

FEMTO Unlock FAQ

Frequently Asked Questions (FAQ) - Registration and Order Form

Q1: What is this form for?

This form is designed for creating a new account and placing orders. It is meant for individuals and companies who wish to register and make purchases of ECU unlock through FEMTO Orders platform.

Q2: What are the different account types available?

You can choose between two account types: "Person" or "Company". Select the one that best suits your profile.

Q3: Why do I need to provide my email?

Your email will serve as your unique identifier and will be used for communication regarding your orders, account updates, and notifications.

Q4: What are the password requirements?

Your password should be at least 8 characters long and contain a mix of uppercase letters, lowercase letters, numbers, and special characters for security reasons.

Q5: Why do I need to confirm my password?

Confirming your password helps prevent typos and ensures that you've entered the correct password.

Q6: Do I need to provide my real name?

Yes, please enter your First Name and Last Name accurately as it helps in addressing you correctly and processing your orders smoothly.

Q7: Why do you need my country information?

We require your country information to determine shipping options, applicable taxes, and other region-specific details.

Q8: What is a VAT number, and do I need to provide it?

A VAT number is required for companies based in the European Union (EU) to comply with tax regulations. If you're not a company or not based in the EU, you can skip this field.

Q9: Why do you need my address, city, and postcode?

This information is crucial for calculating accurate shipping costs, delivering your orders to the correct location, and ensuring smooth logistics.

Q10: What if I'm registering as a company? Why do you need my company name and contact person?

If you're registering as a company, we need your company name for billing and contact person information for communication regarding orders and inquiries.

Q11: Why should I provide my phone number?

Your phone number is used for order-related notifications, and it may also be used for verification or customer support purposes.

Q12: What's the purpose of the Instagram account field?

If you have a business presence on Instagram, you can provide your account handle.

Q13: Is my information secure?

Yes, we take data security seriously. Your information will be handled according to our privacy policy, and we employ encryption and best practices to protect your data.

Q14: What if I forget my password?

There will be an option to reset your password using your registered email. Follow the instructions provided to regain access to your account.

Q16: How can I reach customer support if I have more questions?

Email us : femto@femtoevo.com

After creating your account, navigate to the "Profile" section and establish your default shipping address. You can either use the "Copy from billing info" option or enter a new shipping address.

PROFILE

BILLING INFO

First name

Denis

Last name

Sh

Address

St. Petersburg 12-34

City

Saint-Petersburg

Post code

127048

Phone

88219455677

DEFAULT SHIPPING INFO

Address

City

Post code

Phone

Contact person


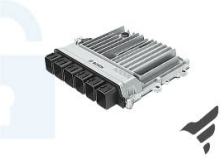

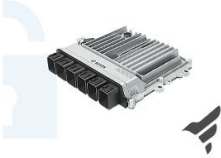

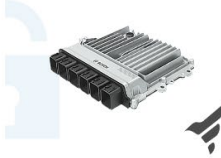



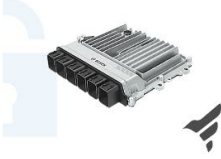

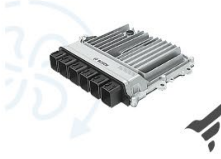
Copy from billing info

Save

How to make an order?

Select service from available list :

- **Regular unlock MDG1 ECU 07/2020+**
- **Regular unlock Supra MDG1 ECU 07/2020+**
- **Regular unlock MDG1 ECU M series 07/2020+**
- **Regular unlock MDG1 ECU Rolls-Royce 07/2020+**
- **CustomRom upgrade**
- **Remote engine start retrofit**

