Your Partner in Building Automation, Energy Management and IoT Solutions
Founded in 2002, Lynxspring is a premier developer and provider of open, internet-based solutions for intelligent buildings, IoT and edge-to-enterprise integration and a leader in interoperable software, hardware and applications—delivering true collaboration for today’s buildings, smart devices, smart systems and intelligent equipment.

Lynxspring empowers our partners to take control of technology and have true choice through the best products and solutions across common platforms designed and tested to meet the demands of today’s requirements and specifications. Lynxspring designs, manufactures and distributes JENESys®, LYNX CyberPRO™, Helixx™ and Onyxx® brands of internet-based automation, cyber security technology and edge-to-enterprise solutions.

Connectivity and Data Access—Anytime, Anywhere

With meaningful, accurate and real-time data management, you are empowered to make critical and strategic business decisions that impact your bottom line. Purpose-built, our portfolio of edge-to-the-enterprise products provides a powerful gateway between BAS systems. Devoted to developing innovative solutions, Lynxspring provides maximum performance at minimum cost in today’s IoT environments.

Lynxspring’s True Choice Solutions, Technologies and Services

- Meet the need for a strategic, general-purpose architecture built on open standards and platforms
- Merge multi-vendor automation systems, Internet-enabled infrastructure and real-time enterprise integration into one single, scalable, extensible platform solution
- Combine common network management services for both open standards devices and legacy products with a full-featured environment—merging the control and enterprise systems seamlessly
- Increase the functionality and value of smart devices and systems
- Enable the exchange of information and data acquisition to help manage and control energy within a building’s infrastructure—running at optimal performance and energy efficiency

Solutions from Lynxspring are deployed in office buildings, government facilities, military bases, data centers, hotels, airports, manufacturing plants, hospitals, retail, convenience stores, restaurants, churches, schools and universities. Our solutions and services provide end-users the openness they demand in controlling their facilities; allow true integration and support of both the control environment and the information domain; provides System Integrators with a complete set of tools and services; and is a unique and effective solution, appropriate in virtually any segment of the automation marketplace.
LYNXSPRING AND THE NIAGARA FRAMEWORK

Lynxspring is an authorized Tridium OEM and Master Partner. In fact, Lynxspring was one of Tridium’s very first partners in 1997, and one of the original earlier adopters of the Niagara Framework. We have also been at the forefront of working with Tridium in the on-going framework development and development of the JACE Controller.

Initially, many providers were forced to adopt the Niagara Framework, recognizing that they were missing the business opportunities of an open platform versus proprietary solutions. Lynxspring’s decision to embrace Niagara early on was based on our belief in the merits of the software combined with our vision of where the industry was heading: devices enabling open, interoperability and total integration.

Lynxspring is also one of the first companies to see the value of the software platform and began supporting and developing on both Niagara AX and Niagara 4. Today, we have a powerful ecosystem of related applications, modules, bridges and gateways, powered by the Niagara Framework®. Furthermore, we provide a comprehensive library of drivers, analytics, visualization and energy management tools that further enhance the service capability and value of the technology.

Lynxspring’s expertise as a full service organization in all things Niagara, allows us to continue to hold a competitive edge with in-house Niagara certified technical support teams, an experienced professional services team, Niagara software developers, application engineers and project managers all who provide a portfolio of services. Lynxspring also maintains in-house distribution and direct access to the manufacturer of JACES with the ability to provide customizable and specific branded JACES and a recognized Niagara AX and Niagara 4 Certified Training Partner with a state-of-the-art training facility located at our headquarters in Lee’s Summit, Missouri. In addition, we provide on-site training and Niagara certification.

