



Tech note

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Dual Vendor Submetering Systems Challenges and Recommendations

## Introduction

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The purpose of this document is to identify problems resulting from using non-Inovonics hardware to receive Inovonics Frequency Agile (FA) or EchoStream data for submetering applications.

## Submetering Hardware Support

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The only submetering equipment that Inovonics technical support can support is that included in an Inovonics systems: Inovonics submetering transmitters and Inovonics repeaters, as needed, feeding in to Inovonics head-end equipment — Inovonics receivers, data loggers or IP gateways.

Inovonics cannot support a submetering system where Inovonics transmitters, repeaters and receivers feed into non-Inovonics head-end hardware. Inovonics has not tested the effectiveness of such a dual vendor system, and has not authorized any non-Inovonics hardware for use in Inovonics submetering systems.

If a customer experiences an issue where non-Inovonics hardware plays a role in message delivery, Inovonics will not be able to troubleshoot the problem. Nor does Inovonics authorize any third party to provide technical support for any Inovonics submetering product.

For these reasons, any site using Inovonics hardware alongside non-Inovonics hardware for a single submetering system cannot be supported by either Inovonics or the non-Inovonics hardware provider.

Likewise, Inovonics has only fully tested our submetering hardware as a complete system, and warranties it as such. A dual vendor system can void the Inovonics warranty, as Inovonics may not be able to determine the point of failure; typically, we can only determine the point of failure in a complete Inovonics system.

## Recommendations

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Inovonics highly recommends that any customer considering upgrading or adding onto an existing submetering system maintain a single vendor for the site in question.

- For a site requiring an upgrade from an Inovonics data concentrator and communicator, please contact your account manager for any trade-in programs that may apply.
- For an Inovonics site requiring non-Inovonics hardware, swap out all hardware on the site in its entirety, reprogramming the new transmitters accordingly. This will ensure the site can be supported, and avoids potential warranty issues.

- For a site with a dual vendor system, please contact your Inovonics account manager to take advantage of any trade-in programs that may apply to upgrade it to an Inovonics-only system.

## Conclusion

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For more questions, contact Inovonics technical support:

- E-mail: [support@inovonics.com](mailto:support@inovonics.com).
- Phone: (800) 782-2709; (303) 939-9336.