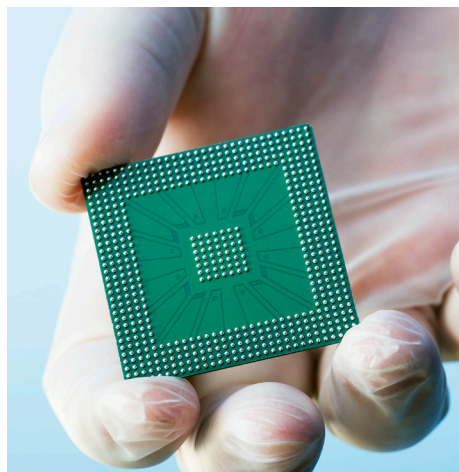
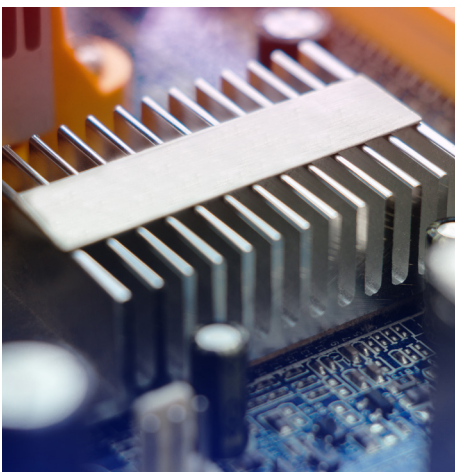
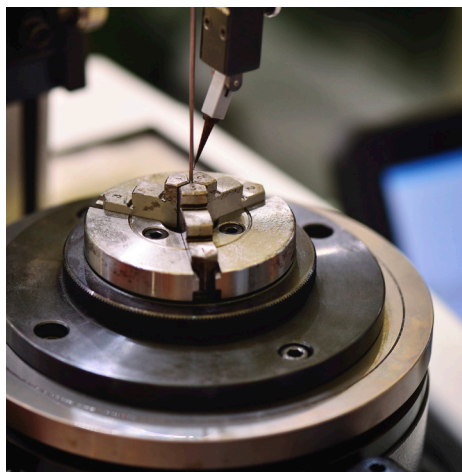
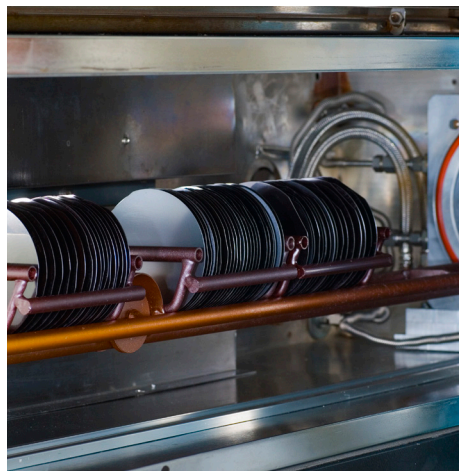
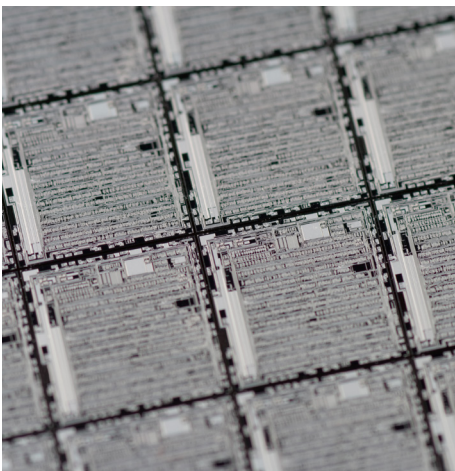
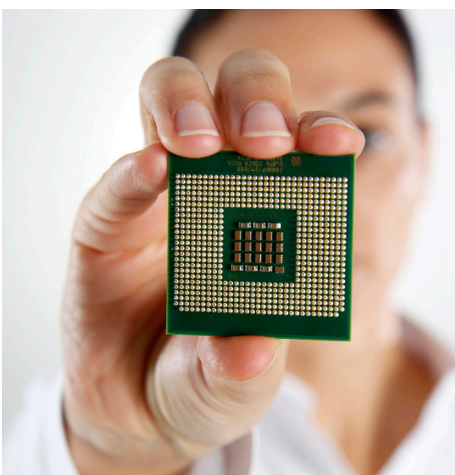


# Thermo Scientific Service | Supporting Your Success

Perform Services for Semiconductor and Electronics



# Your partner in service, for outcomes that matter

## Award-winning products

Thermo Fisher Scientific has stood behind our industry innovations for over 65 years, providing ultra-high resolution tools for discovery at the nanoscale. In a rapidly evolving industry, Thermo Fisher keeps pace with services that meet the unique needs of our electronics and semiconductor customers.

