



# RDS-SUPPORT: Reference Design Systems Support

Mfftr PN: RDS-SUPPORT

## **Description**

Freescale's Reference Design Systems (RDS) are market or near-market ready reference designs developed to shorten time to production. Based on QorIQ processing platforms, these RDS tools are system-optimized for the chosen application and provide software and hardware tuned to meet market requirements. By leveraging form factor and "BOM cost optimized platforms" – the RDS provides a great starting point for quick turn designs. The RDS package includes, bill of materials, schematics, layouts and a complete software listing.

Maintain your edge by purchasing an RDS support contract and connect with Freescale RDS experts and further shorten your design cycle with a dedicated service level agreement.

## **Features**

- Priority engagement with dedicated Freescale support team
- Next business day engagement with RDS expert support staff
- Engagement until resolution
- Resolutions include:
  - Research and answer
  - Workaround recommendations/suggestions
  - Clear identification, acknowledgment and support on bugs in the software, when identified as such

## **System Requirements**

- A compatible browser for issuing service requests to <http://freescale.com/support>
- A valid Freescale.com account, using a business email address

## **Support Policy**

- 1 year of technical support or a maximum of 200 support hours, whichever comes first
- Contact Freescale support 24/7/365 by leveraging <http://freescale.com/support>
- Keep up to speed with up to three employees per support contract
- Focus on a single Freescale Reference Design System per support contract
  - Includes reference design software support
  - Includes support on the reference design hardware
  - Includes support for the Linux SDK running on the RDS
- See additional details in Service Level Agreement