

19OCT24    ETN 240018 K

## **Technical Note: FAQ for solanum-audio for iOs software product**

### **What does this product do?**

The app uses a short audio recording of your vehicle to guide the triage process, so you can direct your efforts to the systems in which you are most likely to find the problem you are looking for- or get peace of mind that no serious problems are audible.

### **How accurate is the information the software provides?**

As of the date of this note, the precision of the data model in use is about 83% for multiple overlapping problems, and 90% for singular problems. You have some control over this- you'll get the best accuracy by not talking, and not using the vehicle's audio system, while using the app.

### **Who is this software intended to be useful for?**

People who want to know about noises their car makes, people who want to know if their car is making any noises worthy of concern at all, and people who can't hear any noises their car may or may not make.

### **What devices will the software run on?**

iOs app runs on version 16.0 or later, and MacOS 11.0 or later. This includes iPhone, iPads, and some desktop Apple computers. Web App version runs on any device with a Web browser and a microphone- including desktop computers.

### **Is there an Android version?**

Use the Web app version. The only OS-specific version we offer is for iOs.

### **How do I use the software? Is there a User Guide?**

There *is* a user guide, available at [carnoise.wtf](https://carnoise.wtf). You can also watch videos on our Instagram channel- [@carnoise.wtf](https://www.instagram.com/carnoise.wtf)

### **Are there versions available in languages other than English?**

Not at this time. We look forward to developing versions in other languages, so if you have suggestions on which languages these should be, please share them by emailing [info@solanum-service.com](mailto:info@solanum-service.com) .

**If I record something weird or yucky, will you hear it?**

Possibly, but it's unlikely. We do occasionally review submitted data to see how the product is working and to train the model. Do not record anything you wouldn't want us to hear.

**What kinds of vehicles is this product meant to help with?**

Gasoline and electric passenger cars and light trucks. The model is not trained to categorize sounds from commercial trucks, diesel engines, or off-road machinery, and will often falsely classify normal sounds from these machines as problematic.

**I pushed the "record" button inside my house, or at a concert, or whatever; and I got a nonsense result about car problems. Why?**

Some noises that are not made by automobiles are very similar to the problems our model is trained to recognize. For example, most music has a mixture of rhythmic and random percussive events. The model may falsely recognize these as engine and loose suspension problems, respectively. Use the built-in noise meter (User Guide §.3) to ensure that before you start your car, the non-car noises are at a low enough level that the model can ignore them.

**Is this product AI?**

Not the way you're thinking of. It uses machine learning techniques available since the early 2000's, and does not use "AI" in the post-2022 sense of the word.

**Your user interface is terrible. When are you going to *fix* it!?**

Please send your comment by mail to our remittance address, and we will respond no later than the second Tuesday of the following week.

**What is a Solanum?!**

The genus that contains potatoes and tomatoes. Many lifetimes ago, the business was formed to work for vegetable growers & distributors, and the name stuck.

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## Terms & Conditions- Triage by Audio Products (iOs App, Web App)

1. Acceptance- By using any of our products, you agree to follow these terms.
2. You warrant that you will drive your vehicle in accordance with applicable laws, and in accordance with recommendations of the vehicle manufacturer, while using either version of our product.
  - USE YOUR SEAT BELT. NO EXCUSES!
  - LOOK WHERE YOU ARE GOING
  - IF USING carnoise.wtf ON PUBLIC ROADS, HAVE AN ASSISTANT DRIVE
  - DO NOT ATTEMPT TO USE carnoise.wtf FROM ANYWHERE EXCEPT THE INSIDE OF THE PASSENGER COMPARTMENT.
3. We do not warrant that our product will conclusively identify any problems or lack thereof. It is a probabilistic prediction tool. This means it is useful only for making decisions on whether to look further into problems or not, and that it doesn't replace proper diagnostic tools like compression testers, alignment racks, and the professional judgement of a trained mechanic.
4. Our liability to you is limited to the price paid for any use of our products.
5. Refund policy: For the iOs app, payments are between you and Apple, and you may use Apple's process to request a refund.

