

MYD-3EG4EV5EV Tutorial

Version V1.1

Revision History

Version	Description	Date
V1.0	Initial release	2020/12/03
V1.1	Add support for CZU5EV	2021/2/5

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1 Overview

This tutorial will guide you to use Vivado 2020.1 to generate a hardware platform for the MYD-3EG4EV5EV development board and run sample application on the development board.

2 Objectives

At the end of this tutorial, you will be able to:

- Using Vivado 2020.1 to create a hardware platform for MYD-3EG4EV5EV Development Suite
- Export hardware platform to Vitis 2020.1
- Create an "hello" application in Vitis 2020.1 and run it on MYD-3EG4EV5EV
- Start MYD-3EG4EV5EV from MicroSD Card

3 Tutorial Requirements

This tutorial will require the following software and hardware setups.

3.1 Software

The software requirements for this reference design are:

- Xilinx Vivado 2020.1
- Xilinx Vitis 2020.1
- USB Serial Port Driver
- Putty terminal program

3.2 Hardware

The hardware setup for this reference design is:

- Computers with 4 GB RAM and 1 GB virtual memory (recommended)
- MYD-3EG4EV5EV Development Board
- 12V power supply
- Mini_USB Cable


4 Hardware Platform for Generating MYD-3EG4EV Development Board

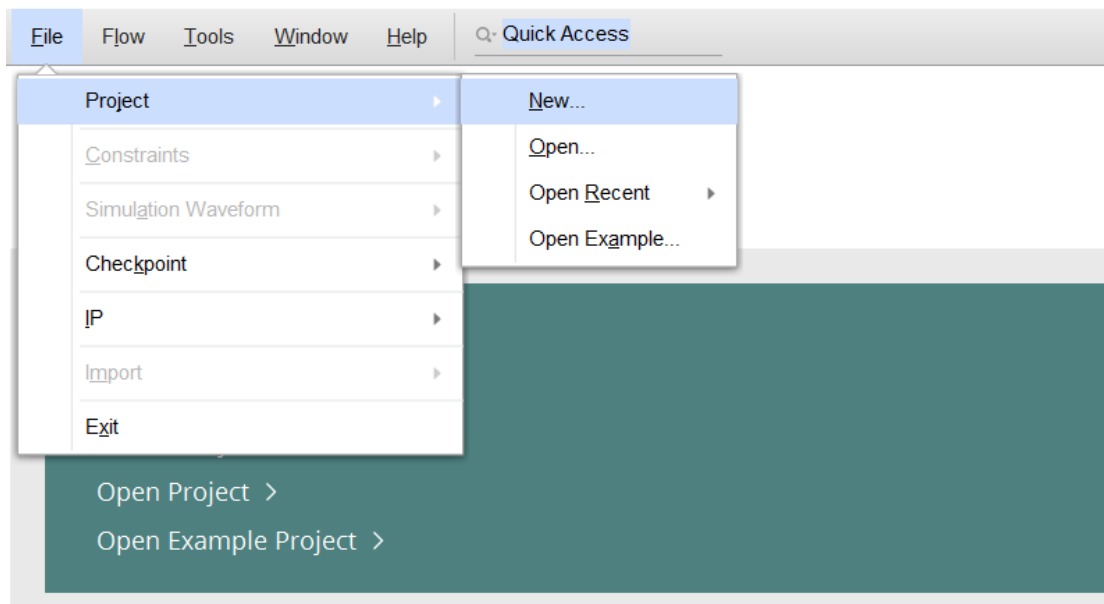
Follow these steps to generate the hardware platform using Vivado 2020.1 tools.

- Start the Vivado tool via Start > All Programs > Xilinx Design Tools > Vivado 2020.1 > Vivado 2020.1

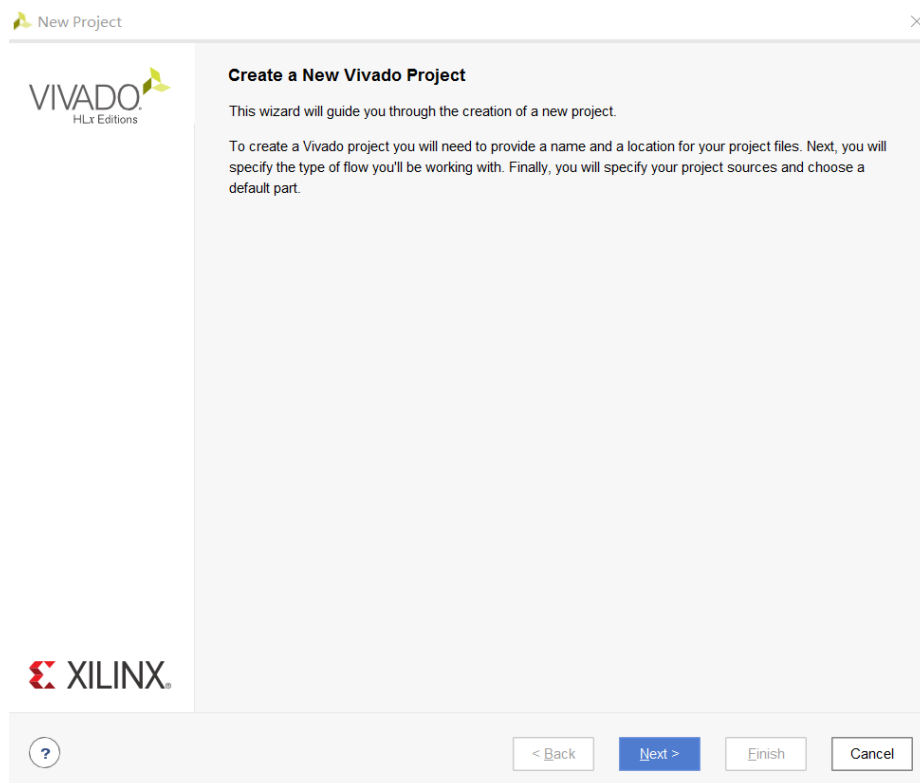
Start vivado

- New project

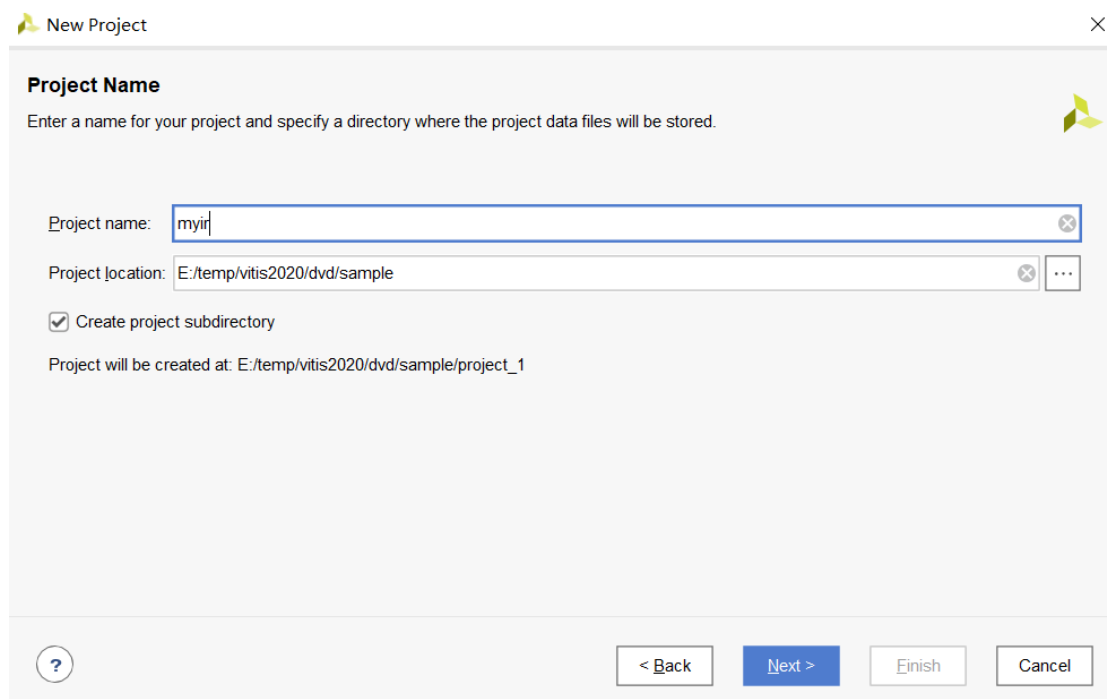
 Vivado 2020.1



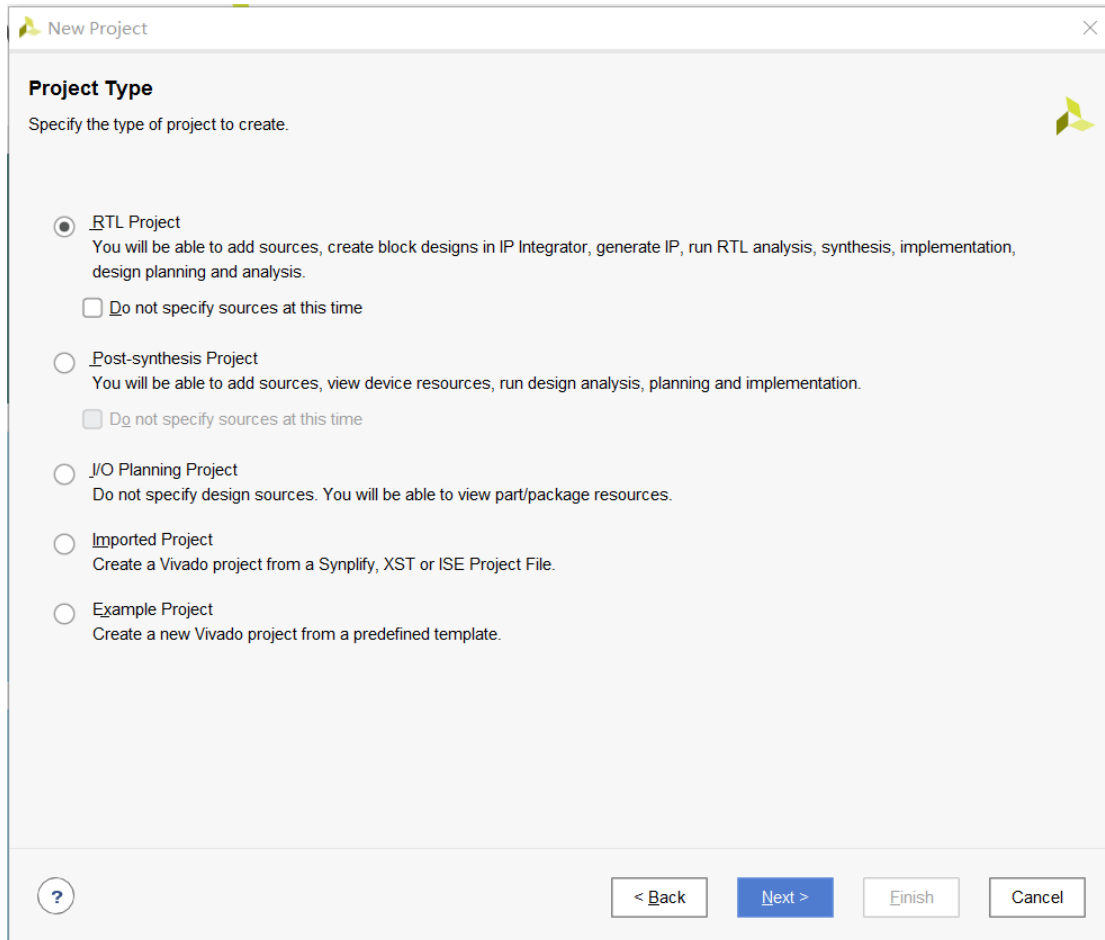
• Click Next



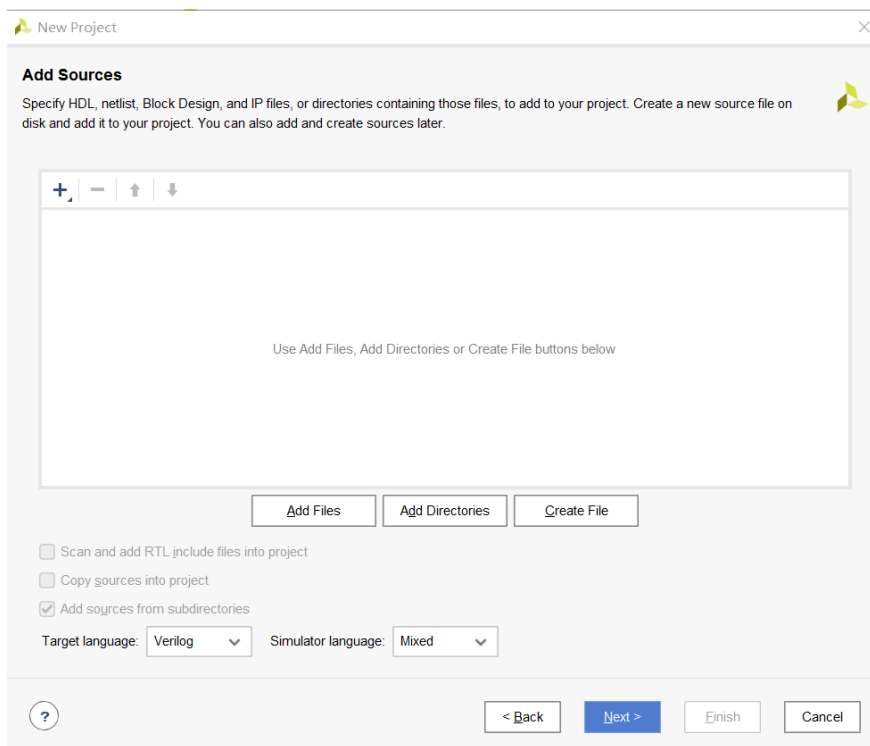
• Fill in the name of the project and the save path of the project, and click Next.




- Select to create an RTL_Project and click Next




- Continue clicking Next







- Continue clicking Next

 New Project ×

Add Constraints (optional) 

Specify or create constraint files for physical and timing constraints.


   

Use Add Files or Create File buttons below

Add Files

Create File

☐ Copy constraints files into project



< Back

Next >

Finish

Cancel

- In the pop-up dialog box:
 - a. Click Select Parts.
 - b. Click the drop-down box to set speed grade to - 1.
 - c. The package is set to sfvc784.
 - d. Choose the development board chip as xczu3eg-sfvc784-1-e
 - e. Click Next. (If it is xczu3eg-sfvc784-1-e, follow this step to select the chip model)

New Project ×

Default Part

Choose a default Xilinx part or board for your project.

Parts | Boards

[Reset All Filters](#)

Category: All

Family: All

Package: sfvc784

Speed: -1

Temperature: All

Static power: All

Search: Q

Part	I/O Pin Count	Available IOBs	LUT Elements	FlipFlops	Block RAMs	Ultra RAMs	DSPs	Gb
xczu2eg-sfvc784-1-e	784	252	47232	94464	150	0	240	0
xczu2eg-sfvc784-1-i	784	252	47232	94464	150	0	240	0
xczu3cg-sfvc784-1-e	784	252	70560	141120	216	0	360	0
xczu3cg-sfvc784-1-i	784	252	70560	141120	216	0	360	0
xczu3eg-sfvc784-1-e	784	252	70560	141120	216	0	360	0
xczu3eg-sfvc784-1-i	784	252	70560	141120	216	0	360	0

?

< Back
Next >
Finish
Cancel

- In the pop-up dialog box:
 - a. Click Select Parts.
 - b. Click the drop-down box to set speed grade to - 1.
 - c. The package is set to sfvc784.
 - d. Choose the development board chip as xczu4ev-sfvc784-1-i
 - e. Click Next. (If it is xczu4ev-sfvc784-1-i, follow this step to select the chip model)

New Project ×

Default Part
Choose a default Xilinx part or board for your project.

Parts | Boards

[Reset All Filters](#)

Category: Package: Temperature:


Family: Speed: Static power:


Search:

Part	I/O Pin Count	Available IOBs	LUT Elements	FlipFlops	Block RAMs	Ultra RAMs	DSPs	Gb
xczu4ev-sfvc784-1-e	784	252	87840	175680	128	48	728	4
xczu4ev-sfvc784-1-i	784	252	87840	175680	128	48	728	4
xczu5cg-sfvc784-1-e	784	252	117120	234240	144	64	1248	4
xczu5cg-sfvc784-1-i	784	252	117120	234240	144	64	1248	4
xczu5eg-sfvc784-1-e	784	252	117120	234240	144	64	1248	4
xczu5eg-sfvc784-1-i	784	252	117120	234240	144	64	1248	4

?
< Back
Next >
Finish
Cancel

- In the pop-up dialog box:
 - a. Click Select Parts.
 - b. Click the drop-down box to set speed grade to - 2.
 - c. The package is set to sfvc784.
 - d. Choose the development board chip as xczu5ev-sfvc784-2-i
 - e. Click Next. (If it is xczu5ev-sfvc784-2-i, follow this step to select the chip model)

 Select Device ×

Filter, search, and browse parts by their resources. The selection will be applied. 