Benefits of Your Lynxspring Partner:

- We Know Niagara AX and Niagara 4—Thousands of Deployments
- Certified Developers and Certified/Authorized Niagara Trainers
- Extensive Driver Library and Driver Development
- Knowledgable and Responsive Technical Support and Professional Services teams
- Additional Tools Making Deployment Process Faster and Easier
- Highly Experienced in Working Directly with OEMs

We work with many OEMs including: **Trane, Mitsubishi, Panduit, Multistack, AAON, and Greenheck**
The **JENEsys® Building Operating System**, powered by the Niagara Framework®, streamlines all areas of your building’s environment—operations, facility occupancy, and maintenance, energy and technology management. JENEsys delivers proven and efficient solutions for your facility or campus environment. It is an open and unified building operating system that combines connectivity, integration, interoperability, supervision, control, energy management, and data analytics into a single, architecture within a cyber-secured environment.

Purpose-built, powered by Niagara and designed to deliver maximum performance at minimum cost, Lynxspring’s **JENEsys Edge 100** and **JENEsys Edge 534** take Niagara to the edge and deliver new edge connectivity, data access and control for today’s small to mid-sized facilities, machine-to-machine, plant control and IoT applications.

**Onyx** is an embedded edge platform consisting of open and modular, hardware, bridges and gateways supporting multiple devices across key market segments, edge-to-enterprise and Cloud applications. Designed for use in building operations and IoT, you can easily implement device data collection, exchange/management capabilities, a rules engine, API management, event notification and data storage within a secured environment.

**Connexxion** is an OT and IoT data management platform that combines the Cloud, connectivity, data extraction, aggregation, normalization, integration and application management for real-time, operational and energy information generated from building systems, equipment and enterprise applications. Connexxion is completely agnostic with restful APIs for any application(s), drives outcomes by enabling users to capitalize on accurate and concise data from their applications relating to the performance of facilities, building systems and equipment assets, all within a cyber-secured environment.

The **Niagara Framework** enables connection, normalization, integration and interoperability of diverse devices and equipment into a common environment. Niagara supports multiple embedded platforms and merges multi-vendor systems and real-time enterprise integration into one single, scalable, extensible platform. Lynxspring is changing the way devices and systems communicate and collaborate across enterprises.
On the Leading Edge of Smart Building Automation:  
The Lynxspring Team Working Hard for You

Empowering people and ideas, the Lynxspring team is devoted to innovative product solutions and technology that enables you to go further to manage and operate your facilities at peak performance levels.

With their pulse on the commercial building automation market, Lynxspring is translating vision into action. To strategically meet the current trends and technologic demands in this industry, Lynxspring has not only built and deployed a talented Business Development, Product Development, Professional Services, and Technical Support team but has also established an Innovation and Engagement Center to continue to help serve you and your training needs. We believe: YOUR SUCCESS IS OUR SUCCESS.

Lynxspring Frost & Sullivan’s:  
2014 North American Customer Value Leadership Award

Frost & Sullivan maintains more than 50 years in business and is a global research organization of 1,800 analysts and consultants who monitor more than 300 industries and 250,000 companies. They evaluate and then determine how best-in-class companies worldwide, manage their growth, innovation and leadership.

Frost & Sullivan awarded Lynxspring 8.8 out of 10 on their scorecard including the following criterion:

- Total Customer Experience
- Product/Service Value
- Purchase Experience
- Ownership Experience
- Service Experience
- Vision Alignment
- Process Design
- Operational Efficiency
- Technological Sophistication
- Company Culture

Frost & Sullivan Concluded:
“Lynxspring has created solutions from the perspective of the client, for the client. The company has tackled all areas of inefficiency and unified the design process with the needs of the user, a rare feat in the building automation systems industry.

Lynxspring solutions are truly plug-and-play. This multi-vendor approach to procurement, allows the building owner to evaluate competitive bids on their own merits, rather than simply choosing the best option given the limiting constraint of protocol compatibility.

