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Priority Access Program Policies

The Abatron BDI series of BDM/JTAG hardware is sold with a 3-year hardware warranty. Users of bdiGDB/Pro/Access are eligible to receive software updates for a period of one year and any point-to-point support is available via email only.

With the purchase of any Abatron unit, customers may elect to purchase a one (1) year subscription to Ultimate Solutions' "Priority Access Program" (PAP) which extends software updates from one year to two years. In addition, subscribers have access to a toll free number (1-866-455-3383) where registered users can call and speak to a qualified MTS within Ultimate Solutions.

The Blackhawk family of JTAG Emulators is sold with a 1-year hardware warranty. Customers have the option to purchase USI's "Priority Access Program" (PAP), which extends the hardware warranty from (1) year to (2) years.

Below is a list of guidelines we have established to insure that subscribers have a clear understanding of the program and its policies.

- All subscribers must pre-register with Ultimate Solutions prior to receiving any technical support.
- The PAP subscription is tied directly to a specific serial number of a BDI or Blackhawk unit, not to a specific user. This is because employee turnover makes it very difficult to track support subscriptions by users.
- Multiple users of a single BDI or Blackhawk unit may access the PAP support staff with a single subscription as long as they have pre-registered with Ultimate Solutions.
- For the Abatron product, support is limited to topics specific to the BDI product, and BDI specific software to include LinuxScope. Topics related to GCC/GNU/GDB etc. are not covered under this program however, if the question is simple enough, USI will assist as required. For the Blackhawk product, any hardware problems will be addressed and all versions of Code Composer Studio purchased with the unit will also be covered with the support package.

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