

PRODUCTIVITY  
priority response  
**PEACE OF MIND**  
reliability  
EXPERTISE optimal performance  
uptime

BRUKER NANO SURFACES AND METROLOGY

## **Worldwide Service and Support**

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Maximizing Your Success, Every Day and Into the Future

# Comprehensive Global Support

## Your Partner in Continuous Improvement

Bruker has a long tradition of partnering with our customers to solve real-world application issues. After developing next-generation technologies with industry leaders and assisting customers in selecting the right system and accessories, this partnership continues through training and extended service long after the tools are sold. Our highly trained team of support engineers, application scientists, and subject-matter experts are wholly dedicated to maximizing your productivity with system service and upgrades, as well as application support and training across a very wide range of disciplines.

### Bruker Tailors Services to Your Needs:

- Priority Technical Support
- Advance Replacement Parts and Assemblies
- Application and Training Services
- Repairs and Relocation Services



“ He was so familiar with the system I was having trouble with that it was almost like he was sitting next to me helping debug it. Extremely knowledgeable and professional! ”




– John Station, Apple Inc., USA



# Rapid and Complete Technical Support

Bruker recognizes that the decision to invest in high-performance metrology is based on more than instrument performance and price. Reliability, longevity, and future assistance as systems age, needs shift, and applications evolve are also important. Bruker has a highly educated worldwide team of service and support personnel that takes great pride in our record of first-time solution of issues and positive survey feedback. Our goal is to ensure that your Bruker instrumentation meets the highest standards and is continually contributing to your success.

## Support Programs

Support	 Essential	 Access	 Complete
Bruker's <b>Essential</b> maintenance program delivers cost-effective peace of mind and puts our highly educated worldwide team of service and support personnel at your disposal with an on-site maintenance visit and significant discounts on parts, repairs and more.			
Telephone support during regular hours	●	●	●
Remote desktop support	●	●	●
Priority technical assistance (phone/e-mail)	●	●	●
<b>Repairs</b>			
Prioritized service	●	●	●
Factory parts repair, including labor	10% Discount	Included	Included
Access to advanced replacement parts	●	●	●
Advanced replacement parts/assemblies included	10% Discount	Included	Included
On-site repair visit (including travel expenses)*	—	—	Included
One-time no fault coverage (Transducer, Scanner, Sensor)	—	25% Discount	Included
<b>Maintenance</b>			
Bruker-recommended annual maintenance visit	●	●	●
Annual software updates	●	●	●
AFM probes discount	10% Discount	15% Discount	20% Discount
Consumables discount	5% Discount	10% Discount	10% Discount
<b>Training</b>			
On-line training videos and webinars	●	●	●
On-line training premium content; webinars, videos	●	●	●
Remote user support and application review	●	●	●
Training at Bruker facility	10% Discount	One Seat	Two Seats
Training/service visit discount	10% Discount	15% Discount	25% Discount
	* Requirement determined by Bruker Technical Support Engineer.		
The <b>Complete</b> maintenance program provides the most comprehensive support to ensure your instrument is running at peak performance, including an annual maintenance and performance testing visit. Should something go wrong, we have experts available to quickly assist with remote diagnostics and implement the most efficient solution. Depending on the issue, this could range from sending you a part you can replace to shipment of a complex assembly with an expert visit to assist in repair. Accidents do happen and when they do, this coverage also offers a one-time no-fault scanner, transducer, or sensor repair/replacement. With Complete Care, should you have a failed assembly or part, we will ship you an advanced replacement assembly to minimize your down time at no charge.			

# Expanding Capabilities

## Installation and Qualification Services

After your purchase, Bruker assigns a dedicated expert to review installation requirements, align schedule, and tailor training based on your team's skill sets. Once on site, your Bruker partner assists in unpacking and moving the instrument into your laboratory. This is followed by on-site tests to validate performance. After the instrument is fully qualified to performance specifications, the Bruker expert will provide tailored training to ensure you are quickly up and running.

