STARLIMS Subscription Support Policy

Last Updated: *October 9th, 2026*

This Subscription Support Policy explains the support and service levels provided by **STARLIMS** in connection with Errors in the Product.

STARLIMS provides Support in accordance with this Support Policy and the applicable agreement (the "Agreement"). You will be entitled to receive Support for the period specified in the Order Form, at the level described in the Order Form.

Capitalized terms not defined here have the meaning given in the **STARLIMS SOFTWARE LICENSE AND SERVICES AGREEMENT.**

Your STARLIMS subscription includes more than software. It includes the expertise, responsiveness, and commitment of a support team that understands your industry and treats your challenges as our own.

1. Testing & Quality Assurance

Before each release, **STARLIMS** performs testing and validation processes designed to reduce Errors and maintain Service quality.

2. Support Overview

- Each Client must appoint at least two primary contacts.
- Primary contacts may request additional authorized contacts.
- Support is provided in **English** via remote assistance.
- Support includes:
    - Troubleshooting and diagnosis
    - Guidance and recommendations
    - Workarounds where available

For **urgent** issues, under the appropriate subscription level, STARLIMS provides **24/7 support** through a global, time zone–distributed operations model, allowing global teams to provide continuous support across time zones.

3. Contacting Support

Authorized contacts can reach STARLIMS Support via:

- Ticket submission (Zendesk)
- Phone support (Zendesk support number)

- Please visit https://www.starlims.com/customer-support/ for more details

Contacts should:

- Be familiar with the Service and Documentation
- Attend STARLIMS trainings building fundamental product knowledge before onboarding
- Take reasonable steps to confirm the issue is not caused by local systems, software, or connectivity

4. Submitting a Support Ticket

Each Support Ticket must include:

- A **Severity Level** (see below)
- Affected account details
- A clear description of the issue
- Relevant error messages (excluding sensitive or regulated data)
- Contact details for the Authorized contact

Additional requirements:

- Provide updates promptly when requested
- Default severity is **Normal** if not specified
- Include client logs and timestamps when relevant

Clients can create "*Issue, Question, Enhancement, License Key Request*" ticket types. SLA's do only apply to the "*issue*" ticket type.

A unique Ticket number will be generated and shared with the Client.

Requests for enhancements or new features will be logged and then closed after internal review.

Please refer to the User guide for more details.

5. Severity Levels

Urgent

Production system failure with no workaround.

Examples:

- System unavailable
- Data loss or corruption
- Security breach
- Critical business operations cannot proceed
- Regulatory or laboratory compliance is impacted

High

Major functionality is affected, but a workaround exists. Business operations are significantly impacted but still running.

Normal

Non-critical issues affecting functionality in any environment. Workarounds or reduced performance are acceptable.

Low

Minor issues such as:

- UI defects
- Cosmetic issues
- Minor usability concerns

The Technical Support agent assigned to the support ticket performs an impact analysis to determine the severity and/or priority level. As a support ticket progresses through its lifecycle, the severity/priority or ticket type may be reevaluated and adjusted by STARLIMS Support personnel.

6. First Response Targets and Updates

Essentials Subscription

Priority	Initial Response Target
Urgent	4 business hours
High	2 business days
Normal	4 business days
Low	6 business days

Pro & Ultimate Subscriptions

Priority	Initial Response Target
Urgent	2 hours (24/7)
High	4 business hours
Normal	2 business days
Low	4 business days

Updates will be provided periodically based on the severity and business impact of the issue. The communication cadence will be defined in agreement with the Clients and may be adjusted as the situation evolves.

Root Cause Analysis

For Support Tickets of type "Issue" with Urgent severity that have been marked Solved, STARLIMS shall provide a written Root Cause Analysis (RCA) summarizing the cause, impact, corrective actions taken and, where applicable, preventive measures. The RCA will be delivered to the Client's Authorized Contacts within seven (7) Business Days of the ticket being marked Solved. RCAs are delivered upon request and not provided for tickets of other severity levels or types. Where the cause lies outside STARLIMS's control (see Section 13, Exclusions), the RCA will be limited to the findings available to STARLIMS. The RCA timeframe is a target and does not alter the SLA applicable to the ticket.

7. Support Business Hours by Region

Unless otherwise specified in a STARLIMS-issued and signed ordering document, support will be available as follows:

Region	Business Hours
Asia Pacific	6:30AM–5PM HKG (Mon–Fri)
EMEA	9AM–6PM CET (Mon–Fri)
North America	9AM–6:30PM EST (Mon–Fri)

Public holidays and country-specific bank holidays are expressly excluded from the scope of this agreement.

