



# STx Support

*Three levels of support & services cover all your needs.*

## **Level 1 Basic Support, free:**

***For customers having problems with our standard products.***

This includes needs relating to hardware workmanship or software, start-up problems and any peripherals or material provided with the product. Included is support for configuring the standard integrated development environment (IDE), JTAG debuggers and standard hosts.

## **Level 2 Extended Service, hourly rate/package:**

***For customers that need assistance with our product.***

STx will provide extended services for those customers that need to add external hardware peripherals or unsupported software on the standard products. STx will provide schematics in PDF and DSN (OrCAD database), all modifications and patches, test code source and Abatron BDI2000 script as standard service products (see reverse side). Our support may be directly by STx or an affiliate. This services may include limited training for either STx products or third-party products. All phone support will be scheduled in advance.

## **Level 3 Full Service, cost quoted per requirement:**

***For customers that need a custom version of our product.***

STx will assign an engineer to work with the customer for full customization of both product hardware and software. This could include full training for product hardware, software, or integrated development environment by either STx or an affiliate.

## **Contact**

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749 Miner Rd.  
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PH: 440 461 4700 119  
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## ***Silicon Turnkey Express offers a variety of Level 2 standard service products for nominal fees.***

*(All charges below are partially reimbursable if STx EMS services are engaged.)*

### **ADS512101 Service Products:**

#### **Behind The Scenes \$99**

CD of non-public commentary, design challenges, suggestions and ideas.

#### **Quick Question \$499**

Includes 1 hour of phone support and 1 week of email support.

#### **CPLD Package \$1999**

Includes Byteblaster 2 and CD with source, notes, and non-public demo code. Comes with 4 hrs of phone & 2 wks of email support.

### **MPC5121E Design Support:**

*(All service packages are limited to content based on ADS512101 design.)*

#### **Schematic Review \$3999**

Includes thorough review of CPU, FLASH, DRAM, CLOCK circuit & connections; and review of floor plan. Comes with 4 hrs of phone & 2 wks of email support.

#### **Layout Review \$3999**

Includes thorough review of CPU fanout, SI, component placement, PCB layout and design for manufacturing. Comes with 4 hrs of phone & 2 wks of email support.

#### **BOM Analysis \$499**

Includes suggestions for lower cost components and identification of component life cycle. Comes with 2 hrs of phone & 1 wks of email support.

#### **Design Review \$6999**

Includes Schematic, Layout Review and BOM Analysis service package from above. Comes with 8 hrs of phone & 3 wks of email support.

#### **U-Boot Support \$3999**

Includes JTAG troubleshooting and custom u-boot with current patches & revisions. Comes with 4 hrs of phone & 2 wks of email support.

#### **Total Support (All the above) \$11999**

All service packages above and 12 hours of phone and 4 weeks of email support. Valued at over \$15,000.