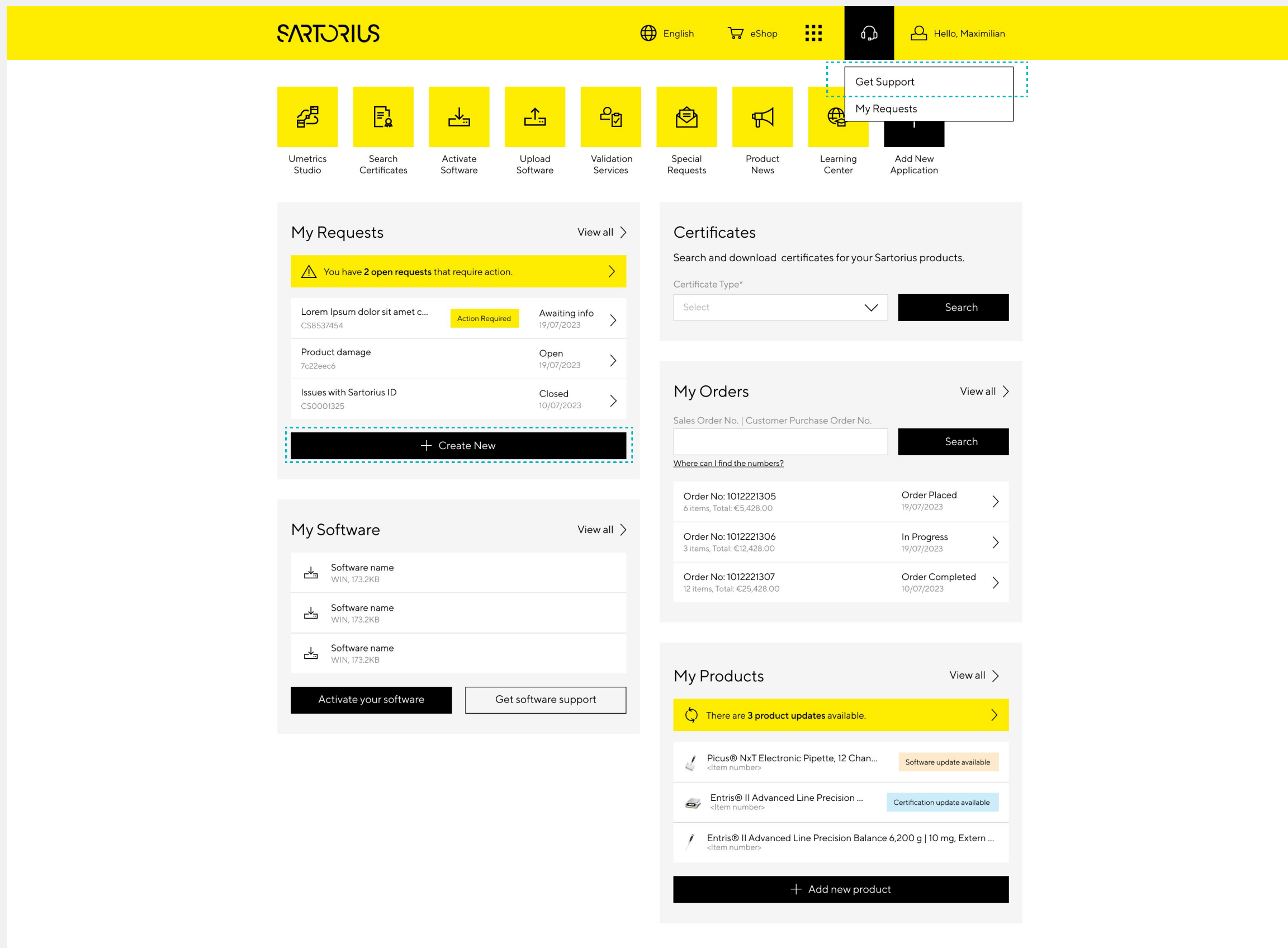