8. Customizations Support

Support services provided under this Support Policy apply solely to the Company's generally available product features and standard configurations. Support for Client specific customizations, including but not limited to custom integrations, bespoke configurations, non-standard workflows, and third-party extensions, is not included, unless Client is subscribed to Pro or Ultimate Subscription levels.

9. Access to Client environments

If remote access is required by Client, Client will provide remote access to Client's environment through an internet-based third-party remote access solution (e.g. BeyondTrust, TeamViewer, or a VPN solution approved in writing by Client). Remote access is provided solely at Client's election and request, and Client assumes all risk and liability arising from its decision to permit it.

9.3 Client shall provision remote access to a generic STARLIMS Support account. If Client is strictly prohibited from provisioning access to a generic STARLIMS Support account, Client must provision access to a minimum of two (2) named STARLIMS Support individuals, with names and contact details provided to Client in advance.

9.4 All remote access sessions shall require explicit, per-session written or electronic approval from a designated Client representative prior to initiation. Client approval is always strictly required to access remote systems, and Client reserves the right to revoke access at any time by providing written notice to STARLIMS.

9.5 All remote access sessions shall be logged, including the date, time, duration, and identity of the accessing individual, and such logs shall be made available to Client upon request. STARLIMS personnel shall not access, copy, or retain any Client data beyond what is strictly necessary to perform the support activity.

9.6 Upon expiration or termination of the Agreement, Client is responsible for revoking access once the issue is resolved.

10. Client Initiated Escalations

Not all support programs offer a direct line to management. With STARLIMS, every Client with an active Pro or Ultimate subscription can request Support Manager attention within one business day.

Use the **Escalate** button in the Help Center whenever your situation calls for senior attention. Select the reason that best fits — it helps your Support Manager understand the context and engage in the right way from the start.

Escalation Reason	Description	STARLIMS Response
Increased Business Impact	The business impact of the issue has grown since the ticket was opened, requiring faster resolution.	Manager acknowledgment — one-touch action.
Time zone Realignment	The Client's operational time zone has changed or the assigned support team is misaligned, impacting responsiveness.	Manager acknowledgment — one-touch action.
Request additional progress	Progress needs to be made on the ticket within the expected timeframe.	Manager acknowledgment — possible longer engagement with Client interaction required.
Project at Risk	The unresolved issue is threatening a project deadline or go-live milestone.	Manager acknowledgment — situation check performed; action length to be defined based on assessment.
Other	The escalation reason does not fit any of the above categories. Client to provide details in the ticket.	Manager acknowledgment; action to be defined based on assessment.

A note on responsible use

The Escalation channel exists to connect you with the right people when it genuinely matters. To keep it valuable for everyone, STARLIMS monitors Escalation patterns and reserves the right to limit access for contacts who escalate without a qualifying business reason or use the feature to bypass standard support processes. Escalations do not modify the SLA terms or response commitments defined in your subscription tier.

For recurring or systemic issues, STARLIMS may separately initiate a root cause or Problem investigation at its discretion — this is a distinct process from an Escalation and is driven by impact and recurrence patterns. Root Cause Analysis for Solved Urgent tickets are addressed separately in Section 6.1.

11. Cloud Hosting Availability

Your work never stops, and neither do we. For the past 12 months from the date of release of this policy, our record speaks for itself — STARLIMS cloud service availability has exceeded 99.9%.

Should the Client encounter a service disruption, the Client can open a support ticket and request a service availability report within 90 days following the day of the reported service disruption.

Exclusion list

- Scheduled maintenance
- Force majeure events
- Failures caused by Client's own infrastructure, networks, or integrations
- Third-party provider outages outside STARLIMS's control (e.g., AWS upstream failures)
- Failures resulting from Client misuse, misconfiguration, or unauthorized modifications
- Beta/preview features explicitly marked as out of scope
- Incidents where the Client fails to provide timely cooperation needed for resolution

12. Weekend Support

Weekend support coverage (Pro & Ultimate Subscriptions) begins at the close of North America business hours (6:30 PM EST) on Friday and resumes at the start of Asia Pacific business hours (6:30 AM HKG) on Monday.

