



FIRST Newsletter

October 2022, Issue 76

Experience Our New Customer Hotline

Rouven Lenz, VP Service Business & Operations, **Noel Correia**, Director of Service India & Middle East, and **Can Inci**, Head of Hotline and Service Channel Partner Manager, **Bruker AXS GmbH**

Bruker AXS is proud to continue expanding our customer support capabilities with the launch of our new and improved **Customer Hotline**. New, innovative technologies and IT infrastructure expand the reach and availability of our global service force to provide you with quick and reliable help, wherever and whenever you need us, even when travel is difficult.

Collaborating with our large team of experienced field service engineers, a dedicated

team of experts has been trained on hotline and remote support. Multiple communication channels and state of the art digital technologies ensure you can get in touch with us, and your service request will be processed with the service performance you expect from your service level agreements.

Get in touch with us, experience our new support approach, and learn more about upcoming features.

To find support in your region, please visit our [Support Resources for X-ray Structural and Elemental Analyzers](#) webpage.

Our worldwide **Customer Hotline** follows the sun and can be reached at the following new phone numbers and email addresses:

Region		New phone number*	New email-to-case address*
Asia Pacific	Australia	+61 2 9069 9595	service.baxs.anz@bruker.com
	Malaysia	+60 03 9078 5254	service.baxs.my@bruker.com
	Singapore	+65 3163 8471	service.baxs.sg@bruker.com
	South Korea	+82 (0)70 4784 4307	service.baxs.kr@bruker.com
	Taiwan	+886 080149 1156	service.baxs.tw@bruker.com
	Thailand	+66 2506 1874	service.baxs.th@bruker.com
Japan	Japan	+81 12-020-8044	service.baxs.jp@bruker.com
China	China	+86 108 783 3455	service.baxs.cn@bruker.com
	Hong Kong	+852 2319 4792	
India & Middle East	India	000-8009191457	service.baxs.ime@bruker.com
	United Arab Emirates	+971 800 032 0942	
	Middle East	+962 6429 6335	
	Israel	+972 4374 8916	
Europe & Africa	Belgium	+32 2880 5005	service.baxs.be@bruker.com
	France	+33 3 68 78 09 00	service.baxs.fr@bruker.com
	Italy	+39 02 8295 9500	service.baxs.it@bruker.com
	Netherlands	+31 800 888 5555	service.baxs.nl@bruker.com
	South Africa	+27 10 500 3888	service.baxs.za@bruker.com
	Spain	+34 91 901 46 00	service.baxs.es@bruker.com
	United Kingdom	+44 20 4579 9744	service.baxs.uk@bruker.com
	Austria	coming soon	coming soon
	Germany	coming soon	coming soon
	Switzerland	coming soon	coming soon
North America	Canada	+1 800 234 9729	service.baxs.us@bruker.com
	United States		
Latin America	Brazil	+55 11 3197 8420	service.baxs.br@bruker.com
	Mexico	+52 554 170 4301	service.baxs.mx@bruker.com
Rest of the world	Countries not listed above	+65 6990 1580	service.baxs.ime@bruker.com

* Support hours depend on service plan:
Basic tier: Business hours, 8 am – 5 pm (times may differ locally)
Premium tier: Business days (Monday – Friday), 24-hour support