



# Hysitron Support Agreements

- Providing Worry-Free Repairs for Hysitron Instruments

# Hysitron Support Agreements

Maximize Your Instrument Value by Minimizing Your Instrument Downtime

Bruker customers are leaders in their respective disciplines, working on cutting-edge research and applications that require peak instrument performance and maximum uptime. Hysitron Support Agreements are designed to put the cost and responsibility of instrument maintenance on us and let you concentrate on nanomechanical testing.



## Support Agreement Features

- **Priority Phone and Email Support:** Assistance when you need it and delivered in the way you expect.
- **Software Revision Updates:** Optimal system performance depends on the efficiency and reliability of the software, so current software revisions are imperative for your system.
- **Priority Parts:** In the event of a hardware failure, we will make every effort to get you the parts you need as quickly as possible.



## Our Goal is to Provide You With:

1. Preventative and predictive actions to ensure the instrument continues to operate within specification.
2. Diagnosis and resolution of problems as quickly and efficiently as possible with minimal cost to you.
3. Instruction and service to ensure proper procedures are being performed, resulting in more reliable nanomechanical testing results.

# ● Which Category Best Suits You?

## BASIC

Improving your system uptime for minimal cost, the Basic Support Agreement includes all costs of parts and labor due to instrument breakdowns, as well as priority processing of repairs. The plan offers priority phone and email support. When a part cannot be easily fixed by exchanging a component, or requires advanced troubleshooting, an on-site visit from a service engineer will be covered.

## SELF-MAINTAINER

This cost-effective is option optimized for users who are more comfortable with their Hysitron system and who have the ability to perform basic repairs. The plan offers priority support through email, phone, and remote desktop, but does not include some of the more advanced services, such as repair labor costs and on-site visits.

## STANDARD

Everything from the Basic Support Agreement is included in this option, as well as several premium services to ensure minimum downtime. These services include:

- Annual preventative maintenance visit by a Bruker service engineer to ensure the system is operating within specification, and to inspect hardware and system logs to proactively locate possible trouble areas.
- Loaner equipment supplied for the base system if a repair is expected to take more than our standard two-week return.
- Online access to the Hysitron Knowledge Base Training Videos, which cover the basic information for setting up, calibrating, operating, and troubleshooting Hysitron instruments.
- No-fault scanner and transducer repair service in the event of a scanner crash or accident. Bruker will replace the damaged parts once per year for base instruments at no charge to the user, regardless of cause.

## ENHANCED

All of the features from the Standard Support Agreement are included, as well as several premium services to ensure minimum downtime and maximum productivity of your system. These services include:

- Remote desktop support for internet-connected systems to assist with diagnostics and troubleshooting procedures. Software updates and licensing can also be performed remotely during these sessions.
- Critical sample testing if on-site visits, remote support, and loaner equipment have not resolved the issue in a timely manner. We can authorize up to three days of sample testing in Bruker's Nanomechanics Research Laboratory (NRL) to assist with critical data while your system is down.

*Not available for Hysitron PI 95 TEM PicoIndenter*

- Loaner parts for all accessories.
- No-fault scanner and transducer for all option repairs/replacements.

	BASIC	SELF-MAINTAINER	STANDARD	ENHANCED
<b>SUPPORT</b>				
Priority Phone and Email	X	X	X	X
Remote Desktop		X	X	X
Online Training Videos		X	X	X
Critical Sample Testing at Bruker's NRL*				X
Training/Service Visit Discount	10%	10%	20%	20%
<b>UPGRADES</b>				
Software Revision Updates	X	X	X	X
Hardware and Software Upgrade Discount			10%	10%
<b>PREVENTATIVE</b>				
Annual Maintenance Visit			X	X
Consumable Items Discount*	10%	10%	10%	10%
<b>REPAIRS</b>				
Priority Labor	X		X	X
Priority Parts	X	X	X	X
Loaner Parts (during repairs)			X**	X
No-Fault Scanner and Transducer			X	X
Emergency Repair Visit (including travel expenses)	X		X	X

\*Check availability for Hysitron PicoIndenter® products. \*\*Base instrument only.

### Other Services from Bruker

Bruker has other à la carte services available as well:

- Knowledge Base Training Videos
- Instrument Relocation Services
- On-site Training Sessions
- Instrumentation Calibration Services

For more information on the Hysitron Support Agreements discussed in this brochure, please contact Bruker.

### Bruker Nano Surfaces Division

Minneapolis, MN • USA  
 Phone +1.952.835.6366  
[productinfo@bruker.com](mailto:productinfo@bruker.com)

[www.bruker.com/nanomechanical-testing](http://www.bruker.com/nanomechanical-testing)