

Standard Support (12 months)

SUPPORT-NEO-12

Applies to all new GRIDlinks for 1 year after placed in service or up to 2 years after shipment (whichever occurs first).

What's included :

GRIDview Global Cloud Interface:

- One individual account with Admin rights
- Firmware upgrades.
- Control Software upgrades.
- SSL Certs upgrades to Utility VTN

Telephone support for:

- Startup and configuration
- Load shed testing
- Preparation for Utility verification
- Troubleshooting

Hardware is warranted for 2 years as shown in the GRIDlink "[Statement of Limited Warranty](https://gridlinktechnologies.com/about)"
<https://gridlinktechnologies.com/about>

Services are provided by a support team of industry professionals embracing best practice methodologies and continuous improvement strategies.

Specialists in industrial automation, software development, wired and wireless networking work in collaboration within an escalation hierarchy, ensuring constant and timely resolution to customer issues.

Support is available during normal business hours PST.