

A microscopic view of biological fibers, likely collagen, showing a dense network of green and purple fibers. The fibers are arranged in a radial pattern, with a central cluster of purple fibers and surrounding green fibers. The background is dark blue.

thermo scientific

Thermo Scientific Service Supporting Your Success

Service Portfolio for Life Sciences

ThermoFisher
SCIENTIFIC

Service for the lifetime of your system

The Life Sciences portfolio represents a new approach to service that blends innovative technological solutions with outstanding service support.



New way to connect

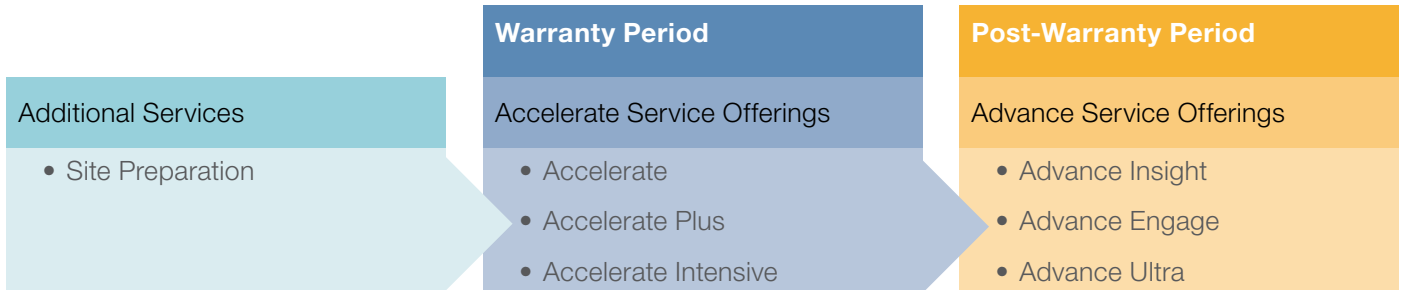
Before your system is signed off, we will develop a training plan to ensure your users are empowered from the start. Throughout the warranty and post-warranty phases, our applications, field service and customer success teams will provide on-site service and training, help you optimize your experiment and ensure that all your questions and concerns are addressed.

Thermo Scientific™ **Accelerate** service offerings provide all the support you need during the warranty period, including workflow validation, on-site and remote applications service, and access to our technology-driven features, including remote system monitoring, the Scientific Workflows app, and our Connected Care portal.

After the warranty period, our **Advance** service offerings provide ongoing applications support, as well as world-class on-site maintenance services such as corrective and preventive maintenance, spare parts, and a targeted response time. The service agreements in this portfolio include ongoing access to remote system monitoring, the Scientific Workflows app, and our Connected Care portal.

Your service agreement can be supplemented at any stage with our Site Preparation services, which allow you to optimize system performance by resolving environmental disruptions.

Life Sciences Portfolio



Matrix of Offerings						
Applications Service	Accelerate	Accelerate Plus	Accelerate Intensive	Advance Insight	Advance Engage	Advance Ultra
Workflow Validation	✓	✓	✓			
System Remote Monitoring	✓	✓	✓	✓	✓	✓
Customer Success Manager	✓	✓	✓	✓	✓	✓
Quarterly Performance Reviews	✓	✓	✓	✓	✓	✓
Scientific Workflows App	✓	✓	✓	Includes upgrades (license available for purchase)	Includes upgrades (license available for purchase)	Includes upgrades (license available for purchase)
Connected Care Portal	✓	✓	✓	✓	✓	✓
Remote Applications Support	50 hours	100 hours	50 hours	30 hours	30 hours	As needed
On-Site Applications Support	10 days	20 days	60 days		20 days	60 days
System Maintenance Services	Accelerate	Accelerate Plus	Accelerate Intensive	Advance Insight	Advance Engage	Advance Ultra
Preventive Maintenance				✓	✓	✓
Corrective Maintenance				✓	✓	✓
Spare Parts				✓	✓	✓
Telephone Support				✓	✓	✓
On-Site Response				48 hours	48 hours	4 hours

Accelerate and Advance Service Offerings

Accelerate

Delivers focused workflow support for users already familiar with Thermo Scientific cryoEM technology. Includes 10 days of on-site applications support and 50 hours of remote support, as well as access to the Scientific Workflows App, workflow validation, remote monitoring, access to our Connected Care portal and quarterly reviews.

Accelerate Plus

Provides enhanced services for customers in need of additional support, including ample remote applications hours and access to the unique Scientific Workflows App. Includes 20 days of on-site applications support, 100 hours of remote support, workflow validation, remote monitoring, access to our Connected Care portal and quarterly reviews.

Accelerate Intensive

This concentrated support offering provides extensive on-site support to maximize user proficiency and success. Includes 60 days of on-site applications support, 50 hours of remote support, access to the Scientific Workflows App, workflow validation, remote monitoring, access to our Connected Care portal and quarterly reviews.

Additional Hours of Remote Application Support

Additional remote support hours from Thermo Fisher Scientific applications experts can be purchased in blocks of 50 hours and may be used any time during the contract period.

Additional Days of On-Site Application Support

Additional on-site support days from Thermo Fisher Scientific applications experts can be purchased in blocks of 20 days. On-site support must be scheduled in increments of one week.

Advance Insight

Comprises the best Thermo Scientific support features, including 30 hours of remote application support, upgrades to the Scientific Workflows App, remote system monitoring, access to our Connected Care portal and quarterly reviews. In addition, Advance 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 Engage

Facilitates close collaboration with Thermo Fisher Scientific

applications experts. Includes 20 days of on-site application support that can be used in blocks of one week, as well as 30 hours of remote support, upgrades to the Scientific Workflows App, remote system monitoring, access to our Connected Care portal and quarterly performance reviews. In addition, Advance 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 Ultra

Delivers intensive application support to master your most challenging scenarios. Advance Ultra provides 60 days of on-site application support that can be used in blocks of one week, as well as unlimited remote support. Also includes upgrades to the Scientific Workflows App as well as remote system monitoring, access to our Connected Care portal and quarterly reviews. In addition, Advance Ultra will protect your system's performance with a rapid on-site response time of 4 hours, as well as preventive maintenance service, telephone support and spare parts.

Find out more at
thermofisher.com/emserviceandsupport

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