





PRODUCTIVITY
 priority response
PEACE OF MIND
 reliability
 EXPERTISE optimal performance
 uptime

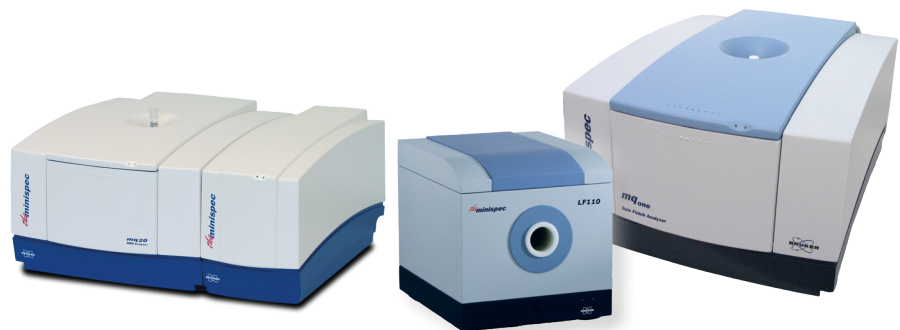
LABSCAPE

Maintenance Service Agreement Overview

MiniSpec System

	No Agreement	Essential 	Complete 
Free Telephone support for simple cases	✓	✓	✓
Planned Maintenance and Operational Tests (labor and parts also included)	–	✓	✓
Operation Qualification (optional) ¹	–	✓	✓
Remote Desktop Support (two hours per case free)	–	✓	✓
Enhanced Priority Response	–	✓	✓
All Repairs, Labor and Parts included	–	–	✓
Remote Desktop Support (unlimited)	–	–	✓
No unexpected expenses and no further paperwork	–	–	✓
Premium Priority On-Site Response	–	–	✓

¹Can be booked additionally as an option for regulated markets



Remote Support

- Support by a qualified Bruker trained service engineer using remote desktop tools (e.g. MS Teams® or TeamViewer®), email and telephone for adjustments, accessing low level diagnostics and making a detailed assessment if further action is required.
- Connectivity to the internet needs to be ensured by the Customer.
- Up to 2 hours support per case included for a maximum of 12 calls for LabScape Essential and unlimited remote support for LabScape Complete.

Planned Maintenance

- Planned replacement of Wear and Tear parts that are subject to failure if not replaced in timely manner as per Planned Maintenance Service Document and performed by Bruker qualified engineers.
- Operational tests to ensure the system performance is within the manufacturing specifications as described in the Bruker maintenance documentation and performed by qualified engineers for the maximum uptime possible.

All Repairs, Labor and Parts included

- Labor & travel costs for on-site visit due to hardware failure
- Full part coverage of hardware components, probe, magnet electronics and additional options as per configuration (e.g. Automation, Variable Temperature, Pulse Gradient Unit, ...)
Hardware issues resulting from facility utility failure are considered outside the scope of the contract.

Automation (Optional)

- Sample exchange for planned maintenance/operation tests run with autosampler.
- Robot cleaning and greasing, and part replacement as per Planned Maintenance Service Document.
- Robot teaching as per Planned Maintenance Service Document.
- Only available in conjunction with the corresponding coverage on the standard system configuration.

Operational Qualification (Optional, for GxP and Regulated Environment)

Maintenance and operational qualification for regulatory compliance per Requalification within the Context of Maintenance document.