

Instron Professional Services





Instron has assisted customers with their materials testing needs for over 75 years. Whether your goals are to prolong the lifespan of your investment, reduce ownership costs, minimize downtimes, enhance your staff's skills, increase testing precision, accelerate test durations or hasten your time to market, we possess the necessary resources, equipment, and skilled personnel to collaborate with you in achieving your objectives.

At the heart of our mission lies an unwavering commitment to providing exceptional tailored support and establishing a partnership that prioritizes your needs above all else.



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INSTRON PROFESSIONAL SERVICES

Instron has over 300 Field Service Engineers who are strategically located around the world to provide a fast on-site response and meet your service requirements.



A highly-educated, experienced, and diverse workforce with **1500+** employees



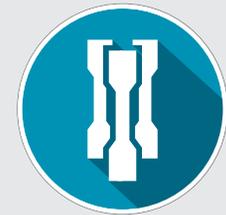
Representing **160 countries**, speaking **40+ languages**



50,000+ systems installed worldwide

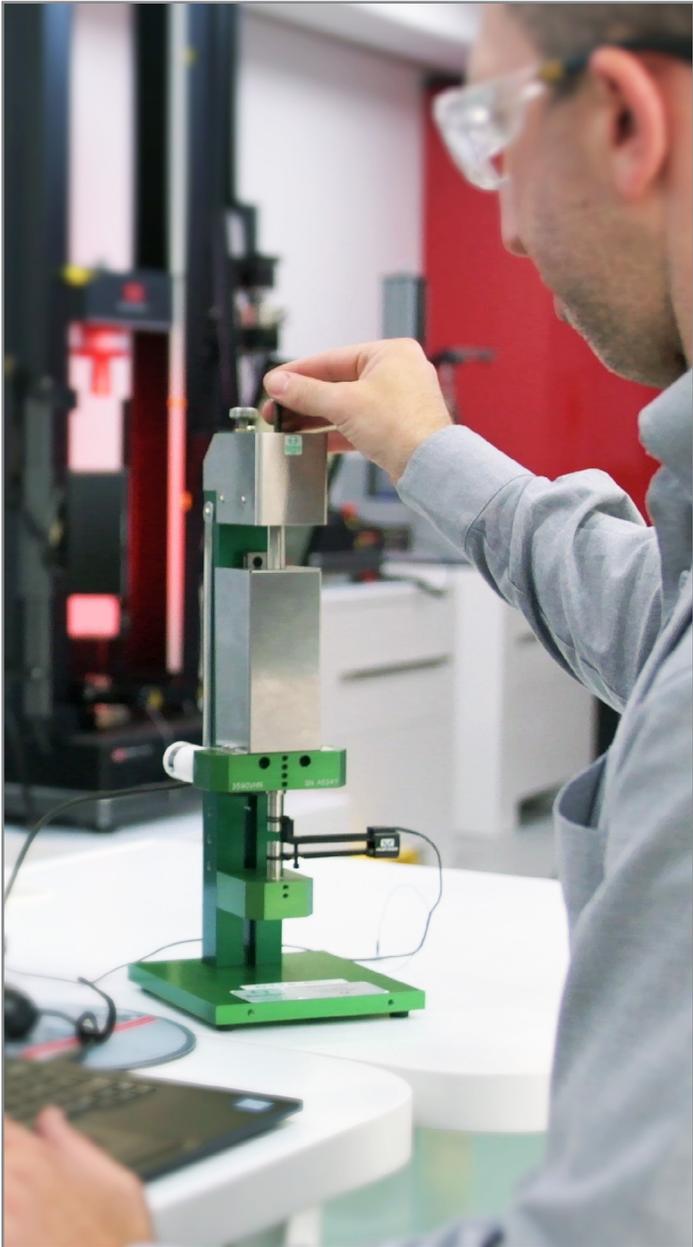


75+ years of engineering and manufacturing testing systems



Diverse product range for nearly all global markets and industries

INSTRON PROFESSIONAL SERVICES



EXPERIENCED GLOBAL TEAM

Instron has been a pioneer in providing state-of-the-art solutions to the materials testing community for more than 75 years, working closely with manufacturers, regulatory bodies, standards organizations, national measurement institutions, and universities to fulfill their testing requirements. By listening to customers' needs and concerns, Instron can develop solutions that better meet their requirements and exceed their expectations.

