



## SUPPORT: Conditions

Dear customer,

This document is to clarify to you our technical support conditions:

1. The access technical support is for lifetime and for free
2. Technical support is limited to the analysis of any presumed faulty products according to the conditions of sale and warranty that are considered as read and accepted at the time of purchase of the product through our authorized sales channels.
3. Technical support is limited to providing technical information on our standard products (datasheet - Hardware and Software user manual, Application notes on the site) and **will never concern specific issues of customer applications or other HW or SW possibly installed by the customer.**

For any questions please contact our sales department by filling the form at <https://www.novasomindustries.com/contacts>