Support Options for ZY1000 Users

USI — Ultimate Solutions, Inc.

Level "0"

Included with the purchase of a ZY1000

Email support for 90 days. Email delivery of software updates for 12 months from the date of purchase will be provided as new firmware becomes available. No phone support is available under this plan.

Pricing

Part Number: USI29-SPRT-A
To renew before update period expires
Price: $150.00

Part Number: USI29-SPRT-B
To restart if update period has expired
Price: $300.00

Level "1"

USI Priority Access Program (PAP)

Unlimited email support and 3 hours of phone support limited to ZY100 specific problems. Price includes email delivery of software updates for 12 months. Board specific issues are not covered under this plan.

Pricing

Part Number: USI29-SPRT-1
For 12 months
Price: $395.00

Part Number: USI29-SPRT-3
To renew after 12 months
Price: 395.00

Level "2"

Board Specific Engineering Services (BSES)

Board Specific Engineering Services (BSES) will be managed by one of USI's approved "Engineering Partners" who will provide email & phone support specifically for custom hardware issues and board bring up. Engineering services through USI's BSES subscription will be limited to 12 man-hours. Beyond this period, users may extend a new support contract directly with USI's Engineering Partner.

The Level 2 Plan includes assistance with:

1) SPI/NAND Flash Programming
2) Building board initialization files, RegDef & CFG files for custom hardware
3) Loading and debugging u-Boot or other industry standard boot monitors.
4) Debugging basic BDM/JTAG communication problems
5) Linux Kernel & Linux Module debugging.

Pricing

Part Number: USI29-SPRT-8
Price includes Level 1 Subscription
Price: $1,395.00

Part Number: USI29-SPRT-9
For Active PAP subscribers
Price: $ 999.00

For any ZY1000 users who need assistance with other technical issues not listed here, please contact your USI Sales Represenatative for additional options.

NOTE: Phone support is available from 9:00 AM to 5:00 PM EST