It has worked to address industry challenges ahead of the curve and maintain an increasing level of client value at all stages of the procurement and ownership process. By greatly simplifying the building automation systems information architecture communication and control, Lynxspring is able to deliver value far ahead of the industry standard.”
Edge-to-the Enterprise:
The Solutions You Need, *When You Need It*

We look forward to continuing to establish a community of Lynxspring Business Partners to support opportunities in the distribution of a full line of Lynxspring products, solutions, and services. This includes Lynxspring’s JENEsys® Building Operating System, powered by the Niagara Framework®, an open, unified operating system specifically designed for commercial facilities that combine connectivity, integration and interoperability, supervision and control, energy management, visualization and data analytics into a single architecture within a cyber-secured environment. Our JENEsys® Building Operating System allows organizations to continually build on the same network deployments and add additional applications as desired.

**Onyxx® BACnet to Haystack Data Pump**

It is one thing to have access to data. It is another to make it actionable for your building facilities. With meaningful, accurate and real-time data management, commercial building operators are empowered to make critical and strategic business decisions that impact their bottom line. The Data Pump allows data to be streamlined from BACnet devices, building control systems, and equipment—providing network communication and data exchange.

**Onyxx® Cellular Router**

Minimizing trips to remote locations, the Cellular Router enables operators to monitor controllers and equipment, meters, pumps and valves in any energy, utility, commercial or industrial application—all via cloud services and a secure cellular VPN—allowing for ease of access to monitor intelligent buildings 24/7.

**E2E Private Network & Easy Data Service Plan**

With the reliability, coverage, security and simplicity of Lynxspring’s E2E Private Network and E2E Easy Data Service Plan, the Cellular Router is designed with easy set-up, installation and commissioning via a 3G wireless modem interface allowing instant communication upon startup. Different from a public network which is based on open and static IP modems, Lynxspring’s E2E Private Network is purpose-built for data traffic only, avoiding the inherent risks of unsolicited traffic from the public internet, malware and viruses.

**JENEsys® Edge 100™**

Delivering the power and reliability of the Niagara AX Framework with the Onyxx platform, JENEsys Edge products are a new generation of controllers providing real-time control at the edge. Purpose built and designed to deliver maximum performance at minimum cost, Lynxspring’s JENEsys Edge 100 delivers edge connectivity, data access and control for today’s small to mid-sized facilities, plant control, and machine-to-machine and IoT applications.
Technical Support Standard Operating Procedures

Scope

This document summarizes the Technical Support for Lynxspring Business Partners and customers as well as our related checks and balances including responsibilities, authorities, policies/procedures and their interrelationships and interdependencies.

Applicability

This document outlines technical support policies and will be the basis for the support program, including processes, policies and methods. The program will be documented and will be subject to review by customers.

Purpose

This document is prepared and issued to govern the function and operation of all support requirements by defining all related support policies which, together, establish a suitable, effective and continually improving system. The ultimate purpose is to ensure an efficient and economical means of controlling technical support for customers, maintaining effective customer relationships and satisfying customer expectations.

Policy

It is the policy of Lynxspring to supply our customers with products and services (including support) that are defect free, on time, and competitively priced. The processes described in this document support that policy.

Responsibility

Responsibility for this document is the Vice President, Operations.

Relationship to Other Contract Requirements

Except with respect to any other Agreement between Lynxspring, Inc. and the Customer, in the event of any conflict between this Technical Support Published Operating Procedures and any applicable Customer purchase orders, agreements or contracts which conflict with any of the policies or procedures set forth in this document, the terms and procedures of this document shall take precedence. In any event, the terms and provisions of any other Agreement between Lynxspring, Inc. and the Customer shall prevail over all other documents, understandings and agreements.
Terms and Definitions

Problem Levels: “Low Level Problem” refers to a problem that is due to a misunderstanding of the documentation including initial commissioning procedures and general questions. “Medium Level Problem” is a problem which is not due to a misunderstanding of the documentation. The support analyst responsible must duplicate the problem on an internal demonstration version of the product before notice of the problem is escalated to provide solutions to the problem. “High Level Problem” is a problem which results in the products not being in substantial conformance to the functional specifications for the product.

