



**BRUKER**

## Service

# LabScape™ — Service & Lifecycle Support

## Maintenance Service Agreements for Microbiology & Infection Diagnostics

Innovation with Integrity

### We've got you covered!

Your investment in a Bruker instrument is the beginning of long-term partnership. Our goal 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, from on-demand services and maintenance service agreements with next-business-day on-site response to dedicated training and 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. These fully transparent service packages with no hidden costs provide you with the ability to operate your instrument over its entire life cycle at predictable costs. The comprehensive state-of-the-art services with the guaranteed response time lead to a significant increase of the instrument uptime and your lab productivity while having complete cost control and maximum planning security. The access to the latest software and libraries enables the operation of the instrument with the best analytical performance.

These service solutions suit your needs and budget and include following options:

- Fast response and maximum uptime
- Latest software and libraries
- 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
- High-availability services with guaranteed next-business-day on-site response

# Service Agreements

Choose one of the following LabScape Maintenance Service Agreements available for instruments used for microbiology and diagnostics:

**LabScape Complete** Ensure peak performance. This package provides you a comprehensive service including spare parts and labor and helps you to avoid instrument failures, costly repairs and downtime.

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

**LabScape Complete 24** High-availability services within 24 hours. A VIP package for time-critical operations with all services and a guaranteed next-business-day on-site response.\*

|  | No contract      | LabScape Complete | LabScape Complete 48         | LabScape Complete 24 |
|--|------------------|-------------------|------------------------------|----------------------|
| <b>Remote Services</b>                             |                  |                   |                              |                      |
| Unlimited Priority Remote Support                  |                  | ✓                 | ✓                            | ✓                    |
| Augmented Reality – Virtual Engineer               |                  | ✓                 | ✓                            | ✓                    |
| <b>Software Services</b>                           |                  |                   |                              |                      |
| MBT Compass SW and Library Upgrades                |                  | ✓                 | ✓                            | ✓                    |
| <b>Regular Maintenance</b>                         |                  |                   |                              |                      |
| Regular Maintenance Work and Parts                 |                  | ✓                 | ✓                            | ✓                    |
| <b>On-site Repair Services and Parts</b>           |                  |                   |                              |                      |
| Unlimited Repair Visits incl. Spare Parts          |                  | ✓                 | ✓                            | ✓                    |
| Wear and Tear Part Replacement                     |                  | ✓                 | ✓                            | ✓                    |
| Loaner Equipment*                                  |                  |                   |                              | ✓                    |
| <b>Compliance Services</b>                         |                  |                   |                              |                      |
| Operational Qualification / Performance Validation |                  |                   |                              | ✓                    |
| <b>On-site Response Service Level</b>              |                  |                   |                              |                      |
| On-site Response                                   | 5+ business days | 3-5 business days | 2 <sup>nd</sup> business day | next business day    |
| <b>Additional Benefits</b>                         |                  |                   |                              |                      |
| Operation Training or Applications Training        |                  | premium discount  | premium discount             | premium discount     |

\* Not available at all Bruker locations.

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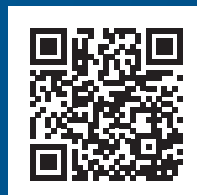
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