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

* The availability of LabScape™ Service Agreements and associated services varies by country and region. Certain services described on this website may not currently be offered in your location. Please contact your local Bruker Optics representative for the latest information on service availability.

## 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 days. (*Only available in select locations).

| | 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 | Premium 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 | Premium Discount | Premum Discount |
| Training or Application Support | Discount | Discount | Discount | Premium Discount | Premium Discount |

* if applicable to the respective product
** Bruker Software only

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

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