Conditions of Technical Support

1. Technical support service is a service issued by the manufacturer of the NOVAsom boards to help our customers find solutions to their problems while using NOVAsom boards, and to assist in its working with their products. It is important not to confuse it with engineering work.

2. NOVAsom boards, as shipped by the manufacturer, are not designed to operate in standalone mode, but may require customer's application software, power, and connections with sensors, actuators , displays, etc., that are provided by the system integrator or customer to be fully operational.

3. Due to this, free technical support cannot be involved in the types of problems regarding §2 where Novasom Industries' technicians may require further detailed study of the customer's application.

4. In order to never leave a customer alone with his problem (one of Novasom Industries core values), and considering that Novasom Industries people are skilled engineers, a quote to solve specific customers' problems can be obtained from our sales force: We call this engineering work and not technical support.

5. Notice that any engineering work or technical support is an extremely complex activity and can always be done with an indicative time to market. It can be delayed to issues external to Novasom Industries engineers, starting with the interaction with customers' technical staff. So time estimation is always indicative.

6. Technical support included and free with the NOVAsom products, is designed to help customers navigate our support section, using of application notes and demo SW there included, and be able to demonstrate the proper working of all the peripherals included on the board, not to solve specific customers' application problems: this is engineering job.

7. Any SW contained on the board not directly managed by the manufacturer (like example Ubuntu, Yocto, Qt library, etc.) cannot be object of support: them are supported by the respective manufacturer and are HW independent. NOVAsom technical support will insure that this software is compatible with all peripherals included on the board but cannot be responsible for off board applications or the customer provided application software.

8. But systems are usually complex. A customer may ask for technical support and argue that the problem is the responsibility of Novasom Industries and not of their own. Should Novasom Industries be able to demonstrate that the customer or customer's application was responsible for the problem, customer will accept to pay for the time spent by Novasom Industries technicians to support this task at the rate of 100 €/h.

Examples of free technical support:

- Customer finds a SW bug or a conflict or errors in technical documentation
- Customer does not know where to find technical documents or restore SW
- Customer needs to have a finite and unique indication on how to move a GPIO or a serial line

Example of engineering work obtainable after a quote:

- Customer needs to plug and work with a specific monitor, module, external board, dongle, etc.
- Customer is having problems using their own specific applications on the NOVAsom board, from the compile to the performance point of view.
- Customers' applications crash or reboots or it's not working well.