GLOBAL SUPPORT FOR YOUR ORGANIZATION:

- Exceptional personalized support and a partnership that puts you first.
- State-of-the-art support solutions that utilize Augmented Reality (AR) and Artificial Intelligence (AI) technology.
- Access to Instron's technical support and applications teams.
- Fast and efficient access to parts and the latest technical documentation.



CALIBRATION

Instron Professional Services

Routine calibration by Instron mitigates risk by ensuring accuracy, helping you to stay compliant and confident in your data.



GLOBAL REACH

Instron completes over 90,000 calibrations worldwide each year and has the equipment necessary to carry out calibrations on a variety of non-Instron test systems, providing you with a single contact for all of your materials testing calibration requirements.

Instron has a full suite of calibration and verification services supporting a number of industry recognized standards, including:

- ISO/IEC 17025
- ANSI/NCSL Z540-1
- ISO 10012- 1
- Nadcap

ACCREDITATION

Instron's calibration laboratory is accredited to ISO/IEC 17025 by the National Voluntary Laboratory Accreditation Program (NVLAP) under Lab Code 200301-0, a signatory of the International Laboratory Accredited Cooperation Mutual Recognition Arrangement (ILAC MRA). This accreditation covers factory and field calibrations carried out globally.

Instron's calibration laboratory houses the largest commercial dead weight test stand in North America. This test stand gives us the ability to precisely calibrate load cells when using dead weights, up to 240,000 lbs and enables us to provide calibrations to ASTM E74 Class AA and ISO 376 Class 00 and 0.5.

INSTRON OFFERS A WIDE RANGE OF ACCREDITED CALIBRATION AND VERIFICATION SERVICES INCLUDING:

- Force
- Speed and Displacement
- Strain
- Alignment
- Temperature
- Torque
- Hardness
- Creep
- Rotary
- Impact



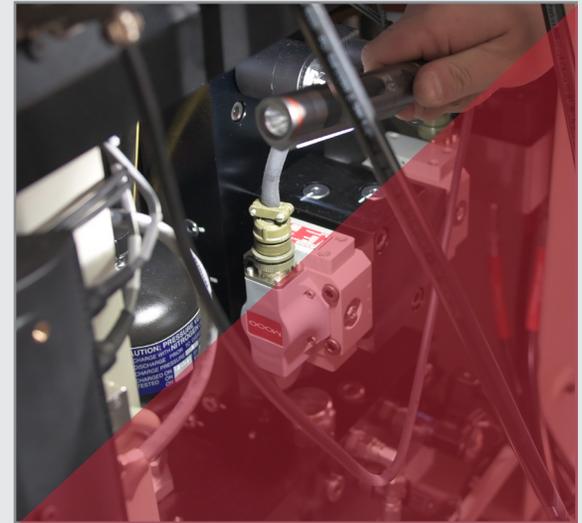
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PREVENTATIVE MAINTENANCE

Instron Professional Services

Preventative maintenance of your Instron system is essential to prolong service life and maximize uptime through increased reliability, helping you maintain operational effectiveness and throughput. This includes a thorough inspection and testing of electrical and mechanical safety systems ensuring correct operation and protection for both operators and equipment.



INSTRON SERVICE AGREEMENTS

Instron offers a variety of service agreements for you to combine preventative maintenance, calibration and Instron Connect into a single plan for all of your Instron testing systems.



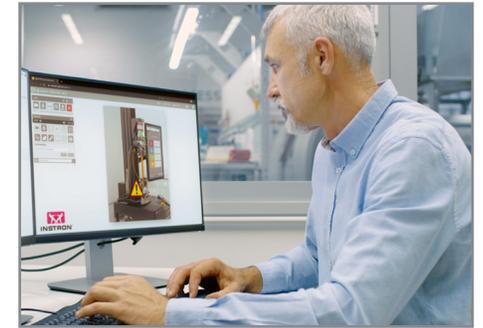
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INSTRON CONNECT

Instron Professional Services

Instron Connect offers the highest level of technical support for Instron systems around the world. Our problem solving tools harness innovative technology to rapidly troubleshoot issues and answer your technical questions, increasing productivity, reducing risk and minimizing downtime.



