

Online Support Tools with Priority Phone Support

An Instron® Web Support Agreement (WSA) with priority phone¹ and online helpdesk access provides as needed assistance and online tools (software updates, verification certificate access, webinars, and more) to help you quickly realize and maintain the value in your Instron testing system².

WSA services, online helpdesk access, and priority phone support are included as part of our standard system warranty², CalPLUS, Comprehensive, and Warranty Extension Service agreements. WSA with priority phone and online helpdesk services may also be purchased separately following the system warranty period.

Organized around online delivery of information and priority assistance via Instron's online help desk and technical support center WSA with priority phone support will help you quickly resolve questions regarding system hardware and software operation.

Services Include:

- Instron Services Agreement Status and Online Support Services Portal
- Priority access to Instron Technical Support experts via phone or our online help desk; our experts have access to your system's complete Instron service history
- Software update and enhancement notifications sent to your registered WSA account email address
- Software update downloads via the WSA services portal
- Online access to your system's Instron calibration verification certificates. Certificates are kept online for a minimum of six years
- Email notification of availability and free annual enrollment in up to two instructor-led Online Webinar training sessions

Customized for You

With WSA services you have online access to your system's verification certificates, your system's software updates, your on-file service agreement information, and your registered contact information for notifications, and more. If you ever need assistance using WSA or our other online support tools you can reach us at +1.800.564.8378 or +1.781.575.5000.

Notes:

1. A WSA services only agreement can also be purchased without priority phone support.
2. WSA services are currently available for Instron Tensile Testing Systems.



INSTRON
The difference is measurable®

WSA
WEB SUPPORT AGREEMENT

My Agreement | Help Desk | Software Updates | Verification Certificates | Library & Webinars | Contact Us | Logout

Welcome Joe

Agreement Information:

Agreement No.:	123
Start Date:	10/16/2007 12:00:00 AM
Expiration Date:	10/16/2014 12:00:00 AM

Equipment covered under this agreement:

Click a link below to see service history for a specific system

System ID:

120HVLC1290
5500RP1290
5543P6600
6800C2012

[View systems not under this agreement](#)

Contact Information:

Company Name:	ITW Instron
First Name:	Joe
Last Name:	Caruso
Address1:	825 University Ave
City:	Norwood
Country:	United States
Zip/Postal Code:	02062
State/Province:	MA
Email Address:	service_support@instron.com
Telephone:	1-800-473-7838

Resources

- Online Webinars
- FAQs
- Technical Library
- Software Updates
- Helpful Links



Software Updates Notification and Downloads

Stay current and informed of new Instron software enhancements. Notification of updates will be sent to your WSA account email address. Available software updates can then be downloaded from within the Instron WSA services website. Priority access to our technical support team is provided to answer questions you might have regarding software updates.

Priority Response

With WSA services you can contact us by phone at our Norwood, MA facility, while also having the convenience of around-the-clock access to our online Help Desk to submit questions and supporting documentation. A priority response will be provided during our standard business hours.

System ID	Ticket #	Date	Ticket Subject	Closed
123454321	2924	6/17/2013	test	6/18/2013
123454321	2913	6/13/2013	This is a test	6/18/2013

Retrieve System Calibration Data

Instron® maintains a secure archive of your Instron calibration verification certificates for a minimum of six years. WSA services allow you access to (as well as the ability to print) your certificates, assuring quick access to the information you need to be ready for equipment audits or certification questions from your customers or regulatory agencies.

System ID	Certificate #	Created Date	View Cert.
5500RP1290	848046-6	12/2/2008	
5543P6600	680768	4/6/2004	
5543P6600	783053-1	7/23/2007	
5543P6600	745893-1	7/8/2006	
5543P6600	680768-1	4/6/2004	

Attend Seminars from Your Desk

We offer a series of online seminars focused on applications and system operation for WSA members. Seminars include a Question and Answer session with Instron experts.

Date (EST)	Title	Status	Website	Register	Cancel
6/21/2013 12:00 AM	Getting to Know Your 5900 System	Active		Register	Cancel

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