## Access to Advance Replacement Parts and Assemblies

Bruker maintains an inventory of critical assemblies that are used to reduce customer down time through our advance replacements process. A technical support engineer will determine if the part is available as a replacement in lieu of repair.

## Diagnostic and Repair Services

Although the vast majority of issues will be resolved quickly through our remote diagnostics, some situations may require more thorough investigation. In these cases, a Bruker engineer is available to visit your laboratory to perform advanced diagnostics, or the instrumentation in question is inspected at our repair center. Subcomponents, which are all tested to Bruker standards, are guaranteed to meet system specifications, and each repair comes with a warranty.

## Maintenance and Calibration Services

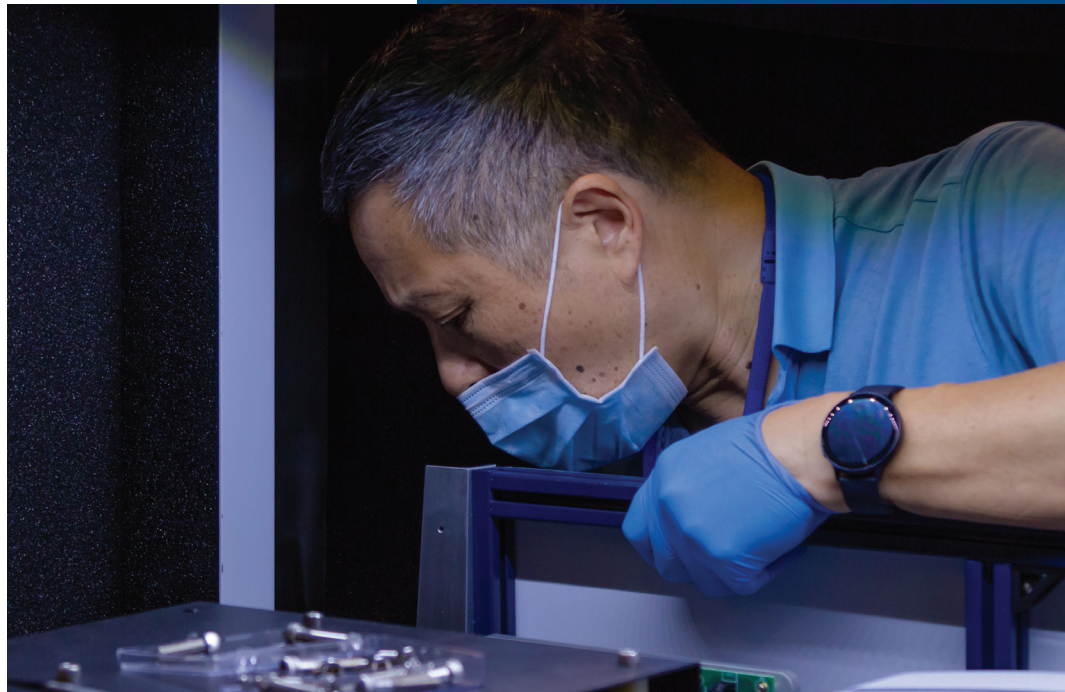
Our support staff routinely visit customer facilities to execute preventive maintenance. In combination with the maintenance visit, our calibration services ensure your system is operating at peak performance and provide one-to-one time to review applications and answer technical questions.

## Audit and Relocation Services

Our experts can also visit your laboratory to inspect your instrumentation and identify opportunities for improved reliability, performance, and capability. Similarly, we can visit your site to pre-qualify an instrument prior to relocation, disassemble a system, assist with packing correctly, or re-install and requalify an instrument to purchased specifications. The end result is extended instrument life and usefulness for your laboratory or facility.

