

thermo scientific



Accelerate and Advance

Accelerate your research with our
integrated CryoTEM solutions

ThermoFisher
SCIENTIFIC

Meeting You Where You Are

When it comes to implementing a new workflow, you need a partner who offers next-level comprehensive instrument care so you can focus on your work. You need a partner who is not focused merely on fixing problems, but on preventative maintenance with our Connected Care digital infrastructure. We will support your instrument throughout its entire lifecycle, including installation, training, and data-driven proactive maintenance.

Be prepared

Make sure your site is prepared for installation. This includes, refitting your lab, checking vibration and electro-magnetic interference, and performing a CET workflow validation experiment. Our Site Preparation service package limits risk and prevents disruption.

Getting started

Thermo Scientific™ Accelerate and Advance Service agreements for Cryo-Tomography offer comprehensive support solutions for the warranty period and beyond, improving the adoption of the cryo-tomography application in your lab. They can help minimize stress, facilitate an easy adoption and ramp-up, and accelerate your scientific results.

Our Customer Success manager will work with you to develop a training plan that empowers your users from the start. Throughout the warranty and post-warranty phases, our applications, field service, and customer success teams will provide on-site and remote service and training to help you optimize your experiments, and answer all your questions.

Under Warranty

The Accelerate Service for Cryo-Tomography includes a unique Workflow Validation that saves you time and money. Guided by our global application support specialists, the workflow validation service accelerates your cryo electron tomography adaption. We resolve any issues and demonstrate successful lamella production to the recommended thickness of <300 nm in the final tomogram reconstruction.

System Remote Monitoring tracks key parameters through a secure remote connection, and field service engineers will proactively respond to anomalies. The **Scientific Workflows App** delivers a step-by-step guide through the cryo-tomography workflow. Our **Connected Care Portal** provides you with high-level overviews of system health and detailed views to compare performance across individual instruments or groups.

After Warranty

You will have continued access to these features. Additionally, your coverage will include Thermo Scientific certified spare parts and world-class on-site maintenance services such as corrective and preventive maintenance within targeted response times. Our Advance Service post-warranty support packages also include on-site and remote applications training to provide support for any new staff members or to revisit elements of your workflow.

Workflow Validation Service

Be confident that your workflow will provide the results to achieve your goals. From successful lamella production and transfer to image acquisition and validation of the lamella thickness of <300 nm on the reconstructed tomogram.

System Remote Monitoring

Prevent disruption and downtime by tracking key system parameters.

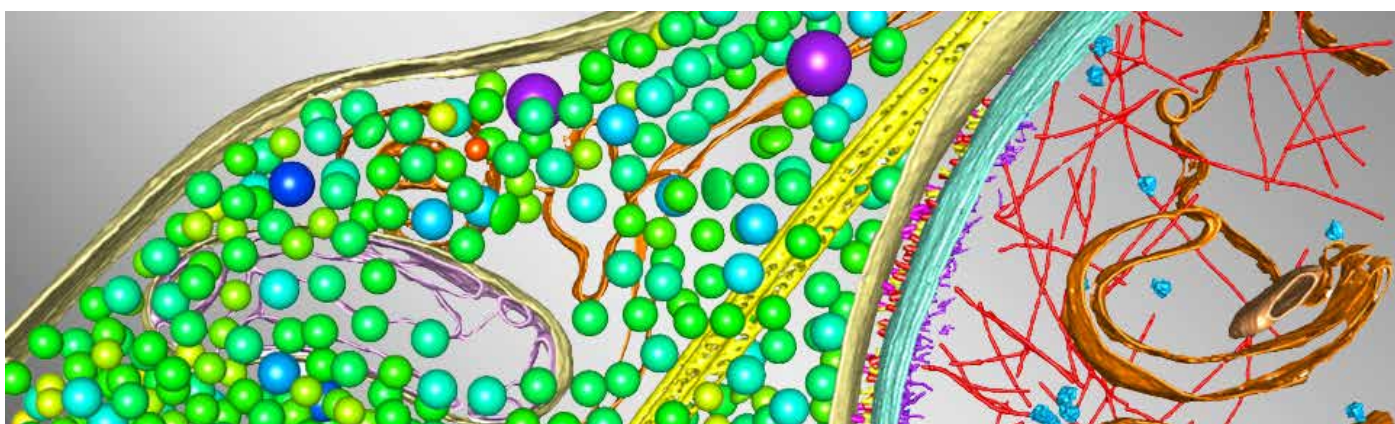
Connected Care Portal

Useful information enables continuous improvement and ensures you are capturing all the value from your service package.

Customer Success Manager

Dedicated Thermo Fisher Scientific expert who will support you for all technical, workflow, training or support-related challenges.

Whether you are expanding your workflow to include a Thermo Scientific Aquilos™ Cryo-FIB or implementing the Aquilos and Thermo Scientific Krios™ Cryo-TEM systems at once, our Accelerate and Advance Service packages support your success at every step.



