



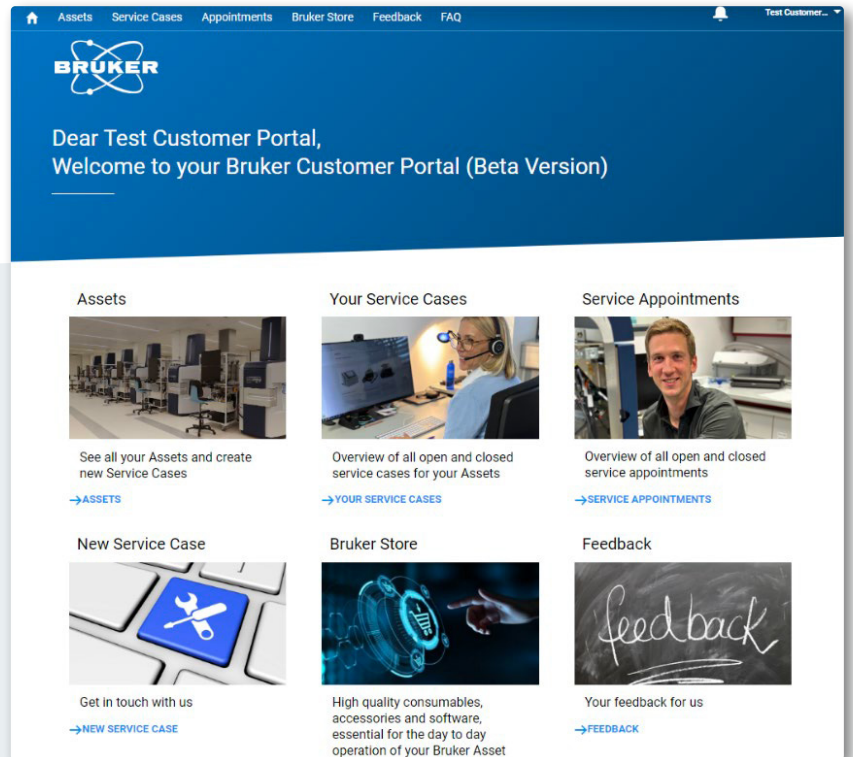
Bruker Customer Portal

Your personalized All-in-One Solution
for Bruker Services.

Innovation with Integrity

From inquiry to installation, and throughout the lifetime of the instrument, Bruker provides you, our valued customer, with unparalleled support to ensure your Bruker assets meet the highest standards and continually contribute to your success.

Unlock personalized access to the comprehensive Bruker services through our new customer portal, tailored to streamline and simplify your interaction with Bruker support. Get a direct and fast access to a global network of factory-trained service and application experts, who strive for your success. All instruments, open cases, maintenance and repair appointments, as well as direct contact with the Bruker service team, are conveniently accessible in one place, 24/7.



What are the key features of the Bruker customer portal?

- Easily accessible – access the Bruker customer portal from the Bruker.com webpage and log in with your credentials.
- All at one place – overview of all assets, open service cases and appointments.
- Full transparency on the progress of your service and application related requests.
- Ease-of-use – create a service or application case directly on your asset. It will be automatically assigned to the local Bruker expert.
- 24/7 data access – also on mobile devices..
- Data availability – any asset related information can be directly downloaded from the portal.
- Convenience – reduced processing time for routine requests and minimized waiting time for you.



Did you know?

How do I get access to the Bruker customer portal?

- » Register yourself on Bruker.com. Once registered, you will find the menu entry "Customer Portal" under "My Bruker".

What do I need for registration?

- » You only need your Bruker credentials (first and last name, email address).

Which service cases will I be able to see?

- » You will have access to all service and application cases that meet the following criteria:
 - Cases you created
 - Cases your colleagues created on assets related to you
 - Cases created after June 1, 2023

Additionally, you can click on a specific case to review its details and communicate directly with the Bruker support team.

How do I communicate with Bruker from the customer portal?

- » In each open service case, you can post a message to Bruker. Your Bruker contact will respond promptly. You'll receive an email with the response, and you can also view it in the case within the customer portal. Additionally, you'll receive notifications in the portal when a Bruker employee replies to your message.

Which service appointments will I be able to see?

- » You will see all service appointments that are linked to assets related to you.

Which assets will I be able to see?

- » You will see all assets that you are related to.
 - By default, you will see all assets that you create a service case for.
 - We can also manually give you or your colleague access to an asset.

Can I give my assets their own name?

- » If you have multiple Bruker assets, you can assign custom names to improve identification. To do this, click on 'Change Asset Alias' for a specific asset. These personalized names will also appear in our Service reports. You can view an overview of your assets, including their Asset Aliases, on the Asset overview page.

Where do I find further information about the Portal?

- » Once registered you will find an FAQ section on the Portal.



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