



PRODUCTIVITY
priority response
PEACE OF MIND
reliability
EXPERTISE optimal performance
uptime

LabScape™

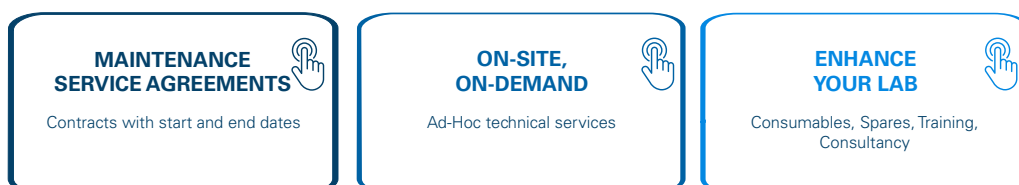
Services & Lifecycle Support

● We've got you covered!

LabScape Services & Lifecycle Support

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 support our customers with unparalleled help throughout their journey with us is now characterized by the LabScape concept: from initial inquiry to evaluation, installation and the lifetime of the instrument.

LabScape PORTFOLIO



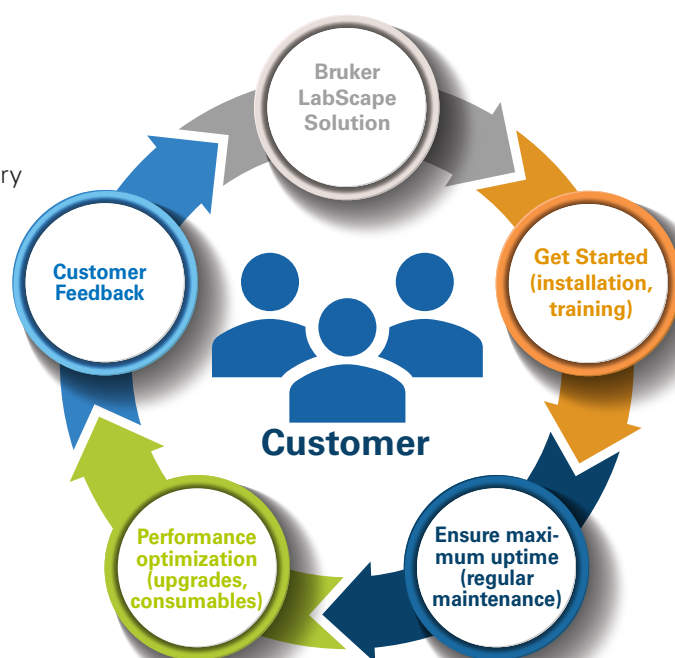
LabScape Maintenance Service Agreements, On-Site On-Demand and Enhance Your Lab are designed to offer an innovative approach to maintenance and service for the modern laboratory.

We've got you covered!

Discover first hand the benefits of allowing Bruker 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 routine maintenance tasks are significantly reduced thus optimizing productivity, controlling costs and protecting your investment.

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



Maintenance Service Agreements

Bruker LabScape Maintenance Service Agreements Overview¹

 Avance NMR System	No Agreement	 ² Connect	 Essential	 Complete
Free Telephone support for simple cases	✓	✓	✓	✓
Remote Desktop Support (1st hour per case free)	-	✓	✓	✓
Magnet recovery from loss of field (quench recovery)	-	✓	✓	✓
Remote Monitoring	-	✓	✓	✓
Spectrometer computer replacement ³ (installation included)	-	✓	✓	✓
Remote Software & Firmware Updates	-	✓	✓	✓
Priority Response	-	✓	✓	✓
Planned Maintenance and Operational Tests (labor and critical parts ⁴ also included)	-	-	✓	✓
Operation Qualification (optional) ⁵	-	-	✓	✓
Helium Refill (both Helium and Labor included) ⁶	-	-	✓	✓
Remote Desktop Support (2nd hour per case free)	-	-	✓	✓
Enhanced Priority Response	-	-	✓	✓
All Repairs, Labor and Parts included	-	-	-	✓
Unlimited Remote Desktop Support	-	-	-	✓
Lifetime Guarantee on magnet	-	-	-	✓
No unexpected expenses and no further paperwork	-	-	-	✓
Premium Priority On-Site Response	-	-	-	✓

¹ See Bruker LabScape Terms & Conditions [here](#) for more details

² LabScape Connect is available for all Avance NMR systems except for AvanceCore NMR systems

