

Accelerate and Advance Services for Materials Science Talos

A comprehensive workflow requires comprehensive service across the lifetime of your instruments

To effectively pursue new and advanced materials, every piece of your workflow must be expertly managed. During the warranty and post-warranty periods, the **Accelerate and Advance offerings for Materials Science Talos** can help you improve the speed and reliability of your workflow. It also helps optimize the overall performance of your system while achieving faster time to data.

During the warranty period, our **Accelerate** offerings deliver innovative digital services. Access to our scientific workflows app, featuring the Talos Guru, provides specialized step-by-step guidance to quickly train users. Optimize productivity with insights from the Connected Care Portal and quarterly performance reviews. Avoid unplanned downtime with System Remote Monitoring. Applications training and support are provided by our expert service engineers to help you reach your goals.

After the warranty period, our **Advance** portfolio continues to provide you system remote monitoring and applications support, while still providing access to the workflows app and system performance. Also, you will receive our comprehensive onsite maintenance support package, including preventive and corrective maintenance, spare parts, and tech support and a 48-hour on-site response time. Quarterly performance reviews will keep your productivity on track throughout the life of your system.



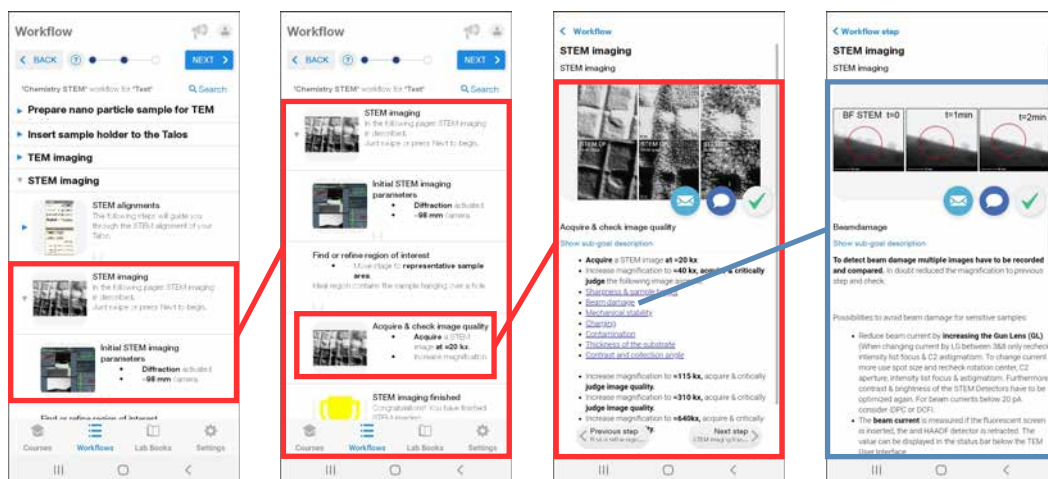
Accelerate: During warranty maintenance services	Standard warranty	Accelerate Evolve	Accelerate Vision
System maintenance services			
Remote support	•	•	•
Preventive maintenance	•	•	•
Corrective maintenance	•	•	•
Spare parts	•	•	•
Telephone support	•	•	•
On-site response time	48 hours	48 hours	48 hours
Value-added services			
System Remote Monitoring and proactive maintenance			•
“Talos Guru” workflow application		•	•
Connected Care Portal		•	•
On-site application training			2 days
Remote application training and support		24 hours	40 hours
Quarterly performance reviews		•	•

Advance: Post-warranty maintenance services	Advance Evolve	Advance Vision
System maintenance services		
Remote support	•	•
Preventive maintenance	•	•
Corrective maintenance	•	•
Spare parts	•	•
Telephone support	•	•
On-site response time	48 hours	48 hours
Value-added services		
System Remote Monitoring and proactive maintenance		•
“Talos Guru” workflow application	•	•
Connected Care Portal	•	•
Remote application support	8 hours	24 hours
Quarterly performance reviews	•	•

Talos Guru

Within the scientific workflows app, Talos Guru provides step-by-step guidance and resources to train new users and keep your team productive.

- Quickly train new users within days instead of weeks
- Guidance for techniques used infrequently
- Assistance with difficult sample orientation and alignments



Connected Care Portal

Delivers the insights you need to effectively manage your system and workflow. The secure, on-demand information in the Connected Care Portal will help you:

- Assess the performance of your instrument across multiple parameters**
- Analyze system performance over time**
- Track system health and support activities**
- Quickly locate reports and other documents**

“I frequently use the Talos Guru to train new operators and students at the microscope. With the Talos Guru they achieve very good results, comparable to those of TEM experts, and they achieve those even with limited training time.”

— Chemical Energy Customer

Learn more at thermofisher.com/emserviceandsupport