Parts | Boards


[Reset All Filters](#)

Category: All Package: sfvc784 Temperature: All

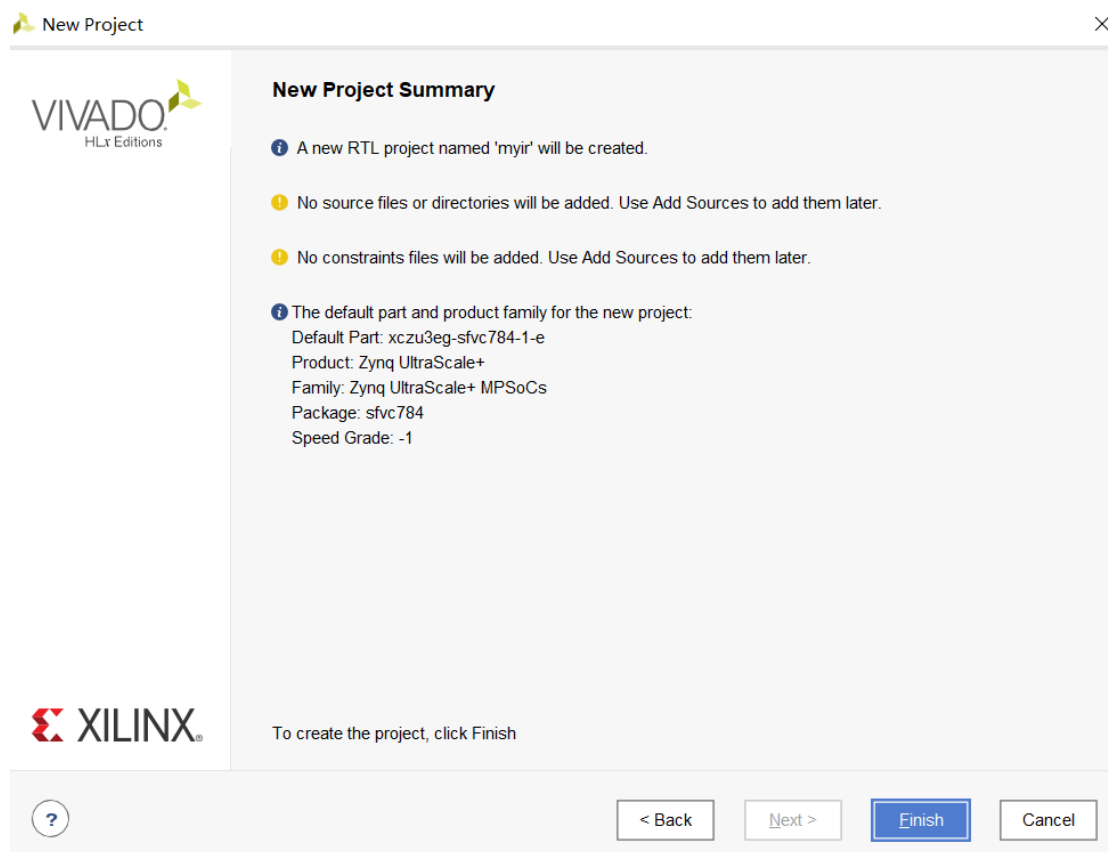
Family: All Speed: -2 Static power: All

Search:

Part	I/O Pin Count	Available IOBs	LUT Elements	FlipFlops	Block RAMs	Ultra RAMs	D
xczu3eg-sfvc784-2-i	784	252	70560	141120	216	0	36
xczu4cg-sfvc784-2-i	784	252	87840	175680	128	48	72
xczu4cg-sfvc784-2-i	784	252	87840	175680	128	48	72
xczu4eg-sfvc784-2-i	784	252	87840	175680	128	48	72
xczu4eg-sfvc784-2-i	784	252	87840	175680	128	48	72
xczu4ev-sfvc784-2-e	784	252	87840	175680	128	48	72
xczu4ev-sfvc784-2-i	784	252	87840	175680	128	48	72
xczu5cg-sfvc784-2-i	784	252	117120	234240	144	64	12
xczu5cg-sfvc784-2-i	784	252	117120	234240	144	64	12
xczu5eg-sfvc784-2-i	784	252	117120	234240	144	64	12
xczu5eg-sfvc784-2-i	784	252	117120	234240	144	64	12
xczu5ev-sfvc784-2-e	784	252	117120	234240	144	64	12
xczu5ev-sfvc784-2-i	784	252	117120	234240	144	64	12

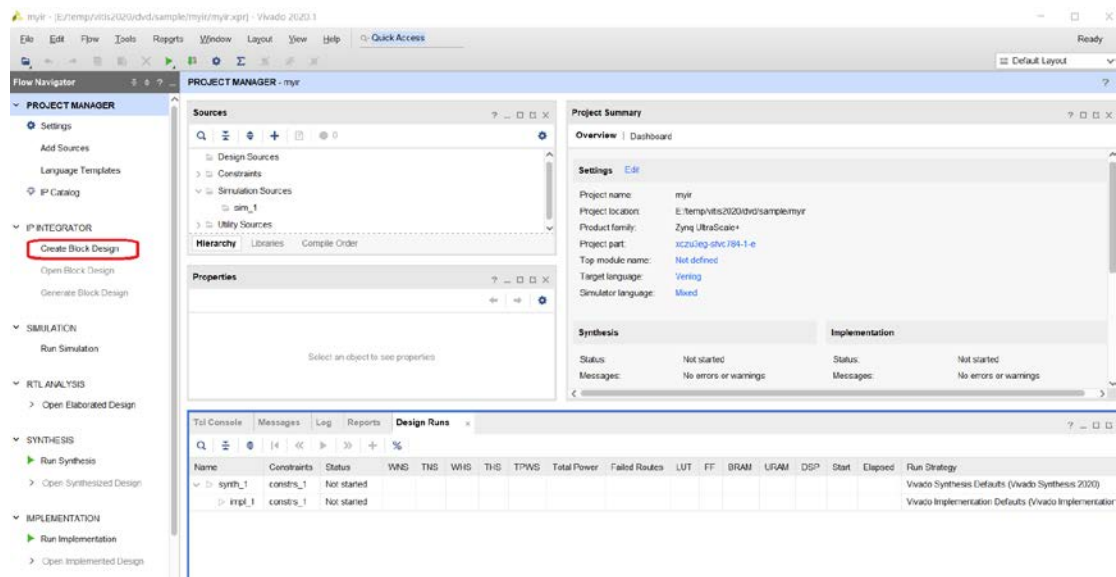


- In the New Project dialog box, click Finish

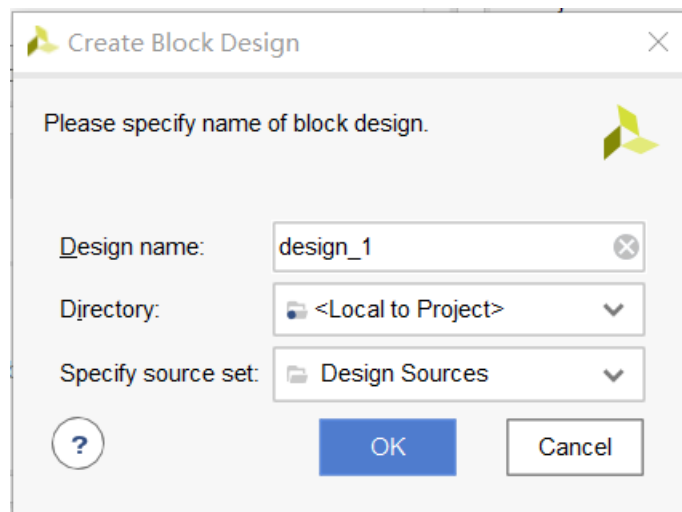


4.1 Create a Block Design

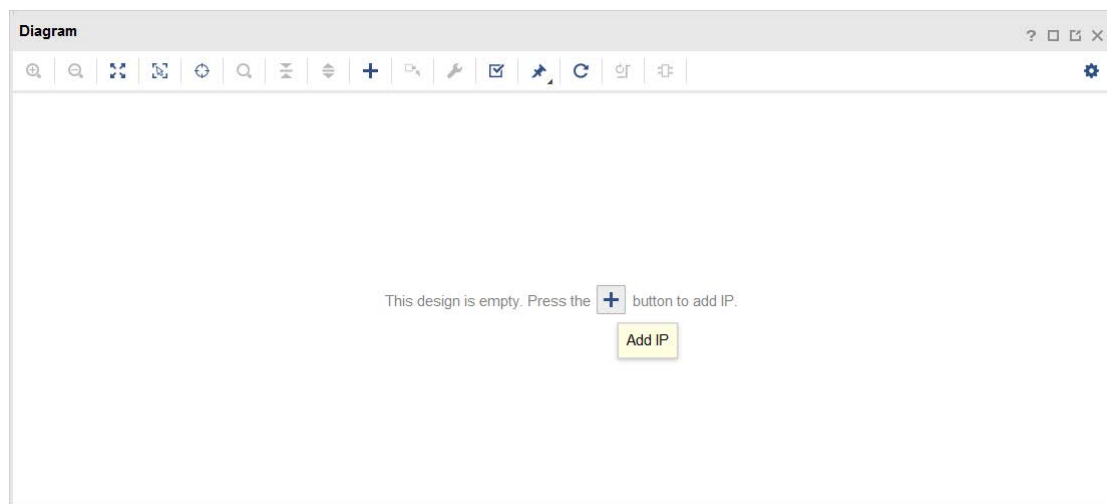
- Click IP Integrator->Create Block Design



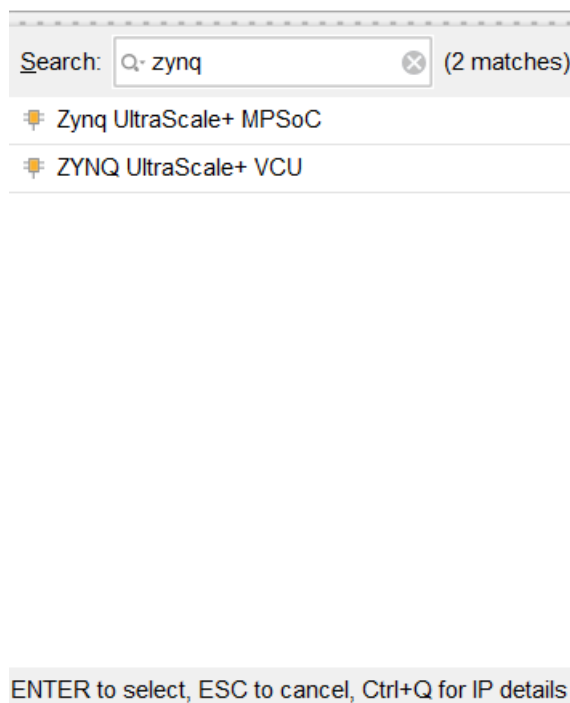
- You can click Design name to change design_1 to the name you want. Here, design_1 is the default name.



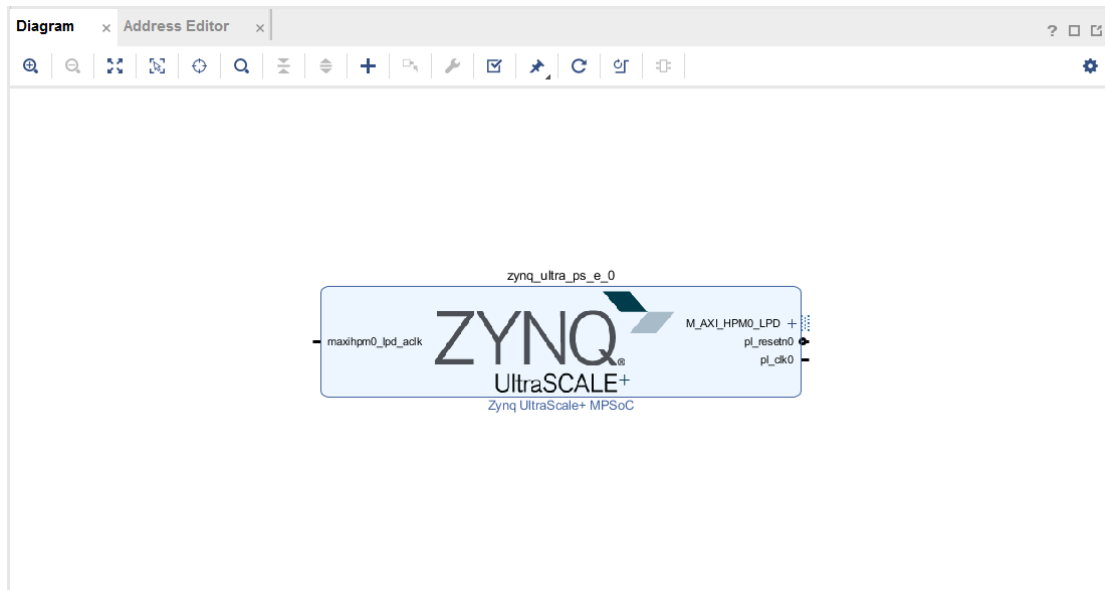
- Click Add IP in the figure below to add an IP core



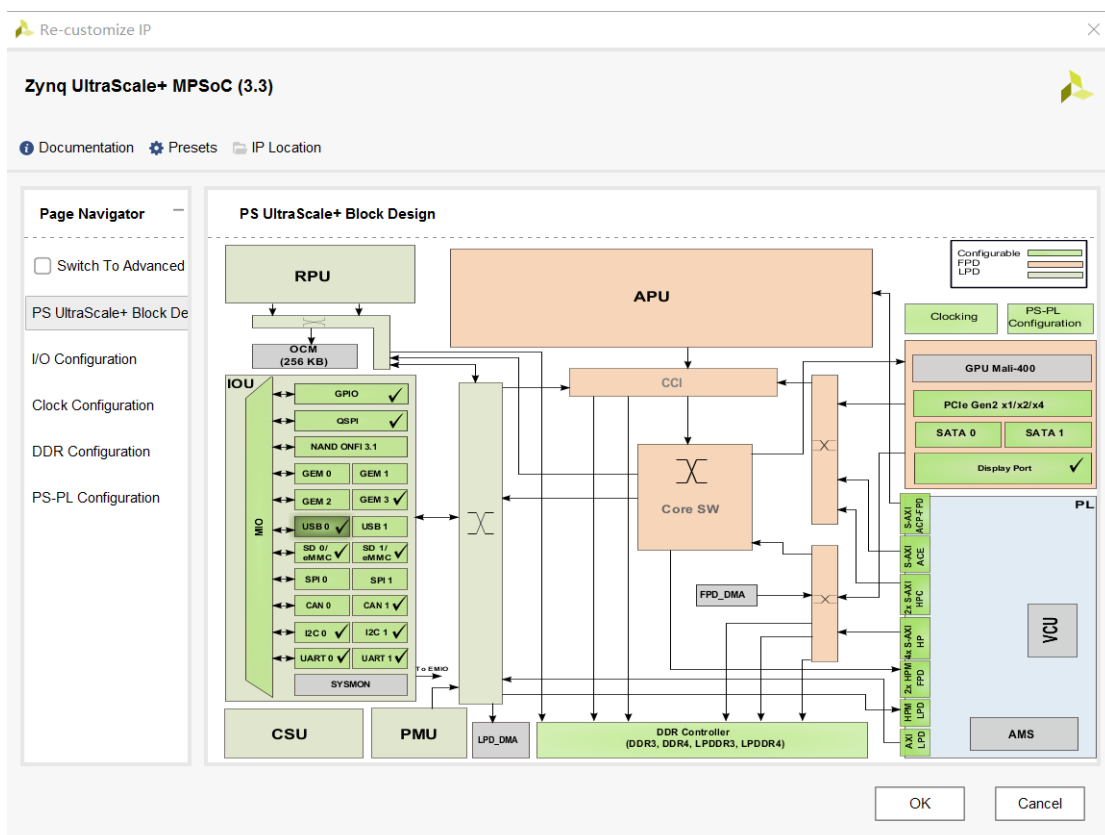
- Click on the search bar to enter ZYNQ, and then double-click the searched Zynq UltraScale + MPSoC core



- The Zynq UltraScale + MPSoC core was added to the design, as shown in the following figure

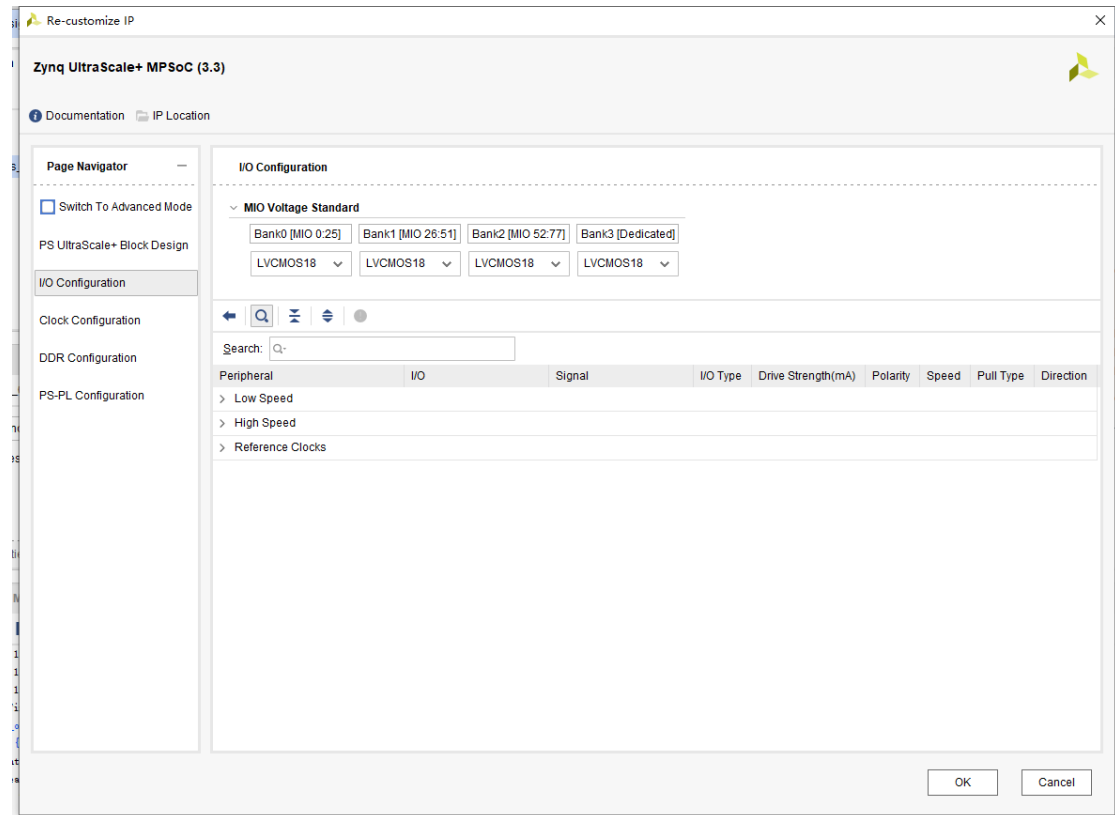


- Double-click the Zynq UltraScale + MPSoC core
- Click the left item to enter editing. The functions of each window are introduced below.



