J Street LIMS Support Policy

J Street LIMS Annual Subscribers and Annual Maintenance customers are entitled to unlimited support for each paid subscription or maintenance year. Please review the items below to learn about how to use support, what's covered, and what is not covered under our J Street LIMS Support Policy.

How to Utilize Support:
Questions and support requests that cannot be answered through the content in our online Knowledge Base may be directed to J Street by emailing Support@JStreetLIMS.com, or by calling us at (425) 679-6206. We will usually respond to support requests within one business day and will address support requests during evening or weekend hours on a case-by-case basis. Support requests can also be scheduled outside of business hours with advance notice. Upon submitting your request, a case number will be generated and emailed to you for documentation, and we ask that you reference your case number on additional communications. We may request further information from you depending on the nature and complexity of your request. Upon resolution of your question or support request, your case number will be closed.

What's Covered:
1. How-To Questions: Your subscription includes various self-help tools including FAQ's, help articles, and documentation on the J Street LIMS Knowledge Base (https://JStreetLIMS.com/knowledge-base/). Each license also comes with a J Street LIMS User's Guide, Messaging Component User's Guide, Installation Guide, and Release Notes. If you are unable to get your issue resolved using the self-help tools, a member of our support team will gladly assist you in resolving your issue.
2. Issue Resolution: J Street will resolve any issues within the LIMS that prevent it from performing its normal functions.
3. Version Updates: Periodically, upgrades to the J Street LIMS software will be released to customers and may include improvements and new features. Customers will be notified in advance of version updates being available. Full System License customers with an Annual Maintenance contract will need to contact J Street in order to schedule their updates and review any customizations or integrations that could be affected.
4. Simple Interfacing: J Street will assist with the integration of common scientific instruments that have already been developed. J Street will also assist with the creation of basic import/export Excel templates.

What's Not Covered:
1. Issues due to customizations: Our support policy does not cover the resolution of issues resulting from or affecting unique customizations to the software. Some customers with Full System Licenses may develop customizations which can alter the J Street LIMS source code and can affect the system's performance or add complexity to the update process. Issues resulting from customizations, including porting customizations to new versions of the software when upgrading, will be estimated and charged hourly for time worked at J Street's current shop rate.

2. Server-Related Issues: Our support policy does not cover the resolution of server setup problems where J Street Technology is not hosting the database.
3. Complex Interfacing: Interfacing with new scientific instruments will be addressed on a case-by-case basis and may be charged hourly depending on the level of complexity and time involved. Creation and support of highly complex, unique, or custom Excel templates will also be charged hourly. Third-party software integrations are not covered by our support agreement and will be charged at J Street's hourly shop rate.

Support Duration:
J Street Technology will provide unlimited phone and email support while you have an active support agreement with us.

Customers who have purchased Full System Licenses may continue to use J Street LIMS even if they allow their Annual Maintenance agreement to lapse. However, if they choose to re-instate Annual Maintenance after lapsing, they must "catch up" by paying all prior and new Annual Maintenance fees.