We’ve got you covered!

LabScape™
Service & Lifecycle Support

PRODUCTIVITY
PEACE OF MIND
EXPERTISE
Introduction

Bruker has a long history of innovation and excellence in analytical systems as a result of our placing the customer at the center of all activities. This philosophy and commitment to provide customers with unparalleled help throughout the buying cycle, from initial inquiry to evaluation, installation, and the lifetime of the instrument is now characterized by the LabScape service concept.

LabScape Maintenance Agreements, On-Site On-Demand and Enhance Your Lab are designed to offer a new approach to maintenance and service for the modern laboratory.

Discover first hand the benefits of allowing Bruker to add value to your work by permitting us to take over the routine activities and processes necessary to ensure maximum operational efficiency.

With Bruker managing the lifecycle of your instrumentation, the burden of non-value activities are significantly reduced thus optimizing productivity, controlling costs and protecting your investment.

Maximize uptime, optimize productivity and together with Bruker, extend the potential of your instrumentation.

**Change your view of instrument service and support!**
Maintenance Agreements

Bruker LabScape maintenance agreements offer solutions to fit and match individual customer requirements to ensure the highest standards of reliability and productivity. Our rigorous and fully documented quality procedures provide enhanced support and peace of mind in even the most demanding and highly regulated environments. LabScape is designed to offer maximum value and enhance the day to day running of a modern laboratory.

Comprised of a range of maintenance agreements designed to satisfy customers’ needs and budgets, LabScape offers the flexibility to choose the optimum balance of maintenance and support. It empowers the modern laboratory to choose a level of support with the benefits of agreed goals within a known and controlled cost structure.

LabScape Connect
This entry level agreement provides secure remote desktop support. Vital systems are monitored to verify the health of the instrument and allow proactive measures to prevent failure*. This agreement also ensures your software and data system are up-to-date and fully optimized. And finally we offer fast-track recovery from loss of field**, thereby eliminating the need to find a budget for unplanned and unexpected expenditures.

LabScape Essential
Incorporates all scheduled and required planned maintenance including the replacement of parts with defined life expectancy. Bruker will verify and adjust settings and parameters in order to correct and maintain optimal performance of the instrument. These activities enhance reliability and uptime and relieve your organization of non-added value mandatory operations. All work is fully documented to an operational qualification level with the major benefits of enhanced reliability, optimum performance and improved uptime. Included in this agreement* is the liquid helium refilling operation performed by qualified, trained Bruker engineers. This removes any risk and associated cost of a catastrophic event that may result from this maintenance operation. LabScape Connect is an integral part of LabScape Essential.

*Available on selected instruments
**Replacement magnet not available
For a Reliable Partnership

LabScape Complete
An all-inclusive agreement covering all technical issues up to and including full system replacement and guaranteeing the highest priority and shortest response times. Our total peace of mind package covers all parts and labor required to repair any faults or malfunction including factory repairs where necessary. This agreement places you firmly in control of costs, safeguards regulated environments and optimizes your laboratory workflow. Allow Bruker to fully maintain your instruments and allow your staff to focus on analytical tasks. LabScape Connect and LabScape Essential are an integral part of LabScape Complete.

LabScape Select
A modular agreement based on choosing discrete elements of LabScape Complete to arrive at a solution to satisfy operational budgets and costs while retaining several of the benefits offered by the LabScape portfolio. It offers the flexibility to choose the optimum balance of maintenance and support that satisfies your core needs.

Further details can be found in the corresponding LabScape Agreements flyer or on the Bruker website, www.bruker.com/LabScape.
On-Site, On-Demand

Bruker invests heavily in training and professional development for its engineers and application scientists, ensuring you directly benefit from up-to-date expertise and the latest techniques. Operators and managers of Bruker’s advanced scientific analytical instrumentation can rely upon us to provide the full range of products, support and assistance necessary to achieve optimal productivity and performance from day one.

**LabScape Relocate**
Whether across your laboratory, across your site or across the world - moving instruments is not a trivial undertaking. We offer a turnkey solution for instrument relocation including site planning, decommissioning, packing, insured transportation, reinstallation and full operational qualification tests in the new location. Let the experts protect your investment with a fully inclusive relocation service and allow your staff to focus on analytical tasks.

**LabScape Evolve**
Nothing stands still in this ever changing world and neither should your Bruker instrumentation. LabScape Evolve offers a program of instrument upgrades and enhancements in order to keep pace with the latest experiments and developments in instrumentation and data processing.

**LabScape Maintenance**
Any and all required planned maintenance is also available on demand. LabScape Maintenance guarantees the same high standard of execution enacted throughout the LabScape family service agreements thereby ensuring optimal performance across the entire range.

Planned Maintenance services are also available as stand-alone on demand operations. LabScape Maintenance is performed to the same high standard that characterizes all aspects of the LabScape portfolio of service agreements.

**LabScape Repair**
Occasional issues are inevitable with any complex system but we are here to help you with our Onsite Services. Our fully trained and highly qualified engineers backed by original Bruker spare parts will ensure your system is up and running in the shortest time possible.
Enhance Your Lab

Ensure you directly benefit from up-to-date expertise and the latest techniques supported by Bruker quality controlled consumables and spare parts. Continue to increase your productivity. Our experts are with you every step of the way.

LabScape Training

Training and education is everything – both in life and in business. Bruker’s education and training programs provide access to the most up-to-date information and knowledge embracing all aspects of the operation and application of modern analytical instrumentation. The Bruker Training Academy courses cover a wide range of topics including daily maintenance, system operation, application and method development. We provide training courses for all capabilities from first time user to advanced analytical techniques.

Details of all training course schedules are available from local Bruker facilities or by visiting our website:

www.bruker.com/LabScape.

LabScape Consumables

Bruker offers a wide range of high quality consumables and accessories essential for the day to day operation of your analytical instrumentation. By using only Bruker recommended parts and products you ensure optimum uptime throughout the life of your instrumentation. The primary goal is to safeguard performance and reliability by employing certified, dependable consumables.

The full range of Bruker recommended consumables can be ordered either online or from local Bruker facilities – be secure in the knowledge that performance is guaranteed.

LabScape Spare Parts

Bruker is committed to providing original high quality and guaranteed original spare parts thereby ensuring optimum performance and reliability.