## Facts at a Glance

- Bruker provides advance replacements for high-cost assemblies that require repair to significantly reduce your downtime
- Bruker tracks and actively manages each service case
- Our escalation process leverages all parts of the organization (support team, engineering, product management, applications development) to solve challenging issues in an efficient and timely manner
- Repairs use Bruker-quality subcomponents, methods, and testing to ensure each repair meets performance specifications and reliability standards
- We track each failure and drive continuous improvements, which are implemented in our new shipments and in repairs where applicable
- Bruker maintains a comprehensive on-line support site at <https://www.bruker.com/service.html>
- Bruker offers post-factory warranty support programs







“ Technical competency and advice regarding use, maintenance and software upgrades of our AFM, efficient service. It is always a pleasure to work with the French team of Bruker, and it has been so for more than five years. ”

– Benoit Duchemin, Université du Havre, France



## Comprehensive Support for a Wide Range of Technologies

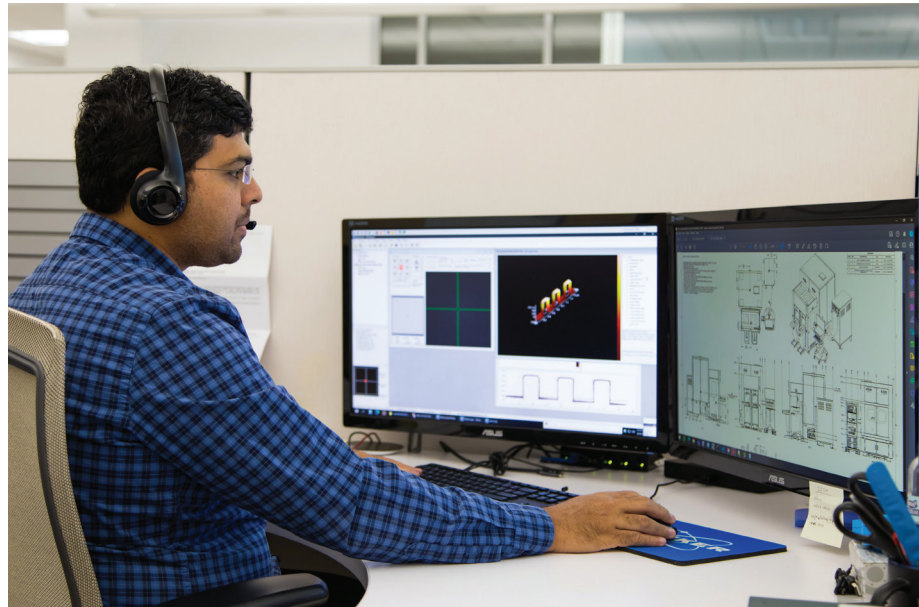
- 3D Optical Profilometers
- Atomic Force Microscopes and BioAFMs
- Ellipsometers and Reflectometers
- Nanomechanical TriboIndenters and PicoIndenters
- Nanoscale IR Spectrometers
- Optical Tweezers
- Stylus Profilometers
- Tribometers and Mechanical Testers



# Our Scientists and Engineers Work for You

Let Our Experts Help Your Experts Succeed

Bruker's Technical Service Representatives are certified in installing, maintaining, and servicing your systems, and they undergo regular, detailed training to ensure top-level skills in the installation and operation of Bruker hardware and software, as well as in troubleshooting issues and diagnosing repair needs. However, where our experts take the next step as your valuable partner is in their advanced applications knowledge for a wide variety of markets. Many of our support staff have PhDs in these fields, and they can significantly enhance Bruker instrumentation performance for specific applications.



“ Bruker service personnel are extremely knowledgeable, responsive, and solution-oriented. Their expertise in the science, applications, and Bruker products is always helpful. ”

– Matt Kipper, Colorado State University, USA



“ The engineer was attentive to our needs of training, asked many questions to optimize the training to benefit the researchers. Was eager to make sure all the attendees knew the basics of the system and theory. ”

– Professor Abdalla Darwish, Dillard University, USA

### Advanced Applications Support

With Bruker’s education and training programs, you get access to knowledge about the very latest technology, methods, and achievements in science and industrial metrology. We can provide individualized training from basic operation to advanced application execution, and these services can be delivered during an installation or upgrade visit, through formal lecture/laboratory training at a Bruker factory or regional service center, or as a custom training event at your facility.

