IMPINJ™

IMPINJ CUSTOMER SUPPORT

WELCOME GUIDE

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1.   INTRODUCTION

Thank you for using Impinj products. Impinj recognizes that support is crucial to the success of our customers and we are dedicated to helping them succeed and get the most value out of their Impinj products. This guide provides useful information about our support resources and instructions for requesting help.

2.   GETTING HELP

Self-Help Resources

Impinj customers can find technical documentation and downloads on our Support Portal. Resources include sample code, troubleshooting guides, educational videos, and support articles about various other topics. To access content, please visit https://www.impinj.com/support. Most self-help content is available without logging in.

There is a small subset of content that is only available to select customers based on the following guidelines:

Content	Requirements for Access
Reader/Gateway	
Octane firmware	Reader or Gateway covered under warranty or firmware update plan. Firmware is distributed via Impinj Authorized Partners. End users should contact their Impinj Authorized Partner for access.
Software	
ItemSense software	Valid ItemSense license. Contact your Impinj Regional Sales Manager for more details.
ItemEncode firmware and development libraries	Impinj Authorized Partners must have signed ItemEncode Integrator Agreement. Contact your Impinj Regional Sales Manager for more details.
Monza	
Wafer specifications	This is available to customers who purchase Monza products in wafer form and have signed NDA with Impinj. Contact your Impinj Regional Sales Manager for more details.
Antenna reference designs	This is available to customers who have signed our Antenna License Agreement. Contact your Impinj Regional Sales Manager for more details.

If you meet the criteria above and cannot access content, submit a support request by visiting https://access.impinj.com/prtlaccessrequest.

Requesting Support

Impinj Customer Support Engineers (CSEs) are available between 4:00am – 5:00pm Pacific Time.

- Customers can submit a support request for products under warranty by either logging into the Support Portal and clicking on the "Submit a request" link or sending an email to support@impinj.com.
- Either method will generate a numbered ticket in our Support database.
- Requests submitted in this manner will ensure the appropriate Impinj Customer Support Engineer responds in a timely manner.

We currently do not offer a Customer Support phone number to call for assistance, however once a ticket has been established, the CSE is able to coordinate a phone call through the ticket. Customers can expect an initial response within 2 business days after creating a support case. The time to full resolution of a case depends on the level of technical complexity.

Note: For certain customer requests, we may ask the customer to contact their Impinj Authorized Partner first. We rely on our partner network to be the first line of support for their customers since they are in the best position to help answer questions and troubleshoot their solutions which include Impinj products. If the Impinj Authorized Partner needs help to resolve their end-customer requests, they should contact Impinj Support for assistance.

3. PRODUCT RETURNS (RMA)

Impinj utilizes the support process to handle all requests for product returns. Once a customer has created a new support case, a CSE will work with the customer to jointly troubleshoot the issue for products under warranty.

Initial Limited Hardware Warranty and Extended Warranty

If the product is determined to be faulty, the CSE will authorize the customer to ship it back to Impinj. Once we receive and verify that the product is defective, we will either send the customer a new replacement product, credit the customer's account, or ship the product back to the customer after it is repaired. We currently do not offer a repair service for products whose warranty has expired. The standard RMA process generally takes 2-4 weeks to complete.

4. END OF SUPPORT/END OF LIFE

As products reach their End of Life (no longer for sale) and End of Support (no longer supported by Impinj), notices will be posted in the "Customer Notifications" section of each product family on the Support Portal. For more details, please visit the appropriate link below:

- Reader/Gateway Customer Notifications
  - o https://support.impinj.com/hc/en-us/sections/203870518-Customer-Notifications
- Software Customer Notifications
  - o https://support.impinj.com/hc/en-us/sections/115000621610-Customer-Notifications
- Monza Customer Notifications
  - o https://support.impinj.com/hc/en-us/sections/203962438-Customer-Notifications
- Indy Customer Notifications
  - o https://support.impinj.com/hc/en-us/sections/202770398-Customer-Notifications

5. SUMMARY OF SUPPORT OFFERINGS

The following tables outline our current support offerings:

Category/Item	Reader/Gateway		Software
	Standard Warranty	Extended Warranty	ItemSense/ ItemEncode
Term	1 year	1, 2, or 3 year	1-year Subscription
Reader/Gateway RMA			
RMA request – initial response time	48 hours (Mon-Fri)	48 hours (Mon-Fri)	N/A
Part replacement shipped	After defective unit is received by Impinj and analysis completed	After defective unit is received by Impinj and analysis completed	N/A
Firmware/Software/Licenses			
Development library updates (e.g. Octane SDK, LTK, ItemSense libraries)	Included	Included	Included
ItemSense/ItemEncode updates	N/A	N/A	Included
Minor firmware updates (e.g. 5.10 to 5.12)	Available through Impinj Authorized Partner	Available through Impinj Authorized Partner	Included
Major firmware updates (e.g. 4.12 to 5.0)	Available through Impinj Authorized Partner	Available through Impinj Authorized Partner	Included
Speedway Connect license	Not Included	Not Included	N/A
Round Rock license	Not Included	Not Included	N/A
Support			
Support portal self-help access	Included	Included	Included
Email support (in English)	4:00am-5:00pm PT (Mon-Fri)	4:00am-5:00pm PT (Mon-Fri)	4:00am-5:00pm PT (Mon-Fri)
Initial response time for non-RMA requests	48 hours (Mon-Fri)	48 hours (Mon-Fri)	48 hours (Mon-Fri)
Supported firmware, development libraries, and software versions	Current release only	Current release only	Current release only

Category/Item	Monza		Indy
	Wafer	Packaged Parts	Chip/Module
Term	See terms and conditions	1 year	1 year
RMA			
RMA request – initial response time	48 hours (Mon-Fri)	48 hours (Mon-Fri)	48 hours (Mon-Fri)
Part replacement shipped	After defective unit is received by Impinj and analysis completed	After defective unit is received by Impinj and analysis completed	After defective unit is received by Impinj and analysis completed
Firmware/Software/Licenses			
Development library updates (e.g. IndyMAC, IRI)	N/A	N/A	Included
Minor firmware updates	N/A	N/A	Included
Major firmware updates	N/A	N/A	Included
Support			
Support portal self-help access	Included	Included	Included
Email support (in English)	8:30am-5:00pm PT (Mon-Fri)	8:30am-5:00pm PT (Mon-Fri)	8:30am-5:00pm PT (Mon-Fri)
Initial response time for non-RMA requests	48 hours (Mon-Fri)	48 hours (Mon-Fri)	48 hours (Mon-Fri)
Supported firmware, development libraries, and software versions	Current release only	Current release only	Current release only