



thermoscientific

Thermo Scientific Service, Supporting Your Success

Service Portfolio for Life Science

ThermoFisher
SCIENTIFIC

Service for the lifetime of your system

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



A 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.

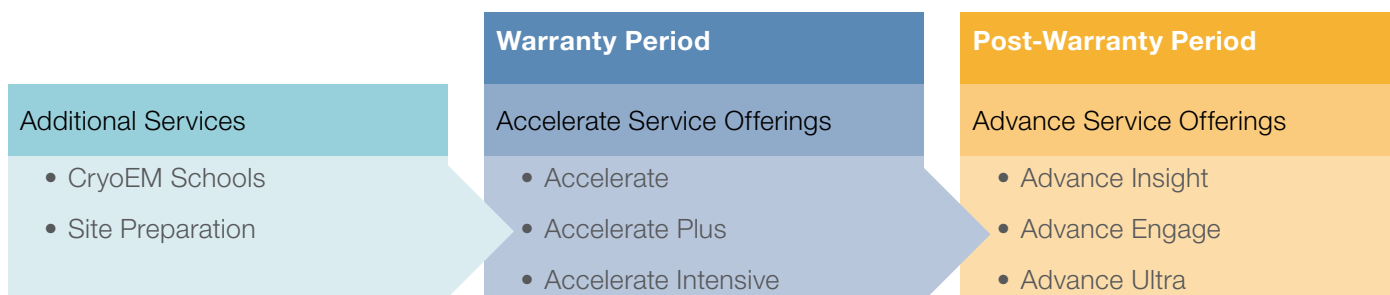
The Thermo Scientific **Accelerate** service offerings provide all the support you need during the warranty period, including workflow validation, on-site and remote applications service, and access to our technology-driven features including remote system monitoring and the Scientific Workflows app.

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 and the Scientific Workflows app.

Your service agreement can be supplemented at any stage with hands-on training through our Cryo-EM Schools. Training on our Cryo-TEM workflow is conducted off-site at select facilities, so users can be trained prior to installation and without impacting system availability. At the end of this course, users will be certified to perform the full SPA workflow on a sample and will have the basic skill set to collect data on a Cryo-EM system.

Thermo Scientific Life Science Portfolio



| Matrix of Offerings | | | | | | |
|------------------------------------|-------------------|------------------------|-----------------------------|--|--|--|
| Applications Service | Accelerate | Accelerate Plus | Accelerate Intensive | Advance Insight | Advance Engage | Advance Ultra |
| Workflow Validation | ✓ | ✓ | ✓ | | | |
| Remote System Monitoring | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Quarterly Performance Reviews | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| Scientific Workflows App | ✓ | ✓ | ✓ | Includes upgrades (license available for purchase) | Includes upgrades (license available for purchase) | Includes upgrades (license available for purchase) |
| 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 Fisher 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, and quarterly reviews.

Accelerate Plus

Provides enhanced services for customers needing 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, 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, 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, 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, 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 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/EM-Sales