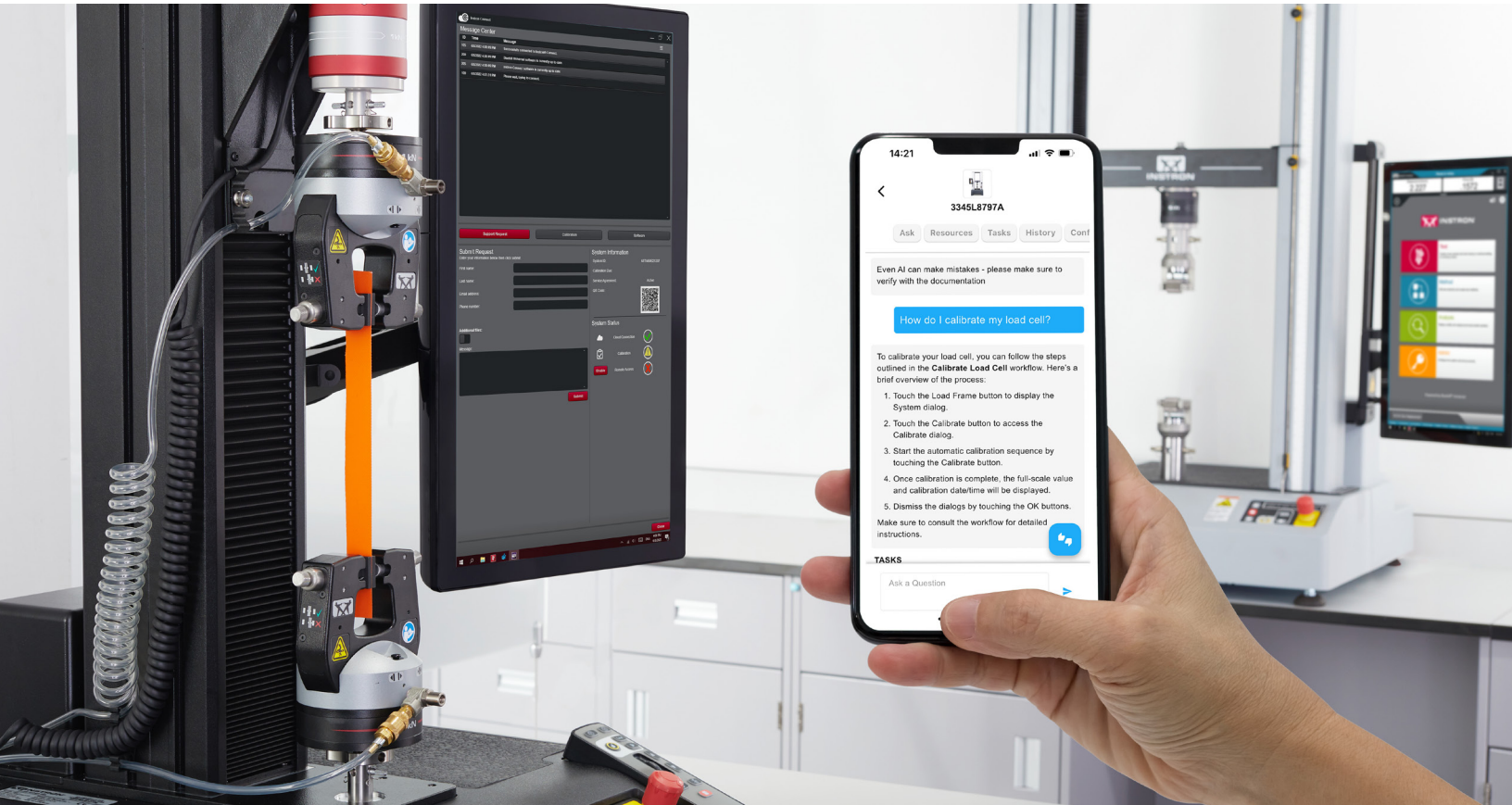


Instron Professional Services



Instron Connect brings key service resources, troubleshooting tools, and expert support into one digital support experience, helping teams access the information and assistance they need to keep systems running with confidence.

DIGITAL SUPPORT FOR YOUR TESTING OPERATION

Retrieve Information for Your Instron System in Seconds: Instron Connect stores all your documents in one secure, centralized location. Access calibration certificates, service history, and service agreement information through a single, convenient portal.

Streamlined support requests: Submit requests for technical support, calibration, or on-site service from the Instron Connect Portal or Software.

Enhanced Troubleshooting Capabilities: Quickly resolve issues in the Instron Connect Portal or InSkill AI app. Powered by generative AI, InSkill leverages Instron's validated knowledge base to provide a single, trusted source for troubleshooting and issue resolution. Using the Instron Connect Portal or InSkill app, simply ask a question to receive accurate, relevant answers tailored to your Instron system.

