



## Bruker's Support Programs

### ● Nano Surfaces Division

Your metrology instrumentation is a major investment that is critical to your business operation and success. In today's competitive climate, it is more important than ever to extend the functionality and peak performance of your metrology equipment years beyond the expiration of your factory warranty. Bruker's Support Programs will help ensure that your investment is protected, and that you and your Bruker instrument are always operating at peak performance.

Bruker's Support Programs are an economical way to guarantee optimal working condition of your instrument with:

- Priority Technical Assistance
- Remote Diagnostics
- Parts Exchange Program
- Annual Preventive Maintenance
- No Surprise Repair Expense
- Regional Service Inventory

Nano Surfaces Division

Innovation with Integrity

# Bruker Support Programs

	Support Programs		Extra Support Programs*			
	Extended Warranty	Preventive Maintenance	Parts Exchange Guarantee	Response Time Guarantee	Glove Box Coverage	Robot Coverage
<b>On-Site Support</b>						
Annual Preventive Maintenance		●				
Priority On-Site Response**	●					
On-Site Response within 3 Days***				●		
<b>Parts</b>						
Parts Repair	●					
Service Parts, Exchange Program	Subject to Availability		●			
Stocking Locations	Regional					
Non-Bruker Manufactured System Component Parts					●	●
<b>Call Center Service</b>						
Service Center Product or Applications User Training Class	20% Discount for User Training					
Priority Technical Assistance and Call Tracking	●					
Priority Remote Diagnostics Service	●					
Response Time (phone, email)	Less Than 8 Business Hours					
<b>Software</b>						
Software Updates (release bug fixes)	Customer Installable	●				
Software Revision Installation		During PM****				
<b>To Qualify for Service Program</b>						
A. Instrument is currently under warranty or current full coverage service program or system qualified by Bruker engineer (One time service charge)						
B. Instrument must be a currently supported product and revision						
* In addition to Extended Warranty Plan.						
** Requirement determined by Bruker Technical Support Engineer.						
*** Must be within 100 miles of a Bruker Service Center. Please contact Bruker for a customized quotation if you are outside our coverage area.						
**** Subject to hardware compatibility.						

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## Avoid costly shutdowns, reduce repair time, and improve uptime

Contact Bruker today to enroll in one of our quality support programs.

### North America

Atomic Force Microscopes  
1-800-873-9750 / 1-805-967-1400  
AFM.Support@bruker.com

Optical and Stylus Profilers  
1-800-873-9750 / 1-805-967-1400  
Profilers.Support@bruker.com

Tribology and Mechanical Testers  
1-800-873-9750 / 1-805-967-1400  
TMT.Support@bruker.com

### France

(33) 172 86 61 00  
Support.bns.emea@bruker.com

### Germany

(49) 721 50997 5950  
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### United Kingdom

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### China

(86) 400 890 5666  
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### Korea

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### Singapore

(65) 6500 7545  
Support.BNS.Asia@bruker.com

### Taiwan

(886) 3560 1212  
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### Japan

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CustomerCare.Japan@bruker.com