<p></p>  <p>Regular unlock MDG1 ECU €600 07/2020+</p> <p>Regular unlock MDG1 ECU 07/2020+</p>	<p></p>  <p>Regular unlock Supra €600 MDG1 ECU 07/2020+</p> <p>Regular unlock Supra MDG1 ECU 07/...</p>	<p></p>  <p>Regular unlock MDG1 ECU €750 M series 07/2020+</p> <p>Regular unlock MDG1 ECU M series ...</p>
<p></p>  <p>Regular unlock MDG1 €1000 ECU Rolls-Royce 07/2020+</p> <p>Regular unlock MDG1 ECU Rolls-Roy...</p>	<p></p>  <p>CustomRom upgrade €200</p> <p>CustomRom upgrade</p>	<p></p>  <p>Remote engine start retrofit €500</p> <p>Remote engine start retrofit</p>

- As a sample we have selected **Regular unlock MDG1 ECU M series 07/2020+**

SERVICE

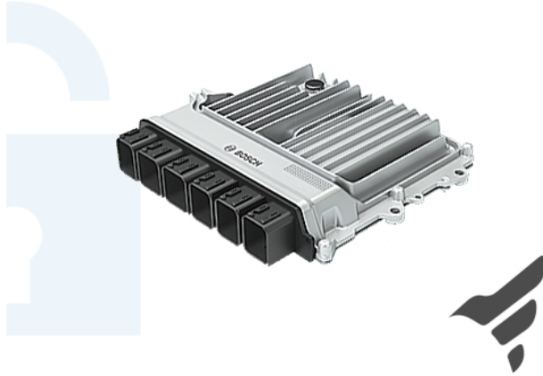


ECU UNLOCK ///M

REGULAR UNLOCK MDG1 ECU M SERIES 07/2020+

€750

Regular unlock MDG1 ECU M series 07/2020+



OPTIONS

- for Femto OBD** €0
Only map (calibration's) area is available for OBD writing by [Femto OBD Flasher](#)
- for BootMod3 Custom ROM** €0
BootMod3 CustomROM

Including map switching, flex fuel, antilag, in-dash ethanol content check on rpm gauge, etc.

Please consult with **BootMod3** support about your exact VIN support and their custom code availability, [since we can't track their changes](#).

Please consult with **BootMod3** support about your exact VIN support and their custom code availability, [since we can't track their changes](#).

for BootMod3 €0

BootMod3 regular unlock / NO CustomROM

Please consult with **BootMod3** support about your exact VIN support and their custom code availability, [since we can't track their changes](#).

for MGflasher €0

MG Flasher (purchased separately) - you can flash your car using their phone app after our unlock.

TORQUE limiter patch for the TCU is applied by default.

it's not necessary if TCU (gearbox) will be tuned and you need add information about that in additional information field for your order.

Please consult with **MG flasher** support about your exact VIN support and their custom code availability, [since we can't track their changes](#).

for MHD €0

MHD Flasher (purchased separately) - you can flash your car using their phone app after our unlock.

TORQUE limiter patch for the TCU is applied by default.

it's not necessary if TCU (gearbox) will be tuned and you need add information about that in additional information field for your order.

Please consult with **MHD flasher** support about your exact VIN support and their custom code availability, [since we can't track their changes](#).

[Add to basket](#)

You should choose the desired option from the list :

- **for Femto OBD**
- **for BootMod3 Custom ROM**
- **for BootMod3 (BootMod3 regular unlock / NO CustomROM)**
- **for MGflasher**
- **for MHD**

Afterward, click the 'Add to Basket' button. A form will appear; please enter your VIN and press 'Enter'

FORM ^

Please fill form

VIN	Car model	
<input type="text" value="WBS83CH08PCL10000"/>	<input type="text"/>	
Engine and ECU type	ECUs	Remote start from Factory
<input type="text"/>	<input type="text" value="1"/>	<input type="text" value="NO"/>

Add to basket

Information about your car will be automatically loaded.

FORM ^

Please fill form

VIN	Car model	
<input type="text" value="WBS83CH08PCL10000"/>	<input type="text" value="F90 M5 - LL - LIM - AUT"/>	
Engine and ECU type	ECUs	Remote start from Factory
<input type="text" value="DME8FF_R 447 kW S63M 4.4L"/>	<input type="text" value="2"/>	<input type="text" value="YES"/>

Add to basket

Check information and press “add to basket” button.