INSTRON CONNECT SOFTWARE

An integrated support tool which is available on your Instron operator dashboard or PC, where you can send priority technical support requests, download software updates and share your screen and system diagnostics data with Instron Technical Support.

INSTRON CONNECT PORTAL

A site that can be accessed on any device with a web browser, that allows you to send priority support requests, troubleshoot issues, download software updates, access calibration certificates and service history and view your service agreement.

INSTRON CONNECT ARTIFICIAL INTELLIGENCE (AI) MOBILE APP

A mobile app, powered by InSkill, which can help you minimize your downtime with the AI-driven troubleshooting tool and access resources such as calibration certificates and service history for your Instron system.

INSTRON CONNECT AUGMENTED REALITY (AR) SUPPORT TOOL

A digital support tool, powered by SightCall, that provides you with remote visual support, bringing Instron's Technical Support team's eyes into your lab, increasing first-time remote repair rates and eliminating the need for on-site visits.



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TRAINING

Instron Professional Services



CLASSROOM TRAINING COURSES

Instron offers classroom-style training courses at our Instron training centers. We offer regularly scheduled courses conducted by our experienced trainers, which provide students with both practical and theoretical knowledge.



TRAINING AT YOUR FACILITY

Our on-site training courses are designed to compliment the “system fundamentals” training that is included with your equipment or software installation. On-site training is ideal for organizations who wish to provide their test operators with highly-customized training using their own testing equipment.



ONLINE TRAINING COURSES

Instron’s online eLearning courses are shorter, more condensed versions of our live classroom training, and are specifically tailored for operators and managers who want to learn at their own pace.



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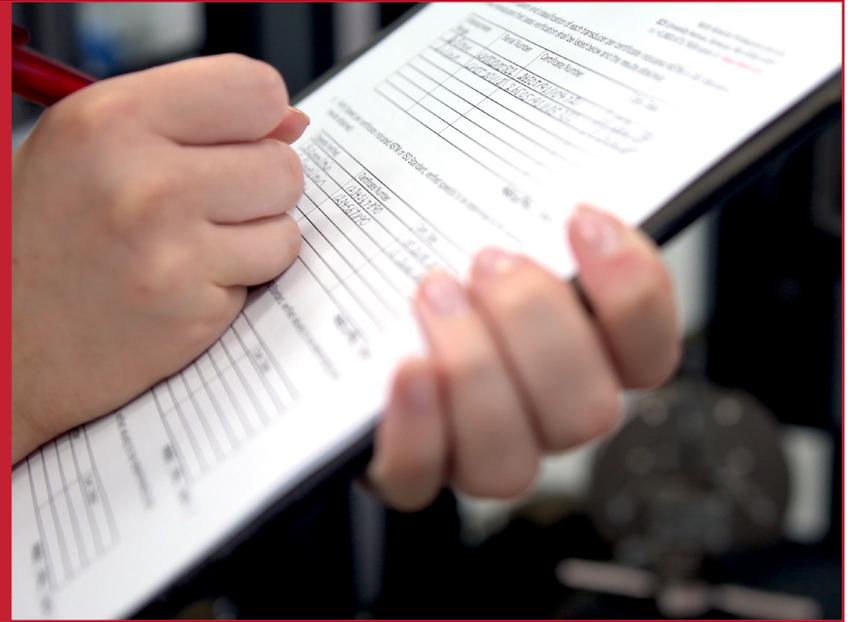
IQOQ

Instron Professional Services

IQOQ VALIDATION SERVICE

For medical device and pharmaceutical companies, software validation is critical for compliance with FDA 21 CFR Part 820 and ISO 13485. Instron Professional Services offers vendor Installation Qualification and Operational Qualification (IQOQ) documentation, which is completed at your site by trained Instron Field Service Engineers. This validation, provided by the original equipment manufacturer, is designed to ensure that your Instron testing instrument is suitable for its intended purpose and is capable of producing valid results.

Our IQOQ validation services are trusted by leading manufacturers in industries with robust regulatory requirements where validation is a critical component of compliance, and are available for static, dynamic, MT Torsion, MFi Series, and custom systems.