For the Web app, to request a refund, email [info@solanum-service.com](mailto:info@solanum-service.com) and state your objective reason for requesting it. We want our customers to be happy, and will not pick apart any stated reasons, but there must be at least one stated.
6. Tokens purchased on the carnoise.wtf Web App must be used within 1 year. We will do our best to maintain token balances as long as possible, but cannot guarantee the maintenance of tokens beyond 1 year from purchase. We reserve the right to buy back any unused tokens, at any time, at our sole discretion.
7. We reserve the right to periodically take either app offline for maintenance. We do our best to avoid having to do this, but it does happen, and this agreement serves as notice that it could happen up to 5% of the time.

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**Privacy Policy- "Triage by Audio" products (both iOS & Web apps)**

**1. Types of data collected**

If allowed by the user, the app collects a 6-second audio signal from the device microphone. No other data is collected.

**2. Use of collected data**

The collected audio signal is sent to Solanum, LLC or its contractors, for processing to determine if the audio signal contains the signature of certain engine problems.

**3. Storage of collected data**

Collected data is stored for later use in debugging our products and in training our model to perform better. Assume we retain this data perpetually.

**4. Anticipated changes**

None anticipated currently. If that changes, we will update this note at that time.

**5. Contact for further questions**

Further questions regarding this privacy policy may be directed to Curtis McKittrick at [mckittcu@solanum-service.com](mailto:mckittcu@solanum-service.com) . Written inquiries may be sent to P.O. Box 71, Frenchtown, NJ 08825-0071, USA.



**Fleet Services**

PO Box 71  
Frenchtown, NJ 08825  
908.627.1025

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30OCT24    ETN240022 A

## Terms and Conditions – Solanum-Audio for iOS

Last updated: 30OCT24

Please read these terms and conditions carefully before using Our Service.

### Interpretation and Definitions

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#### Interpretation

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The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

#### Definitions

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For the purposes of these Terms and Conditions:

- \* Application means the software program provided by the Company downloaded by You on any electronic device, named solanum-audio
- \* Application Store means the digital distribution service operated and developed by Apple Inc. (Apple App Store) or Google Inc. (Google Play Store) in which the Application has been downloaded.
- \* Affiliate means an entity that controls, is controlled by or is under common control with a party, where "control" means ownership of 50% or more of the shares, equity interest or other securities entitled to vote for election of directors or other managing authority.
- \* Country refers to: New Jersey, United States
- \* Company (referred to as either "the Company", "We", "Us" or "Our" in this

Agreement) refers to Solanum, LLC, 152 Frenchtown Rd., Milford NJ 08848.

- \* Device means any device that can access the Service such as a computer, a cellphone or a digital tablet.
- \* Free Trial refers to a limited period of time that may be free when purchasing a Subscription.
- \* In-app Purchase refers to the purchase of a product, item, service or Subscription made through the Application and subject to these Terms and Conditions and/or the Application Store's own terms and conditions.
- \* Service refers to the Application.
- \* Subscriptions refer to the services or access to the Service offered on a subscription basis by the Company to You.
- \* Terms and Conditions (also referred as "Terms") mean these Terms and Conditions that form the entire agreement between You and the Company regarding the use of the Service.
- \* Third-party Social Media Service means any services or content (including data, information, products or services) provided by a third-party that may be displayed, included or made available by the Service.
- \* You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

#### Acknowledgment

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These are the Terms and Conditions governing the use of this Service and the agreement that operates between You and the Company. These Terms and Conditions set out the rights and obligations of all users regarding the use of the Service.

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Your access to and use of the Service is conditioned on Your acceptance of and compliance with these Terms and Conditions. These Terms and Conditions apply to all visitors, users and others who access or use the Service.

By accessing or using the Service You agree to be bound by these Terms and Conditions. If You disagree with any part of these Terms and Conditions then You may not access the Service.

You represent that you are over the age of 18. The Company does not permit those under 18 to use the Service.

Your access to and use of the Service is also conditioned on Your acceptance of and compliance with the Privacy Policy of the Company. Our Privacy Policy describes Our policies and procedures on the collection, use and disclosure of Your personal information when You use the Application or the Website and tells You about Your privacy rights and how the law protects You. Please read Our Privacy Policy carefully before using Our Service.

#### Subscriptions

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#### Subscription period

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The Service or some parts of the Service are available only with a paid Subscription. You will be billed in advance on a recurring and periodic basis (such as daily, weekly, monthly or annually), depending on the type of Subscription plan you select when purchasing the Subscription.

At the end of each period, Your Subscription will automatically renew under the exact same conditions unless You cancel it or the Company cancels it.