Weekend support covers First-Tier Urgent issues, which include:

- Cloud Infrastructure Support
- Configuration & known solutions
- Error Troubleshooting
- Package rollout
- Product installation and upgrade questions
- Usage problems
- License activation
- User Access Management
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13. Exclusions

STARLIMS is not responsible for service failures caused by:

- Incorrect use of the Service contrary to Documentation
- Modifications or customizations that are not performed by STARLIMS employees or contract resources utilized by STARLIMS
- Self-conducted upgrades resulting into unexpected outcomes
- On-premises environments not complying with specifications set out in either the SQL Server Installation Checklist, Release Notes or the Compatibility Matrix

- Third-party software, systems or services, excluding cloud providers used by STARLIMS provided by third parties, even if they connect to or work alongside the Product
- Free trials, evaluations, or proof-of-concept use
- Beta or preview features
- Suspension or termination of Service
- EOL versions, or failure to install the latest updates, patches, or fixes in accordance with the STARLIMS Product Lifecycle Policy listed below
- Use beyond licensed limits, such as seats, usage caps, or environments

Non-urgent issues logged during the weekend will be queued and addressed at the start of the next regional business day. Issues requiring Tier 2 or higher escalation will be handled during standard weekday business hours regardless of priority.

14. Product Lifecycle Policy

Maintenance options

Maintenance programs provide a maximum of two (2) root releases of product maintenance from the general availability of a product, starting with the release of a ".0" product version (a "root release") or a maximum of 5 years from the date a product becomes generally available, whichever comes first. Maintenance for all derivatives - including localized versions, minor upgrades, etc. - of a root release terminates with support for the root release. This includes both dot (.0) and sub-dot releases (.0.0).

STARLIMS reserves the right to update the maintenance schedule below at its discretion. Please refer to the "End of Life (EOL)" and "End of Maintenance (EOM)" definitions in the Definitions section for further details. STARLIMS will make reasonable efforts to provide Clients with 12 months' notice before Product End of Life.

Quality Manufacturing (QM)

Product Version	Part Number and Revision	Date of Release	Runtime	SDMS	AA	Maintenance Status
QM12.6	03-015-00 rev AA	Oct 2026	12.10	12.6.1	2.0	Core Product Bug Fixes Available
QM12.5	03-014-00 rev AA	MAY 2025	12.7	12.3.3	2.0	Core Product Bug Fixes Available
QM12.4	03-013-00 rev AA	FEB 2024	12.6	12.3.3	12.5	Core Product Bug Fixes Available
QM12.3SP1	03-012-04-SP1 rev AA	03 FEB 2023	12.4	12.2	N/A	Core Product Bug Fixes Available

QM12.3	03-012-00 rev AA	24 MAR 2022	12.3	12.2	10.5	Core Product Bug Fixes Available
QM12.2	03-011-00 rev AA	19 APR 2021	12.1	12.1	10.5	Core Product Bug Fixes Available
QM12.1	03-010-00 rev AA	13 JUL 2020	12.0.1	12.0.0	10.3.3	End of Maintenance
QM12.0	03-009-00 rev AA	28 JUN 2019	11.7.3	1.8.6.5	10.3.3	End of Maintenance
QM11.1	03-008-00 rev AB	30 SEP 2018	11.6.13	1.8.6.5	10.3.3	End of Maintenance
QM11.0	03-007-00 rev AB	28 AUG 2017	11.4.6	1.8.5.0	10.3	End of Maintenance

Quality Manufacturing Essentials (QM Essentials)

Product Version	Part Number and Revision	Date of Release	Runtime	SDMS	AA	Maintenance Status
QM12.5 Essentials	14-001-01 rev AA	24 Oct 2025	12.7	12.3.3	2.0	Core Product Bug Fixes Available

Forensics (FR)

Product Version	Part Number and Revision	Date of Release	Runtime	SDMS	AA	Maintenance Status
FR12.0 SP1	05-005-04-SP1	13 OCT 2023	12.1	12.1	10.5	Core Product Bug Fixes Available
FR12.0	05-005-00 rev AA	12 MAR 2021	12.1	12.1	10.5	Core Product Bug Fixes Available
FR7.1	05-004-00 rev AA	26 MAR 2018	11.5.6	1.8.5	10.3	Core Product Bug Fixes Available
FR7.0	05-003-00 rev AA	11 MAY 2017	11.3.3	1.8.5.0	9.3.4	End of Maintenance

Environmental Sciences (ES)

