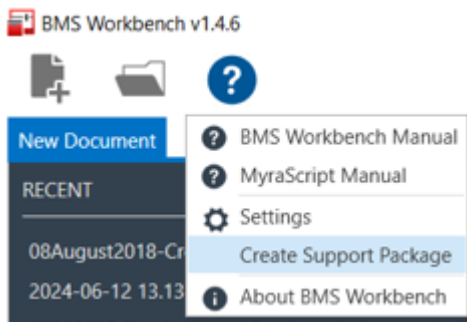


3 July 2024

### How BMS Support Works

The Bio Molecular Systems support system automatically assigns a ticket number for new issues. Our support staff will then work to resolve any technical problems related to our products. For order or logistics inquiries, email [orders@biomolecularsystems.com](mailto:orders@biomolecularsystems.com), and for sales information, contact [sales@biomolecularsystems.com](mailto:sales@biomolecularsystems.com).

To resolve an issue, especially with instrument hardware or software, please send a Support Package along with a problem description. You can create a support package using the '?' icon at the top left of the software. Ensure the package is made from the computer running the equipment.



If the support package is too large to email, share a link via a file-sharing service (e.g., Wetransfer, Dropbox, or Google Drive), ensuring unrestricted access for us to download it. Support tickets will be closed once resolved or after a period of inactivity. You can respond to any ticket at any time for further assistance.