



The difference is measurable®

INSTRON® CONNECT

Instron® Professional Services



Instron Connect offers the highest level of technical support for Instron systems around the world. As mission-critical machines and processes become more complex, the challenge of maintaining uptime in labs and streamlining related business processes has grown.

Instron Connect includes a number of technologies that create a secure connection between the testing systems at your facility and Instron. Our problem solving tools harness innovative technology to rapidly troubleshoot issues and answer your technical questions, increasing productivity, reducing risk and minimizing downtime.



INDUSTRY LEADING TECHNICAL SUPPORT

Instron Connect allows our Technical Support team to provide unparalleled support and guidance. Our investments in secure connectivity allow us to directly read system diagnostics information, assist you with software questions via remote screen share and put our eyes in your lab for hardware issues through our augmented reality video support platform.



OBTAIN INFORMATION FAST

Access your Instron system's calibration certificates, service history and service agreement information through the Instron Connect Portal or InSkill AI mobile app to provide security for audit and lab evaluations. Download the latest software and firmware updates to keep your system running in optimal condition through the Instron Connect Software or Instron Connect Portal.

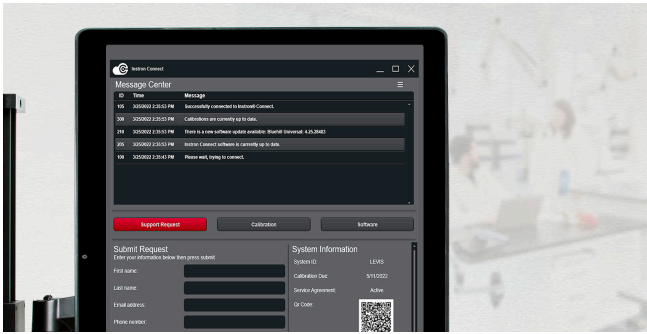


ENHANCE YOUR CAPABILITY & MINIMIZE SYSTEM DOWNTIME

Improve your Instron system's productivity with the InSkill AI troubleshooting tool which draws on a wealth of proprietary technical expertise to rapidly diagnose issues and provide solutions. Designed to get you back to testing as quickly as possible, it's available 24/7 via smartphone, tablet or PC.

WAYS TO USE INSTRON CONNECT

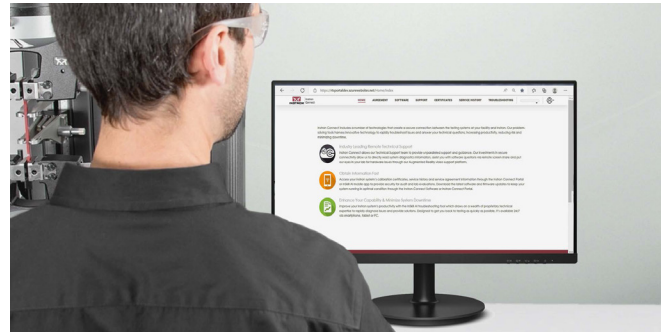
Instron Connect includes a number of technologies that enable you to connect with Instron, including:



INSTRON CONNECT SOFTWARE

An integrated support tool which is available on your Instron operator dashboard or PC.

- Send requests for technical support or calibration
- Scan the QR code to access the InSkill AI mobile app
- Share your screen and system diagnostics data with Instron Technical Support
- Receive calibration and service agreement reminders
- Download software updates
- Available to anyone using the testing system



INSTRON CONNECT CUSTOMER PORTAL

A site that can be accessed on any device with a web browser.

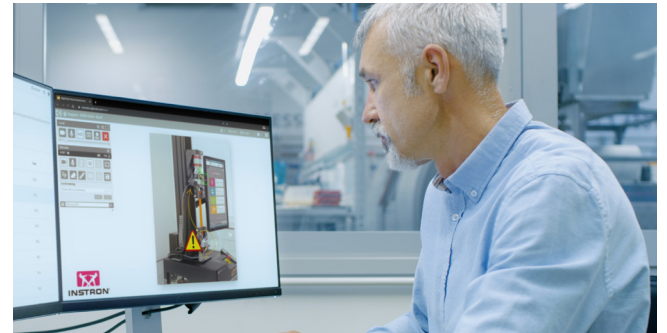
- Send requests for technical support, calibration or on-site service
- Download software updates
- Access calibration certificates and service history
- View your service agreement
- Request authorized access for other users
- Self-diagnose and solve your system's issues with the InSkill AI troubleshooting tool



INSKILL AI MOBILE APP

A mobile app, powered by InSkill, which can help you minimize your downtime and obtain information for your Instron system.

- Troubleshoot your system's issues with our AI-driven support tool
- Submit support requests
- View your system's calibration certificates and service history



SIGHTCALL AUGMENTED REALITY (AR) TOOL

A digital support tool, powered by SightCall, that provides you with remote visual support.

- Bring Instron's Technical Support team's eyes into your lab
- Eliminates the need for on-site visits by increasing first-time remote repair rates, thus reducing system downtime and associated costs
- Easy connection options

WHICH PRODUCTS ARE COMPATIBLE WITH INSTRON CONNECT?

Instron Connect support is available for all Instron systems, although some capabilities may not be available for certain models or software packages. Contact your Service Sales representative for more information.

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