

Server and Hardware Support Overview

Support Plans: Diagenix (DGX) offers four different levels of Sever and Hardware Support including an option to add Remote Monitoring and Remediation to any one of the Plan Types that are in addition to our standard one year Warranty program as described in the table below.

Plan Type	Description of Service and Benefits
STANDARD DGX-HS01-HW	<p>This plan provides 8:00am – 6:00pm (EST) coverage, Monday through Friday, excluding legal holidays, with the following provisions:</p> <ul style="list-style-type: none"> • Unlimited technical support via phone • Response time within 6 hours of initial call • Full resolution capabilities to immediately commence and continue until corrected during normal business hours¹
EXTENDED DGX-HS02-HW	<p>All the benefits of our “Standard” plan, plus:</p> <ul style="list-style-type: none"> • Response time within 4 hour of initial call • No charge replacement cost for all hardware components • Remote VPN access support² • No charge for shipping Replacement Parts (with the continental US).³ • Replacement Parts ship within 24 hours from determination from DGX support personal that the part is defective
PREMIUM DGX-HS03-HW	<p>All the benefits of our “Extended” plan, plus:</p> <ul style="list-style-type: none"> • 24/7 customer support coverage (Excluding holidays) • Response time within 2 hours of initial call during normal business hours and within 4 hours during off business hours
ON-SITE DGX-HS04-HW	<p>All the benefits of our “Premium” plan, plus:</p> <ul style="list-style-type: none"> • On-site Support⁴ • 99.2% Up-time Guarantee
Other Support Options	
REMOTE MONITORING AND REMEDIATION DGX-HS05	<p>This option can be added to any one of the Plan Types listed above</p> <ul style="list-style-type: none"> • 24/7 Remote Monitoring • 24/7 Remote Access • Proactive Maintenance and Patch Management • Anti-spam/virus protection updates for Servers purchased from DGX

Client Contact Procedures:

1. Log a support ticket via the web at: <http://support.diagenix.com> or;
2. Phone or leave a voice mail with technical support at 866-425-6600 and just say “Support” or;
3. Email support@diagenix.com and attached problem log.
4. If an acknowledgment and/or ticket number has not been provided within 1 hour, then:
 - Contact the primary Diagenix contact person for immediate assistance, or
 - Send a follow-up email to the alternate contact individual.

** For additional support information please refer to Diagenix Technical Support User Guide and Support Certificate.

¹ Customer is responsible for providing on-site technical assistance and support for resolving all reported problems

² Customer to grant DGX access into supported equipment for remote control and problem resolution

³ Shipping compete Servers other than UPS Ground Service back and forth to Diagenix for repair is not covered under the following no-charge policy

⁴ Customer must be enrolled in Premium Support Plan

⁵ Requires Remote Monitoring and Remediation Optional Support Plan