Accelerate Service Portfolio

| | Accelerate Prepare | Accelerate Collect | Accelerate Resolve |
|---|--------------------|--------------------|--------------------|
| Customer Success Manager | ✓ | ✓ | ✓ |
| Customer Enablement Plan | ✓ | ✓ | ✓ |
| On-site Applications Training and Support | 20 days | 20 days | 40 days |
| Remote Applications Support | 50 hours | 50 hours | 100 hours |
| Workflow Validation | ✓ | ✓ | ✓ |
| Scientific Workflows App | ✓ | ✓ | ✓ |
| System Remote Monitoring | Aquilos | Aquilos and Krios | Aquilos and Krios |
| Quarterly Performance Reviews | ✓ | ✓ | ✓ |
| Connected Care Portal | ✓ | ✓ | ✓ |

Advance Service Portfolio

| | Advance Prepare Insight | Advance Prepare Engage | Advance Collect Insight | Advance Collect Engage |
|---|-------------------------|------------------------|-------------------------|------------------------|
| Customer Success Manager | ✓ | ✓ | ✓ | ✓ |
| On-site Applications Training and Support | | 20 days | | 20 days |
| Remote Applications Support | 30 hours | 30 hours | 30 hours | 30 hours |
| Scientific Workflows App | ✓ | ✓ | ✓ | ✓ |
| System Remote Monitoring | Aquilos | Aquilos | Aquilos and Krios | Aquilos and Krios |
| Quarterly Performance Reviews | ✓ | ✓ | ✓ | ✓ |
| Connected Care Portal | ✓ | ✓ | ✓ | ✓ |
| System Maintenance Features | | | | |
| Preventive Maintenance | ✓ | ✓ | ✓ | ✓ |
| Corrective Maintenance | ✓ | ✓ | ✓ | ✓ |
| Spare Parts | ✓ | ✓ | ✓ | ✓ |
| Telephone Support | ✓ | ✓ | ✓ | ✓ |
| Targeted On-site Response | 48 hours | 48 hours | 48 hours | 48 hours |

Your Partner in Service, Across the Lifecycle of Your System

Accelerate Prepare

Delivers enhanced warranty support for Aquilos Cryo-FIBs. Provides dedicated Customer Success Manager and a custom Enablement plan, as well as 20 days of on-site applications support and 50 hours of remote support. Also includes Workflow Validation, access to the Scientific Workflows App and Connected Care Portal, System Remote Monitoring for Aquilos instruments, and Quarterly Performance Reviews.

Accelerate Collect

Delivers enhanced warranty support for Aquilos Cryo-FIBs and Krios Cryo-TEMs. Provides dedicated Customer Success Manager and a custom Enablement plan, as well as 20 days of on-site applications support and 50 hours of remote support. Also includes Workflow Validation, access to the Scientific Workflows App and Connected Care Portal, System Remote Monitoring for Aquilos and Krios instruments, and Quarterly Performance Reviews.

Accelerate Resolve

Delivers extensive on-site support to maximize user proficiency and success. Includes dedicated Customer Success Manager and a custom Enablement plan, as well as 40 days of on-site applications support and 100 hours of remote support. Also includes Workflow Validation, access to the Scientific Workflows App and Connected Care Portal, System Remote Monitoring for Aquilos and Krios instruments, and Quarterly Performance Reviews.

Advance Prepare Insight

Delivers exceptional technology-driven support. Includes continued access to a Customer Success Manager, as well as 30 hours of remote application support, continued access to the Workflows App and the Connected Care Portal, and System Remote Monitoring for Aquilos Cryo-FIBs. In addition, Advance Prepare Insight will protect your system with comprehensive corrective and preventive maintenance service, including spare parts, telephone support and a 48-hour on-site response.

Advance Prepare Engage

Facilitates close collaboration with applications experts from Thermo Fisher Scientific. Includes 20 days of on-site application support and 30 hours of remote support, continued access to the Scientific Workflows App and Connected Care Portal, System Remote Monitoring on Aquilos Cryo-FIBs, and Quarterly Performance Reviews. In addition, Advance Prepare Engage will protect your system with comprehensive corrective and preventive maintenance service, including spare parts, telephone support and a 48-hour on-site response.

Advance Collect Insight

Delivers exceptional technology-driven support for your multi-system workflow. Includes continued access to a Customer Success Manager, as well as 30 hours of remote application support, continued access to the Workflows App and the Connected Care Portal, and System Remote Monitoring for Aquilos and Krios instruments. In addition, Advance Collect Insight will protect your systems with comprehensive corrective and preventive maintenance service, including spare parts, telephone support and a 48-hour on-site response.

Advance Collect Engage

Facilitates close collaboration with applications experts from Thermo Fisher Scientific. Includes 20 days of on-site application support and 30 hours of remote support, continued access to the Workflows App and Connected Care Portal, System Remote Monitoring on Aquilos and Krios instruments, and Quarterly performance reviews. In addition, Advance Collect Engage will protect your systems with comprehensive corrective and preventive maintenance service, including spare parts, telephone support and a 48-hour on-site response.

Find out more at thermofisher.com/emserviceandsupport