



January 1, 2022

ECL Tech Support Policy Update

- Customers must meet BMW'S minimum speed and bandwidth requirement to run online AOS ISTA: 100 Mbps download and 25 Mbps upload. If this requirement is not met, tech support will not be provided.
- Due to customer demand, all requests for tech support must be made through the online request scheduling system. Direct texts and/or questions to Euro Car Logic will not be answered outside of your scheduled tech support time.
- Be available at the start time of your scheduled tech support request time. There is a 5 minute window for responses before your time is forfeited and a new tech support request will have to be scheduled.
- If you are unable to keep your tech support session at the requested time, use the link in your confirmation email to cancel or reschedule your request.
- If, after your tech support session, issues arise with your system, a new tech support request will need to be submitted for the issue you are having. Direct texts and/or questions to Euro Car Logic will not be answered.
- Please be sure to select the correct type of ECL tech support when submitting your request by reading the dialog box/error message from the tool and including this information with your request. Not every issue is related to an ISTA update.