



## Bruker's Support Programs Nano Surfaces Business

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:

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

Platinum	Gold	Silver
On-site product training		
One emergency repair visit	One emergency repair visit	
All repair parts	All repair parts	20% discount on all repair parts
Exchange/expedited repair program	Exchange/expedited repair program	Exchange/expedited repair program
10% discount on accessories	10% discount on accessories	10% discount on accessories
Annual preventive maintenance	Annual preventive maintenance	Annual preventive maintenance
Software updates	Software updates	Software updates
Remote diagnostic services	Remote diagnostic services	Remote diagnostic services
Telephone response within 8 business hours	Telephone response within 8 business hours	Telephone response within 8 business hours

**Avoid costly shutdowns, reduce repair times, and improve uptime!**

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

Visit us at [www.bruker-axs.de/nano\\_surfaces\\_support.html](http://www.bruker-axs.de/nano_surfaces_support.html).

# Bruker's Support Programs

Support Element	Platinum	Gold	Silver
<b>On-Site Support</b>			
Annual preventive maintenance visit (including all travel expenses)	Included	Included	Included
One emergency repair visit (including all travel expenses)	Included	Included	
Product user training: one day (performed following the PM or repair during the same visit)	Included		
<b>Parts</b>			
Repairs (parts & factory labor)	Included	Included	20% discount
Exchange/expedited repair program	Included	Included	20% discount
Stocking locations	Regional	Regional	Regional
Consumables	List price	List price	List price
<b>Call Center Services</b>			
Technical assistance	Included	Included	Included
Remote diagnostic services	Included	Included	Included
Call tracking	Included	Included	Included
Telephone response time	8 business hours	8 business hours	8 business hours
<b>Software</b>			
Software license renewal	Included	Included	Included
Software updates (released bug fixes)	Included	Included	Included
Software revision installation	During PM visit at no charge	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 service program or system qualified by Bruker engineer			
b. Instrument must be a currently supported product and revision			

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

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

### North America

(Atomic Force Microscopes)  
1-800-873-9750 / 1-805-967-2700  
AFMSupport@bruker-nano.com

(Optical and Stylus Profilers)  
1-800-873-9750 / 1-805-967-2700  
ProfilerSupport@bruker-nano.com

### France

(33) 172 86 61 00  
customer.care.france@bruker-nano.com

### Germany

(49) 621 842 10 24  
customer.care.germany@bruker-nano.com

### United Kingdom

(44) 1954 233 900  
customer.care.uk@bruker-nano.com

### China

(86) 400 706 0862  
customer.care.asia@bruker-nano.com

### Japan

(81) 3 3265 1193  
customer.care.japan@bruker-nano.com

### Korea

(65) 6773 9682  
customer.care.asia@bruker-nano.com

### Singapore

(65) 6773 9682  
customer.care.asia@bruker-nano.com

### Taiwan

(886) 0800 88 66 00  
customer.care.asia@bruker-nano.com

