



Model 90900 LonSupport™ Single Incident

LonSupport Single Incident support provides telephone access to Echelon's Applications Engineers for a single support incident. This fee-for service requires a credit card payment at the initiation of the telephone call. Single Incident support provides technical assistance on the use and application of any one of the following Echelon products:

- Communication transformers
- Control Module and PSG product families
- Design support kits (DSK)
- Device Manager product family
- i.LON® product family
- Interoperable Self-Installation (ISI)
- Link power interfaces
- LNS® Application Developer's Kit
- LNS Redistribution Kit
- LNS DDE Server
- LonMaker® Integration Tool
- LonScanner™ Protocol Analyzer
- LONWORKS® Bundle Deployment Kit
- Mini EVK Evaluation Kit
- MIP
- Network interfaces (packaged, modules, and firmware)
- NodeBuilder® Development Kit
- OpenLDV™ Driver
- PL DSK
- Routers (packaged, modules, and firmware)
- ShortStack® Software
- SLTA, PCLTA, and PCC connectivity products
- Smart Transceivers
- Transceivers

Incident LonSupport is defined as a single, discrete technical problem that cannot be subdivided into subordinate problems. Each incident typically relates to a specific issue that can be addressed by pinpointing its cause. If that issue consists of multiple problems a separate incident will be required to solve each problem. Echelon, in its sole discretion, will determine what constitutes a per-incident support issue and will identify if and when fees will be charged.

Incident LonSupport is not an annual support agreement. Charges are on a per-incident basis and are due at the time of service. Any fees paid while using Incident LonSupport cannot be applied toward the cost of an annual support agreement.

Support by Phone

- Access to Echelon's Applications Engineers (AE), Monday through Friday, 08:30 AM – 4:30 PM*

Access to Echelon's Support Web site

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



Single Incident Support Policy

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 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* (1300 hours) on the day received. Calls received after 1:00 PM* (1300 hours) will receive next-day priority.

*Times refer to the time zone of the Support Center you are contacting.

Echelon Product Support Policy

The goal of the Product Support Programs is to assist customers with questions regarding the use and application of our products. Echelon's support programs provide support only for products that are currently offered by Echelon. Assistance is provided in the form of responses to questions submitted to Echelon via telephone. 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:

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

Echelon's Product support program specifically does

NOT include:

- 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 requirement 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.

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