

IronCare™ Maintenance MEDiC™/CLINiC™

Service Overview

IronCare™ Maintenance provides high quality remote technical support and advance replacement for hardware failures of your MEDiC™ and CLINiC™ products, maximizing service availability and system uptime.

Iron Bow provides technical support specialists who quickly begin troubleshooting the system to help return the device to full operating condition. In the event the system is found defective and the issue cannot be resolved remotely, Iron Bow will ship a replacement system.

IronCare™ Maintenance is founded on Information Technology Infrastructure Library (ITIL) to ensure a high level of support for your Iron Bow product.

Service Feature Highlights

- 24x7x365 phone support
- Redundant locations in the U.S.
- Remote troubleshooting and diagnostics
- Advanced replacement of defective unit with second business day delivery
- Pre-paid return shipping for defective unit

Specifications

Feature	Delivery Specifications
Coverage window	Services as described are delivered remotely and in the Iron Bow Client Service Center 24 hours per day, 365 days per year. Incidents with covered devices shall be reported to the Iron Bow Client Service Center via the designated support telephone number. Iron Bow will acknowledge receipt by logging the incident, assigning an incident ID, and communicating that incident ID to the Customer.
Remote problem diagnosis and support	Iron Bow will provide remote technical assistance to isolate the hardware issue, provide remediation actions, and resolve the incident with the Customer. Prior to sending any hardware replacement, Iron Bow may ask the Customer to provide relevant information, initiate and perform remote diagnostics, and perform other support activities at the request of Iron Bow. Repair is considered complete upon end user verification that the hardware malfunction has been corrected or the hardware has been replaced (see <i>Advance hardware replacement</i>).

<p>Advance hardware replacement</p> <p>(Shipping charges for Advance replacement unit and return of failed unit apply for non-U.S. locations)</p>	<p>For hardware incidents that cannot, in Iron Bow's judgment, be resolved remotely, Iron Bow will provide a replacement product in advance of receiving the defective unit from the Customer. Replacement products are new or functionally equivalent to new in performance. The Customer must initiate return shipment of failed unit using the provided shipping label within 7 days of receiving the replacement. Returned defective products become the property of Iron Bow. Customers who wish to retain defective units will be billed and required to pay the list price of the replacement unit less any applicable discounts.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service.</p>
<p>Product replacement timeframe</p> <p>(Iron Bow cannot guarantee second business day delivery to non-U.S. locations due to varying customs procedures)</p>	<p>Iron Bow will send a replacement product within the timeframe below, dictated by the time the incident is reported:</p> <ul style="list-style-type: none"> • For incidents reported and determined to require replacement by 1:00 PM Eastern Time Monday through Friday (excluding federal holidays), replacement product will be shipped the same day for second business day delivery • For incidents reported after 1:00 PM Eastern Time Monday through Friday, or on weekends and federal holidays, replacement product will be shipped on the next business day for second business day delivery

Customer Responsibilities

Upon request, the Customer will support Iron Bow's remote problem resolution efforts by:

- Providing all information necessary for Iron Bow to deliver timely and professional remote support and to enable Iron Bow to determine the level of support eligibility
- Starting self-tests and install and run other diagnostic tools and programs with the remote assistance of the Iron Bow Client Service Center
- If unit is replaced, the Customer will return the defective unit within 7 days
- Performing other reasonable activities to help Iron Bow identify or resolve problems, as requested by Iron Bow

If the Customer does not act upon the specified Customer responsibilities, at Iron Bow's discretion, Iron Bow will not be obligated to deliver the services as described.

Service Limitations

The following activities are excluded from this service:

- Backup and recovery, support of the operating system, support of other software, and retention of data
- Support of applications not native to the MEDiC™/CLINiC™
- Troubleshooting support for video connectivity or compatibility problems
- Troubleshooting support for network problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by Iron Bow

- Services required due to failure of the Customer to take avoidance action previously advised by Iron Bow
- Services that, in the opinion of Iron Bow, are required due to improper treatment or use of the product, including product damage
- Services that, in the opinion of Iron Bow, are required due to unauthorized attempts by non-Iron Bow personnel to install, repair, maintain, or modify hardware, firmware, or software

Iron Bow retains the right to determine the final resolution of all opened cases

Contact Information

For general inquiries or to order service, please contact:

Iron Bow Healthcare Solutions

2303 Dulles Station Blvd., Suite 400, Herndon, VA 20171

Toll: 800.338.8866

Tel: 703.279.3000

www.ironbowhealthcare.com

For hardware technical support, please contact:

Iron Bow Client Service Center

Toll: 833-IRONBOW

IronCare™ Maintenance is provided subject to the IronCare™ & Managed Care Terms and Conditions posted at www.ironbowhealthcare.com. Iron Bow reserves the right to change the specifications in this document at any time and without notice. 07/16