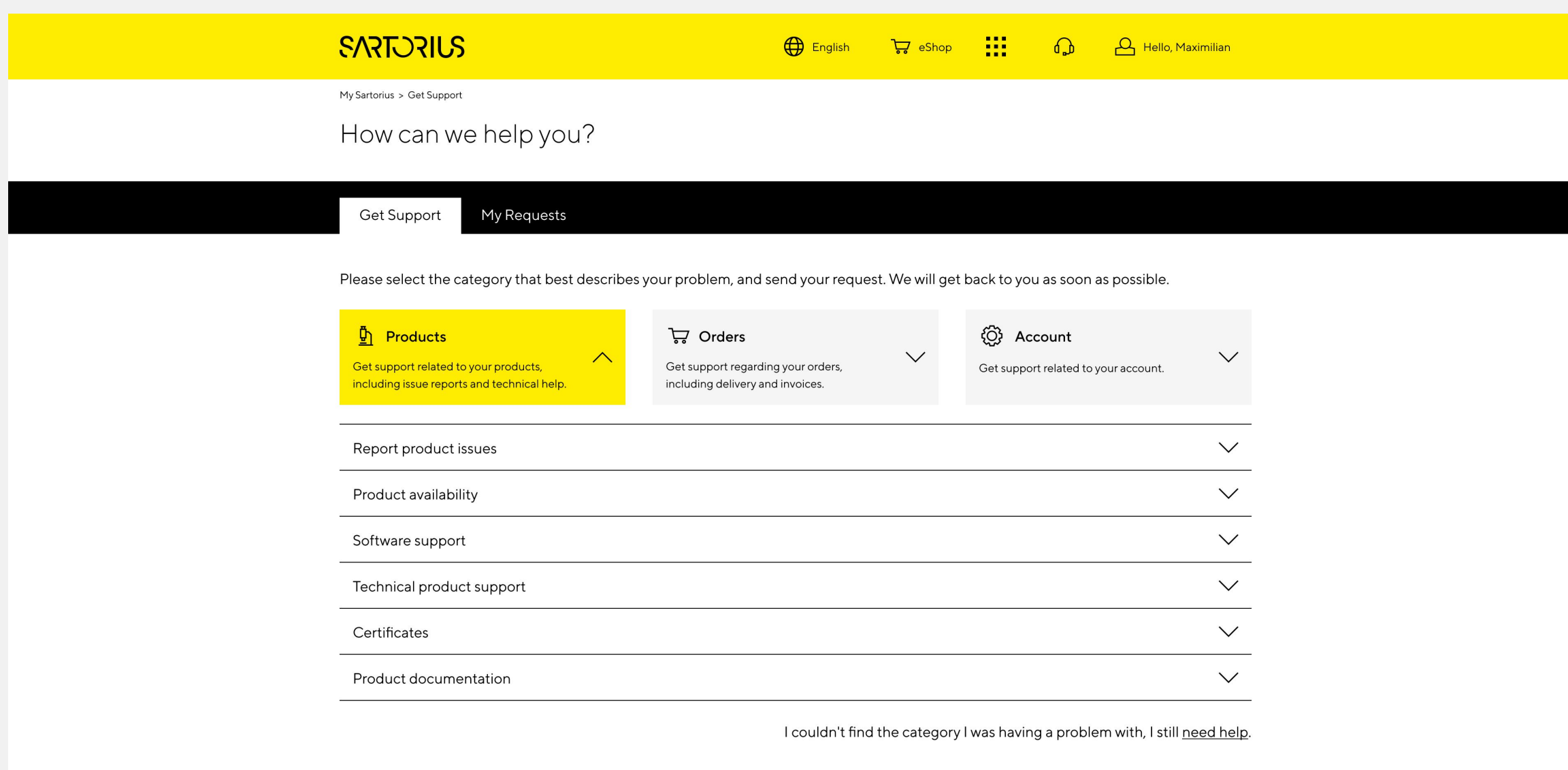


