

# Comprehensive Service Solutions for Your Lab

Service packages that maximize productivity and accelerate drug discovery

You depend on the performance of your Thermo Scientific™ Krios™ Rx Cryo-TEM to quickly achieve structure-based drug discoveries. And you depend on Thermo Fisher Scientific to keep your instrument performing at its peak. Our unique service packages provide a variety of service options that ensure you get the most out of your instrument every single day.

Accelerate Rx and Advance Rx service portfolios offer a broad suite of features designed to optimize the productivity and efficiency of your lab, allowing you to focus on your drug discovery operations. From site preparation to remote monitoring to instrument maintenance, our service organization will support you across the lifetime of your instrument to help you continuously achieve more efficiency and greater productivity.

## Key Benefits of Thermo Scientific Accelerate Rx and Advance Rx Services



## Site Preparation Portfolio

Before your system is installed, our team will help make sure your site is prepared to deliver successful outcomes. From refitting your lab to accommodating a single particle analysis workflow to checking levels of vibration and electromagnetic interference, our Site Preparation service package will limit risk and prevent disruption to your installation.

## Accelerate Rx and Advance Rx Service

During the first year of your journey, our Accelerate Rx service offers Workflow Validation, on-site and remote applications support, Throughput Validation and more, to help you jump-start drug discovery and set you up for success.

After the warranty period, our Advance Rx service offerings help sustain your success across the lifetime of your instrument with those same innovative features, along with preventive and corrective maintenance and a performance commitment.

We are your partner for increasing laboratory productivity to support your scientific and business success. We offer a variety of service options to protect your investment:

## Advance Rx Service Portfolio:

	Advance Rx Insight	Advance Rx Engage	Advance Rx Ultra
Customer Success Manager	•	•	•
On-site Applications Training and Support		5 days	20 days
Remote Applications Support		30 hours	Unlimited
Scientific Workflows App	Includes updates (license available for purchase)	Includes updates (license available for purchase)	Includes updates (license available for purchase)
System Remote Monitoring	•	•	•
Quarterly Performance Reviews	•	•	•
Connected Care Portal	•	•	•
Throughput Validation Service		•	•
Performance Commitment **		90%**	90%**
Productivity Monitoring		•	•
Consumable Package			•
<b>System Maintenance Features</b>			
Preventive Maintenance	•	•	•
Corrective Maintenance	•	•	•
Spare Parts	•	•	•
On-site Technical Support			•
Remote Technical Support	•	•	•
Targeted On-site Response	48 hours		

\* Vitrification will be performed on-site if customers own a Vitrobot 4 System or higher version if this instrument is available. If no Vitrobot System is available on-site, the test will be performed with a pre-vitrified sample.

\*\* Uptime commitment may be subject to additional terms and conditions.

## Accelerate Rx Service Portfolio:

	Accelerate Rx
Customer Success Manager	•
Customer Enablement Plan	•
Workflow Validation Service *	•
On-site Applications Training and Support	20 days
Remote Applications Support	100 hours
Scientific Workflows App	•
System Remote Monitoring	•
Quarterly Performance Reviews	•
Connected Care Portal	•
Throughput Validation Service	•
Performance Commitment **	90%**
Productivity Monitoring	•

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# Learn more about key features of Accelerate Rx and Advance Rx Services

## Customer Success Manager

Our Customer Success Manager will continuously engage with you, delivering technical expertise and training to maximize your iSPA workflow experience. Your Customer Success Manager will take the lead in customer intake meetings and quarterly performance reviews and will coordinate user training and workflow validation.

## Workflow Validation Service

An efficient workflow begins with a successful startup. Our Workflow Validation Service ensures that you can confidently achieve your data results with the support of our dedicated application specialists. Workflow Validation delivers peace of mind that your workflow is set up correctly and your imaging data resolutions are achievable. We guarantee that you can achieve 2.5Å resolution with a Thermo Scientific Krios Rx Cryo-TEM with a Falcon 4 Detector, using an Apoferritin sample in a high-throughput SPA workflow.

## On-site and Remote Application Training

Our expert applications and instrument training programs will save you time and money by helping you optimize your workflow and streamline methodologies to eliminate unnecessary steps. All Accelerate Rx and Advance Rx Service Agreements offer a variety of on-site and remote application training hours.

