

## New Software Support from Instron® Professional Services

### Features

Unlimited phone, email, and online support from Instron's qualified and experienced engineers

Instron's remote secure online assistance offers:

- Instant help as if the engineer was sitting right next you
- An easy-to-use customer interface enabling prompt access to live assistance sessions
- Sessions where you control the screen sharing
- Troubleshooting or diagnostic to help resolve an issue
- Intuitive help, allowing you to see and learn how we support your situation
- Guidance with test method development and set up

Free software updates

Free issue of replacement discs and user manuals

30% discount on new version software for each system under contract agreement



### More than a Software Support Agreement

Purchasing a software support agreement from Instron provides you with a no-hassle support that can help you improve efficiency and productivity within your lab.

Receive fast and effective service with Instron's remote diagnostics. This first line of support provides you with direct response by phone and across the internet without the need for an engineer visit.

We can help your trained staff with test methods development and set up, including verifying the test methods. This service provides you with confidence in the accuracy of results for your materials testing laboratory, manufacturing processes, Research & Development, Quality Control, and finished product functionality. It's intuitive - you can follow how we do it by using our remote assist service.

With an Instron software support agreement you can take advantage of discounted operator training either in the classroom or at your site. Choose from a variety of course levels including introductory, basic, advanced, and refresher classes. Talk to your local Instron Professional Services team about tailoring the training to meet your specific needs.



Bluehill® Software



WaveMatrix™ Software

## Complementary Services

### Training and Consultancy

Trained operators and laboratory managers are more productive, save you time and money, work safer, and contribute to the success of your testing results. Consult with Instron Professional Services who will work with you to deliver the appropriate training for your business.

### Calibration Services

Instron accredited calibration services help to reduce both your costs and your exposure to risks, and provides you with the confidence in the reliability of your test results for your business and your customers.

### Customer Support and Preventative Maintenance

Instron has a full range of customer support and preventative maintenance services to provide fast and efficient response to your enquiries and to sustain peak efficiency for the long life of your materials testing system. Contact Instron now to discuss a support program that can be tailored to suit your specific budget and needs.



## Global Support That is Local to You

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