

NETWORK DEVICES

QD/QWL SERIES



TCS Device Lifecycle Support: Overview

Device Lifecycle Support is a generic term which describes various support services that organizations provide their customers as products move through their various lifecycles. After enough time has passed beyond a product's launch date, it becomes impractical or even impossible to upgrade them past a certain point. Therefore, companies like TCS develop Device Support Cycles as part of their lifecycle support services to meet the needs of their customers and provide appropriate services as their products age.

Device Support Cycle (DSC)

For TCS Network Devices, the DSC is fairly straightforward:

- Active Development
- Long-Term Support
- Final Phase

The duration of the DSC lasts from seven to ten years after the Network Device was first introduced to the market.

NOTE: This is separate and distinct from the TCS Product Warranty, which takes effect on the date of purchase.



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

Replacement recommended: Only security updates are packaged and distributed with each update release. Functional updates include OS patching, configuration modification, vulnerability mitigation, and security updates not available after the device enters this phase.



Final Phase

In this phase of the DSC, the QD/QWL device retains operational capability with Ubiquity Cloud. However, the device 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 device. The QD/QWL device can no longer receive updates and is no longer serviceable except by local access via monitor and keyboard.