

## Supporting Your Success

Accelerate and Advance Services for Materials Science

### Predictive maintenance service plans to increase productivity

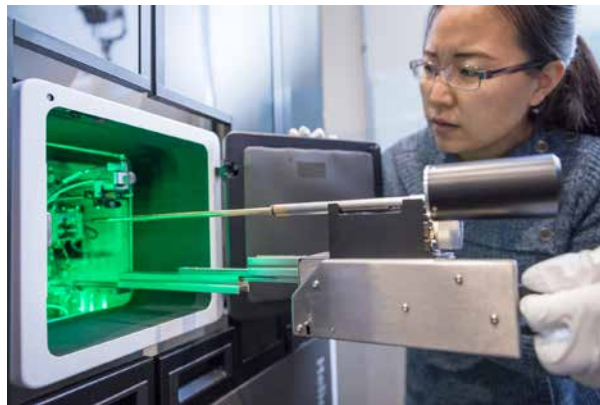
To successfully pursue new and advanced materials, each element of your workflow must be expertly managed. Whether you are preparing lamellas or executing other key activities on your small DualBeam system, expertise on your workflow can make or break a successful outcome. During the warranty and post-warranty periods, the Accelerate and Advance offerings for Materials Science Small DualBeam, including PFIB and Hydra systems, can help you improve the speed and reliability of your workflow, optimize the overall performance of your small DualBeam system, and achieve faster time to data.

During the warranty period, our Accelerate offerings deliver innovative digital services, including system remote monitoring, that ensure your service needs are proactively addressed. Our applications experts will provide extensive training on lamella preparation or another workflow of your choosing through a targeted curriculum and consultations. During quarterly review meetings, our team will provide input on your application and help you improve system utilization, operating efficiency, and ROI by giving you visibility into system health and instrument performance. You can also access system

health and performance insights at any time through our Connected Care portal.

After the warranty period, our Advance portfolio continues to deliver system remote monitoring, applications training and support, and dedicated consulting to refine your workflow. In addition, you will receive our comprehensive on-site maintenance support package, including preventive and corrective maintenance,

spare parts, and technical support, with options for a 48-hour on-site response time or the added comfort of an uptime commitment.



**Gain visibility and understanding on system performance**



**Improve workflow outcomes with education and support**



**Optimize system health with comprehensive maintenance**



## Accelerate and Advance for Materials Science SDB and AutoTEM: A comprehensive solution for lamella preparation

Thermo Fisher Scientific AutoTEM is a software-based solution that offers a guided workflow for lamella preparation. AutoTEM software is targeted for customers who prefer a standardized and automated lamella preparation experience.

The Accelerate and Advance offerings for Materials Science provide support and training to help users manually prepare a variety of lamellas, including challenging lamellas that cannot be achieved by an automated workflow.

You do not have to invest in both the AutoTEM software solution and Accelerate and Advance offerings. However, when these uniquely valuable solutions are combined, they create a comprehensive support solution for all your lamella needs.



### Accelerate Empower

Transform the success of your workflow during the warranty period. Provides six days of on-site applications support, system remote monitoring, access to our Connected Care portal and a quarterly performance review call.

### Accelerate Commit

Optimize productivity and performance during the warranty period. Provides six days of on-site applications support, system remote monitoring, access to our Connected Care portal and a quarterly performance review call. Enjoy the added comfort of a 92% uptime commitment.

### Advance Empower

After the warranty period, enjoy multiple benefits of workflow support, system insights, and exceptional on-site maintenance service. Provides six days of on-site applications support, system remote monitoring, access to our Connected Care portal and a quarterly performance review call. Comprehensive maintenance support includes on-site corrective maintenance, 48-hour response time, preventive maintenance service, certified spare parts, RAPID remote support, telephone support, and software updates.

### Advance Commit

The ultimate post-warranty support package to optimize your workflow and guarantee system performance. Enjoy multiple benefits of applications support, system insights, and exceptional on-site maintenance service. Provides six days of on-site applications support, system remote monitoring, access to our Connected Care portal and a quarterly performance review call. Enjoy the added comfort of a 92% uptime commitment. Comprehensive maintenance support includes on-site corrective maintenance, preventive maintenance service, certified spare parts, RAPID remote support, telephone support, and software updates.

Value-added services	Accelerate Warranty Enhancement Services		Advance Post-warranty Services	
	Accelerate Empower	Accelerate Commit	Advance Empower	Advance Commit
On-site applications training and support	6 days	6 days	6 days	6 days
System remote monitoring	•	•	•	•
Quarterly performance review	•	•	•	•
Access to Connected Care portal	•	•	•	•
Uptime commitment		92%		92%

### Post-warranty maintenance services

On-site response	Under warranty coverage	48 hours
Labor and travel	Under warranty coverage	•
Spare parts	Under warranty coverage	•
Preventive maintenance visit	Under warranty coverage	•
RAPID support	Under warranty coverage	•
Telephone support	Under warranty coverage	•
Software updates	Under warranty coverage	•

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