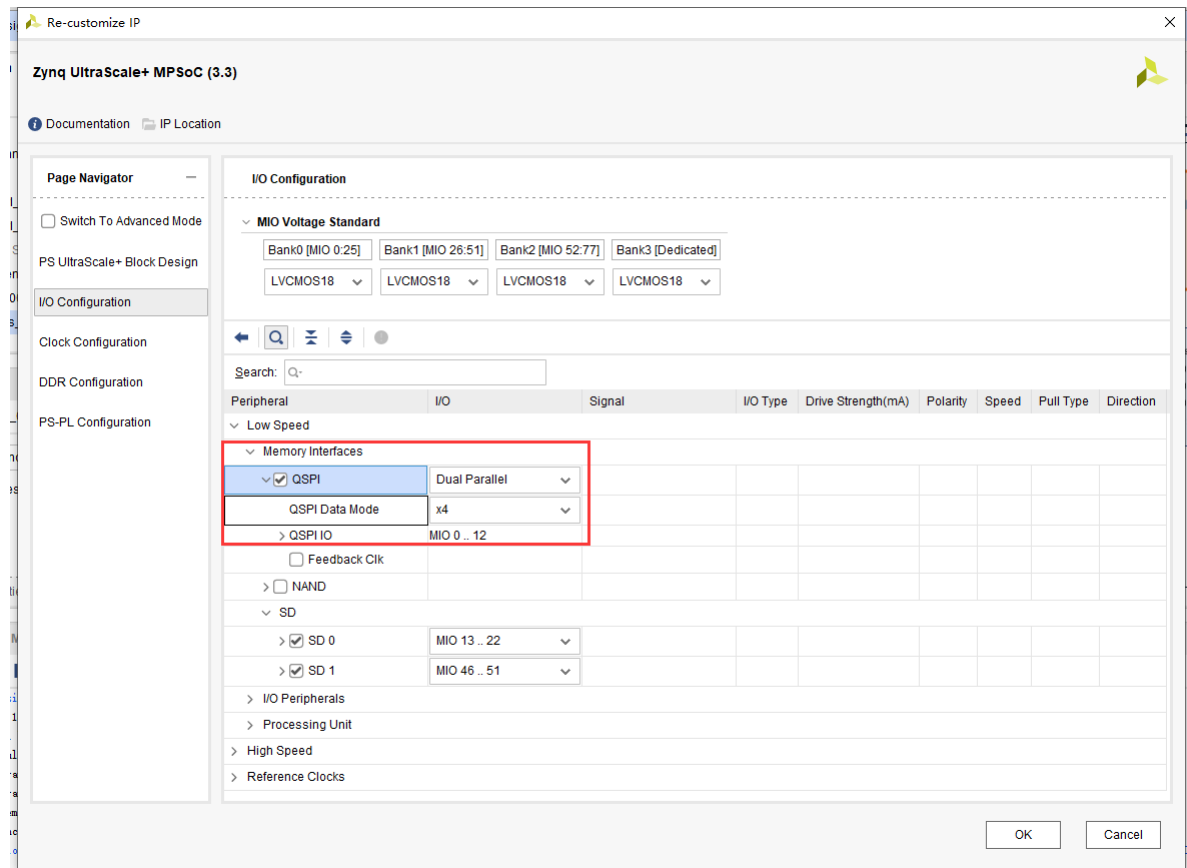
1. Voltage configuration

In the I/O configuration window, configure the voltage of BANK0~BANK3 to "LVCMOS18" .

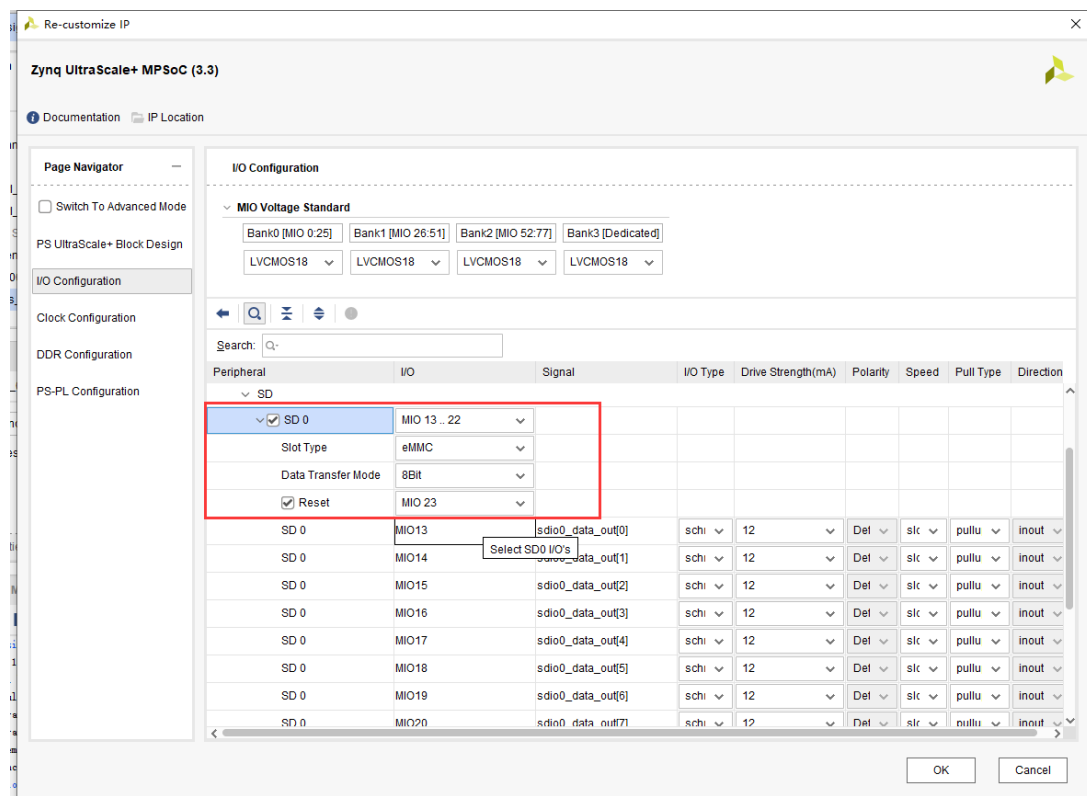


2. Low speed configuration

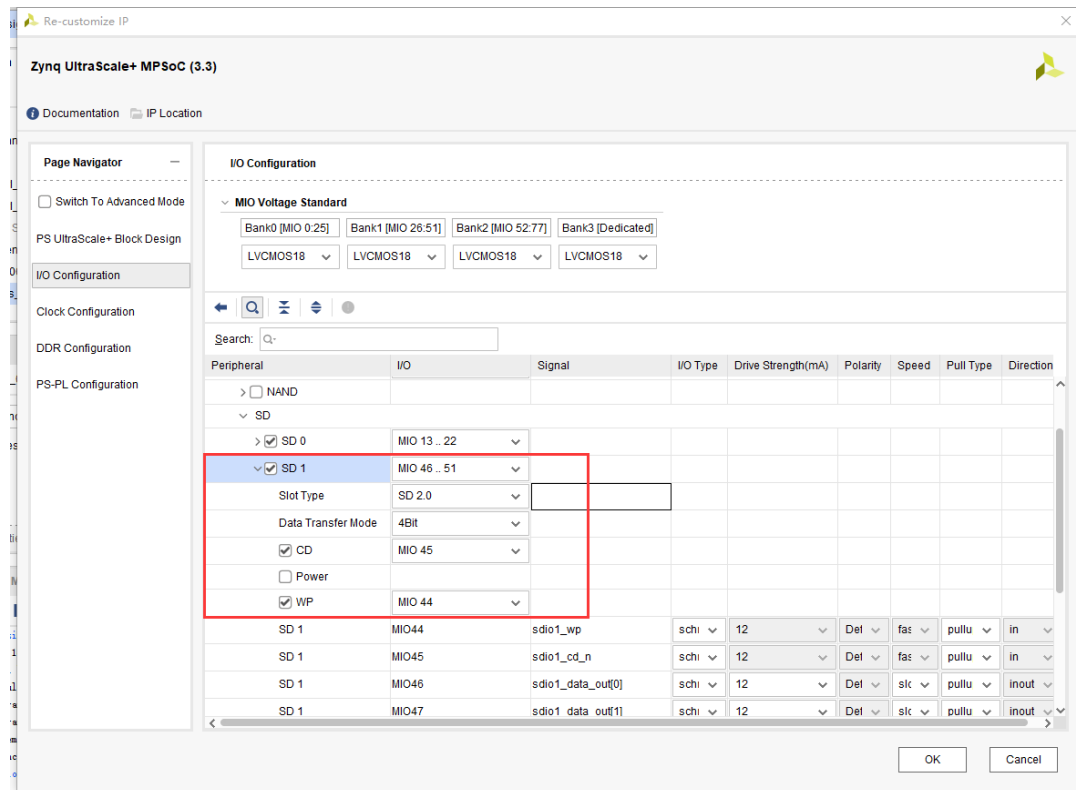
Check QSPI and set it to "Dual Parallel" mode and "Data Mode" to "x4"



Check SD 0, Select “MIO13..22”, Slot Type “eMMC”, Data Transfer Mode “8bit”, check Reset, and select “MIO23”

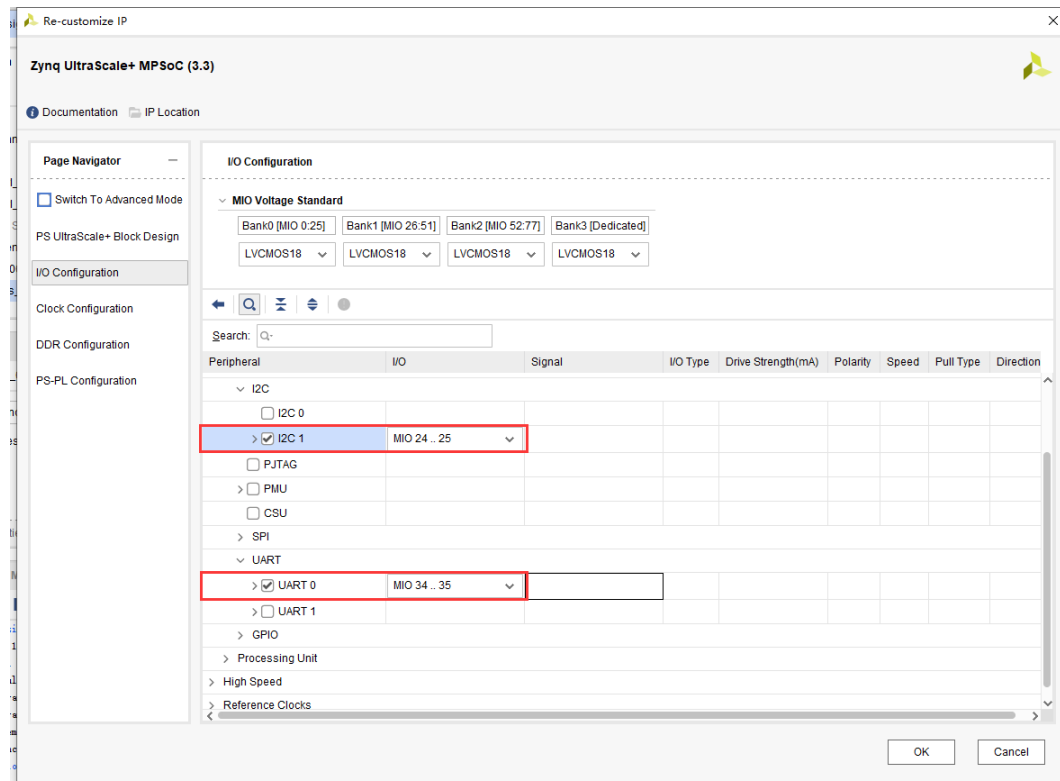


Check SD 1. Select “MIO 46..51”, Slot Type “SD 2.0”, Data Transfer Mode select “4bit”, check CD to detect SD card insertion, select “MIO45”, check WP, select “MIO44” for SD card write protection



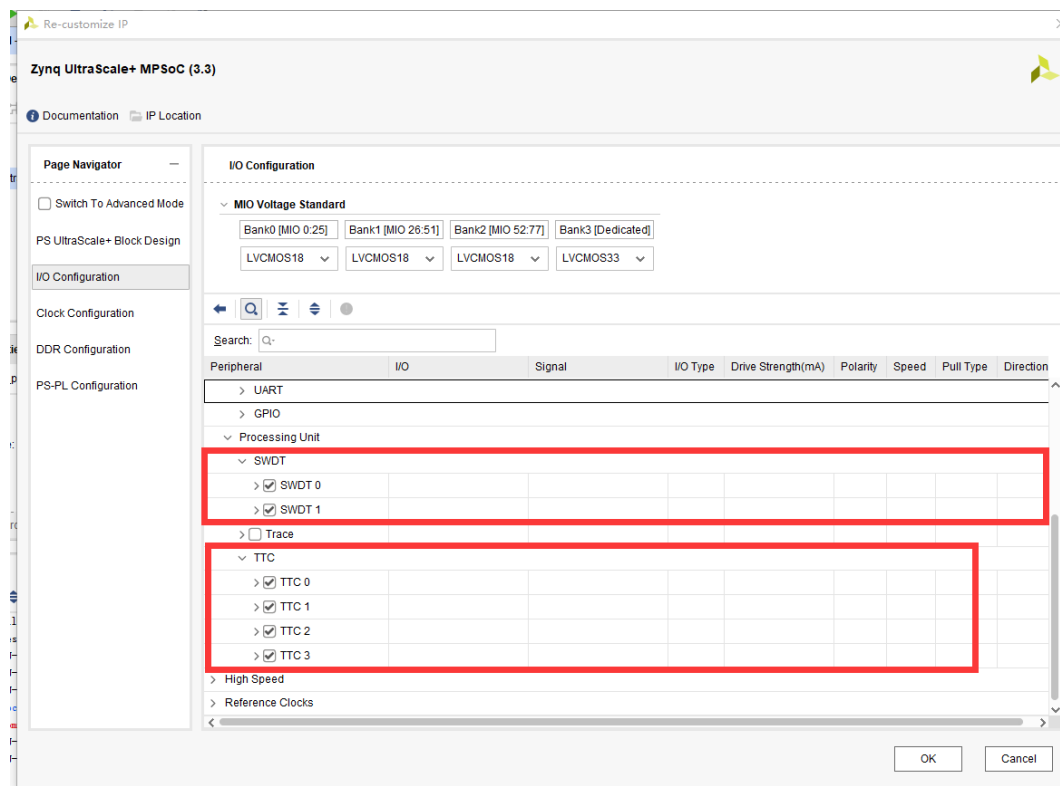
Check I2C 1, select “MIO24..25”

Check UART 0, select “MIO 34..35”