#### Subscription cancellations

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You may cancel Your Subscription renewal either through Your Account settings page or by contacting the Company. You will not receive a refund for the fees You already paid for Your current Subscription period and You will be able to

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access the Service until the end of Your current Subscription period.

If the Subscription has been made through an In-app Purchase, You can cancel the renewal of Your Subscription with the Application Store.

### Billing

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You shall provide the Company with accurate and complete billing information including full name, address, state, zip code, telephone number, and a valid payment method information.

Should automatic billing fail to occur for any reason, the Company will issue an electronic invoice indicating that you must proceed manually, within a certain deadline date, with the full payment corresponding to the billing period as indicated on the invoice.

If the Subscription has been made through an In-app Purchase, all billing is handled by the Application Store and is governed by the Application Store's own terms and conditions.

### Fee Changes

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The Company, in its sole discretion and at any time, may modify the Subscription fees. Any Subscription fee change will become effective at the end of the then-current Subscription period.

The Company will provide You with reasonable prior notice of any change in Subscription fees to give You an opportunity to terminate Your Subscription before such change becomes effective.

Your continued use of the Service after the Subscription fee change comes into effect constitutes Your agreement to pay the modified Subscription fee amount.

### Refunds

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Except when required by law, paid Subscription fees are non-refundable.

Certain refund requests for Subscriptions may be considered by the Company on a case-by-case basis and granted at the sole discretion of the Company.

If the Subscription has been made through an In-app purchase, the Application Store's refund policy will apply. If You wish to request a refund, You may do so by contacting the Application Store directly.

#### Free Trial

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The Company may, at its sole discretion, offer a Subscription with a Free Trial for a limited period of time.

You may be required to enter Your billing information in order to sign up for the Free Trial.

If You do enter Your billing information when signing up for a Free Trial, You will not be charged by the Company until the Free Trial has expired. On the last day of the Free Trial period, unless You canceled Your Subscription, You will be automatically charged the applicable Subscription fees for the type of Subscription You have selected.

At any time and without notice, the Company reserves the right to (i) modify the terms and conditions of the Free Trial offer, or (ii) cancel such Free Trial offer.

#### In-app Purchases

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The Application may include In-app Purchases that allow you to buy products, services or Subscriptions.

More information about how you may be able to manage In-app Purchases using your Device may be set out in the Application Store's own terms and conditions or in your Device's Help settings.

In-app Purchases can only be consumed within the Application. If you make a In-app Purchase, that In-app Purchase cannot be cancelled after you have initiated its download. In-app Purchases cannot be redeemed for cash or other consideration or otherwise transferred.

If any In-app Purchase is not successfully downloaded or does not work once it has been successfully downloaded, we will, after becoming aware of the fault or being notified to the fault by You, investigate the reason for the fault. We will act reasonably in deciding whether to provide You with a replacement In-app Purchase or issue You with a patch to repair the fault. In no event will We charge You to replace or repair the In-app Purchase. In the unlikely event that we are unable to replace or repair the relevant In-app Purchase or are unable to do so within a reasonable period of time and without significant inconvenience to You, We will authorize the Application Store to refund You an amount up to the cost of the relevant In-app Purchase. Alternatively, if You wish to request a refund, You may do so by contacting the Application Store directly.

You acknowledge and agree that all billing and transaction processes are handled by the Application Store from where you downloaded the Application and are governed by that Application Store's own terms and conditions.

If you have any payment related issues with In-app Purchases, then you need to contact the Application Store directly.

#### Links to Other Websites

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Our Service may contain links to third-party web sites or services that are not owned or controlled by the Company.

The Company has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. You further acknowledge and agree that the Company shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with the use of or reliance on any such content, goods or services available on or through any such web sites or services.

We strongly advise You to read the terms and conditions and privacy policies of any third-party web sites or services that You visit.

#### Termination

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We may terminate or suspend Your access immediately, without prior notice or liability, for any reason whatsoever, including without limitation if You breach these Terms and Conditions.

Upon termination, Your right to use the Service will cease immediately.

#### Limitation of Liability

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Notwithstanding any damages that You might incur, the entire liability of the Company and any of its suppliers under any provision of this Terms and Your exclusive remedy for all of the foregoing shall be limited to the amount actually paid by You through the Service or 100 USD if You haven't purchased anything through the Service.

