



- **Investment Protection Program**
Specialized Support Solutions and Training

Bruker has developed a new support program called “Investment Protection Program” (IPP), rich with a host of features that can be combined or utilized separately to meet your individual needs to provide the best protection for your investment to maximize uptime and research solutions.

We provide guidance and support for every evolution in the process to bring your analytical system online. From advice concerning facilities planning to the performance of IQ/OQ and 21 CFR Part 11 compliance, we help remove some of the frustration and uncertainties in the startup process. Once your system is online, Bruker understands the need to get the most out of your system. Whether you need training on operation and data analysis or a quick response when support is required, we have services that will fit your individual needs.

Bruker strives to develop unparalleled tools with the latest technology for your laboratory and combines these solutions with expert support to make Bruker the right choice for your research needs.

IPP Support & Training Overview

Phone Support

Call your local support office to obtain quick and efficient support. We maintain dedicated and experienced specialists to answer your calls who can help with hardware or software concerns.

Validation, GLP, IQ/OQ & 21CFR Part 11

We can assist you in meeting your individual compliance needs. Bruker can provide IQ/OQ certification for your system and can install and set up 21 CFR Part 11 compliant software.

Remote Support WebEx

We have the ability to connect to your instrument and run diagnostics remotely. This powerful tool can be used for application and hardware questions.

Training & Support

Full range of training is available for your system’s basic maintenance, alignment and operations. Training is available at the factory and is also available online at:

brukersupport.com

Parts Shipment

We maintain a global logistics solution for the delivery of parts. Support options can include on-site spares or guaranteed overnight delivery when required.

Preventive Maintenance

Our team will help you maintain original specifications and compliance. Proper maintenance will lead to better uptime.

Travel to Customer Site

A field engineer will be dispatched if on-site visit is required, usually within a 24 hour period, depending on location.



One call does it all 800-234-XRAY (9729) or visit our new support page at: www.brukersupport.com

Investment Protection Programs (IPP) for SEMICONDUCTORS

Recommended Investment Protection Programs can be seen on brukersupport.com

| RATINGS KEY | Recommended Protection Programs for SEMICONDUCTORS | | | |
|---|--|------------------|------------------|------------------|
| | ON-SITE | PREMIUM PLUS | PREMIUM | FULL |
| <p>Excellent Choice</p> <p>Great Choice</p> <p>Good Choice</p> <p>Not Recommended</p> <p>Not Applicable</p> | | | | |
| MAIN CONCERNS | | | | |
| Is down time a concern in your industry? | Excellent Choice | Great Choice | Good Choice | Not Applicable |
| Is it important to have loaner equipment available? | Excellent Choice | Excellent Choice | Excellent Choice | Not Applicable |
| Is your instrument used to support a manufacturing process? | Excellent Choice | Great Choice | Good Choice | Excellent Choice |
| Is your manufacturing process a 24/7 operation? | Excellent Choice | Great Choice | Good Choice | Excellent Choice |
| Is time lost to obtain P.O. approval for spare parts a concern? | Excellent Choice | Excellent Choice | Great Choice | Not Applicable |
| Is time lost to obtain P.O. for billable services a concern? | Excellent Choice | Excellent Choice | Great Choice | Not Applicable |
| Is your instrument used for the academic or research purposes? | Excellent Choice | Great Choice | Good Choice | Not Applicable |
| Is your lab manager uncomfortable with doing his/her own repairs? | Excellent Choice | Excellent Choice | Great Choice | Not Applicable |

Check how much you can save with our programs with our online calculator:
www.brukersupport.com

Full

- ▶ **Parts** Including tubes, anodes & consumables
- ▶ **Shipping** Unlimited parts, shipping
- ▶ **Phone & Remote Support** Unlimited
- ▶ **Labor & Travel** Unlimited labor (emergency visits)
- ▶ **Preventive Maintenance** (1 Visit) One preventive maintenance visit scheduled within contract period. 10% discount on service training courses
- ▶ **Bruker Software Updates** 10% discount on software upgrade and/or hardware installation costs
- ▶ **Loaner Equipment** Priority access to loaner equipment when available
- ▶ **8 am – 5 pm (Mon – Fri)**

Premium

- ▶ **Parts** Including tubes, anodes & consumables
- ▶ **Shipping** Unlimited parts, shipping
- ▶ **Phone & Remote Support** Unlimited
- ▶ **Labor & Travel** Unlimited labor (emergency visits)
- ▶ **Preventive Maintenance** (1 Visit) One preventive maintenance visit scheduled within contract period. 10% discount on service training courses
- ▶ **Bruker Software Updates** 10% discount on software upgrade and/or hardware installation costs
- ▶ **Loaner Equipment** Priority access to loaner equipment when available
- ▶ **Response (Next-day)**
- ▶ **8 am – 5 pm (Mon – Fri)**

Premium Plus

- ▶ **Parts** Including tubes, anodes & consumables
- ▶ **Shipping** Unlimited parts, shipping
- ▶ **Phone & Remote Support** Unlimited
- ▶ **Labor & Travel** Unlimited labor (emergency visits)
- ▶ **Preventive Maintenance** (1 Visit) One preventive maintenance visit scheduled within contract period. 10% discount on service training courses
- ▶ **Bruker AXS Software Updates** 10% discount on software upgrade and/or hardware installation costs
- ▶ **Loaner Equipment** Priority access to loaner equipment when available
- ▶ **Next Day Response**
- ▶ **Weekends & Holidays**

On-Site

Best Option

- ▶ **Parts** Including tubes, anodes & consumables
- ▶ **Shipping** Unlimited parts, shipping
- ▶ **Phone & Remote Support** Unlimited
- ▶ **Labor & Travel** Unlimited labor (emergency visits)
- ▶ **Preventive Maintenance** (1 Visit) One preventive maintenance visit scheduled within contract period. 10% discount on service training courses
- ▶ **Bruker Software Updates** 10% discount on software upgrade and/or hardware installation costs
- ▶ **Loaner Equipment** Priority access to loaner equipment when available
- ▶ **Response (2 hr)**
- ▶ **8 am – 5 pm (Mon – Fri)**

Service Training Overview

Bruker AXS understands that Customer Support means more than just providing help when there is a problem. It is a commitment to our customers to provide detailed knowledge and understanding of each and every aspect of our systems. To meet this goal, we have expanded and enhanced our traditional training programs to include on-demand webinars and our X-Team series of seminars that are provided by our application experts at various locations.

Bruker AXS customers who want to perform their own maintenance or service will benefit from training. Courses are intended for Laboratory and Maintenance Technicians and provide an introduction to the maintenance and repair of Bruker AXS instruments.

Courses cover basic maintenance principles with routine maintenance and alignment procedures on user-serviceable components. Detailed information is provided for electrical, mechanical, cooling water and pneumatic circuits used in the instrument. Theoretical discussions are accompanied by hands-on sessions for practical experience. Class sizes are limited so each participant receives individual attention.

Service manuals and other training materials are included.

For more information or to see Bruker's service training schedule visit. www.brukersupport.com

NOTE: Unused service training expires one year from installation date if purchased with system, or one year from date of purchase order if purchased separately.

Prerequisite: basic understanding of electronics.

Courses are held at our US Service Center in Madison, WI.



www.bruker.com



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