Check SWDT 0、SWDT 1

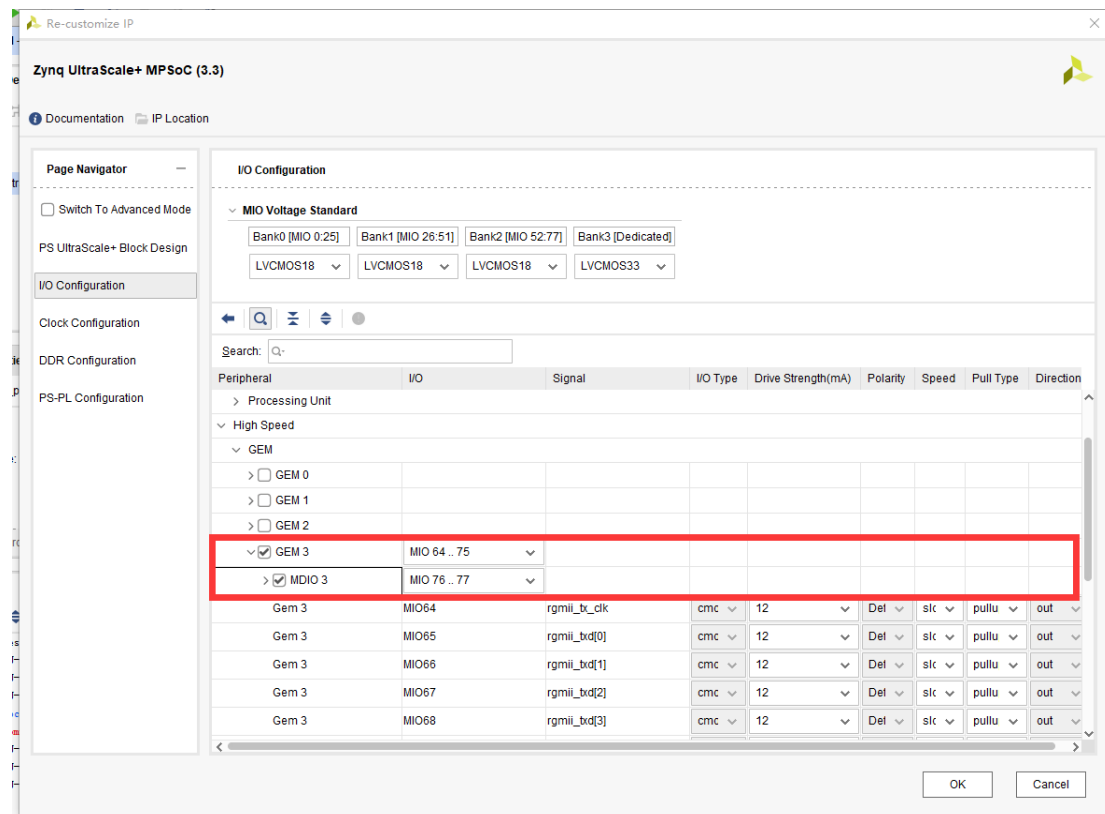
Check TTC 0~TTC 3



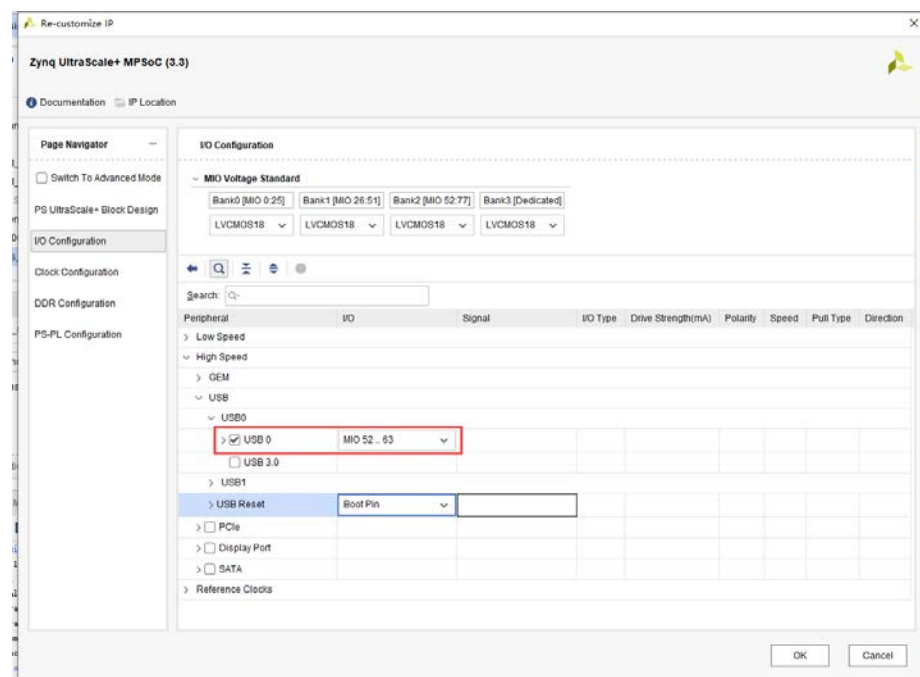
3. High speed configuration

In the high speed part, firstly configure PS Ethernet, check GEM 3, select “MIO 64..75” ,

check MDIO3 and select “MIO 76..77”



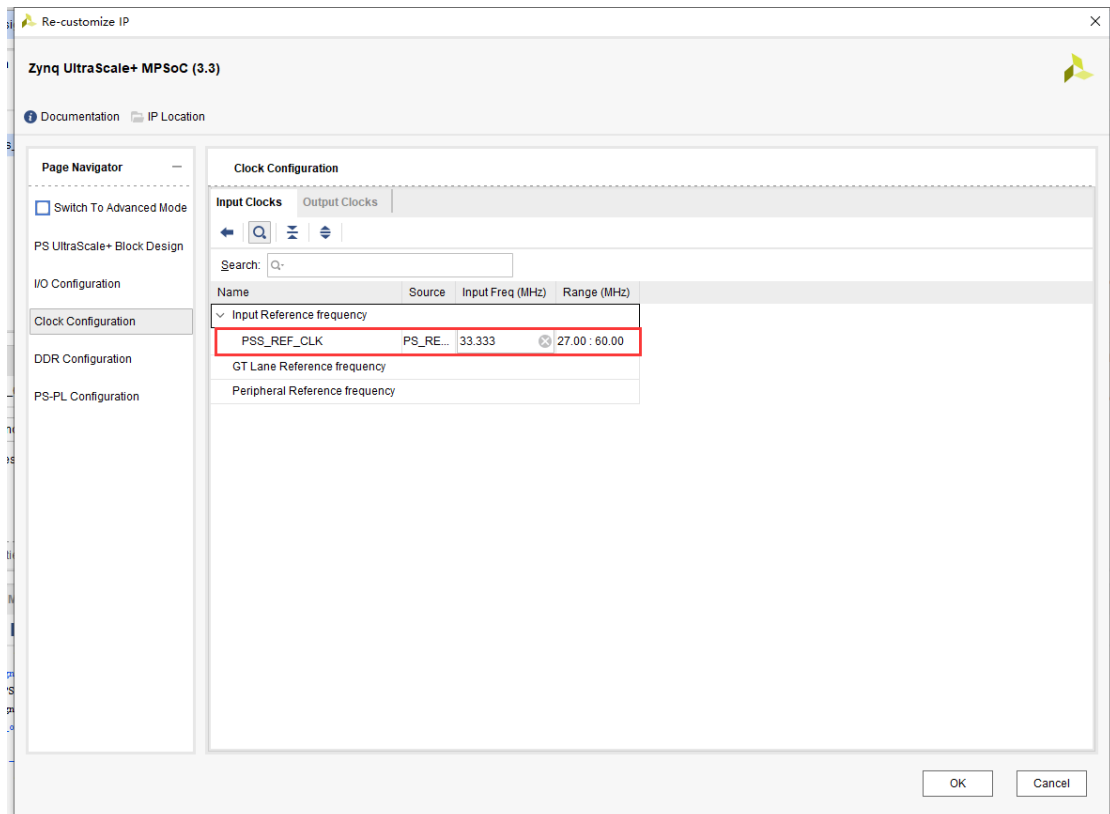
Check USB 0, select “MIO 52..63”,



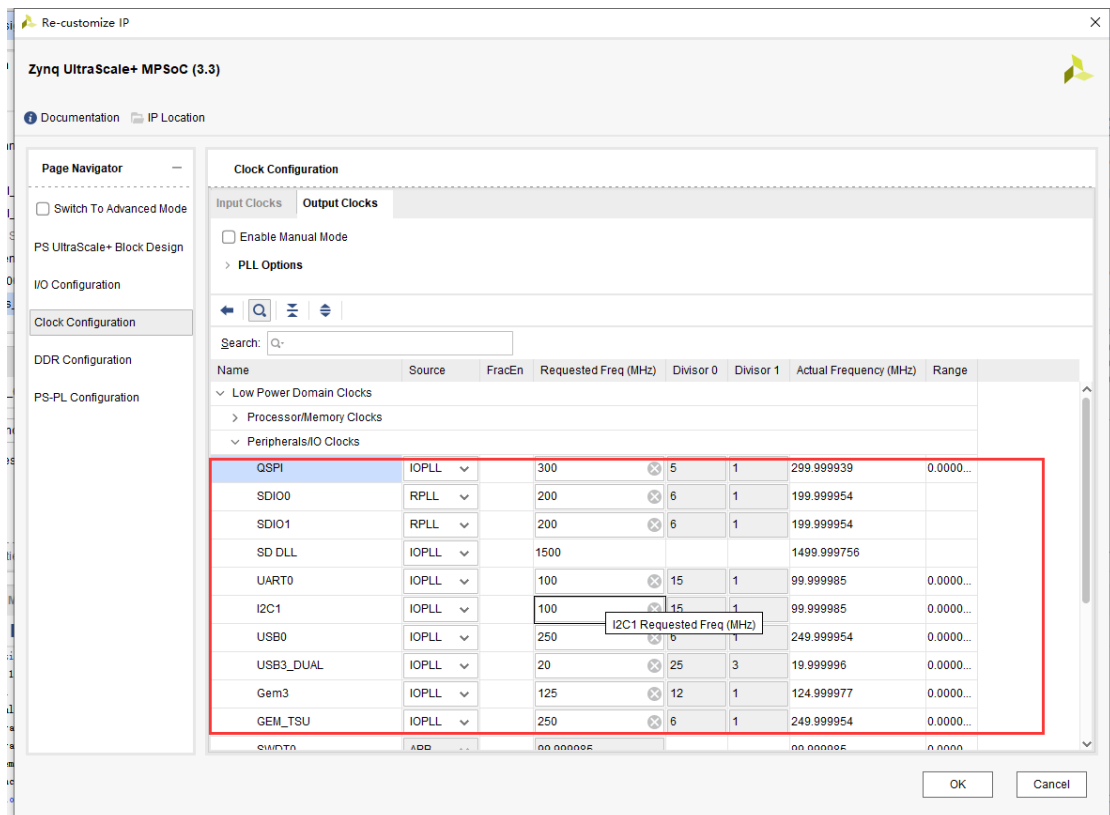
The IO part of the configuration is complete.

4. Clock configuration

In the clock configuration window, configure the reference clock in the input clocks window, where PSS_REF_CIK is the reference clock of arm, which is 33.333MHz by default.



In the Output Clocks window, the parameters are shown in the figure.



The clock configuration of PL is shown in the figure below.

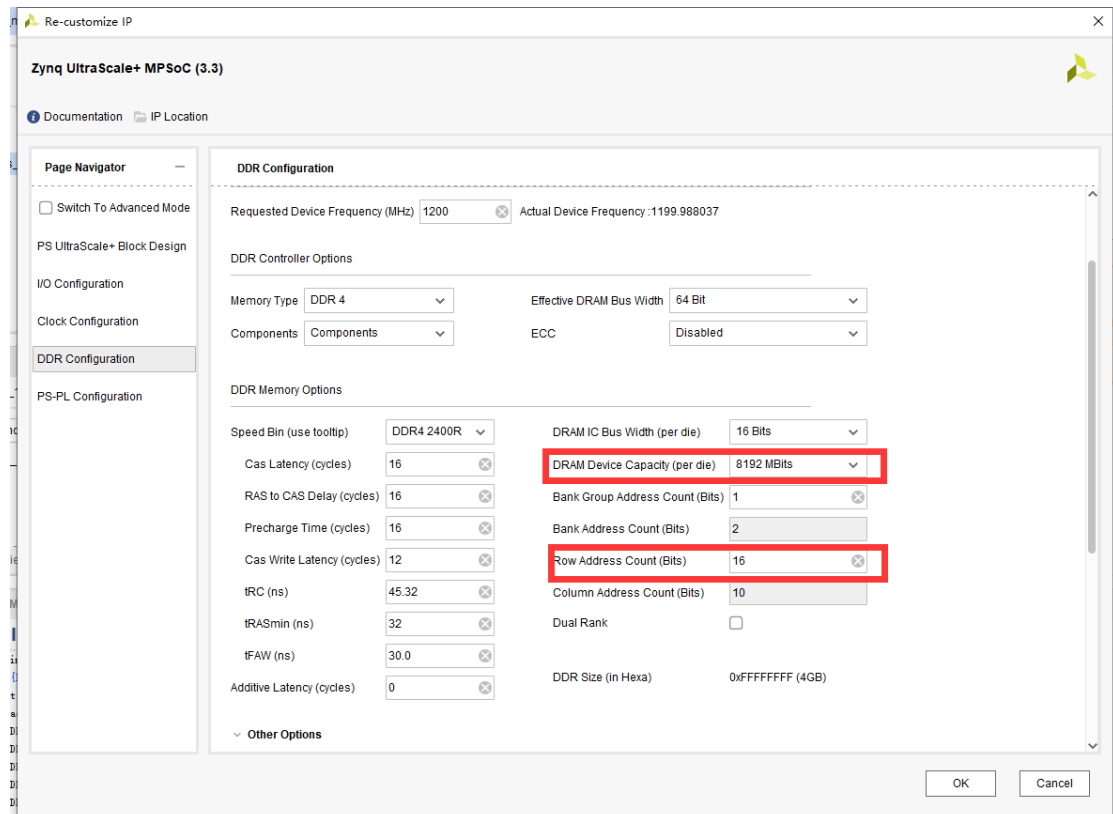
Low Power Domain Clocks							
Processor/Memory Clocks							
Peripherals/IO Clocks							
PL Fabric Clocks							
<input checked="" type="checkbox"/> PL0	RP	100	12	1	99.999977	0.0000...	
<input checked="" type="checkbox"/> PL1	RP	150	8	1	149.999969	0.0000...	
<input checked="" type="checkbox"/> PL2	RP	300	4	1	299.999939	0.0000...	
<input type="checkbox"/> PL3	RP	100	4	1	100	0.0000...	

The other parts remain the default, so far, the clock part is configured

5. DDR configuration

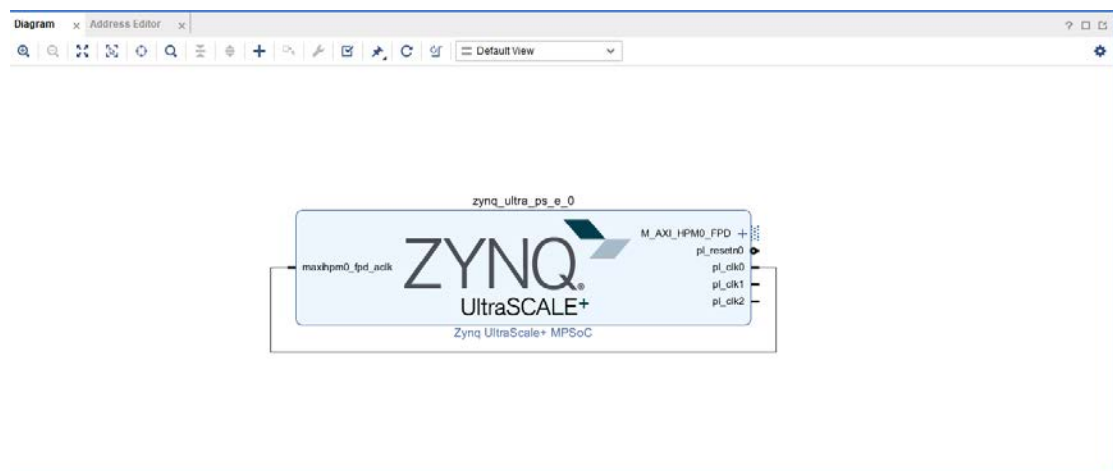
In the DDR configuration window, select "DDR4_MICRON_MT40A256M16GE_083E" for "Load DDR Presets"