Support Levels: “Low Level Support” handles the initial call and resolves those calls requiring a relatively generalist level of technical expertise; “Medium Level Support” (problem determination and temporary fix) requires broad technical skills in recreating the problem and providing work-around or temporary fixes; and “High Level Support” (permanent fix) requires engineering level technical expertise in order to modify the software or hardware to include a permanent solution for all future releases.

“Severity Level” refers to the method for assigning a value to a problem reported to Lynxspring Support so that the impact of the problem can be communicated to the people involved in the support process. Severity levels are determined by the Customer acting reasonably.

“Replacement Product” is another suite of hardware and software that meets the functional specification of the product designed to provide temporary or permanent Relief of a problem.

“Inside Support” is support provided over the telephone to Customers from the Lynxspring Support team.

“Telephone Availability” are the hours that Lynxspring shall provide manned inside support for the product. Current Telephone Availability is between the hours of 8:00 a.m. and 5:00 p.m., Central Standard Time, excluding weekends and United States statutory holidays.

“Response Time” is the time during the Telephone Availability period between the Customer reporting the problem and Lynxspring Support providing first response.

“On-line Support” is support provided via the web to Customers without human intervention.

“Emergency Paging” is a portion of the Customer Support processes whereby the Severity Level 1 problems can result in a page to the Lynxspring Support specialist who is on-call.

“Single Designated Site” is the site designated by written notice from the Customer to Lynxspring concerning which Customer location is the central support site of the Customer. The location of the designated site may be changed upon prior written notice by the Customer to Lynxspring.

“Products” means the current version of the software and hardware delivered to the Customer by Lynxspring, the functional specifications of which are set out in documentation provided to the Customer by Lynxspring in electronic format and any future fixes, updates, enhancements and modifications created by Lynxspring for the Customer, but excluding any subsequent enhancements providing additional functionality and considered new products.

“End Customer” shall mean the customers of the Customer.

“Support” shall mean the ongoing support and problem resolution to the Products.

“Relief” shall mean that the End Customer’s operation is no longer at risk to a particular problem.

“On-site Support” means support provided to a Customer’s site or an End Customer’s premises.
Summary

This procedure has been reviewed by senior Lynxspring, Inc. management. Its operation is with their consent and authority. This document is intended to be an efficient, productive and utilized document. To that end, it will be periodically reviewed and updated to reflect current operating procedures. An annual review and affirmation of this document will be conducted under the direction of the Vice President of Operations.

Support Responsibilities

Problem Identification and Classification

a) Lynxspring shall provide support to a Single Designated Site of the Customer. Support problems related to the Products or the Lynxspring portion of the Customer Products will be channeled by the Customer’s internal support processes through the Single Designated Site. Lynxspring will provide a quote for a contract to provide support to multiple sites upon the written request of the Customer.

b) Lynxspring will not accept support calls from Customer End Customers of the Customer unless such services are provided through a separate support agreement.

c) Low Level Problem verification and Low Level Support are the responsibility of the Customer. Lynxspring will provide a quote for a contract to provide these services upon the written request of the Customer.

d) Medium Level Problem verification is the responsibility of the Customer; Medium Level Support is the responsibility of Lynxspring. Lynxspring will provide a quote for a contract to provide Medium Level Problem verification services upon the written request of the Customer.

e) High Level Problem verification and High Level Support are the responsibility of Lynxspring.

f) Customer shall ensure that at least one current staff person has been fully trained on the Products. Lynxspring shall provide Customer with training in the use of the Products in consideration for the payment of a training fee at Lynxspring’s then current per diem rates at courses delivered in Lee’s Summit, Missouri or at a site designated by Lynxspring. This requirement is waived if the Customer enters into a separate support contract for Lynxspring to provide services as described in “a” and “b” of this section.

g) Customer shall provide and maintain a test platform of the products which can be used by their support staff. Lynxspring will supply such test platform at Customer prices for product and normal services fees upon the request of the Customer.

