

Support and updates

How technical support and updates for n7kel products work: 24/7 support, contact channels, what to include in a request, and how updates are released and installed.

Version 1.0, October 11, 2026. This document is for information purposes only, describes a standard delivery and does not constitute an offer. The scope of work and terms are set out in the contract.

1. Support service

PARAMETER	VALUE
Service	n7kel support service
Phone	+39 344 469 7196
E-mail	shakleinik@gmail.com
Availability	Around the clock, 24/7, including weekends and public holidays
Response times	Set by the contract for each priority

2. What support includes

- requests accepted around the clock, seven days a week;
- advice for the client's users and administrators on working with the platform;
- troubleshooting of incidents: camera offline, n7kel on-site unit not connected, no POS or integration data, integrity check error, false alarms;
- tuning of post thresholds, zones and rules in agreement with the client;
- new versions of the software and n7kel AI, bug fixes;
- further training of n7kel AI for new tasks — under a separate agreement;
- assistance with independent verification of an evidence package;
- advice on connecting the POS system and external systems.

The exact list of services, response times and the escalation procedure are set out in the support contract.

3. Request classification

A standard classification; the final one and the response times for each priority are set out in the contract. Requests of all priorities are accepted 24/7.

PRIORITY	EXAMPLE SITUATIONS	RESPONSE TIME
Critical	The platform at a site is not working; evidence integrity check error	Under the contract
High	Some cameras or the Fuel Station Checkout module are not working; notifications are not being delivered	Under the contract
Normal	Questions about operation, configuration, reports; planned changes	Under the contract

4. What to include in a request

4.1. In your request, please include:

- the name of the organization and site, and the name of the on-site unit or camera;
- the time the situation occurred, with the time zone;
- the interface section, a description of the situation and the text of the message;
- the actions taken and their result;
- for an integrity error, the verification report.

4.2. Frames and video clips are personal data: do not attach them to a request unless necessary. If needed, they are transferred via a secure channel agreed with the support service.

4.3. n7kel specialists access the client's data only within the scope of the client's request. Every such access is recorded in the client's activity log and is available to the client's administrator and auditor. In the autonomous option, access to the equipment is granted only at the client's decision.

5. Updates

5.1. Before release, every update is tested on fixed reference data sets. At the client's decision, the reference set of the client's site is included in this testing, under a non-disclosure agreement and a data processing agreement; without such a decision, the vendor does not keep the site's recordings. An update is not released if false alarms have increased.

5.2. Updates are signed. The signature and checksum are verified before installation; downgrades are not allowed; if a new version fails, there is an automatic rollback to the previous one.

DELIVERY OPTION	HOW THE UPDATE IS DELIVERED
Autonomous	As a release file under annual support; installed by a n7kel specialist or the client's administrator following instructions
Hybrid	Automatically from the platform server; installed during an agreed maintenance window

5.3. A restart during an update takes up to 30 seconds, during which cameras are not analyzed. The maintenance window is agreed in line with the shift schedule.

5.4. If annual support for a perpetual license is not renewed, the installed version keeps working; new versions and fixes are no longer provided.

6. Recommendations for the client

- appoint a person responsible for the platform — the organization administrator;
- review violations promptly and mark false alarms: this is the basis for tuning at the site;
- do not change thresholds, the PPE set or reconciliation parameters without agreement with the deployment engineer;
- store external system access keys securely and revoke compromised keys immediately;
- do not open access to the on-site unit from the internet;
- remove the legal hold once an investigation is complete.