

Q: What's the despatch time for tool orders once I've sent my PO / paid in advance?

A: Your order will be processed within 3 working days of receiving your PO / payment. Once processed, we will send an email with tracking details for the hardware items being sent by courier, and instructions on how to access the software.

Q: Will I be required to pay any customs and duties charges on the hardware being shipped?

A: All deliveries are sent DAP (Delivery at Place) and the customer/receiver will be required to pay any duties and taxes owing to release the items from Customs.

Q: I need a certificate of Origin to get the package through customs - how do I request this?

A: Please let us know as soon as possible in the process, so we can arrange the correct paperwork and submit for the certificate online, the certificate can take 1-3 working days to obtain.

Q: When I receive the tool(s), where can I get information about how to install it/them?

A: Instructions on how to login to the Client Area of our website, and create a login are included on the despatch email sent to you by our admin team. If you have lost this email or require a copy, please contact admin@iccsolutions.com.

Q: If I forget my password, how do I reset it?

A: Contact our Helpdesk team: support@iccsolutions.com

Q: What are the system requirements to run the tool?

A: The system requirements are as follows:

Operating system: Recommended - Windows 11

CPU: Intel or AMD processor with 64-bit support; Recommended: 2.8 GHz or faster processor

Memory: At least 4.0 GB RAM

Disk Storage: 4.0 GB of free disk space

Monitor Resolution: Recommended - 1920x1080

Q: Can I test the software on multiple PCs?

A: The TMat test suite software can be installed on multiple computers. When a user logs into the tool using their Online License account they can select an available license. If you need to purchase additional licenses, please email sales@iccsolutions.com.

Q: How do I know if there's a new software version available for the tool(s) that I've purchased?

A: The person / people that our registered as technical contacts for your company will be notified via email. If you need to check who we have registered, or change the technical contacts at any time, please contact admin@iccsolutions.com.

Q: If I need to update technical contacts on my account, who do I contact?

A: You can either email our HelpDesk - support@iccsolutions.com or add the contacts yourself via the MyICC page on our website.

Q: How do I renew the support on the tool(s) each year?

A: You will be sent a renewal quote 1 month before you are due to expire. Full instructions on how to renew will also be included.

Q: If I don't want to renew the support on tools that I've purchased when due, is there a time limit?

A: You can renew up to 12 months from expiry date. After that you will be required to purchase the tools again.