The parameters are modified as follows,

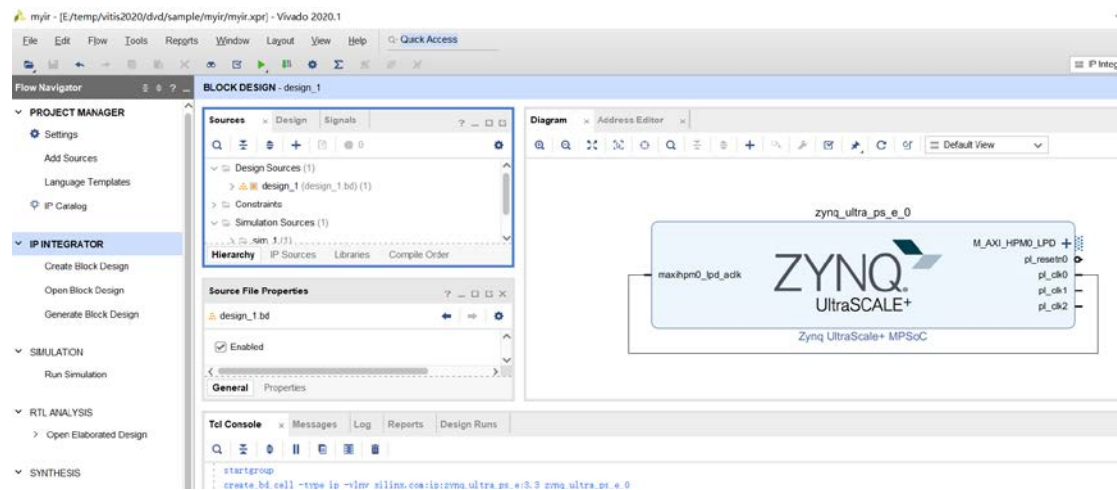


6. PS-PL configuration

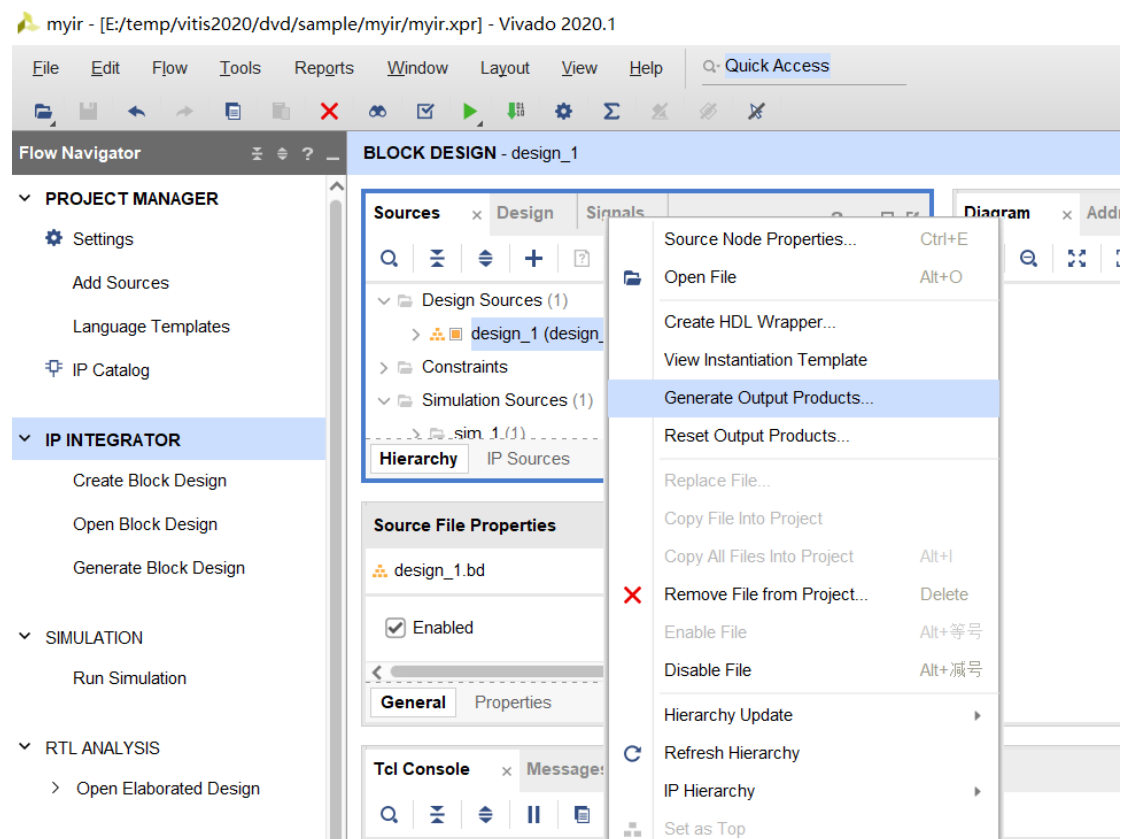
Keep the default, click OK, the configuration is complete, and connect to “pl_clk0” and “maximhpm0_lpd_ack”, the final result is shown in the figure below.



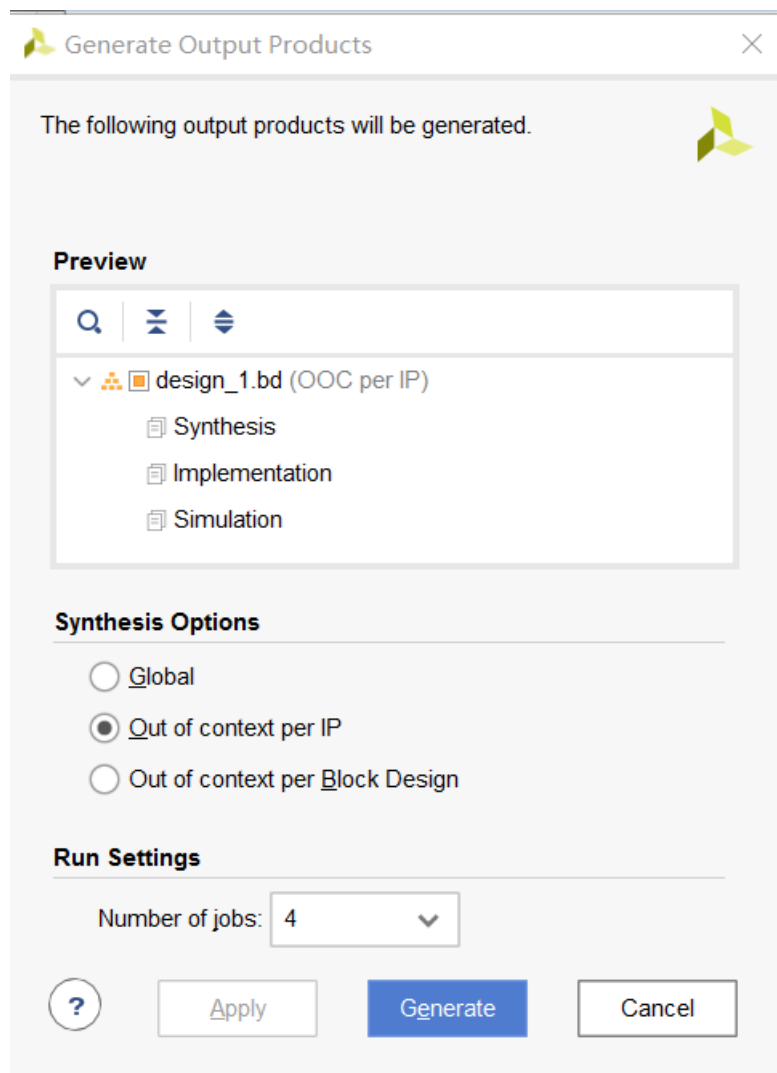
Click sources, as shown in the following figure



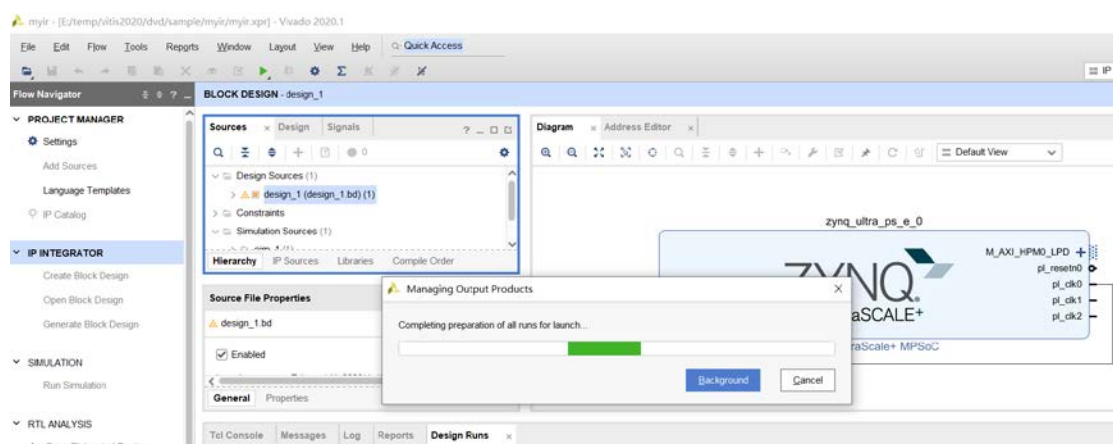
Right click design_1-->Generate Output Products



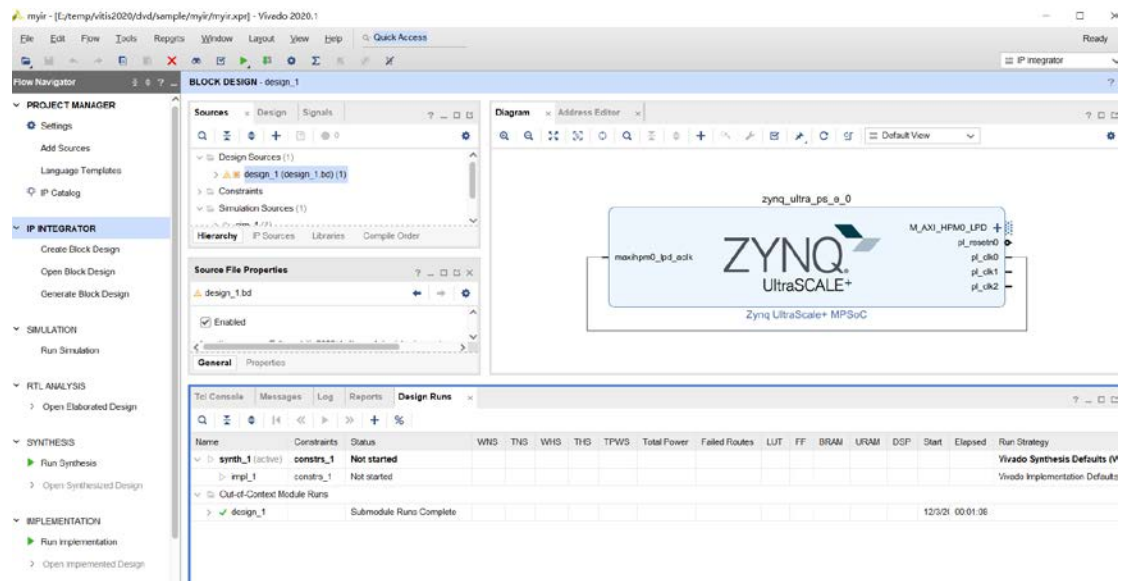
Then click Generate



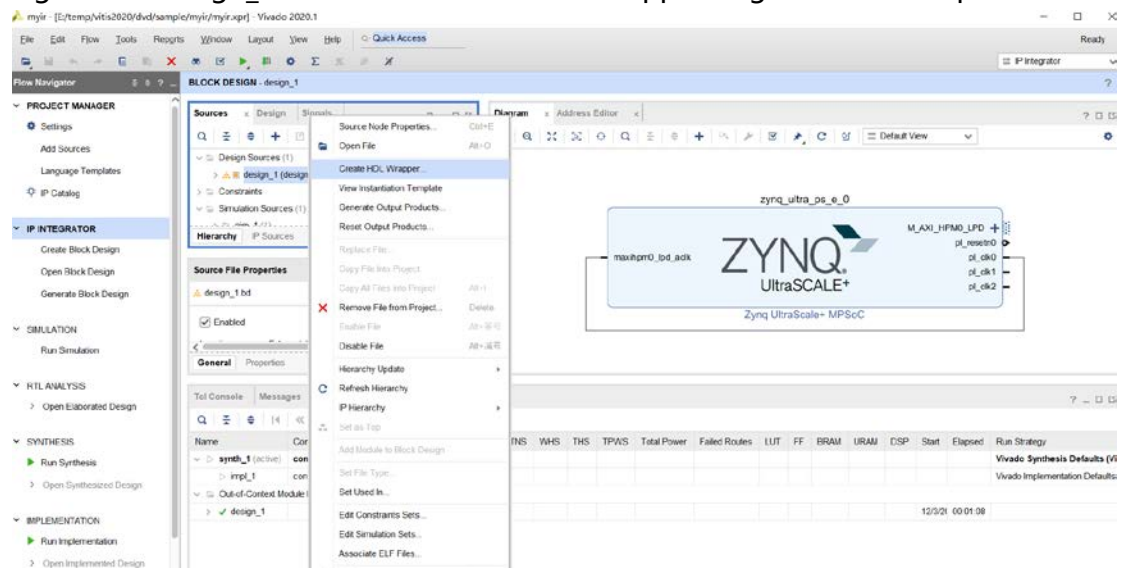
Generating in progress



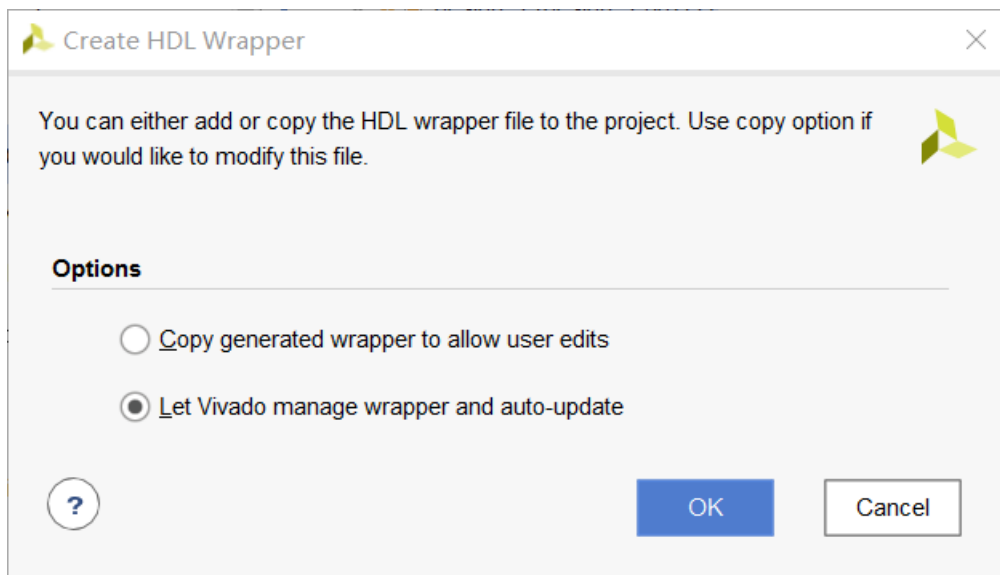
After the synthesis is completed, the following figure is shown.



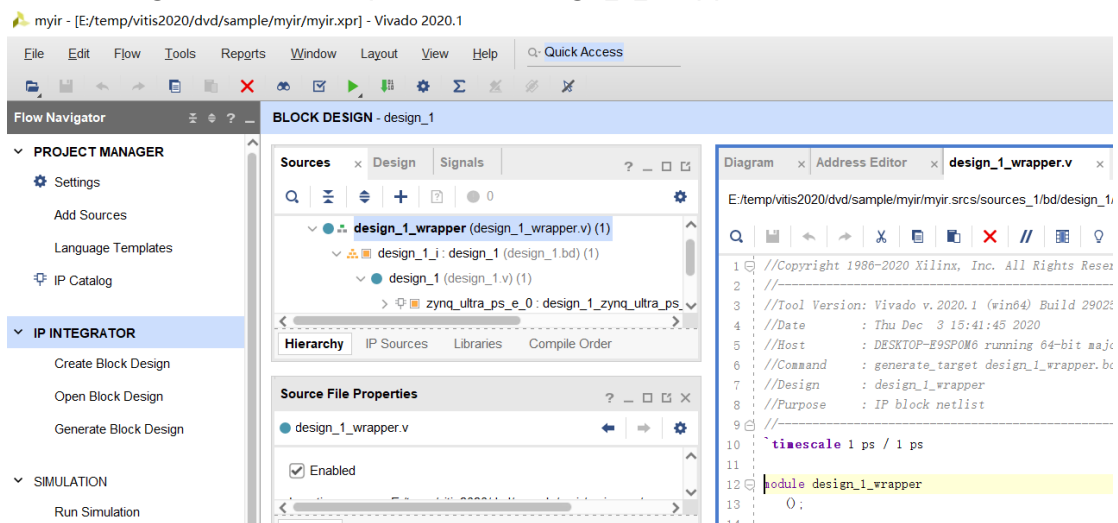
Right-click design_1 and select Create HDL Wrapper to generate the top-level file



