

# FAQ

## **How long is the warranty?**

The warranty for the product lasts one year from the purchase date or date of installation.

## **When does the warranty start?**

Products carry a 1-year limited warranty (parts ONLY) for defective units sold by our authorized dealers. The warranty period begins on the date of purchase as specified on the original invoice from the authorized dealer. Products found to be defective during the warranty period will either be repaired or replaced by CRUX at no extra charge unless warranty is void. Unauthorized attempt of repair or alteration of the product in any way immediately voids this warranty.

IMPORTANT NOTE: Products purchased from eBay are not covered by factory warranty.

## **Can these products alter the car permanently?**

CRUX Interfacing Solutions shall not be held liable for any consequential, incidental and contingent damages arising from, but not limited to, the sale, transportation, installation, use, unauthorized repair or tampering of its products. CRUX cannot guarantee a vehicle's electronic components to be compatible with any of its products due to the large variation in OEM systems, thereby it is the responsibility of the installer to verify and confirm vehicle configuration as to product compatibility prior to installation. Installer shall be responsible as to all liability insurance to cover any damage that may arise through installation. Likewise, CRUX's recommendation of an installation facility shall not constitute any grounds for responsibility or liability. Notwithstanding any other provisions of this disclaimer, CRUX's maximum combined liability shall be limited to the price paid for the specific product that caused the alleged damages.

End User Agreement : End user agrees to utilize this product in accordance with the above mentioned stipulations and in compliance with all Local, State and Federal laws. End user also agrees and understands that this product is intended for off-road use and passenger use only. If user does not agree with any of the above safety warnings, end-user shall be legally bound to immediately discontinue use and return this product to place of purchase.

## **Do these products void my factory warranty?**

NO. IT IS ILLEGAL FOR A AUTOMOTIVE MANUFACTURER TO VOID A FACTORY WARRANTY DUE TO THE INSTALLATION OF ANY AFTERMARKET DEVICE. PLEASE REFERENCE: Magnuson-Moss Warranty Act

## **How can I update the software?**

Yes, select firmware updates category on the home screen and follow these steps.

- Download the latest firmware.
- Open CRUX-Flasher.
- Connect interface to PC, once loaded click "List Devices"
- Interface Product ID will show up in display window.
- Click "Browse" and select firmware BIN file.

- Click "Flash", wait for "update successful".
- Click "Exit and disconnect interface module."

Note: Some products do not require updates.

### **Where are the products made?**

A majority of our products are made in Germany, particularly our radio replacement and rear view integration product lines.

### **Where do I find out my hardware and software version?**

**PLACEHOLDER:WE SHOULD HAVE A LIST ON THE WEBSITE WITH ALL THE CURRENT SOFTWARE VERSIONS WITH DATES THEY WERE RELEASED**

### **Where do I find manuals for older revision products?**

On the home page select the category "support" and then select the subcategory "user guides"

### **How do I know when a new version of a product is released?**

Apart from our homepage, ew product announcements are showcased on our social media page. To view our newest products go to our home page and select the category "media" and then select the subcategory "product announcements".

### **Can I upgrade older products?**

Yes. Some older products can be updated via software update.

### **Do you match the factory warranty on new vehicles?**

Placeholder:WE SHOULD BE DOING THIS ONLY FOR EXPEDITORS THAT PERFORM INSTALLATIONS DIRECTLY BILLED THROUGH THE DEALERSHIPS.