SERVICE	QTY	COST	PRICE
1. WBS83CH08PCL18899			
⊗			
Regular unlock MDG1 ECU M series 07/2020+ Regular unlock MDG1 ECU M series 07/2020+	2	€750.00	€1500.00
for Femto OBD Only map (calibration's) area is available for OBD writing by Femto OBD Flasher	2	€0.00	€0.00
		Subtotal:	€1500.00
		Tax Rate:	0 %
		Tax Total:	€0.00
		TOTAL DUE:	€1500.00

[Continue services](#)
[Checkout](#)

If all information about your order is correct – you can go to checkout section.

1. WBS83CH08PCL150000

Regular unlock MDG1 ECU M series 07/2020+ 2 €750.00 €1500.00
Regular unlock MDG1 ECU M series 07/2020+

for Femto OBD 2 €0.00 €0.00
Only map (calibration's) area is available for OBD writing by Femto OBD Flasher

Subtotal: €1500.00

Tax Rate: 0 %

Tax Total: €0.00

TOTAL DUE: €1500.00

Back shipping

I'm paying back shipping costs by invoice.

I'll use my own return shipping label.

Contact person

Company name

Post code

Phone

Country

City

Address

Comment

Cancel

✓ Place order

Here, you can choose your return shipping options.

By default, shipping costs will be calculated by our manager and invoiced to you after determining the rates specific to your country.

If you are already working with us and are familiar with how to generate a return shipping label, please select this option. Please ensure that you verify the contact person and address. If we need to send the ECU to a different address, make sure to fill it out accurately and double-check for any errors. Providing an incorrect address could lead to delivery issues.

ID	Created	Updated ↓	Status	QTY	Total	
146	Aug 27, 2023, 5:56:27 PM	Aug 27, 2023, 5:56:27 PM	Invoice waiting	2	1500.00	👁

Items per page: 1 - 1 of 1 < < > >

After clicking the 'Place Order' button, your order will be placed into our order system. Please allow up to 24 hours for our manager to review your order. If your order is accurate, you will receive an invoice in your order section.

SHIPPING ADDRESS in your ORDER!!!

If you are not from EU:



It should be temporary export from your side, and temporary import from our side.

ECUs will be sent for testing (not repair or reflashing).

This what we were told by our shipping company:

1. Do not use DDP (delivered duty paid)
2. Declared value (if was requested by shipping company) - no more than EUR 40/each ECU
3. Explicitly indicate that this is a temporary export and unit will be returned back
4. Goods description - "used engine control unit, for testing"


After sending your package to us, you will need to settle the invoice, which can be found and downloaded in your order section. If you have chosen to pay for shipping by invoice, it will encompass both the service charges and the shipping costs incurred from our end to deliver the package to you.

SERVICES		 Download invoice 		
SERVICE	QTY	COST	PRICE	
1. WBS83CH08PCL				
Regular unlock MDG1 ECU M series 07/2020+	2	€750.00	€1500.00	
Regular unlock MDG1 ECU M series 07/2020+				
for Femto OBD	2	€0.00	€0.00	
Only map (calibration's) area is available for OBD writing by Femto OBD Flasher				
2. Shipping				
	1	€150.00	€150.00	
			Subtotal:	€1650.00
			Tax Rate:	0 %
			Tax Total:	€0.00
			TOTAL DUE:	€1650.00

**Please don't forget to include your package's tracking number in your order!
This will assist us in locating your packages in our warehouse more efficiently.**

ORDER ACTION

Proof of payment Tracking to FEMTO

 X

SHIPPING ADDRESS

St. Global Oy Anastasia Erberg
Kempesentiekatu 18 LN, 00540 Helsinki, Finland

+358 50 428471

If you are not from EU:

It should be temporary export from your side, and temporary import from our side.
ECUs will be sent for testing (not repair or reflashing).
This what we were told by our shipping company:

1. Do not use DDP (delivered duty paid)
2. Declared value (if was requested by shipping company) - no more than EUR 40/each ECU
3. Explicitly indicate that this is a temporary export and unit will be returned back
4. Goods description - "used engine control unit, for testing"

TRACKING

X Tracking to FEMTO DE12345678FI

While your package is in transit to the Femto office, please ensure that you make the payment as indicated on the invoice.