³ After 3 consecutive years under a maintenance service agreement

⁴ Critical components that are prone to failure due to life expectancy

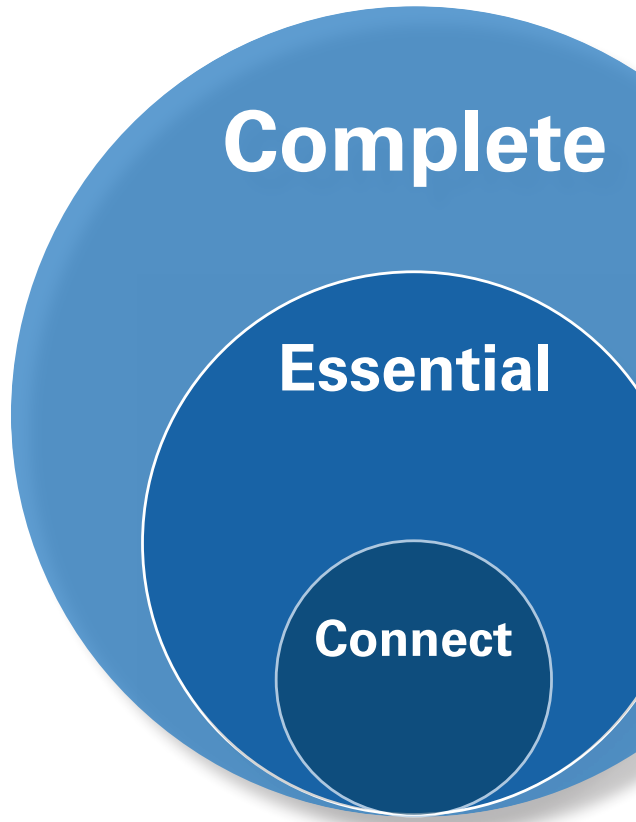
⁵ Can be booked additionally as an option for regulated markets

⁶ Can be booked as an option for AvanceCore NMR systems

Maintenance Service Agreements

Bruker LabScape Maintenance Service Agreements offer solutions to fit and match different customer needs and ensure the highest standards of reliability and productivity in your lab. Our fully documented quality procedures provide enhanced support and peace of mind in even the most demanding and highly regulated environments.

The LabScape service portfolio 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

Vital components are monitored to ensure the health of the instrument. This first service agreement level includes:

- Secure remote desktop support
- Free Remote Monitoring available*
- Proactive measures to prevent (or minimize) instrument downtime
- Fast track recovery from loss of field**

Your benefits

- First support level to protect your investment
- Improved cost control
- Fully connected to receive the most up-to date and optimized software and data systems
- Optimized performance with a planned PC replacement

*Available for selected instruments

**Replacement magnet not available



LabScape Essential

This service agreement incorporates a planned maintenance program. Includes all LabScape Connect features plus:

- Replacement of parts with a defined lifetime
- Verification and adjustment of settings and parameters
- Liquid helium refill operations

Your benefits

- Improved uptime and throughput
- Increased lifetime of instrument
- Enhanced reliability
- Optimal system performance
- Safe helium refill operation carried out by Bruker engineers

● For a Reliable Partnership



LabScope Complete

All-inclusive peace of mind package covering all technical issues. Includes all LabScope Connect and LabScope Essential features plus:

- All parts and labor required to repair any fault or malfunction including factory repairs where necessary
- Any required breakdown repairs from minor to major and costly are fully covered

Your benefits

- Ensured highest priority with the shortest possible response time
- Protected investment
- Reduced administrative delays related to in-house part purchasing
- Maximized instrument up-time
- Optimized laboratory workflows
- Highest level of cost control

LabScope Select

A modular agreement based on choosing discrete elements of LabScope Complete.

Your benefits

- Most flexible option for specific systems
- Targeted on your core needs

Further details can be found in the corresponding Bruker LabScope Maintenance Service Agreements Overview or on the Bruker website, www.bruker.com/LabScope.

On-Site, On-Demand

Bruker invests heavily in training and professional development for engineers and application scientists, ensuring you receive the best service from experts well versed on the latest techniques. Our customers 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.

Your benefits

- Peace of mind turnkey solution
- Fully inclusive relocation service with planning, decommissioning, packing, insured transportation, reinstallation and full operational tests
- Bruker expertise to protect your investment and allow you to focus on the science

LabScape Evolve

Technology moves fast! Nothing stands still in this ever changing world and neither should your Bruker instrumentation. LabScape Evolve allows our customers to improve system capability over time to benefit from the latest hardware and software technologies available to the market.

Your benefits

- The latest accessories and software upgrades to optimize your instrument throughput
- Access to the latest state-of-the art Bruker solutions

LabScape Maintenance

Planned maintenance are also available as stand-alone on demand operations.

Your benefits

- High standard of service execution
- Optimal instrument performance is ensured

LabScape Repair

Occasional service needs are inevitable with any complex analytic instrument: we are at your side to ensure your system is up and running.

Your benefits

- Reduced downtime with the support of Bruker experts
- High quality original Bruker spare parts



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.



LabScope Consumables

Bruker offers a range of high quality consumables and accessories essential for the day to day operation of your instrument.

Your benefits

- Ensured optimum uptime throughout the life of your instrumentation
- Safeguarded performance and reliability by employing certified, dependable consumables

Bruker consumables can be ordered either from local Bruker facilities or online:

<https://bruker-labscope.store/>



LabScope Spare Parts

Bruker is committed to providing original high quality and guaranteed original spare parts.

Your benefits

- Secured optimum performance and reliability throughout the lifetime of your system
- The perfect fit: all spare parts have been developed together with Bruker solutions
- Advice from Bruker experts who know your system best

Please contact your Bruker sales representative to order the spare parts.



LabScope Training

Training and education is everything – both in life and in business.

Your benefits

- Bruker's long-standing expertise to get the most out of your instrument
- The most up-to-date information and knowledge about the operations and applications of modern analytical instrumentation
- Adapted training levels for all capabilities from the first time to the most advanced user
- A wide range of topics including daily maintenance, system operation, application and method development

All training course schedules are available from local Bruker facilities or online:

www.bruker.com/LabScope



Your Local Bruker BioSpin Support

Bruker offers services and support in over 50 countries around the world. For any questions on the LabScape offerings, [click here](#) or scan the QR-Code.

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