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### **Service Parts and Inks After Hours Phone Support**

#### **Overview**

The following outlines how to use Diagraph's After Hours phone support.

#### **How to use the Phone Support**

When using the phone support use the following steps:

1. Dial **636-248-8070**.
2. The caller will then be prompted to leave a voice message which should be a full contact name, company and direct phone number where they can be reached, as well as a brief description of the problem with model/type of the equipment.

NOTE: A complete phone number is needed including area code and extension if applicable, otherwise the call back will be placed to the number in our caller ID assuming that number is unrestricted.

#### **Hours of Operation and Response Time**

The phone support will be monitored and calls returned as follows:

- Calls will be returned daily after the call center is closed (5:00 PM until 7:00 AM), on weekends and on holidays.
- Every effort will be made to return calls as soon as possible, typically within an hour.
- Multiple attempts will be made to return the phone call live, up until 4 attempts. If voicemail is reached, a message will be left requesting a return call.
- A reasonable effort will be made to interpret voice message and return calls. However, as many factors affecting the use of the phone are outside the control of Diagraph Marking & Coding no guarantee can be made or implied regarding response time.
- The phone support is only available for troubleshooting. The on duty technician does not have the ability to place orders, check stock or lead time, schedule technicians or confer with other departments after hours. These matters will need to be addressed during regular working hours (Monday through Friday, 7:00 AM until 5:00 PM Central Time, excluding holidays).

#### **Summary**

The After Hours support is available to all Customers upon their request.

For support during regular business hours please call 1-800-526-2531 or use [techsupport@diagraph.com](mailto:techsupport@diagraph.com).