Product Version	Part Number and Revision	Date of Release	Runtime	SDMS	AA	Maintenance Status
ES3.2	04-004-00 rev AA	07 JUN 2024	12.6	12.3.3	2.0	Core Product Bug Fixes Available
ES3.1	04-003-00 rev AA	17 MAY 2019	11.6.13	1.8.6.5	10.3.3	Core Product Bug Fixes Available
ES2015.R1	04-002-00 rev AA	1 APR 2015	11.0.32	1.6.1.27	N/A	End of Maintenance

Life Sciences (LS) / Clinical (CL) / Healthcare (HC)

Product Version	Part Number and Revision	Date of Release	Runtime	SDMS	AA	Maintenance Status
LS11.6	01-018-00 rev AB	Oct 2026	12.10	12.6.1	2.0	Core Product Bug Fixes Available
LS11.6	01-018-00 rev AA	April 2026	12.9	12.5.2	2.0	Core Product Bug Fixes Available
LS11.5	01-017-00 rev AA	30 MAY 2024	12.6	12.3.3	2.0	Core Product Bug Fixes Available
LS11.4	01-015-00 rev AB	22 SEP 2023	12.4	12.3.3	10.5	Core Product Bug Fixes Available

LS11.4	01-015-00 rev AA	16 DEC 2022	12.4	12.3.3	10.5	Core Product Bug Fixes Available
LS11.3	01-013-00 rev AA	04 FEB 2022	12.3	12.2	10.5	Core Product Bug Fixes Available
LS11.2	01-011-00 rev AA	31 MAR 2021	12.1	12.1	10.5	End of Maintenance
LS11.1	01-009-00 rev AA	15 JUL 2019	11.7.3	1.8.6.5	10.3.3	End of Maintenance
CL11.0	01-007-00 rev AA	7 OCT 2018	11.6.13	1.8.6.5	10.3.3	End of Maintenance
CL9.1	01-005-00 rev AA	12 JAN 2018	11.4.6.13	1.8.5.0	10.3	End of Maintenance
CL9.0	01-003-00 rev AA	20 DEC 2016	11.2.7.18	1.7.8.12	9.2.2	End of Maintenance
HC11.4	01-016-00 rev AB	22 SEP 2023	12.4	12.3.3	10.5	Core Product Bug Fixes Available
HC11.4	01-016-00 rev AA	16 DEC 2022	12.4	12.3.3	10.5	Core Product Bug Fixes Available
HC11.3	01-014-00 rev AA	04 FEB 2022	12.3	12.2	10.5	Core Product Bug Fixes Available
HC11.1	01-010-00 rev AA	15 JUL 2019	11.7.3	1.8.6.5	10.3.3	End of Maintenance
HC11.0	01-008-00 rev AA	7 OCT 2018	11.6.13	1.8.6.5	10.3.3	End of Maintenance
HC9.1	01-006-00 rev AA	12 JAN 2018	11.4.6.13	1.8.5.0	10.3	End of Maintenance
HC9.0	01-004-00 rev AA	20 DEC 2016	11.2.7.18	1.7.8.12	9.2.2	End of Maintenance

Life Sciences for Public Health (LPH) / Public Health Bundled Solution / Public Health (PH)

Product Version	Part Number and Revision	Date of Release	Runtime	SDMS	AA	Maintenance Status
LPH1.2	02-010-00 rev AB	29 Jan 2026	12.8 SP2 (12.8.2.21)	12.4.2	2.0	Core Product Bug Fixes Available
LPH1.2	02-010-00 rev AA	23 Jan 2026	12.8 SP2 (12.8.2.21)	12.4.2	2.0	Core Product Bug Fixes Available
LPH1.1	02-009-00 rev AA	30 NOV 2023	12.7	12.3.3	2.0	Core Product Bug Fixes Available
LPH1.0	02-008-00 rev AA	30 NOV 2023	12.6	12.3.3	12.5	Core Product Bug Fixes Available
PH Bundled Solution 1.0	02-006-00 rev AA	10 JUL 2020	12.0.1	12.0.0	10.3	Core Product Bug Fixes Available
PH12.1	02-005-00 rev AA	10 JUL 2020	12.0.1	12.0.0	10.3	End of Maintenance (EOL 31 DEC 2026)
PH12.0	02-004-00 rev AA	10 SEP 2018	11.5.6	1.8.5	10.3	End of Maintenance (EOL 31 DEC 2026)
PH11.0	02-002-00 rev AD	24 DEC 2014	11.0.31	1.6.1.34	8.1.5	End of Maintenance (EOL 31 DEC 2026)