To the maximum extent permitted by applicable law, in no event shall the Company or its suppliers be liable for any special, incidental, indirect, or consequential damages whatsoever (including, but not limited to, damages for loss of profits, loss of data or other information, for business interruption, for personal injury, loss of privacy arising out of or in any way related to the use of or inability to use the Service, third-party software and/or third-party hardware used with the Service, or otherwise in connection with any provision of this Terms), even if the Company or any supplier has been advised of the possibility of such damages and even if the remedy fails of its essential purpose.

Some states do not allow the exclusion of implied warranties or limitation of liability for incidental or consequential damages, which means that some of the above limitations may not apply. In these states, each party's liability will be limited to the greatest extent permitted by law.

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**"AS IS" and "AS AVAILABLE" Disclaimer**  
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The Service is provided to You "AS IS" and "AS AVAILABLE" and with all faults and defects without warranty of any kind. To the maximum extent permitted under applicable law, the Company, on its own behalf and on behalf of its Affiliates and its and their respective licensors and service providers, expressly disclaims all warranties, whether express, implied, statutory or otherwise, with respect to the Service, including all implied warranties of merchantability, fitness for a particular purpose, title and non-infringement, and warranties that may arise out of course of dealing, course of performance, usage or trade practice. Without limitation to the foregoing, the Company provides no warranty or undertaking, and makes no representation of any kind that the Service will meet Your requirements, achieve any intended results, be compatible or work with any other software, applications, systems or services, operate without interruption, meet any performance or reliability standards or be error free or that any errors or defects can or will be corrected.

Without limiting the foregoing, neither the Company nor any of the company's provider makes any representation or warranty of any kind, express or implied: (i) as to the operation or availability of the Service, or the information, content, and materials or products included thereon; (ii) that the Service will be uninterrupted or error-free; (iii) as to the accuracy, reliability, or currency of any information or content provided through the Service; or (iv) that the Service, its servers, the content, or e-mails sent from or on behalf of the Company are free of viruses, scripts, trojan horses, worms, malware, timebombs or other harmful components.

Some jurisdictions do not allow the exclusion of certain types of warranties or limitations on applicable statutory rights of a consumer, so some or all of the above exclusions and limitations may not apply to You. But in such a case the exclusions and limitations set forth in this section shall be applied to the greatest extent enforceable under applicable law.

**Governing Law**  
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The laws of the Country, excluding its conflicts of law rules, shall govern

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this Terms and Your use of the Service. Your use of the Application may also be subject to other local, state, national, or international laws.

#### Disputes Resolution

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If You have any concern or dispute about the Service, You agree to first try to resolve the dispute informally by contacting the Company.

#### For European Union (EU) Users

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If You are a European Union consumer, you will benefit from any mandatory provisions of the law of the country in which You are resident.

#### United States Federal Government End Use Provisions

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If You are a U.S. federal government end user, our Service is a "Commercial Item" as that term is defined at 48 C.F.R. §2.101.

#### United States Legal Compliance

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You represent and warrant that (i) You are not located in a country that is subject to the United States government embargo, or that has been designated by the United States government as a "terrorist supporting" country, and (ii) You are not listed on any United States government list of prohibited or restricted parties.

#### Severability and Waiver

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#### Severability

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If any provision of these Terms is held to be unenforceable or invalid, such provision will be changed and interpreted to accomplish the objectives of such

provision to the greatest extent possible under applicable law and the remaining provisions will continue in full force and effect.

#### Waiver

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Except as provided herein, the failure to exercise a right or to require performance of an obligation under these Terms shall not affect a party's ability to exercise such right or require such performance at any time thereafter nor shall the waiver of a breach constitute a waiver of any subsequent breach.

#### Translation Interpretation

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These Terms and Conditions may have been translated if We have made them available to You on our Service. You agree that the original English text shall prevail in the case of a dispute.

#### Changes to These Terms and Conditions

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We reserve the right, at Our sole discretion, to modify or replace these Terms at any time. If a revision is material We will make reasonable efforts to provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at Our sole discretion.

By continuing to access or use Our Service after those revisions become effective, You agree to be bound by the revised terms. If You do not agree to the new terms, in whole or in part, please stop using the website and the Service.

#### Contact Us

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If you have any questions about these Terms and Conditions, You can contact us:

\* By visiting this page on our website: <https://www.solanum-service.com/>