**Always use your invoice number when completing the bank transfer form!
Additionally, upload a confirmation of your payment from your bank to the 'Proof of Payment' section. You can upload PDF and JPG files for this purpose.**

In the order log, you will find the status updates and movements of your order :

ORDER LOG			
Order	Sep 4, 2023, 10:47:05 PM	paid sent up	Track code DE12345678FI added
Order	Sep 4, 2023, 10:46:52 PM	paid	Payment. Attached a payment order (bank_swift_message.pdf)
Order	Sep 4, 2023, 10:41:28 PM	payment waiting	
Order	Aug 27, 2023, 5:56:27 PM	invoice waiting	Creating an invoice, please wait for notification within 24 hours
Order	Aug 27, 2023, 5:56:27 PM	created	

When your order is completed and dispatched back to you, you will receive notifications or updates similar to this :

ORDER LOG		
Order	Sep 4, 2023, 10:48:47 PM	complete
Order	Sep 4, 2023, 10:48:07 PM	paid sent back Track code F187654321DE added
Order	Sep 4, 2023, 10:47:05 PM	paid sent up Track code DE12345678FI added
Order	Sep 4, 2023, 10:46:52 PM	paid Payment. Attached a payment order (bank_swift_message.pdf)
Order	Sep 4, 2023, 10:41:28 PM	payment waiting
Order	Aug 27, 2023, 5:56:27 PM	invoice waiting Creating an invoice, please wait for notification within 24 hours
Order	Aug 27, 2023, 5:56:27 PM	created

Furthermore, all tracking numbers are stored in the Tracking section.

TRACKING		
×	Tracking to FEMTO	DE12345678FI
×	Tracking from FEMTO	F187654321DE

To send money using SWIFT from any country, you typically need to follow these steps:

Contact Your Bank: Visit your local bank or financial institution and inform them that you want to initiate an international money transfer using SWIFT. If you don't already have an account with a bank, you'll need to open one.

Provide Payment Details : You'll need to provide your bank with specific information about the recipient and the transfer, including:

Recipient's full name and address.

Recipient's bank name and address.

Recipient's bank's SWIFT/BIC code: This is a unique identifier for the recipient's bank.

Recipient's bank account number or IBAN (International Bank Account Number).

The amount you want to send and the currency in which it should be sent.

Purpose of the transfer : Invoice number (always write your invoice number!)

Complete Required Forms: Your bank will provide you with the necessary forms to fill out for the SWIFT transfer. Make sure to double-check all the information to avoid errors.

Pay Fees: SWIFT transfers often involve fees, which can vary depending on your bank and the specific terms of your account. Be sure to inquire about the fees associated with your transfer.

Wait for Confirmation: After submitting the transfer request and paying any applicable fees, your bank will process the transaction. It may take a few hours to several business days for the recipient to receive the funds, depending on factors like the banks involved and the destination country.

Keep Documentation: It's important to retain all documentation related to the SWIFT transfer, including the transfer confirmation and any receipts or forms provided by your bank.

Inform the Recipient: Let the recipient know that you have initiated the SWIFT transfer and provide them with any necessary information, such as the expected arrival date of the funds.

Remember that the exact process and requirements for initiating a SWIFT transfer can vary depending on the bank, so it's essential to check with your specific financial institution for their specific procedures and fees. Additionally, consider the exchange rates and any potential currency conversion fees if the recipient's account uses a different currency.