware upgrades outside of the warranty period or to include new features that may be available subject to hardware and firmware revisions, a quotation will be provided for consideration. The quotation will outline the scope of works for the proposed firmware upgrade following an assessment and risk assessment.