## Scientific Workflows App

The Scientific Workflows App is a cloud-based application that provides dedicated iSPA workflow assistance and step-by-step guidance to your staff. By keeping helpful information at their fingertips, the Scientific Workflow App will help your users work efficiently and help your scientists accelerate throughput and increase the speed of adoption. Based on process results, the application provides workflow improvement recommendations to optimize the process. The Scientific Workflows App is part of all Accelerate and Advance service agreements, including continuous improvements and updates.

## Connected Care Portal

The Connected Care Portal delivers the insights and knowledge 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

The Connected Care Portal runs in the Thermo Fisher Cloud environment and can be easily accessed any time through a web browser. Within the Connected Care Portal, you will find numerous views and aggregated data sets that will facilitate better system performance and turnkey maintenance and support.

## Productivity Monitoring

The productivity monitoring module is offered through the Connected Care Portal. This module helps you make prompt and well-informed decisions by offering an overview of your performance data. Productivity Monitoring tracks key performance metrics such as image quality and system availability. The insights gained from the dashboards help you identify areas of improvement to accelerate your drug discovery process.

## System Remote Monitoring

This service combines advanced remote technology with trained experts dedicated to protecting your instrument. Our remote monitoring infrastructure allows us to track your instrument's health and performance and give notifications if system parameters should drift from their specified range. If an issue should occur, our service engineers are notified to proactively address the problem.

## Performance Commitment

It is critical that your Krios Rx Cryo-TEM runs at full capacity to avoid costly downtime and delays. With uptime guarantee, we ensure you that your Krios Rx Cryo-TEM functions at a minimum 90%\* system uptime.

## Throughput Validation Service

Regular inspections enable your equipment to achieve consistent, high-quality image output specs at installation and during the yearly maintenance of the system. Our results show that we can reach more than 400 images/hour with a Falcon 4 detector with Selectris filter. Once during the contract period, you will be able to ask for throughput validation service from us to validate that your instrument is working to our specifications. You will be provided with detailed documentation on the system's condition once specified quality parameters are verified.

## Consumables Package

The ability to achieve ultimate performance and reliable results requires regular care and replacement of select consumable items. Thermo Fisher Scientific certified consumables ensure that your system will continue to deliver strong outcomes with

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\*Uptime commitment may be subject to additional terms and conditions.



the highest compatibility and performance specifications. This feature delivers consumable credits that can be spent on consumables that you need every year. You benefit from receiving consumables quickly without going through the administrative purchasing route, plus you enjoy predictable costs over the course of the lifetime of your system.

### Corrective Maintenance

Regular maintenance lowers your instrument failure rate and raises your productivity. If a breakdown occurs, our services can have you up and running quickly with the support of world-class field service engineers. Preventive maintenance service is included as part of system warranty during the first 12 months and is offered with all Advance Rx services after the warranty period.

### Preventive Maintenance

During your preventive maintenance service, field service engineers verify, inspect, calibrate, and clean your instruments to ensure they are performing according to specifications. Maintenance activity is performed according to the instrument's manufacturer-approved service checklist. Corrective maintenance service is included as part of system warranty during the first 12 months and is offered with all Advance Rx services after the warranty period.

### Certified Spare Parts

Thermo Fisher Scientific offers a comprehensive spare parts management service as part of system warranty during the first 12 months. This is also offered with all Advance Rx services after the warranty period.

### On-site Response Time

A targeted response time based on your service agreement selection reduces the wait time for service support. Advance Rx Engage and Advance Rx Ultra service contracts provide customized response times suitable for your business operations.

### Remote Technical Support

When the unexpected occurs, it is critical to have instant access to expert technical information and support. Thermo Fisher Scientific offers high-quality remote support to help you improve your productivity by quickly and accurately resolving technical issues related to your system. Our phone support service provides you with quality assistance from experts with extensive knowledge of cryo-EM and its applications. Our specialists will help you install, configure, troubleshoot, and diagnose to solve your technical issue faster.

### On-site Technical Support

Our field service engineers can support your staff in their everyday operations or engage when requested in case of urgent requirements. Working closely with your team, they will help you increase uptime and optimize equipment performance. Available on a scheduled, full-time basis, this role helps you address specific concerns and support your maintenance of your Krios Rx Cryo-TEM. Dedicated field service engineers are provided on your facilities once you sign up for an Advance Rx Ultra Service Agreement.



Find out more at [thermofisher.com/emserviceandsupport](https://thermofisher.com/emserviceandsupport)