We offer advanced applications training courses for Bruker instrumentation at our factories. The classes, which include both theory sessions and lab sessions, are an excellent way to increase proficiency and gain extra productivity out of your Bruker system.

### Online Resources

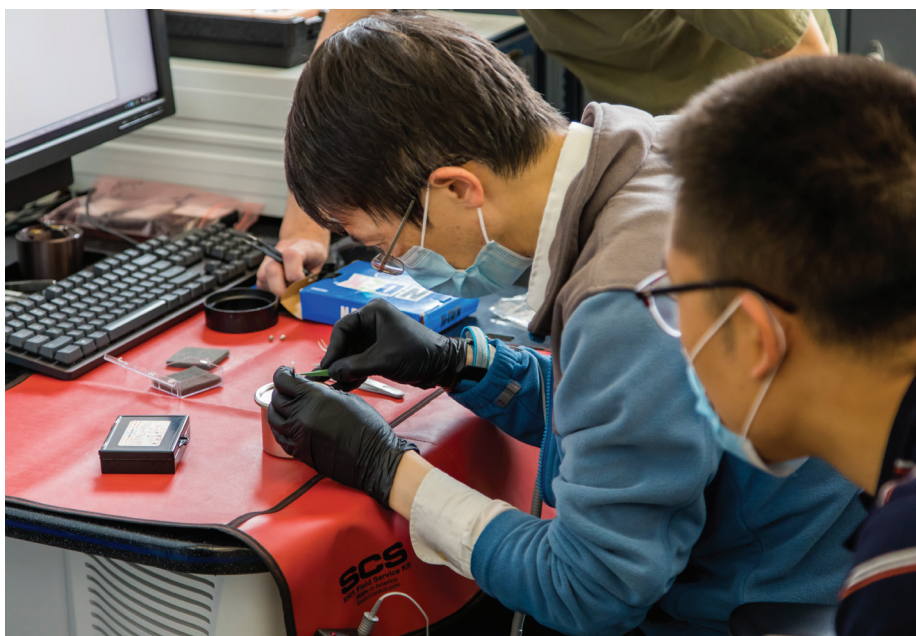
Bruker’s web support offers an extensive selection of product documentation, software patches, FAQs, and a library of technical information. It is easy to register and search through our secure support pages.

In addition, we have an extensive collection of helpful webinars that cover current topics, provide prompt solutions to tricky questions, and offer development ideas for new applications, modes, or techniques.

Bruker also hosts a series of application-specific training courses on-line. These one-hour sessions are designed to provide in-depth detail and instruction on specific “mini-topics,” making learning easy and digestible.

#### TRAINING OPPORTUNITIES

To find a Bruker training course in your region, register for an upcoming training session, or watch an on-line recording post event, visit: [www.bruker.com/BNStraining](http://www.bruker.com/BNStraining).





# Worldwide Local Support

Our global organization runs offices in every major area of the world

## Contact an **EXPERT**



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## Support Services

### Installation and Qualification Services

- Installation and calibration of new Bruker instruments and accessories on-site
- Upgrades and re-qualification of instruments either remotely or on-site
- On-site operation and maintenance training

### Technical Support Services

- Detailed diagnostics
- Rapid on-site, remote, or return-to-facility repairs
- On-site maintenance
- Audit services and calibration
- Relocation assistance

### Application Services

- Enhanced performance for specific applications by PhD specialists
- Specialized support for a wide variety of markets, broad-based science, and industrial metrology
- In-depth webinar series with Bruker and industry experts

### Training Services

- Extensive web resources
- Regional workshops and seminars
- Facility training courses
- On-site training

## Bruker Nano Surfaces and Metrology

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[www.bruker.com/BNSsupport](http://www.bruker.com/BNSsupport)