Controller packages

Controller + OS includes two years of basic hosting and meter-reading access. Health and connection-status monitoring are paid Cloud features.

Feature / included item	DEVICE PACKAGES		
	Controller + SDK	Controller + OS	Controller + OS + Cloud
HARDWARE & EDGE SOFTWARE			
ESUMEI G3 controller, base firmware & documentation	Included	Included	Included
Application software	Python SDK + examples	ESUMEI OS	ESUMEI OS
MFM384 / MFM384+ meter integration	MFM384 example; customer integrates[1]	Included	Included
Meter configuration & automatic polling	Customer implements using SDK/examples	Included	Included
Standard measurement data model	Customer implements	Included	Included
Timestamped local buffering & store-and-forward	Customer implements	Included[1]	Included[1]
BASIC HOSTED SERVICES			
ESUMEI MQTT & basic dashboard (meter readings only)	Not included	Included[2]	Included[2]
Forwarding to one supported external endpoint	Customer implements	Included[2]	Included[2]
Hosted OTA firmware updates	Customer implements	Included[2]	Included[2]
PAID CLOUD SERVICES			
Historical data, trends & analytical dashboards	Development on request[3]	Not included	Included[4]
Standard DAR & data-quality reports	Development on request[3]	Not included	Included[4]
Controller health, connection status & alerts	Development on request[3]	Not included	Included[4]
Pre-provisioning & assisted onboarding	Development on request[3]	Not included	Included[4]
Fleet management & supported remote configuration	Development on request[3]	Not included	Included[4]
Multi-tenant access & user roles	Development on request[3]	Basic account access	Included[4]
Site coordinates, asset registry & tagging	Development on request[3]	Not included	Included[4]
Standard data exports	Development on request[3]	One-endpoint forwarding only	Included[4]
Additional Cloud SDKs, APIs & custom integrations	Development on request[3]	Development on request[3]	Development on request[3]

Service notes and commercial terms continue on page 2. Development on request does not imply an existing SDK/API.

Included basic services: two years from delivery of each controller

Every controller includes basic support and access to applicable released firmware updates for two years; OS packages also include the basic hosted services listed above. The 24-month hardware warranty is separate. Warranty replacements inherit the original basic-service expiry. Continuation is separately agreed and quoted, with no automatic renewal charge. Expiry does not disable the purchased controller or its right to run the supplied firmware. Service retirement requires at least 12 months' notice and cannot shorten an already-promised two-year term. The included term does not cover paid Cloud subscriptions.

Commercial terms & service scope

Contact us for pricing. Paid Cloud subscriptions are annual.

Feature / included item	DEVICE PACKAGES		
	Controller + SDK	Controller + OS	Controller + OS + Cloud
Hardware & included device software	One-time purchase	One-time purchase	One-time purchase
Hardware warranty (separate entitlement)	24 months	24 months	24 months
Paid subscription	Not included	No paid Cloud subscription	Annual, per controller[4]
Subscription scope	Customer-operated solution	Basic hosted services[2]	One controller; up to eight meters
Additional meter-model integration	Separately quoted	One-time integration fee[3]	One-time integration fee[3]
SIM & cellular connectivity	Customer supplied / managed	Customer supplied / managed	Optional paid add-on[5]
Technical support	Basic: five-business-day initial response target[6]	Basic: five-business-day initial response target[6]	Priority: two-business-day initial response target[6]

1 Device software & local recording

SDK examples are references; the customer completes and maintains its application. ESUMEI OS includes the agreed MFM384/MFM384+ profiles, standard configuration and polling. Local buffering and replay operate within documented power, configuration and retention limits; no absolute zero-loss guarantee applies.

2 Basic hosting, forwarding & OTA

For the included two-year term, OS packages provide ESUMEI MQTT, latest meter readings, hosted OTA and forwarding to one agreed supported destination (such as Genesis), with no separate recurring fee. **Historical reporting, connection status, health monitoring and alerts are excluded.** Forwarding uses an existing supported connector, data format and documented telemetry profile; bounded retry/buffer limits and outage, record-expiry and duplicate-delivery handling are defined in the technical schedule. Automatic compatible updates require ESUMEI MQTT and follow the agreed authorisation, notice and maintenance terms. Other-broker customers receive applicable compatible firmware files during the service period and manage their own deployment. No new features or firmware-release schedule are promised.

3 SDKs, APIs & new integrations

Additional Cloud SDKs/APIs are not currently developed or included. Development on request requires technical feasibility and an agreed scope, fees and schedule. Hosted functions do not automatically include developer interfaces. SDK-column development is for customer-operated solutions, not hosted services. New meter models carry a one-time fee for the agreed model/register-map scope. Custom reports, new connectors, extra destinations and nonstandard traffic are separately quoted.

4 Paid Cloud service scope

An active annual subscription covers one controller with up to eight meters and the listed paid functions. Telemetry, history, export and backup allowances are specified in the order. Site coordinates are supplied during provisioning; automatic SIM-based location is excluded. Basic OS does not include assisted onboarding or supported remote fleet management.

5 Managed cellular connectivity

SDK and OS packages use customer-managed SIM/data. Managed local-operator connectivity is an optional paid Cloud add-on. Universal/multi-network services, such as Onomondo, require a separate premium quote.

6 Technical support

Contact grid@anietronic.com, 09:00-17:00 WAT, Monday-Friday, excluding Nigerian public holidays. Basic support targets an initial technical response within five business days; paid priority support targets two. A response provides an assessment, diagnostic request or troubleshooting step, not just an automated acknowledgement. Basic support covers supplied hardware, standard configuration, supported firmware and supplied SDK interfaces/examples; it excludes customer application development, platform administration, custom integration, field visits and fleet-management work. Valid warranty corrections remain covered. No guaranteed resolution, uptime, service credits or continuous monitoring is included; enhanced SLAs and 24/7 support are separately agreed.