



## Bruker's Support Programs

- Avoid costly shutdowns, reduce repair times, improve uptimes

Your analytical 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 analytical 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:

- Annual Preventive Maintenance
- On-Site User Training
- Priority Technical Assistance
- Remote Diagnostics
- Preferred Parts Availability
- No surprise repair expense

## Bruker's Support Programs

Premium Care	Standard Care
Unlimited emergency repair visits	One emergency repair visit
All repair parts	All repair parts
Exchange / expedited repair program	Exchange / expedited repair program
40 % discount on product or applications training	30 % discount on product or applications training
10 % discount on accessories	10 % discount on accessories
5 % discount on consumables	5 % discount on consumables
Annual preventive maintenance	Annual preventive maintenance
Software updates	Software updates
Remote diagnostic services	Remote diagnostic services
Telephone/email response within 8 business hours	Telephone/email response within 8 business hours
50% discount on repair, parts and labor due to accidental failure	50% discount on repair, parts and labor due to accidental failure

Support Element	Premium Care	Standard Care
<b>On-Site-Support</b>		
Annual preventive maintenance visit (including all travel expenses)	Included	Included
Product or application user training	40 % discount	30 % discount
Emergency repair visit (including all travel expenses)	Included (unlimited)	Included (one visit)
<b>Parts</b>		
Repair (parts & factory labor)	Included	Included
Exchange / expedited repair program	Included	Included
Spare part stocking location	Regional	Regional
Consumables	5 % discount	5 % discount
Accessories	10 % discount	10 % discount
<b>Call Center Service</b>		
Technical assistance	Included	Included
Remote diagnostic services	Included	Included
Call tracking	Included	Included
Telephone response time	8 business hours	8 business hours
<b>Software</b>		
Software license renewal	Included	Included
Software updates (released bug fixes)	Included	Included
Software revision installation	During PM visit at no charge	During PM visit at no charge
<b>To Qualify for Service Program</b>		
a. Instrument is currently under warranty or current full coverage program or system is qualified by a Bruker engineer		
b. Instrument must be a currently supported product and revision		

**Contact Bruker today to enroll in one of our quality service programs!**

● **Bruker Nano GmbH**  
 Berlin · Germany  
 Phone +49 (30) 670990-34  
 Fax +49 (30) 670990-30  
 support.BNA.EMEA@bruker.com

[www.bruker.com/nano-analytics](http://www.bruker.com/nano-analytics)

### Other Regional Support Centers

support.BNA.Americas@bruker.com    support.BNA.India@bruker.com  
 support.BNA.Australia@bruker.com    support.BNA.Japan@bruker.com  
 support.BNA.APAC@bruker.com    support.BNA.Korea@bruker.com  
 support.BNA.China@bruker.com