



# QD/QWL

Building Managers



# TCS Device Lifecycle Support: Overview

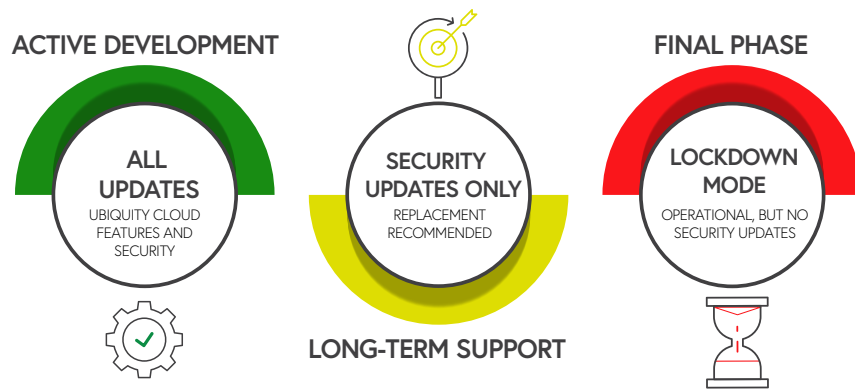
TCS Building Manager devices (QD and QWL models) are a combination of sophisticated hardware, firmware, and software. Over time, these devices receive periodic firmware and software upgrades from TCS to properly maintain their functionality and network security.

After enough time has passed beyond the product line launch date, it becomes impractical or even impossible to upgrade or modify the firmware and software on the devices to keep pace with advances in technology; this is true of all such products, regardless of the quality or the manufacturer.

TCS provides three distinct phases of support via the Ubiquity Cloud Subscription as QD devices move through their life cycles. These phases allow TCS to provide appropriate support while helping customers manage expectations and risks, budget maintenance costs, and properly plan for replacement of older devices with new ones at the beginning of their life cycles:

## Device Support Cycle (DSC)

- Active Development
- Long-Term Support
- Final Phase



The duration of the DSC varies by device, from seven to 10 years after the device was introduced to the market. (This is separate and distinct from the TCS product warranty; the three-year product warranty covers individual QD units from their date of purchase against failure or malfunction.)

## Active Development

Security updates and feature updates are packaged and distributed with every update release. Feature updates could be an update to the HVAC application, a system-level serviceability change, or a third-party integration implementation.

## Long-Term Support

Only Security updates are packaged and distributed with each update release. Security updates cover OS patching, configuration modification, vulnerability mitigation, and extensions to security that were not available for the device until after it entered this phase.

## Final Phase

In this phase of the DSC, the QD unit retains operational capability with Ubiquity Cloud, however it is placed in "lockdown mode" as a security measure after the last functional update or patch is made. This allows the customer time to contact TCS and plan for a replacement of the unit. The QD unit can no longer receive updates and is no longer serviceable except by local access via monitor and keyboard.