Click OK

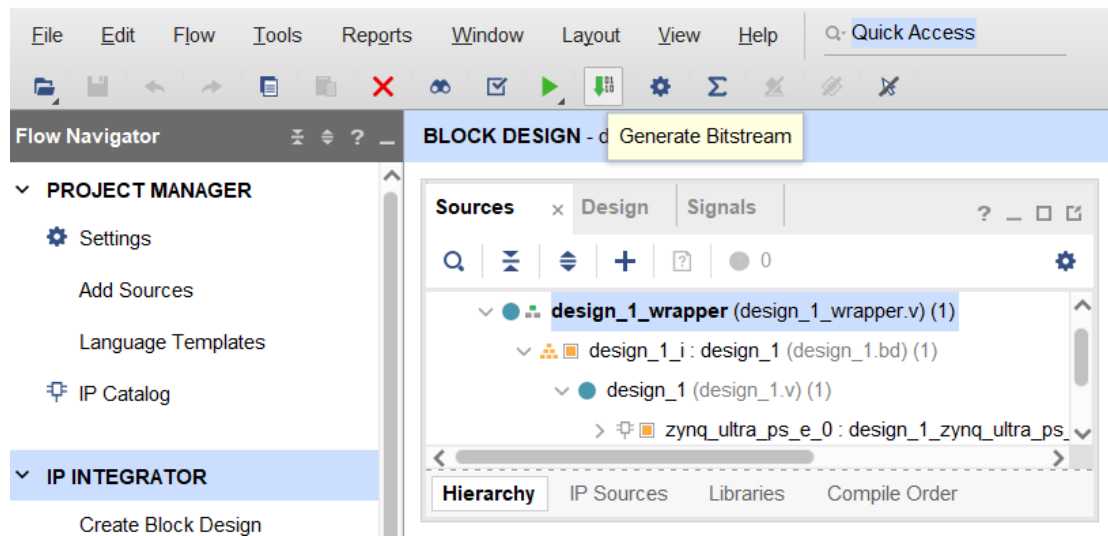


Automatic generation of top-level file design_1_warpper.v

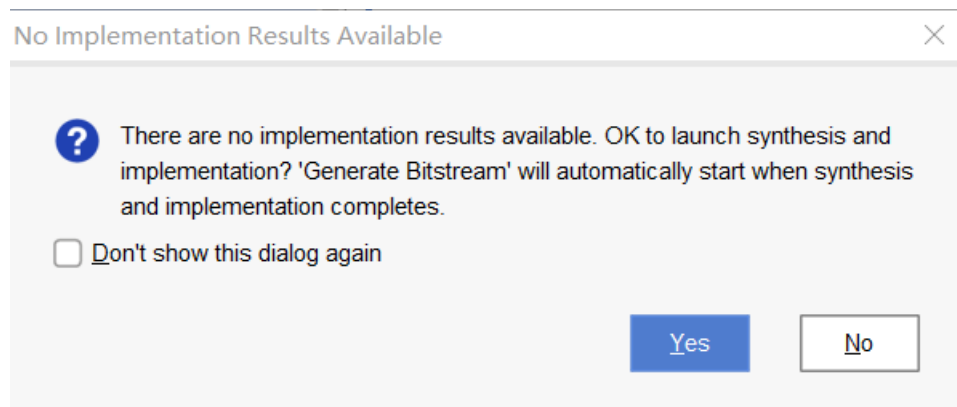


Click Generating Bitstream to generate binary files

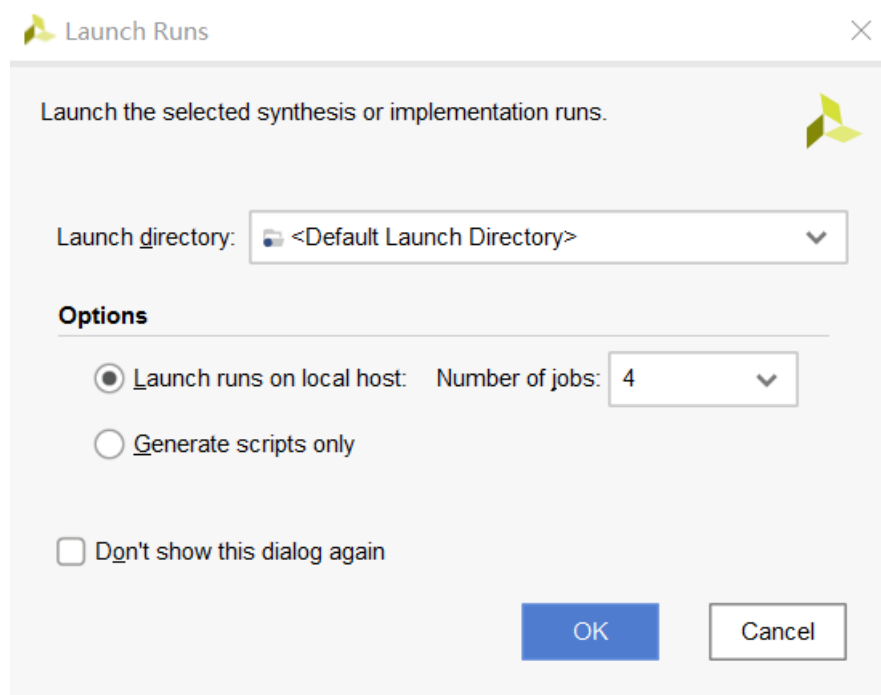
myir - [E:/temp/vitis2020/dvd/sample/myir/myir.xpr] - Vivado 2020.1



Click Yes in the dialog box that appears



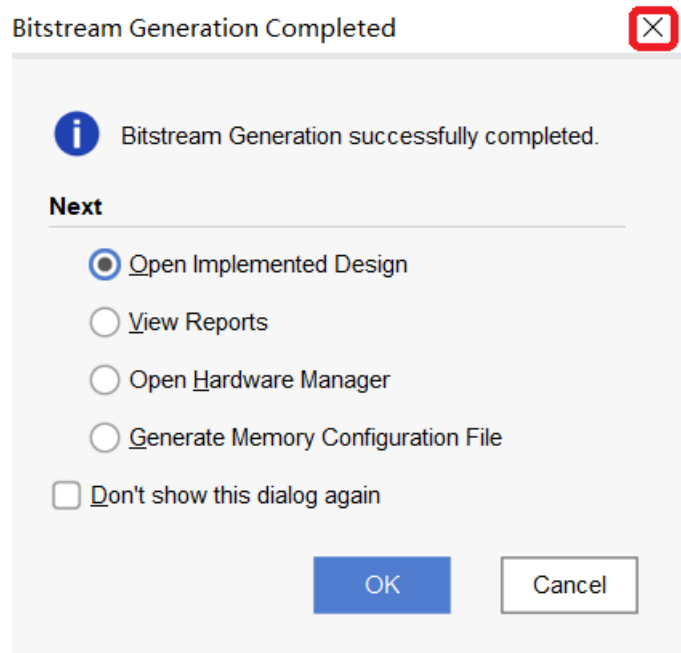
Click OK



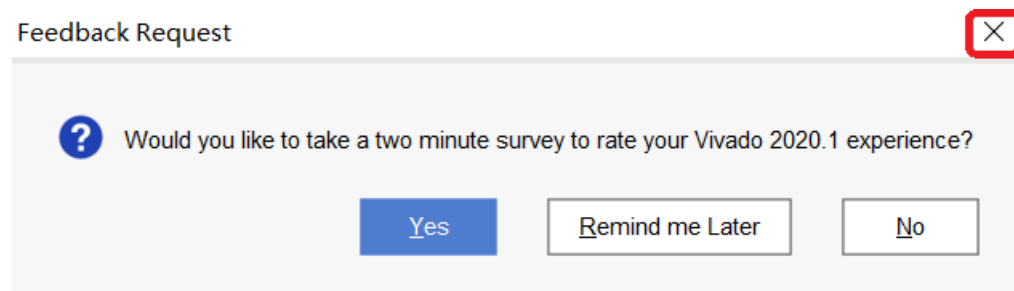
Binary file bit being generated

Tcl Console Messages Log Reports Design Runs x										
<input type="text"/> <input type="button" value="🔍"/> <input type="button" value="🔍"/> <input type="button" value="🔍"/> <input type="button" value="🔍"/> <input type="button" value="🔍"/> <input type="button" value="🔍"/> <input type="button" value="🔍"/> <input type="button" value="🔍"/> <input type="button" value="🔍"/> <input type="button" value="🔍"/>										
Name	Constraints	Status	WNS	TNS	WHS	THS	TPWS	Total Power	Failed Routes	L
synth_1 (active)	constrs_1	Running synth_design...								
impl_1	constrs_1	Queued...								
Out-of-Context Module Runs										
design_1		Submodule Runs Complete								

Binary file bit generation completed, close the pop-up dialog box



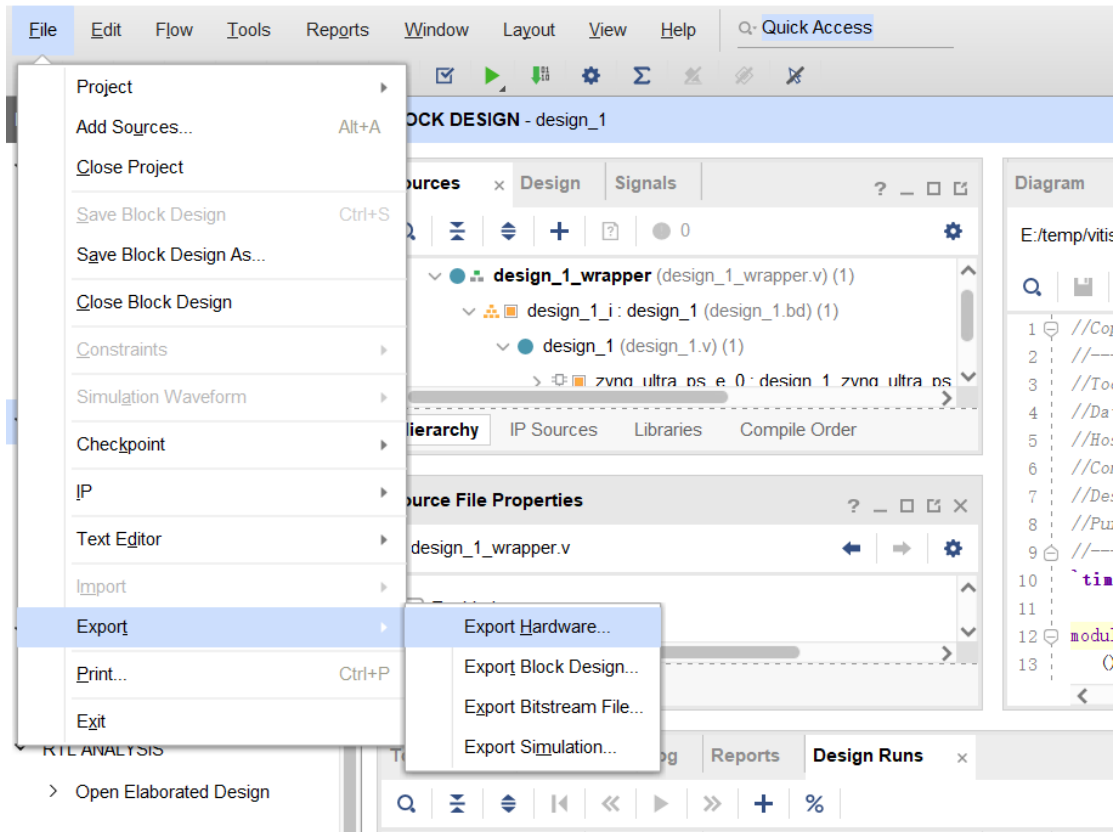
Continue close the next pop-up dialog box




5 VIVADO export hardware platform to VITIS


SelectFile > Export > Export Hardware

myir - [E:/temp/vitis2020/dvd/sample/myir/myir.xpr] - Vivado 2020.1



Click Next

 Export Hardware Platform
 ×



Export Hardware Platform


This wizard will guide you through the export of a hardware platform for use in the Vitis or PetaLinux software tools.

To export a hardware platform, you will need to provide a name and location for the exported file and specify the platform properties.

Platform type

☒ Fixed
 A platform supporting embedded software development only.

☐ Expandable
 A platform supporting acceleration.



< Back
Next >
Finish
Cancel

Check Include bitstream and click Next

Export Hardware Platform

Output

Set the platform properties to inform downstream tools of the intended use of the target platform's hardware design.

☐ Pre-synthesis
This platform includes a hardware specification for downstream software tools.

☒ Include bitstream
This platform includes the complete hardware implementation and bitstream, in addition to the hardware specification for software tools.

Then select the directory where the hardware platform files are stored and click **Next**

Export Hardware Platform

Files

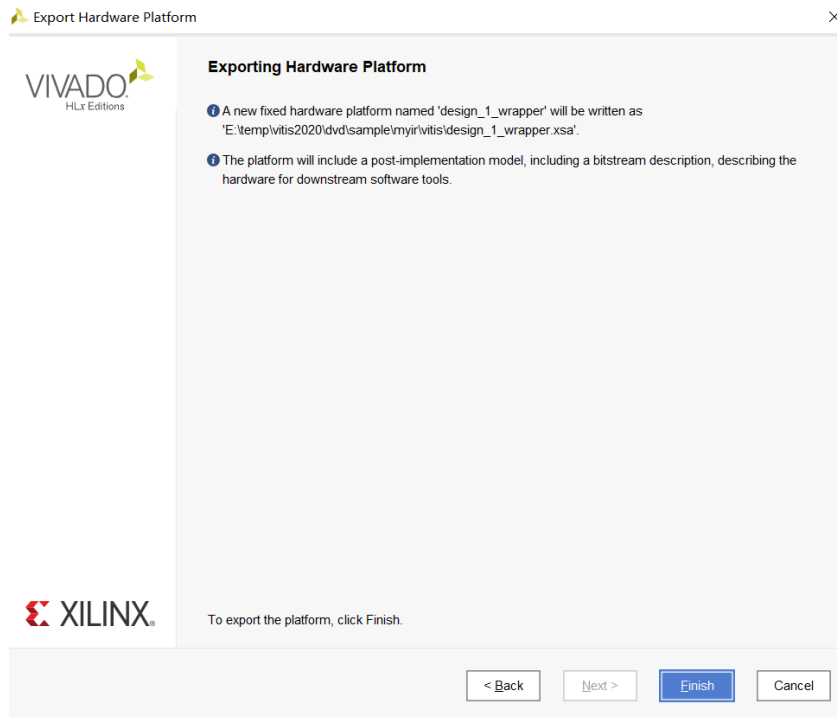
Enter the name of your hardware platform file, and the directory where the XSA file will be stored.

XSA file name:

Export to:


The XSA will be written to: E:/temp/vitis2020/dvd/sample/myir/vitis/design_1_wrapper.xsa

Then click Finish to generate the "design_1_wrapper.xsa" file



5.1 VITIS create an hello project

Open Xilinx vitis2020.1, select the following directory to generate BSP of the platform, and click launch.

 Eclipse Launcher



Select a directory as workspace

Vitis IDE uses the workspace directory to store its preferences and development artifacts.

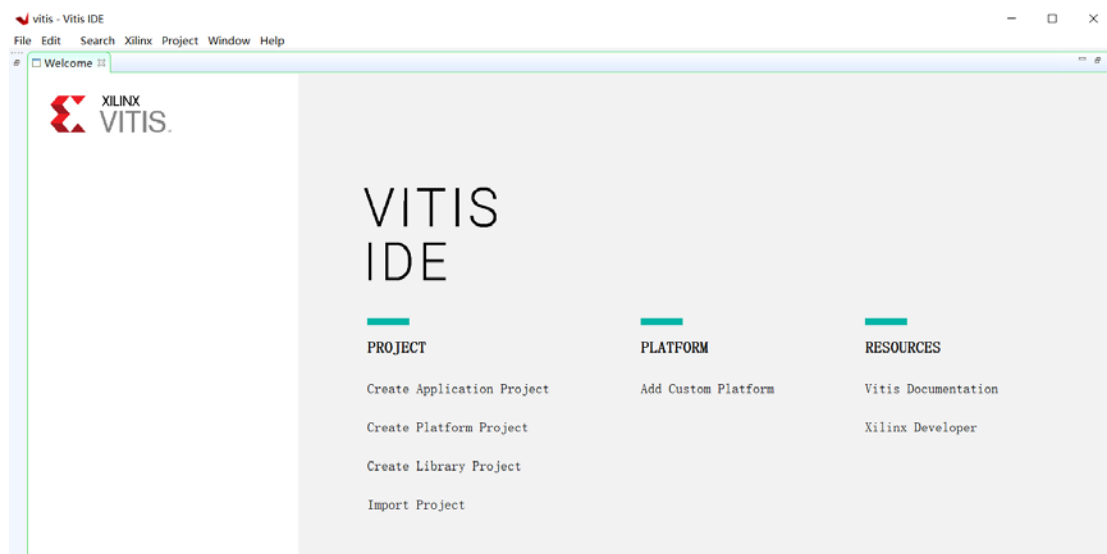
Workspace:

☐ Use this as the default and do not ask again

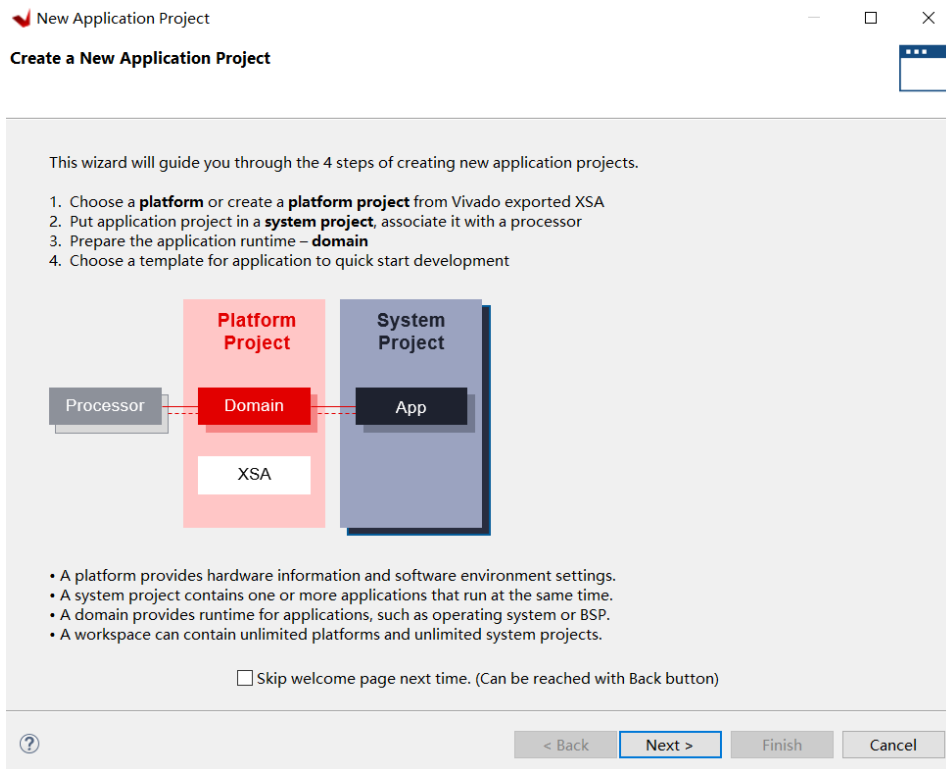
▶ Restore other Workspace

▶ Recent Workspaces

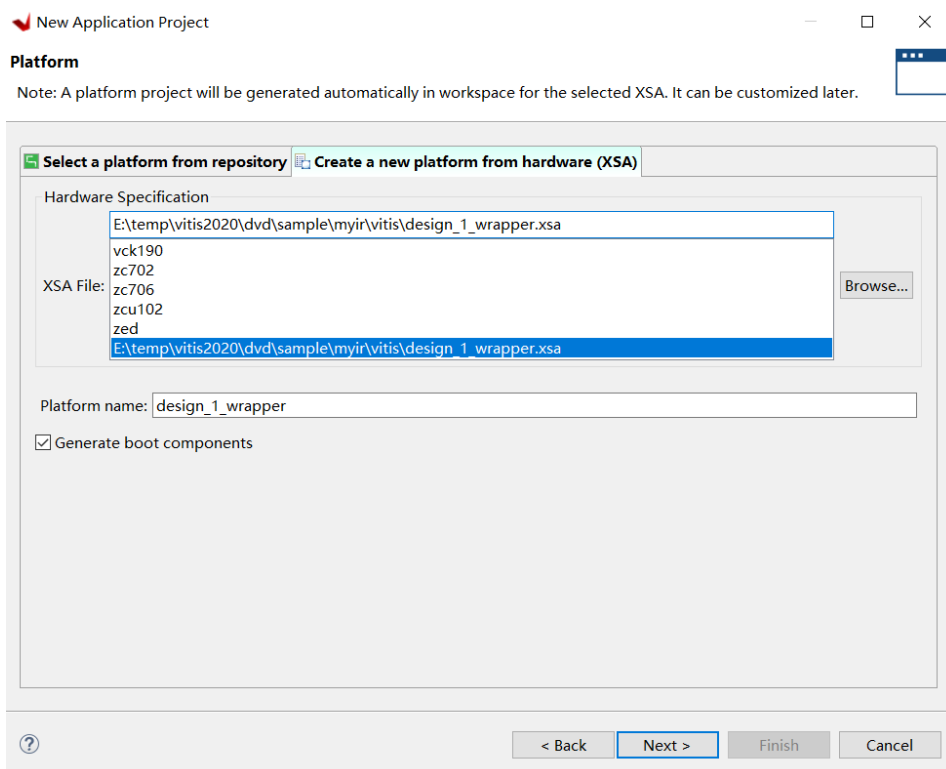
The following window appears, click Create Application Project



Click Next



Then select the just generated design_1_wrapper.xsa file, click Next.



Then entry “hello”, click Next

✓ New Application Project

Application Project Details

Specify the application project name and its system project properties

Application project name:

System Project

Create a new system project for the application or select an existing one from the workspace

Select a system project

+ Create new...

System project details

System project name:

Target processor

Select target processor for the Application project.

Processor	Associated applications
psu_cortexa53_0	hello
psu_cortexa53_1	
psu_cortexa53_2	
psu_cortexa53_3	
psu_cortexr5_0	
psu_cortexr5_1	
psu_nmu_0	

Show all processors in the hardware specification ☒

< Back **Next >** Finish Cancel

Click Next

✓ New Application Project

Domain

Select a domain for your project or create a new domain

Select the domain that the application would link to or create a new domain

Note: New domain created by this wizard will have all the requirements of the application template selected in the next step

Select a domain

+ Create new...

Domain details

Name:

Display Name:

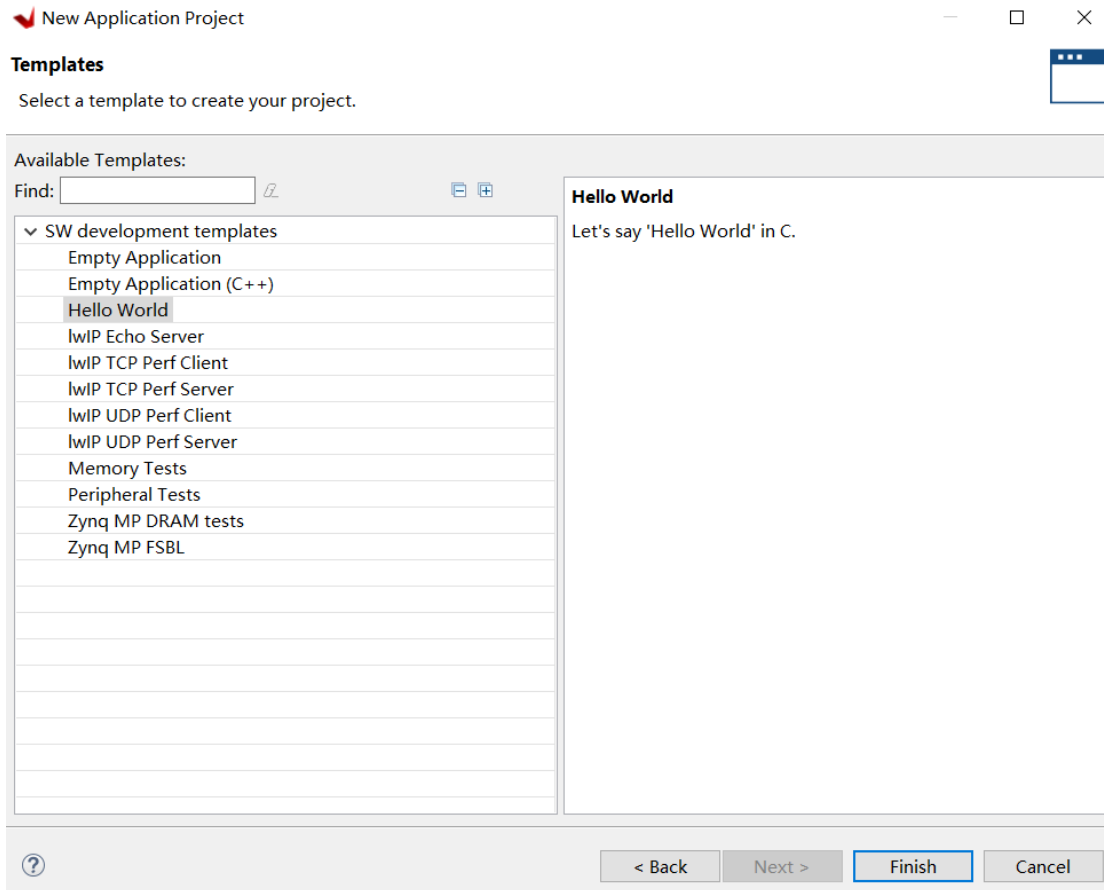
Operating System: standalone

Processor:

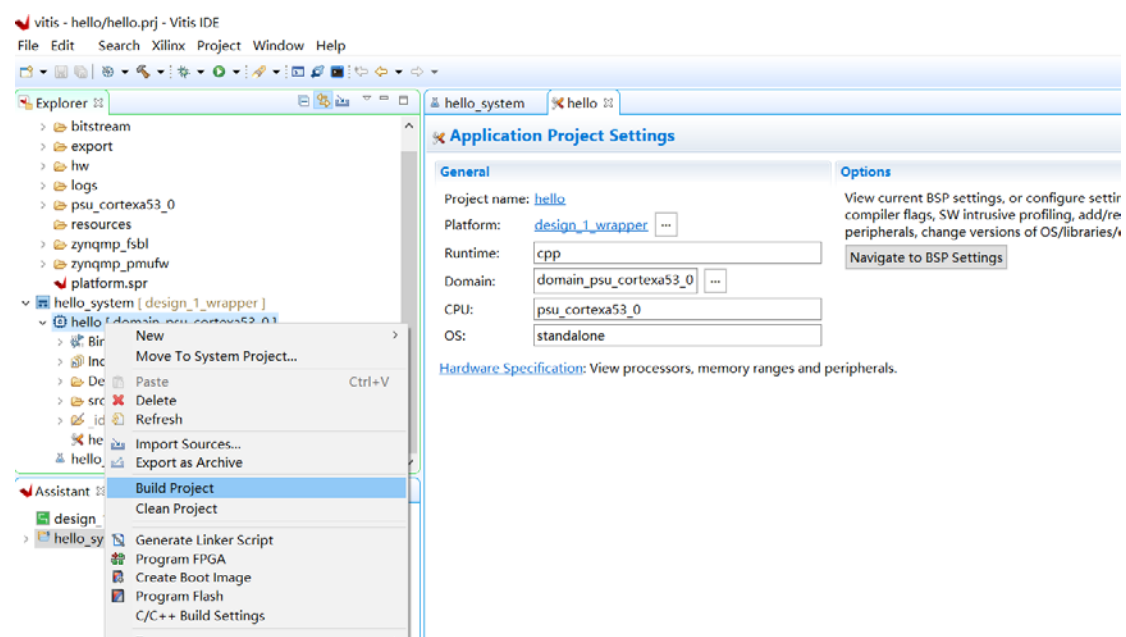
Architecture: 64-bit

< Back **Next >** Finish Cancel

Click Finish, The vitis IDE interface is displayed.



In vitis IDE, click “Build project” , Compile the program and wait for the program to compile.



6 Start-up Equipment

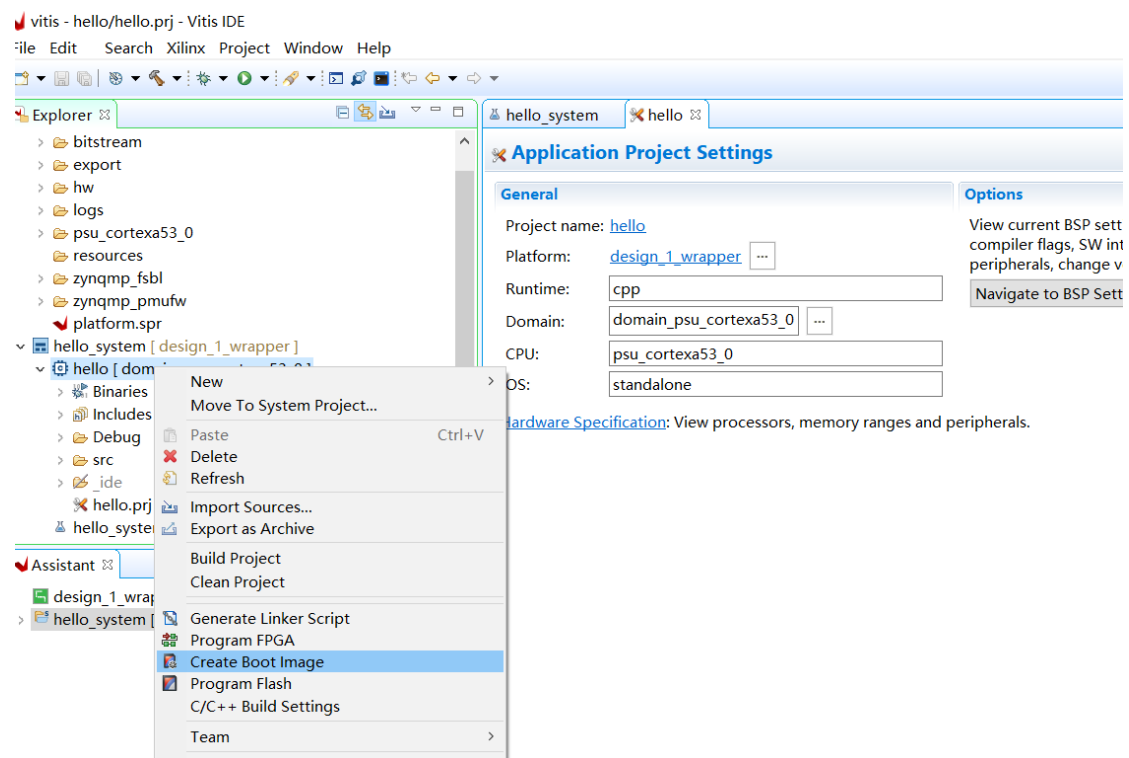
In this chapter, we introduce how to start the development board through SD card, and load the application into MYD-3EG4EV DDR4.

6.1 Boot from MicroSD Card

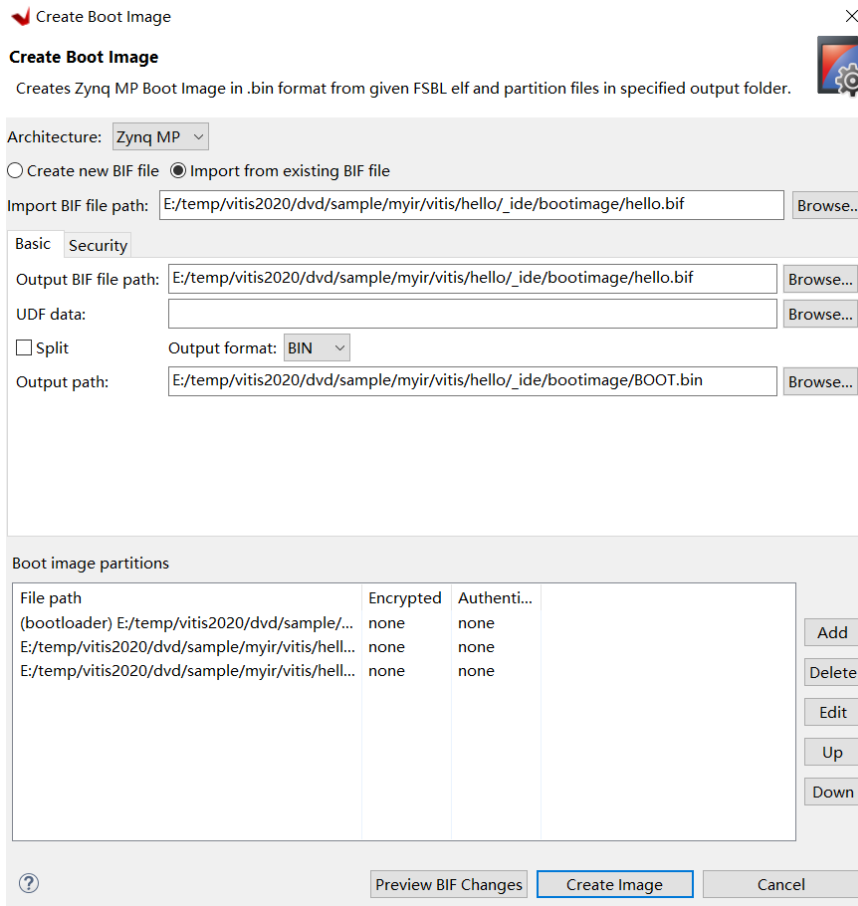
- Start from the microSD card, generate the boot image and store it on the microSD card.

6.1.1 Generating SD Card Startup Image

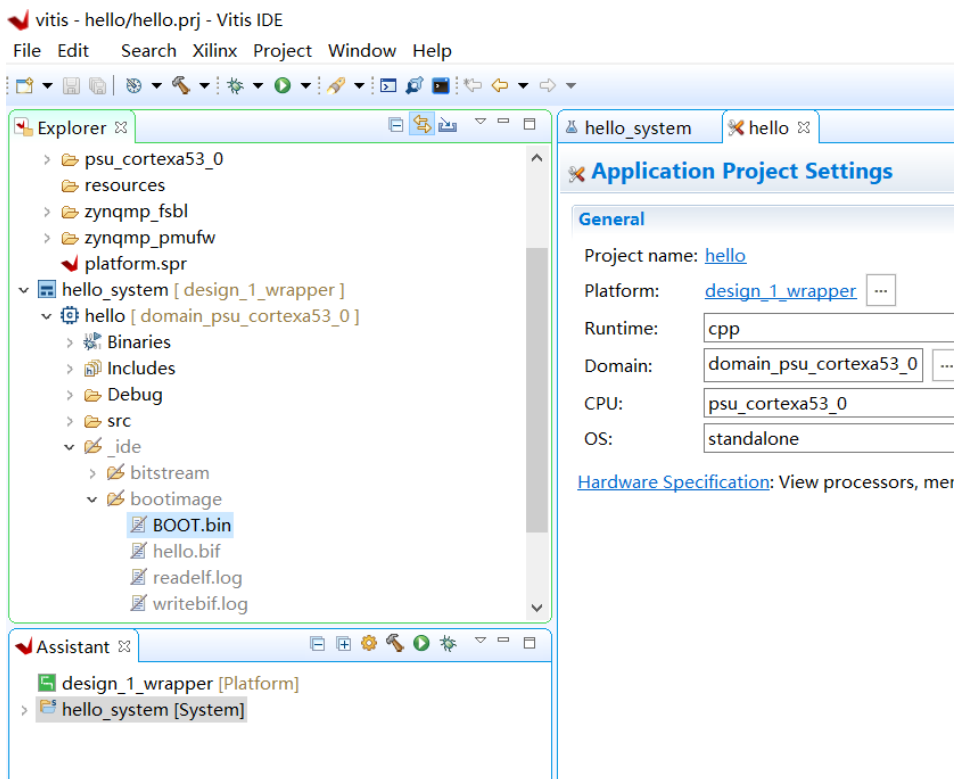
In Vitis 2020.1, click “Create Boot Image”, Will generate BOOT.bin of hello application.



