



Model 90790 Device Development LonSupport™ Annual Service

The goal of Echelon's Product Support Program is to assist customers with questions on the use and application of Echelon's products. The Device Development LonSupport Annual Service is offered to OEMs seeking support for LONWORKS® device development. The OEM's technical support staff is responsible for providing support to its customers, and direct calls to Echelon for end product support will be redirected to the OEM.

Echelon provides global support through Support Centers located in San Jose, London, Beijing and Tokyo. Questions may be addressed to an Echelon support center via telephone, fax or email. Please refer to Echelon's website (www.echelon.com/support) for the most current information on how to contact the Support Centers.

LonSupport annual services begin once a valid purchase order or payment has been received by Echelon and expires twelve months after the order or the credit card payment is received by Echelon. Standard Echelon payment terms are applicable.

Device Development LonSupport Annual Service is offered to OEMs seeking support for LONWORKS device development. Device Development Support provides support for the use and application of the following products: LonBuilder®; NodeBuilder®; MIP; ShortStack®; transceivers; router core and serial adapter module; smart transceivers, control module and PSG product families; design support kits (DSK); link power interfaces; and communication transformers.

Support by Phone

- Monday through Friday, 08:30 AM – 4:30 PM*
- Access to Echelon's Applications Engineers (AE) for one (1) registered contact. Additional contacts may be registered and will be priced separately.
- The designated registered contact may be changed only once during the support contract term except in the event of termination of employment, in which case a replacement contact may be designated. Notification of this change must be submitted to Echelon in writing, on company letterhead, and must include the name, address, telephone, fax, and email of the newly designated contact.

Access to Echelon's Support Website

- Frequently Asked Questions
- Discussion Groups
- Downloads
- Alerts
- Knowledge Base
- Manuals
- Data Sheets

Direct Transfer

Calls for support will be transferred to the first available AE. While we will attempt to handle all calls promptly, call volumes may hinder our ability to take a call immediately. Customers may be given a choice to leave a voice mail, send an email or wait for a call-back from an AE.

Rapid Response

Echelon will use reasonable commercial efforts to answer support calls received prior to 1:00 PM* on the day received. Calls received after 1:00 PM* will receive next-day priority.

Email Support (lonsupport@echelon.com)

Email support requests are reviewed Monday through Friday, 08:30 AM – 4:30 PM* and are transferred directly to an AE. Echelon will use reasonable commercial efforts to reply to emails within four hours or the next business day depending on the time of receipt.

Quarterly Web Based Seminars

Private seminars for supported customers scheduled quarterly to provide information on new Echelon products, as well as technical and application tips.

Quarterly Electronic Newsletter

A quarterly newsletter, delivered by email, providing technical tips, Web seminar schedules, white papers, product alert notification, and news pertinent to LonSupport customers.

*Times should be adjusted to the time zone of the Support Center you are contacting.



Device Development Product Support Policy

The goal of the Product Support Programs is to assist customers with questions on the use and application of our products. Echelon's support programs provide support only for products that are offered by Echelon. Assistance is provided in the form of responses to questions submitted to Echelon via telephone, fax, or email. Due to the wide range of environments in which our products may be used, Echelon will use reasonable commercial efforts to meet customer needs but cannot ensure that support will be available for every issue raised. Additionally, Echelon will support only the current commercially available version of a product and the version immediately preceding it.

Product support assistance includes:

- How to operate the product(s);
- Functional explanation of the input/output operation of, and interface to, the products;
- Reasonable commercial efforts to troubleshoot and debug the input/output operation of, and interface to, the products.

Device Development Product support program specifically does NOT include:

- Support related to LNS® Application Developer's Kit for Windows; LNS Redistribution Kit for Windows; OpenLDV™ Driver; SLTA; PCLTA, and PCC connectivity products; LonPoint® product family; Device Manager product family; Protocol Analyzers; i.LON® product families; LonMaker™ Integration Tools; and the LNS DDE Server;
- Coverage of third-party products, software, or operating systems;
- Debugging customer software code or circuit designs including, but not limited to, network management functions;
- Debugging or analysis of software code or circuit designs that duplicate functions provided by Echelon products;
- Support at customer's facilities;
- Support of customer's customers;
- Support that requires disclosure of Echelon proprietary information.

Product support requirements include:

- Customer must comply with Echelon Terms and Conditions or other specified Agreements, where applicable;
- Customer's software must be at current revision levels to be eligible for technical support.

ALL SUPPORT AND DESIGN REVIEW SERVICES ARE DESCRIBED IN THE RELEVANT DATA SHEET AND ARE PROVIDED PURSUANT TO ECHELON'S STANDARD TERMS AND CONDITIONS AND ARE PROVIDED "AS IS". ECHELON MAKES NO WARRANTY FOR SUCH SERVICES, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON INFRINGEMENT OR THEIR EQUIVALENTS. ECHELON DOES NOT GUARANTEE THAT ALL PROBLEMS WILL BE SOLVED OR THAT ANY RESPONSE WILL BE ERROR-FREE. ECHELON IS NOT RESPONSIBLE FOR CUSTOMER'S USE OF ANY INFORMATION PROVIDED UNDER THESE SERVICES.

ECHELON'S LIABILITY FOR SERVICES WILL NOT EXCEED THE FEE PAID DURING THE ONE-YEAR PERIOD PRECEDING THE DATE OF ANY CLAIM FOR THE SERVICES GIVING RISE TO SUCH LIABILITY. IN NO EVENT WILL ECHELON BE LIABLE FOR ANY LOST PROFITS, COST OF COVER OR OTHER SPECIAL, CONSEQUENTIAL, INCIDENTAL OR INDIRECT DAMAGES ARISING IN ANY WAY OUT OF SUCH SERVICES, HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY.



550 Meridian Ave.
San Jose, CA 95126
+1 408 938 5200
1 888 ECHELON
www.echelon.com/support