Technical Support Packages

Dynamic Engineering Technical Support is delivered through three packages: Basic, Premium and Advanced. Each package ensures you get the most out of your investment, and is designed to help you resolve technical issues efficiently and conveniently based on actual requirements.

Basic

Ideal for well-versed developers who need little to moderate support in their interaction with standard Dynamic Engineering boards and drivers. Well-suited for installation, maintenance and general-use inquiries. Includes 8 hours of support. Generally one point of contact.

Advanced

Ideal for the average developer who will need support when working with Dynamic Engineering boards and standard drivers. Improve issue resolution time by working directly with an engineer. Includes 24 hours of support.

Premium

Ideal for developers who have larger scale projects and require comprehensive support from Dynamic Engineering to aide in design, debug and testing. Minor customization and special releases of modified files. Includes 40 hours of support, priority over other packages. May include multiple points of contact.

Technical Support Terms and Conditions

All support packages must be fully paid prior to use and are valid for one year from purchase date. Additional packages may be purchased if more time is needed than originally anticipated.

Support hours will not be charged for oversights discovered in standard drivers or manuals.

Time charged against package includes research performed by staff and is not open to dispute. Minimum fraction is one quarter of an hour.

Clients will be informed as to the time spent after each support session is closed.

Standard Usage
Users will only have access to support packages by supplying a unique identifier code, which will be supplied at the time of purchase to only the purchasing agent and technical point of contact. It is up to the discretion of these individuals to share this code with their team to allow usage of the support resources available.

Additional Customization
Additionally, clients may choose to customize their support package further by filling out the 'Optional Universal Usage Form' or the 'Optional Defined User List Form'. These forms either grant universal usage of the support package or provide strict limits on the names of users who may access the package, respectively. Neither of these options are required.

Optional Universal Usage Form

Only complete and return this section to Dynamic Engineering if you would like any member of your company to have access to your support package without needing the specific code for this package.

Company Name_____

Technical Support Package Level _____

I, _____ (printed name), give Dynamic Engineering permission to supply technical support to any member of my company without additional authorization or verification until the package is depleted.

_____   _____   _____
Signature   Title   Date

Optional Defined User List Form

Only complete and return this section to Dynamic Engineering if you would like to specifically limit the usage of your support package to a predetermined list of contacts within your company. All users must also present the package code prior to receiving support.

Company Name_____ Division/Project (optional) _____

Technical Support Package Level _____

I, _____ (printed name), limit Dynamic Engineering to supplying technical support to only the following members of my company (use additional sheets if necessary):

Name: Email:
_____

_____

_____

_____

_____   _____
Signature   Date