h) Customer, at its discretion but acting reasonably, shall determine the Severity Level of the problem reported to Lynxspring Support group using the following table as a guideline for Severity Levels and contact methods of reporting the problem to Lynxspring:
<table>
<thead>
<tr>
<th>Severity Level</th>
<th>Description</th>
<th>Contact Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>1) System Down</td>
<td>System is inoperable, not functioning.</td>
<td>Telephone Support, also candidate for Emergency Paging (if available)</td>
</tr>
<tr>
<td>2) Critical</td>
<td>System is somewhat usable very difficult to work around;</td>
<td>Telephone Support</td>
</tr>
<tr>
<td>3) Work-around</td>
<td>Problem impact is high; system is working but in an impaired fashion.</td>
<td>Telephone Support, Email or Online Support</td>
</tr>
<tr>
<td></td>
<td>Workarounds are available.</td>
<td></td>
</tr>
<tr>
<td>4) Minor</td>
<td>Issue does not have significant current productivity impact. Examples: product enhancements, usage questions, and cosmetic problems.</td>
<td>Email or Online Support</td>
</tr>
</tbody>
</table>

**Information Needed by Lynxspring Support Group from Customer**

When Customer initiates a support problem to Lynxspring, the Lynxspring Support group shall require:

a) Customer company name
b) Contact’s name, phone number (including extension), and email address
c) Brief description of the problem such as one that could fit in an email subject field
d) Service case number if this is a continuation of an existing problem
e) Severity Level of problem
f) Lynxspring product name, product version number, and details of any application programs applied if available
g) Detailed description of the problem, including any steps required to reproduce the problem.
h) In any subsequent communication with technical support about an active case, the Customer needs to include the case number that is generated by Lynxspring and which is provided by Lynxspring Support group. Include it in the web form, your voice mail message, or have it ready to provide to the support personnel.
Example of Problem Reporting

**Company Name:** Acme Air Handling Inc.

**Contact:** John Smith  
604-555-1212 ext 123  
John.smith@acmeair.com

**Brief Description:** AHU model RZ123 supply air sensor in error No service case number has been applied to this issue Severity Level 3 defined for this issue JENEsys 1010 with 34 point I/O module and AHU RZ123 application program designed specifically for Acme Air.

**Description of Problem:** The sensor in the supply air duct is regularly subject to drift. The BAS has displayed temperatures between 33 DF and 68DF when set point is set for 55DF. We have attempted to use temp offsets and replaced the sensor but the problem persists. Off sets do not work because of the range of temperature readings is inconsistent. The problem is erratic and does not occur at all time. Resetting the set point appears to temporarily fix the problem. Such resets have been needed daily for the past 3 days. Temperature readings performed manually show temperature off set point by 5DF to 12DF

**Lynxspring Response**

**Response Time Goals**

Lynxspring will use its best efforts to achieve the following Response Times and Relief time subject to Telephone Availability hours of operation.

<table>
<thead>
<tr>
<th>Severity</th>
<th>Response Time</th>
<th>Relief</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Immediate to 2 hours</td>
<td>Working diligently, ASAP</td>
</tr>
<tr>
<td>2</td>
<td>2-6 hours</td>
<td>24-48 hours</td>
</tr>
<tr>
<td>3</td>
<td>24 hours</td>
<td>5-10 days</td>
</tr>
<tr>
<td>4</td>
<td>24-48 hours</td>
<td>Next release of product subject to development priorities</td>
</tr>
</tbody>
</table>

**Replacement Parts**

Replacement parts are considered new orders and are subject to the Lynxspring Conditions of Sale which are identified in another document.

**On Site Support**

On Site Support is chargeable by Lynxspring at current rates for the skill level of the Lynxspring employee or designate performing the work. Travel time is billable and travel expenses are recoverable. Lynxspring will provide a quote for a service contract to provide On Site Support related to the Products upon the written request of the Customer.