



## 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 Maintenance
- On-going User Training
- Priority Technical Assistance
- Remote Diagnostics
- Preferred Parts Availability
- No surprise repair expense

# Bruker's Support Programs

Premium Care	Standard Care
Priority access to technical support hotline	Priority access to technical support hotline
Remote diagnostic services	Remote diagnostic services
All repair parts included	50% discount on repair parts
Annual maintenance and re-certification of measurement accuracy	Annual maintenance and re-certification of measurement accuracy
50% discount on repair due to accidental damage	25% discount on repair due to accidental damage

Support Element	Premium Care	Standard Care
<b>Call Center Service</b>		
Priority access to technical support hotline	Included	Included
Response time (technical support hotline)	16 business hours	16 business hours
Remote diagnostic services	Included	Included
<b>Parts / Repairs</b>		
Loaner instrument (shipped in 48 hours, subject to availability)	Included	Included
All repair parts	Included	50% discount
Labor charges	Included	50% discount
Consumables (10 windows and 1 battery pack per year included for Premium Care)	Included	40% discount
Accidental damage discount on repair	50% discount	25% discount
<b>Depot-Support</b>		
Annual maintenance	Included	Included
Annual re-certification of measurement accuracy	Included	Included
<b>Training</b>		
User training (1 session over webex)	Included	Not included
Access to online training material	Included	Included
<b>Software</b>		
Software bug fix updates (done during annual maintenance)	Included	Included
System upgrade (additional trade in discount)	10% discount	5% discount
Software feature upgrades	50% discount	25% discount
<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!**

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