



Computer Specification - Minimum System Requirements

The RICA iSoftloader Sync application requires the following as a minimum system specification –

PC or 100% compatible desktop or laptop computer
Pentium 4 or higher
500 MB RAM or higher
20 MB free hard disk space
Operating System - Microsoft Windows XP SP3 / Windows Vista (32 or 64 bit) / Windows 7 (32 or 64 bit)
USB 1.1 or 2.0 (2.0 recommended)
Internet connection (broadband recommended)

Returns Policy

Due to the bespoke nature of the RICA iSoftloader product, no refund is available once the packaging has been opened or the product has been used. If the package has not been opened and the product has not been used, the RICA iSoftloader can be returned for a full refund (excluding shipping costs) providing that it is returned within 7 days of receipt and providing that it is returned in the same unopened, unused perfect condition in which it was received. RICA iSoftloader returns must be sent back to the RICA agent from whom the iSoftloader was originally purchased, and must be sent using an insured shipping service.

Customer Support

The purchase of a RICA iSoftloader includes life-time free customer support. Customer support is defined as written or verbal assistance with respect to technical matters directly associated with the RICA iSoftloader. Customer support is only available whilst the customer is in ownership of the iSoftloader. Free life-time customer support is not transferable to any other user. Customer support will be provided either by RICA Engineering BV direct, or by an appointed RICA distributor or agent. Customer support is available during office hours of 10 am – 5pm Monday-Friday (distributor/agent local time, excluding national holidays) either via email or telephone, unless specified otherwise at the time of purchase. Neither RICA Engineering BV nor any approved RICA agents or distributors will be liable for any telephone call charges incurred by the customer.

Sync Functionality

The purchase of a RICA iSoftloader includes life-time free sync functionality which enables the customer to synchronise with the RICA iSoftloader server in order to download any tuning stages purchased by the customer or to upload any software read from the vehicle's ECM by the RICA iSoftloader. The sync functionality is available 24 hours a day, 7 days a week, subject to internet connectivity. Occasionally system maintenance will be carried out by RICA on the sync system. During these periods of system maintenance, the sync functionality will be temporarily unavailable for a short period of time.

Software Updates

The purchase of a RICA iSoftloader includes 2 (two) years of free RICA software updates for each car owned by the customer and programmed with RICA software by the customer using their RICA iSoftloader. After two years, the customer will be required to pay €25 Euros directly to RICA Engineering for each new update if required. If no new updates are required by the customer after the two year period of free software updates has expired, then there is nothing extra to pay. Software update charges do not affect the normal functionality of the RICA iSoftloader in any way at all. The RICA iSoftloader will continue to function and communicate with the RICA server as supplied at the time of purchase, even after the 2 year period of free software updates has expired. The 2 year period of free software updates is only available to the purchaser of RICA software tunes for their RICA iSoftloader. No part of the 2 year period of free software updates may be transferred to another user.

Definition of Software Updates

Software updates are defined as follows –

1. A new version of RICA software required as a result of the car being programmed back to standard by a Volvo dealer or independent garage, with a new version of Volvo factory OEM software.
2. A revised version of RICA software made available if and when RICA make an alteration or improvement to an existing RICA software tune purchased by the customer.

The following items are **not** defined as software updates and are therefore chargeable separately –

1. Custom tuning software, when the customer changes any components on the car which will require custom software. The cost is agreed on an individual basis.
2. Upgrading to a different stage – e.g. E-Power to Stage 2. This is an upgrade and the customer must pay an upgrade fee. The cost to upgrade to a different stage is the difference in price between the current stage and the stage which the customer wishes to upgrade to. For example, if the customer purchased Stage 1 for €775 and the Stage 2 costs €875, then upgrading from Stage 1 to Stage 2 costs €100. Prices of tuning stages vary depending on the vehicle model and age. Customers should ask a RICA agent for price details specific to the car. Actual prices for tuning stages are in the local currency of your country, as advertised on the RICA web site for your country or as quoted by your RICA agent.

Free software updates are available for a period of 2 years from the time of purchase of the tuned software for each individual car. If you have more than one car, each car has its own two year period of free software updates available from the date the tuning stage was purchased.

If you are purchasing a different tuning stage after the two year free software update period has expired, you will not be charged for the update fee at the time of purchasing the new stage. You will only be charged for the upgrade price of the tuning stage, which is the difference in price between your current stage and the new stage you wish to upgrade to.

Customers requiring clarification of any of the above terms and conditions with respect to the RICA iSoftloader Customer Support, Sync Functionality or Software Updates should do so **prior** to making any purchase by contacting any authorised RICA agent.

Changes to RICA iSoftloader Specifications / Terms and Conditions

RICA Engineering reserves the right to alter the RICA iSoftloader specifications and features without prior notice. However, any functionality already provided at the time of purchase under these terms and conditions will not be affected.

RICA Engineering reserves the right to amend these terms and conditions without prior notice. Any changes to these terms and conditions will not affect existing customers who have purchased the RICA iSoftloader and any tuning stages under any previous terms and conditions. Any changes to the terms and conditions will therefore only apply to new customers and will not be applied to any existing customers retrospectively.

Permitted Usage of the RICA iSoftloader and Sync application

The RICA iSoftloader must only be used to program the car with genuine RICA tuning software and must only be used to read the software in the ECM in order to send any ECM information directly to RICA using the sync functionality provided in the Sync application. Any attempt to tamper with or reverse-engineer the RICA iSoftloader system or to use it in a manner not approved by RICA Engineering will result in the RICA iSoftloader and sync functionality being disabled.

The RICA iSoftloader sync application must only be used for the purpose of downloading RICA tuning software to the RICA iSoftloader, uploading software read from the ECM by the iSoftloader to RICA, and any other functions provided by RICA. Any attempt to tamper with or reverse-engineer the RICA iSoftloader sync application, or to use it in a manner not approved by RICA Engineering, will result in the RICA iSoftloader and sync functionality being disabled.