Click “Create Image”



In the following “bootimage” directory, generate “BOOT.bin”



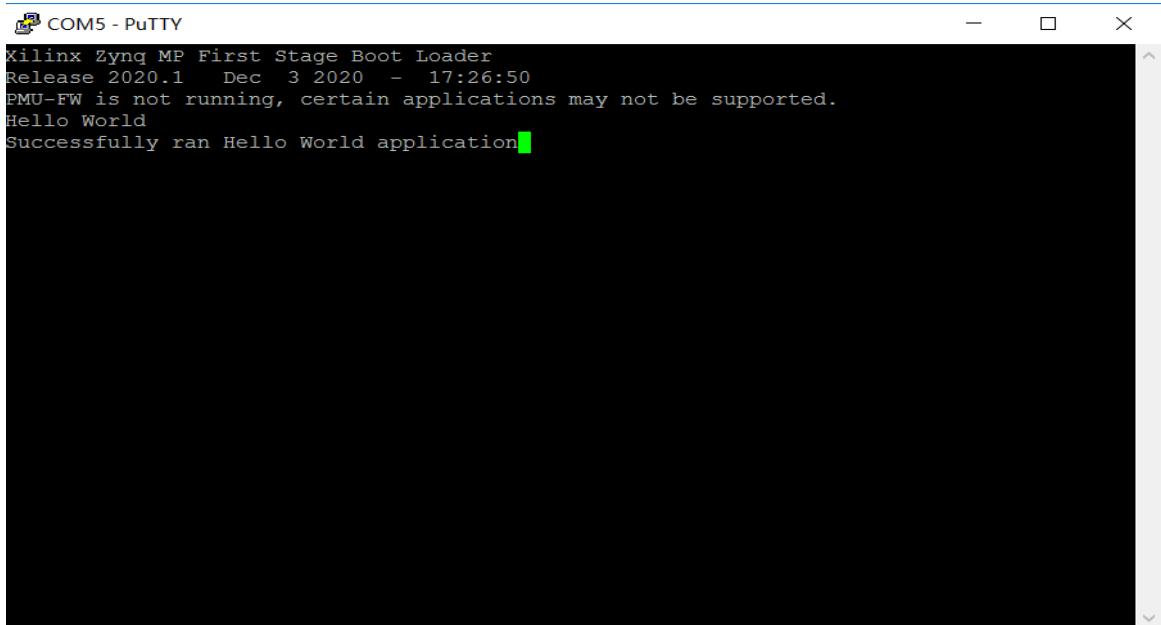
6. 1. 2 **Copy the SD card boot image to the microSD card**

Using the PC memory card reader slot, copy the BOOT.bin file generated in the previous step to the root directory of the microSD card (you can also use the USB memory card reader adapter if your computer does not have a microSD card reader slot). Remove the microSD card from the card reader.

6. 1. 3 **Start Development Board with MicroSD Card**

- Set the dial switch SW1 of the development board as: 1 foot OFF, 2 foot ON, 3 foot OFF, 4 ON
- Connect 12V power supply to J2 on MYD-3EG4EV development board. The development board will start.

You will see the following on the putty terminal



```
COM5 - PuTTY
Xilinx Zynq MP First Stage Boot Loader
Release 2020.1 Dec 3 2020 - 17:26:50
PMU-FW is not running, certain applications may not be supported.
Hello World
Successfully ran Hello World application
```

7 Generate Linux boot.bin file

- In Vitis, select **Create Boot Image**, as shown in the figure below, select Create new BIF file, click Browse, select the output.bif file in linux_boot directory, click Add

Create Boot Image

At least one partition should be present in bootimage

Architecture: **Zynq MP**

☒ Create new BIF file ☐ Import from existing BIF file

Basic Security

Output BIF file path: E:\temp\vitis2020\dvd\sample\myir\linux_boot\output.bif **Browse...**

UDF data: **Browse...**

☐ Split Output format: **BIN**

Output path: E:/temp/vitis2020/dvd/sample/myir/linux_boot/BOOT.bin **Browse...**


Boot image partitions

File path	Encrypted	Authenti...

Add
Delete
Edit
Up
Down

Preview BIF Changes **Create Image** **Cancel**

Click Browser in the pop-up window to add fsbl.elf, click OK

 Add partition

Add new boot image partition

Add new boot image partition

File path:

Partition type:

Destination Device: Destination CPU:

Authentication: Encryption:

Checksum:

Presign:

Key file:

Other

Alignment: Offset:

Reserve: Load:


Startup:

Advanced


Exception Level:

☐ Enable Trust Zone

Click Add

 Create Boot Image

Create Boot Image

 BIF file already exists at the specified path and will be overwritten with the modified contents. Use 'Preview Bif Changes' button to view the changes in bif contents before overwriting.

Architecture:

☒ Create new BIF file ☐ Import from existing BIF file

Basic Security

Output BIF file path:

UDF data:

☐ Split

Output format:

Output path:

Boot image partitions

File path	Encrypted	Authenti...
(bootloader) E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\export\design_1_wrapper\sw\design_1_wrapper\boot\fsbl.elf	none	none

Click Browser in the pop-up window to add pmufw.elf, click OK

✓ Add partition

Add new boot image partition

Add new boot image partition

File path: E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\export\design_1_wrapper\sw\design_1_wrapper\boot\pmufw.elf Browse...

Partition type: **pmu (loaded by bootrom)**

Destination Device: PS Destination CPU: A53 0

Authentication: none Encryption: none

Checksum: none

Presign: Browse...

Key file: Browse...

Other

Alignment: Offset:

Reserve: Load:

Startup:

Advanced

Exception Level: ELO

☐ Enable Trust Zone

? OK Cancel

Click Add

✓ Create Boot Image

Create Boot Image

⚠ BIF file already exists at the specified path and will be overwritten with the modified contents. Use 'Preview Bif Changes' button to view the changes in bif contents before overwriting.

Architecture: Zynq MP

☒ Create new BIF file ☐ Import from existing BIF file

Basic Security

Output BIF file path: E:\temp\vitis2020\dvd\sample\myir\linux_boot\output.bif Browse...

UDF data: Browse...

☐ Split Output format: BIN

Output path: E:\temp\vitis2020\dvd\sample\myir\linux_boot\BOOT.bin Browse...

Boot image partitions

File path	Encrypted	Authenti...
(bootloader) E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\export\design_1_wrapper\sw\design_1_wrapper\boot\fsbl.elf	none	none
(pmu) E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\export\design_1_wrapper\sw\design_1_wrapper\boot\pmufw.elf	none	none

? Preview BIF Changes Create Image Cancel

Click Browser in the pop-up window to add bitstream, click OK

✓ Add partition

Add new boot image partition

Add new boot image partition

File path: E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\bitstream\design_1_wrapper.bit Browse...

Partition type: datafile

Destination Device: PL Destination CPU: A53 0

Authentication: none Encryption: none

Checksum: none

Presign: Browse...

Key file: Browse...

Other

Alignment: Offset:

Reserve: Load:

Startup:

Advanced

Exception Level: ELO

☐ Enable Trust Zone

? OK Cancel

Click Add

✓ Create Boot Image

Create Boot Image

BIF file already exists at the specified path and will be overwritten with the modified contents. Use 'Preview Bif Changes' button to view the changes in bif contents before overwriting.

Architecture: Zynq MP

☒ Create new BIF file ☐ Import from existing BIF file

Basic Security

Output BIF file path: E:\temp\vitis2020\dvd\sample\myir\linux_boot\output.bif Browse...

UDF data: Browse...

☐ Split Output format: BIN

Output path: E:\temp\vitis2020\dvd\sample\myir\linux_boot\BOOT.bin Browse...

Boot image partitions

File path	Encrypted	Authenti...
(bootloader) E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\export\design_1_wrapper\sw\design_1_wrapper\boot\fsbl.elf	none	none
(pmu) E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\export\design_1_wrapper\sw\design_1_wrapper\boot\pmufw.elf	none	none
E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\bitstream\design_1_wrapper.bit	none	none

Add Delete Edit Up Down

? Preview BIF Changes Create Image Cancel

Click Browser in the pop-up window to add bl31.elf, click OK

✓ Add partition

Add new boot image partition

Add new boot image partition

File path: E:\temp\vitis2020\dvd\sample\myir\linux_boot\bl31.elf Browse...

Partition type: datafile

Destination Device: PS Destination CPU: A53 0

Authentication: none Encryption: none

Checksum: none

Presign: Browse...

Key file: Browse...

Other

Alignment: Offset:

Reserve: Load:

Startup:

Advanced

Exception Level EL3

☒ Enable Trust Zone

? OK Cancel

Click Add

✓ Create Boot Image

Create Boot Image

BIF file already exists at the specified path and will be overwritten with the modified contents. Use 'Preview Bif Changes' button to view the changes in bif contents before overwriting.

Architecture: Zynq MP

☒ Create new BIF file ☐ Import from existing BIF file

Basic Security

Output BIF file path: E:\temp\vitis2020\dvd\sample\myir\linux_boot\output.bif Browse...

UDF data: Browse...

☐ Split

Output format: BIN

Output path: E:\temp\vitis2020\dvd\sample\myir\linux_boot\BOOT.bin Browse...

Boot image partitions

File path	Encrypted	Authenti...
(bootloader) E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\export\design_1_wrapper\sw\design_1_wrapper\boot\fsbl.elf	none	none
(pmu) E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\export\design_1_wrapper\sw\design_1_wrapper\boot\pmufw.elf	none	none
E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\bitstream\design_1_wrapper.bit	none	none
E:\temp\vitis2020\dvd\sample\myir\linux_boot\bl31.elf		

? Preview BIF Changes Create Image Cancel

Click Browser in the pop-up window to add u-boot.elf, click OK

✓ Add partition

Add new boot image partition

Add new boot image partition

File path: Browse...

Partition type:

Destination Device: Destination CPU:

Authentication: Encryption:

Checksum:

Presign: Browse...

Key file: Browse...

Other

Alignment: Offset:

Reserve: Load:

Startup:

Advanced

Exception Level

☐ Enable Trust Zone

Click Create Image, in linux_boot directory, generate BOOT.bin

✓ Create Boot Image

Create Boot Image

BIF file already exists at the specified path and will be overwritten with the modified contents. Use 'Preview Bif Changes' button to view the changes in bif contents before overwriting.

Architecture:

☒ Create new BIF file ☐ Import from existing BIF file

Basic Security

Output BIF file path: Browse...

UDF data: Browse...

☐ Split Output format:

Output path: Browse...

Boot image partitions

File path	Encrypted	Authenti...
(bootloader) E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\export\design_1_wrapper\sw\design_1_wrapper\boot\fsbl.elf	none	none
(pmu) E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\export\design_1_wrapper\sw\design_1_wrapper\boot\pmufw.elf	none	none
E:\temp\vitis2020\dvd\sample\myir\vitis\design_1_wrapper\bitstream\design_1_wrapper.bit	none	none
E:\temp\vitis2020\dvd\sample\myir\linux_boot\bl31.elf	none	none
E:\temp\vitis2020\dvd\sample\myir\linux_boot\u-boot.elf	none	none

With other files in the Linux development manual, you can run Linux on the development board.

Appendix 1 Warranty & Technical Support Services

MYIR Tech Limited is a global provider of ARM hardware and software tools, design solutions for embedded applications. We support our customers in a wide range of services to accelerate your time to market.

MYIR is an ARM Connected Community Member and work closely with ARM and many semiconductor vendors. We sell products ranging from board level products such as development boards, single board computers and CPU modules to help with your evaluation, prototype, and system integration or creating your own applications. Our products are used widely in industrial control, medical devices, consumer electronic, telecommunication systems, Human Machine Interface (HMI) and more other embedded applications. MYIR has an experienced team and provides custom design services based on ARM processors to help customers make your idea a reality.

The contents below introduce to customers the warranty and technical support services provided by MYIR as well as the matters needing attention in using MYIR's products.

Service Guarantee

MYIR regards the product quality as the life of an enterprise. We strictly check and control the core board design, the procurement of components, production control, product testing, packaging, shipping and other aspects and strive to provide products with best quality to customers. We believe that only quality products and excellent services can ensure the long-term cooperation and mutual benefit.

Price

MYIR insists on providing customers with the most valuable products. We do not pursue excess profits which we think only for short-time cooperation. Instead, we hope to establish long-term cooperation and win-win business with customers. So we will offer reasonable prices in the hope of making the business greater with the customers together hand in hand.

Delivery Time

MYIR will always keep a certain stock for its regular products. If your order quantity is less than the amount of inventory, the delivery time would be within three days; if your order quantity is greater than the number of inventory, the

delivery time would be always four to six weeks. If for any urgent delivery, we can negotiate with customer and try to supply the goods in advance.

Technical Support

MYIR has a professional technical support team. Customer can contact us by email (support@myirtech.com), we will try to reply you within 48 hours. For mass production and customized products, we will specify person to follow the case and ensure the smooth production.

After-sale Service

MYIR offers one year free technical support and after-sales maintenance service from the purchase date. The service covers:

1. Technical support service

- a) MYIR offers technical support for the hardware and software materials which have provided to customers;
- b) To help customers compile and run the source code we offer;
- c) To help customers solve problems occurred during operations if users follow the user manual documents;
- d) To judge whether the failure exists;
- e) To provide free software upgrading service.

However, the following situations are not included in the scope of our free technical support service:

- a) Hardware or software problems occurred during customers' own development;
- b) Problems occurred when customers compile or run the OS which is tailored by themselves;
- c) Problems occurred during customers' own applications development;
- d) Problems occurred during the modification of MYIR's software source code.

2. After-sales maintenance service

The products except LCD, which are not used properly, will take the twelve months free maintenance service since the purchase date. But following

situations are not included in the scope of our free maintenance service:

- a) The warranty period is expired;
- b) The customer cannot provide proof-of-purchase or the product has no serial number;
- c) The customer has not followed the instruction of the manual which has caused the damage the product;
- d) Due to the natural disasters (unexpected matters), or natural attrition of the components, or unexpected matters leads the defects of appearance/function;
- e) Due to the power supply, bump, leaking of the roof, pets, moist, impurities into the boards, all those reasons which have caused the damage of the products or defects of appearance;
- f) Due to unauthorized weld or dismantle parts or repair the products which has caused the damage of the products or defects of appearance;
- g) Due to unauthorized installation of the software, system or incorrect configuration or computer virus which has caused the damage of products.

Warm tips:

- 1) MYIR does not supply maintenance service to LCD. We suggest the customer first check the LCD when receiving the goods. In case the LCD cannot run or no display, customer should contact MYIR within 7 business days from the moment get the goods.
- 2) Please do not use finger nails or hard sharp object to touch the surface of the LCD.
- 3) MYIR suggests user purchasing a piece of special wiper to wipe the LCD after long time use, please avoid clean the surface with fingers or hands to leave fingerprint.
- 4) Do not clean the surface of the screen with chemicals.
- 5) Please read through the product user manual before you using MYIR's products.

6) For any maintenance service, customers should communicate with MYIR to confirm the issue first. MYIR's support team will judge the failure to see if the goods need to be returned for repair service, we will issue you RMA number for return maintenance service after confirmation.

3. Maintenance period and charges

a) MYIR will test the products within three days after receipt of the returned goods and inform customer the testing result. Then we will arrange shipment within one week for the repaired goods to the customer. For any special failure, we will negotiate with customers to confirm the maintenance period.

b) For products within warranty period and caused by quality problem, MYIR offers free maintenance service; for products within warranty period but out of free maintenance service scope, MYIR provides maintenance service but shall charge some basic material cost; for products out of warranty period, MYIR provides maintenance service but shall charge some basic material cost and handling fee.

4. Shipping cost

During the warranty period, the shipping cost which delivered to MYIR should be responsible by user; MYIR will pay for the return shipping cost to users when the product is repaired. If the warranty period is expired, all the shipping cost will be responsible by users.

5. Products Life Cycle

MYIR will always select mainstream chips for our design, thus to ensure at least ten years continuous supply; if meeting some main chip stopping production, we will inform customers in time and assist customers with products updating and upgrading.

Value-added Services

1. MYIR provides services of driver development base on MYIR's products, like serial port, USB, Ethernet, LCD, etc.
2. MYIR provides the services of OS porting, BSP drivers' development, API software development, etc.
3. MYIR provides other products supporting services like power adapter, LCD panel, etc.
4. ODM/OEM services.



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