

INSTRON® CONNECT

The Next Generation of Service



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Instron's unrivaled application expertise and best-in-class service allows us to provide the best ownership experience and customer satisfaction. With Instron Connect, we are introducing a powerful communication platform that brings our support engineers closer to your instruments and your organization.



Faster Remote Technical Support

Secure screen-sharing and submit service requests directly through the system. Easily send test methods and test sample data files for review.



Reduce Risk with Scheduled Reminders

Maintain your lab's certification with calibration reminders and easy scheduling to avoid unnecessary downtime.



Keep up-to-date with Current Features

Automatic software update notifications provide confidence that your Instron system is running in optimal condition.

Why connect to Instron Connect?

As your mission-critical machines and processes become more complex, the challenge of maintaining uptime or streamlining related business processes becomes an important function of your testing equipment. Having all of the necessary expertise in-house to handle every situation is difficult. Instron Connect will alleviate this issue by bringing our application experts closer. Sharing real-time information with the experts that can monitor, diagnose, and react to issues helps your business be more productive and profitable. Instron Connect enables a secure connection between the machines located at your facility and Instron's global support engineers.

How does Instron Connect work?

Instron Connect monitors the status, operating parameters, and configuration of the Instron machines in your facility. It does this through a software-based monitoring agent built into your Instron testing system. The agent communicates securely with the Instron Connect Cloud Server. If diagnosis of an issue on your system is required, you may choose to provide access to an Instron support engineer to diagnose the system remotely as you observe. Once diagnosed, the problem may then be corrected immediately, as in the case of a necessary software update or other configuration adjustment.

What products have Instron Connect?

Instron Connect is available on all Instron systems operating Bluehill® Universal Software.



Save
Time

- Get faster support responses
- Reduce onsite service visits
- Increase first time repair rates



Enhance
Capability

- Remote audio capability is available directly through your system.
- Remote support can show you advanced features, helping with your testing challenges



Stay
Current

- Continuous product updates through automatic software update notifications
- Keep your system compliant with calibration and preventative maintenance notification reminders

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