

# Product and Design Support

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## 1 Introduction to Techsol's Support Offerings

To enhance our customers's ability to fulfill their missions, Techsol provides tailored support services. These services range from the provision of standard warranties, included with every purchase, to enhanced support programs and full, turn#key design services.

While standard and extended warranties provide the end user with coverage for repair services, enhanced support programs provide each customer with a tailored service that addresses their specific needs.

Whether it be standard, e#mail support, enhanced telephone support, or the engineering design services, these flexible support services are designed to ensure a specific customer's requirements are met.

**Note:**

You get **1 month of Premium Support plus 2 months of Standard Support for FREE** with your first development kit purchase.

## 2 Standard Support

- Includes e#mail Support
- Sold in monthly increments
- Response time is normally less than 24 hours, often under 1 hour!

### 2.1 Pricing

Part number	Description	Price: \$	Time Period
46#000004#000	<b>Standard Support</b>	\$1,000	1 month
46#000004#000	<b>Standard Support</b>	\$10,000	12 months

**Note:**

1. You get **2 months of Standard Support plus 1 month of Premium Support for FREE** with your first development kit purchase.

**Note:**

2. You get **FREE Standard Support** as long as you purchase at least 100 Medallion CPU Modules per year!

## 3 Premium Support

- Includes Standard Support PLUS:

- Direct telephone support to Techsol engineers
- Sold in monthly increments
- Call for more details

### 3.1 Pricing

Part number	Description	Price: \$	Time Period
46#000005#000	<b>Premium Support</b>	\$2,000	1 month
46#000005#000	<b>Premium Support</b>	\$20,000	12 months

**Note:**

You get **1 month of Premium Support plus 2 months of Standard Support for FREE** with your first development kit purchase.

### 4 Custom (On#site) Engineering Support

- If you really need it, we can put our engineers into your engineering team to solve your toughest integration problems.
- Fees include travel and other expenses.
- Please call for more details and a quotation.