

## Standard service

When you purchase AMS, you get one year of standard service. This includes:

- Free updates to AMS source code and documentation.
- Support via e-mail, phone or video conference.
- One contact person  
You will appoint a single contact person for all support activities.  
The contact person must have a basic knowledge of Arduino development.
- Error reports:
  - Error reports can be submitted via email and must contain necessary documentation.
  - An error report may include suggested changes to source code or documentation.
- Error response  
The response to an error report may be one or more of the following actions:
  - The error report is not accepted as an error.
  - The error cannot be reproduced. More documentation may be requested.
  - If the error is accepted it may be corrected by:
    - Update to a coming release.
    - Updated documentation.
    - Suggested workaround.
- All other comments are welcome including:
  - Suggested new or changed features.
  - Information about things that are difficult to understand or unclear.
- Suggested features will be evaluated for possible inclusion in coming versions of AMS.
- Support will be limited to the software and documentation as delivered.  
For individual support, see Gold service.

## Gold service

With Gold service, your individual project will be supported with the following services:

- Open discussions relevant for your project:
  - Any subject that you want to discuss.
  - For proper preparation the subject should be submitted in advance.
  - Discussions are supported via phone or video conference.
- Review of your design.  
Submit your design for review. This may include:
  - Power state.
  - Configuration parameters.
  - Selected code lines.
  - Interface logic.
  - Any other subject you may want reviewed.
- The review response may be via email, telephone or video conference.
- Two contact persons.
- Upper limit:
  - It may be necessary to put an upper limit on the number of discussions and reviews.
  - If you need individual support for more than one or two projects, you will have to sign a special agreement.