Laboratory Execution System (LES)

Product Version	Part Number and Revision	Date of Release	Runtime	SDMS	AA	Maintenance Status
LES v1.5	13-005-00 rev AA	06 OCT 2023	X	X	X	Core Product Bug Fixes Available
LES v1.4	13-004-00 rev AA	10 FEB 2023	X	X	X	Core Product Bug Fixes Available
LES v1.3	13-003-00 rev AA	25 MAY 2022	X	X	X	Core Product Bug Fixes Available
LES v1.2	13-002-00 rev AA	21 DEC 2021	X	X	X	End of Maintenance
LES v1.1	13-001-00 rev AA	02 AUG 2021	X	X	X	End of Maintenance

End of Life

Product Version
Technology Platform v9
AA Powered by Tableau

MODA-EM

Product Version	Date of Release	End of Life Date	Maintenance Status
MODA-EM v2.2	Jun 2006	Retired	End of Life
MODA-EM v2.3	Jun 2007	Retired	End of Life
MODA-EM v3.0	Dec 2008	1 Jan 2022	End of Life
MODA-EM v3.1	Sep 2012	1 Jan 2022	End of Life
MODA-EM v3.2	Aug 2014	1 Jan 2022	End of Life
MODA-EM v3.3	Dec 2016	1 Apr 2025	End of Life
MODA-EM v3.4	Jul 2018	1 Apr 2025	End of Life

Feel free to consult our Compatibility Matrix for further details:
https://support.starlims.com/hc/en-us/articles/28076051563796-Product-Release-and-Support-Matrix

Definitions

Except for terms defined in the Agreement, the following definitions apply to this Support Policy.

Authorized Contact

A user authorized to access the Support Portal and interact with STARLIMS Support, including Primary Contacts and any additional contacts appointed by them.

Business Day

Monday to Friday, excluding public holidays in the region where the CLIENT is based.

Business Hours

The standard working hours applicable to the CLIENT's region, as defined in this Subscription Support Policy.

End of life

"End of life" (EOL) means the date after which STARLIMS stops providing bug fixes, security patches, updates, customization support, or technical assistance for a given product or product version. The product may still run; however, STARLIMS no longer maintains or guarantees it, and Clients are expected to migrate to a supported version before that date.

End of Maintenance

"End of Maintenance" (EOM) means the date after which STARLIMS stops providing new features, enhancements, or non-critical updates for a given product or product version. Between the EOM date and the product's EOL date, bug fixes and security patches are provided solely by Technical Support on an as-needed basis; STARLIMS no longer actively develops or enhances the product during this period, and Clients should plan their upgrade path in anticipation of the product's eventual EOL.

Error

A verifiable and reproducible failure of the Service to materially conform to the Documentation.

Escalation

A formal request raised by an authorized Client contact to escalate an open Support Ticket, initiated through the Help Center when standard support progress does not meet the Client's business needs.

Help Center

The STARLIMS online self-service portal, powered by Zendesk, providing access to the knowledgebase, product documentation, and Support Ticket management. Also referred to as the Support Portal.

Initial Response Time

The time between submission of a Support Ticket and the first response from STARLIMS Support.

Primary Contact

One of the two initial Authorized Contacts appointed by the Client, holding credentials to access the Support Portal and knowledgebase.

Problem

An underlying root cause associated with one or more Errors or recurring Support Tickets. Problem investigations are managed independently of individual Support Tickets and do not alter the SLA applicable to those tickets.

Resolution

A Support Ticket is considered resolved when one of the following occurs:

- The issue is fixed or addressed in the Service.
- A workaround is provided.
- The CLIENT agrees that the issue is resolved.
- The CLIENT requests closure.
- No response is received from the CLIENT for ten (10) consecutive Business Days.

A Resolution may include a temporary workaround until a permanent fix is delivered.

Root Cause Analysis (RCA)

A written report on a Solved Urgent Support Ticket describing the cause, impact, corrective actions and preventive measures, delivered in accordance with Section 6.1. An RCA relates to a single ticket and is distinct from a Problem investigation.

Support Ticket

A request for support submitted by an authorized contact and logged by STARLIMS for tracking and resolution.

Target Resolution Time

The target time to resolve or provide a workaround for a Support Ticket. This is a target only and not guaranteed.

Workaround

A temporary measure that restores acceptable functionality.