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New Owners:

Q: I just bought the tool for the first time, what do I need to do?

A: To register the tool and claim ownership, please log in to your Link account (creating one if you do not already have one) and follow the prompts to connect to your new tool. Once registered, you'll have the option to claim ownership if the tool does not already have an owner. If you have not yet verified your email address through Link, you will be presented with the link to do so.

Q: I have a Link account; how do I claim ownership of the tool?

A: Log in to your Link account, navigate to the "Near By Tools" section or the "+" to find the tool you want to claim ownership, and select the option to register a new tool. Follow the on-screen instructions to complete the process and enjoy using your tool securely.

Selling the Tool:

Q: I sold my tool after unlocking it, is there anything else I need to do?

A: If you've already unlocked the tool, there's no additional action required. However, we recommend removing it from your Link account for clarity. You can do this by navigating to the tool's profile and selecting the option to remove or transfer ownership.

Q: I sold my tool without unlocking it, what should I do now?

A: Please reach out to the new owner and inform them about the tool's status. They may need assistance in unlocking it or transferring ownership. Additionally, if the tool is still registered under your account, consider removing it to avoid any confusion.

Relinquishing Ownership:

Q: How do I relinquish ownership of the tool?

A: To relinquish ownership, log in to your Link account, navigate to the tool's profile, and select the option to transfer ownership which will be under “...” on the top right corner of the tool home screen. Follow the prompts to complete the transfer process. Once transferred, you'll no longer have control over the tool's usage or locking mechanisms.

Q: What happens to the automatic lock criteria when I relinquish ownership?

A: The automatic lock criteria associated with the tool will be removed. The new owner will have the authority to enable these settings according to their preferences.

Automatic lock Criteria Setup:

Q: How do I set up automatic lock criteria based on operation count or runtime?

A: In your Link account, navigate to the tool's profile, and select the option for automatic lock settings. From there, you can choose between operation count, and runtime, and define the thresholds for automatic locking.

Borrowing/Lending the Tool:

Q: Can I lend the tool to another user?

A: Yes, you can lend the tool to another user. However, please ensure that the borrower understands any existing automatic lock criteria and adheres to usage guidelines to avoid any issues.

Q: How does lending the tool affect the automatic lock criteria?

A: Lending the tool doesn't affect the automatic lock criteria directly. However, keep in mind that usage during the lending period will contribute to operation count or runtime, which may trigger automatic locking if thresholds are met.

Extending Automatic lock Criteria:

Q: How can I request an extension on the automatic lock criteria?

A: To request an extension, please contact the tool's owner or the administrator overseeing its usage. Provide a valid reason for the extension and any relevant details to support your request.

Q: What if my request to extend the automatic lock criteria is denied?

A: If your request is denied, it's likely due to predefined policies or operational constraints. We recommend discussing alternative solutions with the owner or administrator to meet your needs while ensuring the security of the tool.

Users:

Q: I received the tool with the lock turned on, what should I do?

A: Reach out to the tool owner directly to unlock the tool.

Q: What should I do if I lose the tool or it gets stolen?

A: Reach out to the tool owner immediately so that they can turn the lock on for that specific tool. When the tool comes under the vicinity of any Link app the tool will be locked instantly and the owner will be notified of the last seen location.

Handling Requests and Denials:

Q: What should I do if my request to extend the automatic lock criteria is denied?

A: If your request is denied, please review the reasons provided and consider adjusting your usage accordingly to stay within the established criteria.

Lost or Stolen Tools:

Q: What should I do if my tool is lost or stolen?

A: In case of loss or theft, please report the incident immediately to the relevant authorities and proceed to lock the tool in your Link account. When the tool comes under the vicinity of any Link app the tool will be locked instantly and the owner will be notified of the last seen location.

User Assistance with Automatic lock Criteria:

Q: How can I know if I'm nearing the limit of exhausting the automatic lock criteria?

A: The tool will have the LED blinking yellow when it is near locking based on the criteria set by owner.

Handling Ownership Transitions:

Q: What happens if I buy a tool from an owner, but it's still owned by someone else in the system?

A: If ownership is held by another person in the system, please contact them to initiate the ownership transfer process. Once completed, you'll be able to manage the tool's settings. If the previous owner doesn't respond to the in app request that you made, the tool will automatically get assigned to you after 30 days.

Tool Return Process:

Q: How do I return the tool back to the owner?

A: When returning the tool, ensure it's in the same condition as when received. Notify the owner of the return, and they'll manage any necessary adjustments to the automatic lock criteria.

Offline Usage and Automatic lock Criteria:

Q: What happens if I have no internet connection and I'm out of usage?

A: If you're offline and nearing the automatic lock criteria, the tool may still operate based on its internal settings. Once connected again, ensure to sync with the system to update the criteria.

User Responsibility in Tool Management:

Q: What are my responsibilities as a user regarding tool management?

A: As a user, it's important to adhere to the established automatic lock criteria and usage guidelines. This helps maintain the security and functionality of the tool for all users.