INSTALLATION QUALIFICATION (IQ)

An installation qualification process is designed to establish that the system has been installed correctly. It will consider and document:



- Installation conditions.
- Operation of safety features.
- Provided system manuals and documentation.
- Environmental conditions.

OPERATIONAL QUALIFICATION (OQ)

An operational qualification process is designed to verify the proper operation of the testing system and its ability to produce valid results. A typical validation plan includes the following:



- Transducer verification (per Instron's standard verification/calibration procedures, certificates are provided for each transducer).
- Software functionality check.
- Calculation validation of customer specified calculations.



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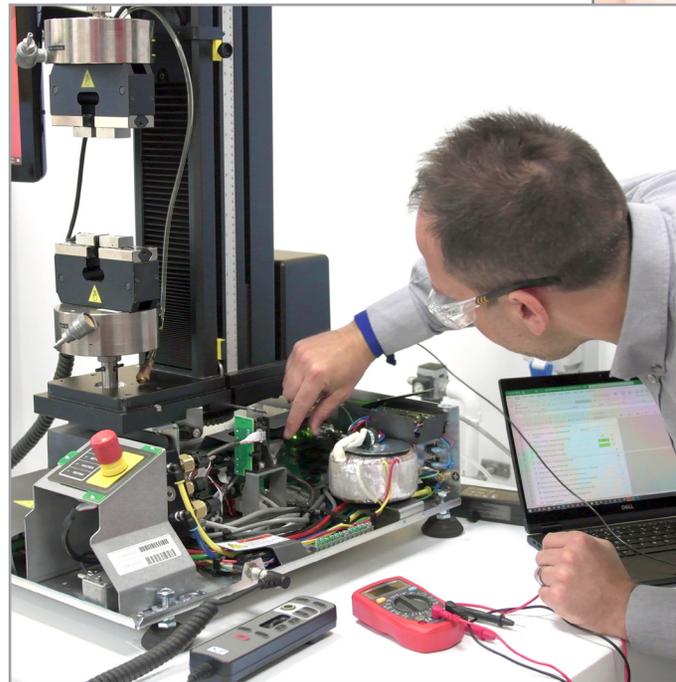


REPAIRS AND SUPPORT

Instron Professional Services

In an event of a system repair, our factory-trained Field Service Engineers, backed by dedicated replacement part inventories, stand ready to quickly restore the operation of your testing system. If your testing system or accessories cannot be repaired on-site, we can perform the repair in one of our factories.

We will support your system for as long as it is technically and economically feasible. When appropriate, we can recommend and install upgrades to extend the usefulness of your testing system, significantly lower repair costs, and add new functionality to maximize return on your investment.



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INSTALLATION AND RELOCATION

Instron Professional Services

Instron provides support for machine move and relocation projects from start to finish. Our team of factory-trained Field Service Engineers have knowledge and experience in moving complex materials testing equipment in a timely, safe, and secure manner. We also offer support services and documentation to support IQOQ process requirements when relocating equipment.



Instron not only excels in manufacturing top-of-the-line materials testing equipment but also provides exceptional installation and relocation services. Our dedicated team of professional Field Service Engineers work closely with you to understand your unique requirements, ensuring that the equipment is installed to the highest standards and optimized for optimal performance.

In addition, Instron offers relocation services, allowing you to smoothly transfer your testing equipment to a new facility or location. Our skilled Field Service Engineers carefully dismantle, transport, and reassemble your testing system, minimizing downtime and ensuring the integrity and accuracy of the testing systems. With Instron's installation and relocation services, you can trust our commitment to quality, reliability, and customer satisfaction throughout the entire process.



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THE WORLD STANDARD

We stake our reputation on the integrity of data. From the measurement of primary test data to result generation, we design and manufacture the full data integrity chain (e.g. load cells, sensor conditioning, and software). Additionally, we calibrate more than 90,000 of these sensors annually with the lowest accumulated uncertainty.

30,000+

We service and calibrate more than 30,000 Instron systems in active use worldwide every year.

96%

96% of the Fortune 100 list of the world's largest manufacturing companies use Instron test systems.

18,000+

Instron systems have been cited in more than 18,000 patents since 1975.
