



SERVICE

LabScape™ Service & Lifestyle Support

Maintenance Service Agreements for Life Science

Innovation with Integrity

We've got you covered!

Your investment in a Bruker instrument is the beginning of our long-term partnership. Our goal as a company is to ensure that your Bruker instrumentation meets the highest standards and is continually contributing to your success. For this reason, we provide you an unparalleled solution, Bruker LabScape. We support you in all aspects across the entire instrument lifecycle starting from on-demand services and maintenance service agreements to enhancements such as targeted training or compliance services. Bruker LabScape is your direct access to a global network of factory-trained service and application experts, who strive for your success.

Bruker LabScape maintenance service agreements are a key component for maximizing the duty cycle and reliability of your instrument.

This is a core component of your success, which leads to a significant increase of productivity under complete cost control and maximum planning security.

These flexible service solutions are designed to meet your need and budget, including a combination of the following options:

- Modern remote support and diagnostics
- Regular instrument maintenance
- Unlimited on-site repairs
- Original parts and supplies
- Dedicated on-site training
- Targeted application support
- State-of-the art validation services
- Comprehensive software services

Service Agreements

Choose one of the following LabScape Maintenance Service Agreements available for selected Infrared, Near Infrared, and Raman instruments and Microscopes:

LabScape Connect – Affordable remote service model. A basic package with unlimited remote access with experienced, factory-trained service engineers.

LabScape Essential – Ensure peak performance. A combination of remote support and regular annual maintenance helps you operate your instrument under its optimal conditions.

LabScape Access – A cost-effective solution for unforeseen instrument breakdowns in low throughput laboratories with unlimited on-site repair visits including spare parts.

LabScape Complete – Unlimited service including on-site, depot repair, and remotes diagnostics and support. A comprehensive solution providing complete service coverage which helps you avoid instrument failures, costly repairs and down time.

LabScape Complete+ Priority – All the support you need with our highest priority response timing. A VIP package including guaranteed on-site response within 2 business.

	LabScape Connect	LabScape Essential	LabScape Access	LabScape Complete	LabScape Complete+
Remote Services					
Remote Monitoring**	✓	✓	✓	✓	✓
Unlimited Priority Remote Support	✓	✓	✓	✓	✓
Remote Applications Support				✓	✓
Software Services					
Bruker Software Updates ***		✓	✓	✓	✓
Bruker Software Upgrades ****		Discount	Discount	✓	✓
Regular Maintenance					
Regular Maintenance Work & Parts		✓	✓	✓	✓
Additional PM		Discount	Discount	Premum Discount	Premum Discount
On-Site Repair Services & Parts					
On-Site or Factory Repair		Discount	✓	✓	✓
Spare Part Replacement		Discount	✓	✓	✓
Travel		Discount	✓	✓	✓
Wear and Tear Part Replacement	Discount	Discount	Discount	✓	✓
Loaner Equipment *				Discount	✓
Response Service Level					
On-site or In-house Response Time		Priority	Priority	Priority	Highest Priority
Additional Benefits					
Accessories & Consumables	Discount	Discount	Discount	Premum Discount	Premum Discount
Training or Application Support	Discount	Discount	Discount	Premum Discount	Premum Discount

Bruker Optics is continually improving its products and reserves the right to change specifications without notice.
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Bruker Optics GmbH & Co. KG
info.bopt.de@bruker.com

Worldwide Offices
bruker.com/bopt-offices

More info on ONET:
bruker.com/onet

bruker.com

**Bruker Optics is ISO 9001, ISO 13485,
ISO 14001 and ISO 50001 certified.**