## Industry-leading service

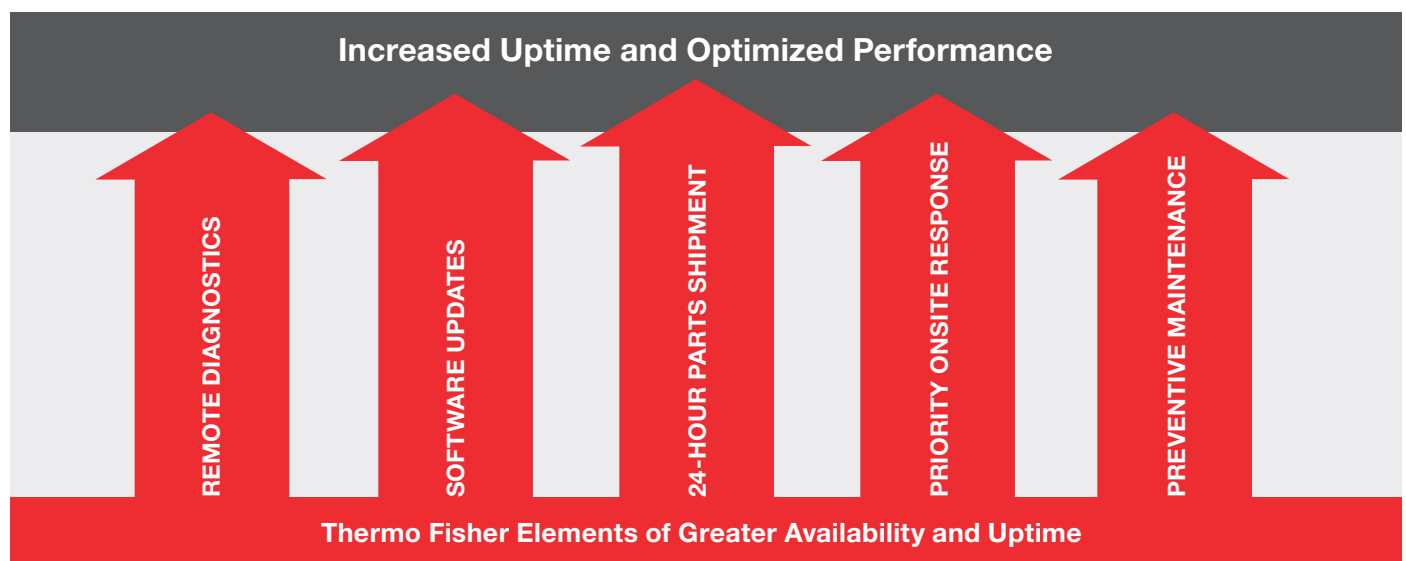
With a world-class service infrastructure and suite of comprehensive offerings, Thermo Scientific™ service provides an unparalleled quality of support.

## Exceptional results

For the lifetime of your system, Thermo Scientific Perform Services will empower your success. Simplify your budget and maximize availability with the extraordinary value and predictable cost of ownership provided by Thermo Fisher.

Our comprehensive Perform offerings support your system from every angle—boosting performance, minimizing downtime, and improving business outcomes.

- Gain access to technical support and factory expertise with telephone support and RAPID remote diagnostics
- Keep systems in peak condition with the latest software updates, including license and installation
- Get Thermo Scientific quality parts expedited on-site from strategic global inventories
- Ensure a rapid response with priority access to Thermo Fisher engineers
- Experience optimum system function with regular preventive maintenance



	PERFORM PRO	PERFORM ASSURE	PERFORM COMPLETE	PERFORM ENHANCED	PERFORM EDGE	PERFORM ULTIMATE
Essential Features						
On-Site Response	72-hour response M-F coverage	48-hour response M-F coverage	48-hour response M-F coverage	24-hour response M-F coverage	4-hour response M-F coverage	4-hour response 7-day coverage (M-F on-site, weekend on-call)
Preventive Maintenance Parts	15% discount	✓	✓	✓	✓	✓
Corrective Maintenance Parts	15% discount	15% discount	✓	✓	✓	✓
On-Site Service	–	✓	✓	✓	✓	✓
Software Updates	–	✓	✓	✓	✓	✓
RAPID Remote Diagnostics	–	✓	✓	✓	✓	✓
Advanced Features						
Consumables Coverage	Optional for PM only	–	Optional	Optional	Optional	Optional
Field Service Engineer (FSE) Extended Hours	–	–	–	Up to 1 Hour	Up to 2 Hours	As needed to meet Uptime
Primary Engineer	–	–	✓	✓	✓	✓
Account Reviews	–	–	–	Semi-annual	Monthly	Weekly
Site Manager	–	–	–	✓	✓	✓
Extended Hours of Support	–	–	–	–	Optional	Optional
Local Part Stocking	–	–	–	–	Optional	Optional
Weekend Parts Support	–	–	–	–	–	✓
Targeted System Uptime	–	–	–	–	✓	–
Guaranteed System Uptime	–	–	–	–	–	✓

Contract features subject to availability, and may require a minimum number of on-site systems under contract.



### **Perform Ultimate**

The most elite level of support for your critical production scenarios. Provides advanced service coverage 7 days per week, including a site manager, 4-hour on-site response M–F, weekend parts delivery and on-call support, and guaranteed system uptime.

### **Perform Edge**

This comprehensive offering can support a large and complex install base. Includes all essential features, as well as a 4-hour on-site response, monthly account reviews, and options for local parts and extended hours of support.

### **Perform Enhanced**

A full-service offering to keep your system running optimally. Features include corrective maintenance with parts, labor, and a 24-hour response time, as well as a primary engineer and site manager, and semi-annual account reviews.

### **Perform Complete**

An excellent value for tools outside the production line. Includes all essential features such as corrective maintenance, remote support, software updates, and a 48-hour response time.

### **Perform Assure**

Enhance system performance while enabling predictable labor costs. Includes on-site service with a 48-hour response time, preventive maintenance, and a 15% discount on Thermo Scientific parts.

### **Perform Pro**

Protect the value of your investment and ensure it retains specified functionality. Receive preventive maintenance services including a summary of findings, as well as a 72-hour response time and 15% parts discount for all follow-up corrective maintenance.



Find out more at [\*\*thermofisher.com/EM-Sales\*\*](https://thermofisher.com/EM-Sales)

**ThermoFisher**  
S C I E N T I F I C