

Thermo Scientific Service: Supporting your success

Service Portfolio for Tundra Cryo-TEM

Service Solutions to Deliver Successful Adoption of cryo-EM

The service portfolio for the Tundra Cryo-TEM extends cryo-EM accessibility to a wider range of researchers by empowering users through application training and support in addition to ensuring the instrument remains in prime condition.

As pioneers in cryo-EM technology, we continuously strive to provide increasingly easy-to-use and affordable systems that allow you to drive impactful research and speed the path to disease understanding and treatment. Going hand-in-hand with these innovative instruments are our innovative service solutions that offer ease of adoption, minimum total cost of ownership, and operational and workflow support.

Enter the Thermo Scientific™ Tundra™ Cryo-TEM, a breakthrough in technology that extends cryo-EM to more researchers. Having such a cryo-TEM at your fingertips will be a tremendous differentiator for your facility; however, it is also important that users be able to easily and reliably leverage this exceptional equipment.

For researchers who want to excel in electron microscopy as well as labs who need to get the most value from their investment, our **Accelerate and Advance for the Tundra Cryo-TEM** are service solutions that provide easy maintenance and reduced cost of ownership, the training and support you need to succeed with your Tundra Cryo-TEM, and simple and convenient access to system health and performance data to ensure you are making the most of your investment.



Key Features



Workflow Validation

Ensures that your sample achieves a 3.5Å resolution on a relevant biological sample



Scientific Workflows Application

Offers a step-by-step guide through the Cryo-EM SPA workflow, enabling users of all experience levels to optimize their results



Customer Success Manger

A dedicated technical expert will support you during installation, connect you with support and resources, and regularly meet with you to discuss system performance and productivity



System Remote Monitoring

Technical experts will monitor key system parameters and will proactively notify your Field Service Engineer if support is needed.



Connected Care Portal

Secure, cloud-based portal delivers insights into system health and performance. Track uptime and utilization, view system health by module, and conveniently access system reports



On-site and Remote Applications Support

Provides training and support on all aspects of your sample and workflow, including sample loading, microscope and camera operation, microscope optimization, and more

Accelerate and Advance Service Offerings

With Accelerate and Advance Services for the Tundra Cryo-TEM, we offer an end-to-end solution that includes applications support and training, the support of a **Customer Success Manager**, and the comprehensive on-site maintenance you expect from Thermo Fisher Scientific. These integrated features allow us to protect your investment and ensure you are getting the most value from your system every day.

Accelerate Portfolio for Tundra Cryo-TEM

Service Features	Accelerate Omnis	Accelerate Elect	Accelerate Prime
Customer Success Manger	•	•	•
On-site applications training and support	5 days	10 days	10 days
Remote applications support	10 hours	20 hours	20 hours
System Remote Monitoring	•	•	•
Connected Care Portal	•	•	•
Scientific Workflows Application		•	•
Quarterly performance reviews		•	•
Workflow validation service			•

Services to elevate your success in the warranty period:

Accelerate Omnis

Our unique blend of hands-on and data-driven features ensures you get the most out of your Tundra Cryo-TEM system during the warranty period. This package includes the support of a **Customer Success Manager**, 5 days of on-site applications support, 10 hours of remote applications support, and access to System Remote Monitoring and the Connected Care portal.

Accelerate Elect

This package offers enhanced support through the warranty period, delivering attentive on-site support and keeping convenient resources at your fingertips. It includes the support of a **Customer Success Manager**, 10 days of on-site applications support, 20 hours of remote applications support, access to the **Scientific Workflows App**, quarterly performance reviews, and access to System Remote Monitoring and the Connected Care portal.

Accelerate Prime

Leave nothing to chance with a premium support package that ensures success at every step. This package includes the support of a **Customer Success Manager**, workflow validation service, 10 days of on-site applications support, 20 hours of remote applications support, access to the **Scientific Workflows App**, quarterly performance reviews, and access to System Remote Monitoring and the Connected Care portal.



Advance Portfolio for Tundra Cryo-TEM

Service Features	Advance Omnis	Advance Elect	Advance Prime
Customer Success Manager	•	•	•
On-site applications training and support	5 days	10 days	10 days
Remote applications support	10 hours	20 hours	20 hours
System Remote Monitoring	•	•	•
Connected Care Portal	•	•	•
Scientific Workflows Application		•	•
Quarterly performance reviews		•	•
Consumables package			•
Preventive maintenance	•	•	•
Corrective maintenance	•	•	•
Spare parts	•	•	•
Remote technical support	•	•	•
Targeted on-site response	48 hours	48 hours	48 hours

Enhanced results after the warranty period:

Advance Omnis

Enhance your productivity and system performance after the warranty period with this exceptional blend of hands-on and technology-driven support. This package includes the support of a **Customer Success Manager**, 5 days of on-site applications support, 10 hours of remote applications support, and access to **System Remote Monitoring** and the **Connected Care** portal. It also provides comprehensive on-site service, including preventive and corrective maintenance, spare parts, and a targeted 48-hour response time.

Advance Elect

This package offers enhanced support after the warranty period, delivering attentive on-site support and keeping convenient resources at your fingertips. It includes the support of a **Customer Success Manager**, 10 days of on-site applications support, 20 hours of remote applications support, access to the **Scientific Workflows App**, quarterly performance reviews, and access to **System Remote Monitoring** and the **Connected Care** portal. It also provides comprehensive on-site service, including preventive and corrective maintenance, spare parts, and a targeted 48-hour response time.

Advance Prime

This all-inclusive package delivers the insights, hands-on support, and technology-driven resources you need to get maximum output from your **Tundra Cryo-TEM**. It includes the support of a **Customer Success Manager**, 10 days of on-site applications support, 20 hours of remote applications support, access to the **Scientific Workflows App**, quarterly performance reviews, a consumables package, and access to **System Remote Monitoring** and the **Connected Care** portal. It also provides comprehensive on-site service, including preventive and corrective maintenance, spare parts, and a targeted 48-hour response time.

Find out more at thermofisher.com/emserviceandsupport