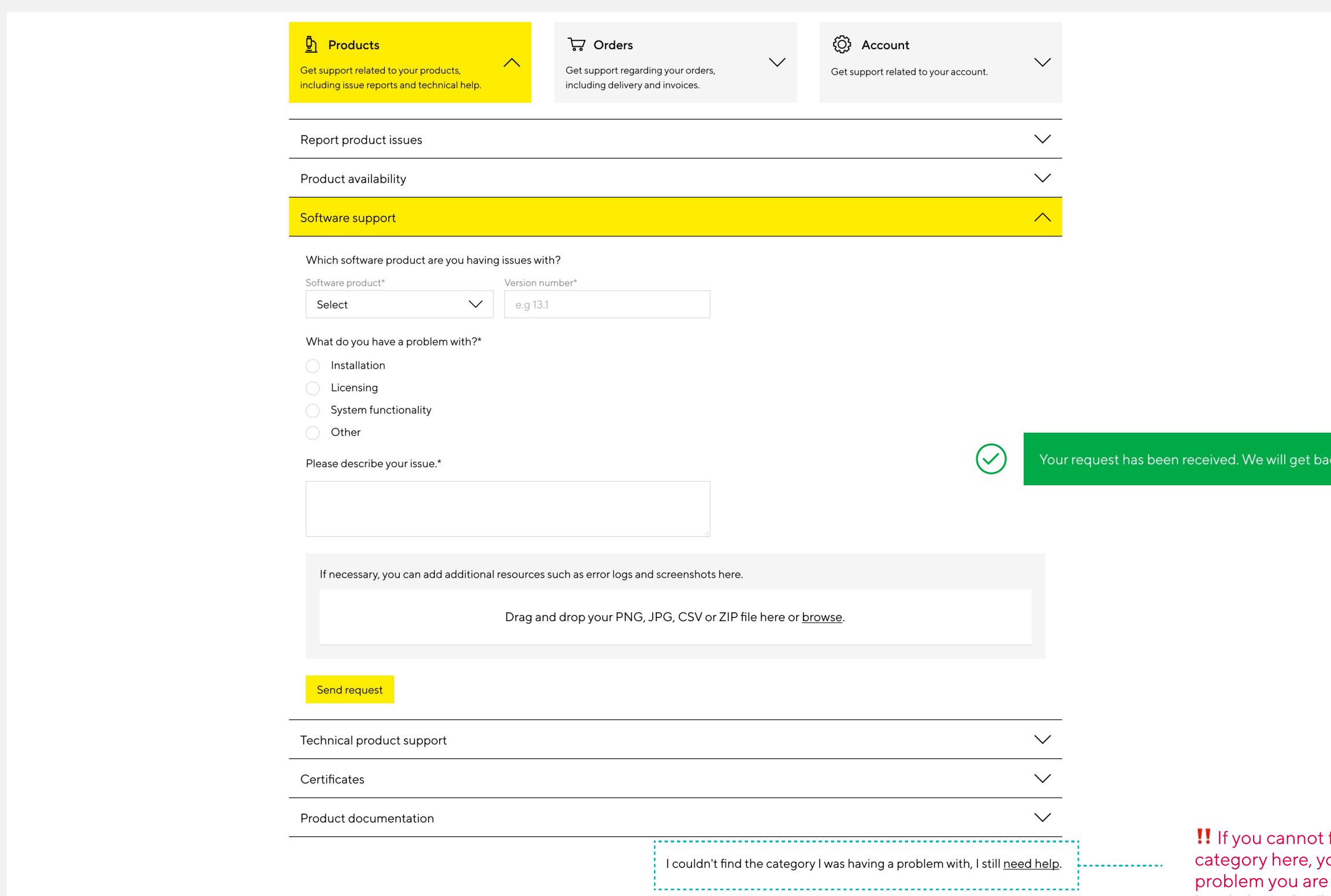
1. Go to [my.sartorius.com](https://my.sartorius.com), login/register, and click on the "Get Support" in the header menu or "Create New" on the "My Requests" widget.



2. You can view all available support categories here. You should select the category that best describes your problem.



3. After selecting the relevant category, you can send your request by filling out the form.



!! If you cannot find the relevant category here, you can report the problem you are experiencing to us by clicking the "I still need help" button at the bottom.

4. After sending your request, you can view its status and details on the overview page.