Keep Your Lab Audit-Ready: Access calibration certificates, service records, and software updates anytime with Instron Connect. Maintained in a secure portal, your documentation is always available to support compliance requirements and audit readiness.

WAYS TO USE INSTRON CONNECT

Instron Connect includes three secure platforms that help teams access service information, request support, download software updates, troubleshoot issues, and manage system resources more efficiently.

INSTRON CONNECT PORTAL ¹

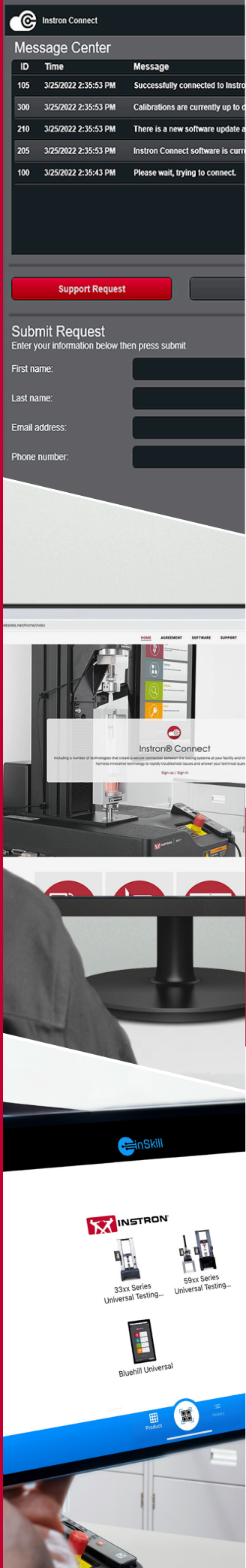
A web-based portal that can be accessed from any device with a browser. Use the portal to submit support requests, access calibration certificates and service history, view service agreement information, download software updates, troubleshoot issues and request authorized access for additional users.

INSTRON CONNECT SOFTWARE ²

An integrated support tool available through supported Instron operator dashboards or PCs². Use the Instron Connect Software to submit technical support or calibration requests, share system information with Instron Technical Support, receive calibration and service reminders, and download available software updates.

INSKILL AI ³

An AI-driven troubleshooting app³ that helps users resolve issues using natural language. Use InSkill AI to receive expert-informed guidance, access Instron's validated knowledge base, troubleshoot directly at the instrument, and reduce downtime. InSkill AI can also be accessed from any browser on the Troubleshooting page of the Instron Connect Portal.



BENEFITS OF INSTRON CONNECT

Industry Leading Technical Support: Unparalleled support from Instron Technical Support Engineers who understand your lab's regulatory requirements. Instron Connect provides direct access to our Technical Support team, giving users the highest priority support for rapid responses and expert assistance.

Faster Access to Service Information: Access calibration certificates, service history, service agreement details, and software updates through connected Instron tools, helping teams stay up to date and find the information they need quickly.

Simplified Support Requests: Submit requests for technical support, calibration, or on-site service through the Instron Connect Portal or Instron Connect Software, creating a clearer path to the right support.

Improved Troubleshooting Confidence: Use InSkill AI to answer questions, diagnose issues, identify next steps, and connect with Instron expertise when needed. Powered by generative AI, InSkill draws exclusively from secure, trusted Instron knowledge to deliver equipment-specific guidance and greater confidence in every answer.

Reduced Operational Disruption: By making service information, troubleshooting tools, and expert support easier to access, Instron Connect helps teams respond more efficiently and keep testing operations moving.

Flexible Access for Your Team: Access supported Instron Connect capabilities through the portal, connected software, mobile tools, or a web browser, helping teams get support in the way that best fits their workflow.

System Compatibility: Instron Connect is available for all Instron systems, although some capabilities may be limited for certain models or software packages.

READY FOR SMARTER, FASTER SUPPORT?

Contact your local Instron Service team to learn how Instron Connect can simplify access to service information, troubleshooting and expert support for your testing operation.

CONTACT YOUR LOCAL SERVICE OFFICE

- 1. INSTRON CONNECT PORTAL:** Accessed through any web browser. Internet connection required. Not connected to the testing frame, dashboard, or system PC.
- 2. INSTRON CONNECT SOFTWARE:** Instron Connect is installed on your testing system's dashboard or PC. This software updates only if your system is connected to the internet. In case your testing system is not connected to the internet for IT security reasons, please use the portal.
- 3. INSKILL AI:** Accessed through the mobile app, web browser or Instron Connect Portal. Internet connection required. Not connected to the testing frame, dashboard, or system PC.

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