LabScape™
Service & Lifecycle Support

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 suit to your need and budget and include 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 compliance services
- Comprehensive software services

Service Agreements

Choose one of the following LabScape Maintenance Service Agreements available for selected MS, LC, GC, and Biosensors instruments:

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** – All support you need. A comprehensive solution providing complete service coverage including spare and wear and tear parts which helps you avoid instrument failures, costly repairs and down time.

LabScape **Complete 48** – All the support you need within 48 hours. A VIP package including guaranteed on-site response within 2 business days to resolve the problem before it affects your business.

	LabScape **Connect**	LabScape **Essential**	LabScape **Access**	LabScape **Complete**	LabScape **Complete 48**
Remote Services					
Remote Monitoring*	✓	✓	✓	✓	✓
Unlimited Priority Remote Support	✓	✓	✓	✓	✓
Software services					
Compass & Data Analysis SW Upgrades	✓	✓	✓	✓	✓
Postprocessing SW Licenses & Upgrades**		discount	discount	premium discount	premium discount
Upgrade of Postprocessing Software**				1 Voucher p.a	1 Voucher p.a
Regular Maintenance					
Regular Maintenance Work and Parts		✓	✓	✓	✓
On-site Repair Services and Parts					
Unlimited Repair Visits incl. Spare Parts			✓	✓	✓
Wear and Tear Part Replacement	discount	discount	discount	✓	✓
Loaner Equipment*					✓
Compliance Services					
Operational Qualification / Perform. Validation					included
On-site Response Service Level					
On-site Response			3-5 business days	3-5 business days	2nd business day
Additional benefits					
Consumable Parts	discount	discount	discount	premium discount	premium discount
Operation Training or Applications Training	discount	discount	discount	premium discount	premium discount

* if applicable to the respective MS or Biosensors product
** SCiLS, MetaboScape, TASQ, Biopharma Compass

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