

Exceleration
Services

**Optimize your environment,
maximize your results**

Site Services available for
post-installation.

Maximize performance, quality, and uptime for the life of your EM instrument.

Your electron microscopy (EM) system is engineered for unmatched resolution and reliability—but its performance depends on more than its advanced technology and software. Environmental factors like electromagnetic interference (EMI), vibrations, acoustic disturbances, temperature, and humidity can all cause deviations from system specifications and impact the quality of your data.

Our Site Services team can partner with you to ensure you get the most out of your EM investment, by assessing your EM lab's environment after your instrument has been in operation and providing recommendations for maintaining optimal site conditions.

Our Site Services available for post-installation are especially valuable for situations where there have been modifications to your site or facility, there is construction near or in your building, the existing system has been moved or you plan to relocate it, or you have plans to add additional EM systems.

Why conduct Site Services throughout the life cycle of your instrument?

Your EM system represents a considerable investment of budget, resources, space, and time. Our Site Services available for post-installation can give you the confidence of knowing that investment is still operating as designed and not being negatively impacted by facility conditions or the neighboring environment—especially if your site or facility has been modified since your instrument was installed.



Minimize risks and maximize uptime.

Get data-driven recommendations about environmental factors that may be impacting successful operation of your instrument, so you can be confident it's providing the best quality output to meet your needs.



Get a clear picture of site conditions.

Our site inspections, measurements, and reports help you understand how well your site is meeting the required specifications for your instrument and what steps may be needed to improve site conditions.



Access expert guidance and proactive support.

Our Site Services team has a deep understanding of your EM system's technology and site specifications. We partner with you to provide personalized recommendations for optimizing your environment for peak EM performance.

We assess the environmental factors that can impact your instrument, impede your workflow, and ruin your results.



Floor vibration

caused by factors such as foot traffic or building structural vibrations



Electromagnetic interference (EMI)

such as from nearby electrical systems or lab equipment



Fluctuating ambient temperatures and humidity levels



High acoustic noise levels from sources such as HVAC system, building infrastructure, or adjacent rooms

Site modification

This service evaluates the conditions of your facility to ensure no environmental disturbances are negatively impacting the performance and output of your EM instrument, and provides recommendations for mitigating identified disturbances.

It is designed especially for situations where your facility is being renovated, if you have moved your instrument or plan to relocate it, or if you will be adding new systems and/or tools near your instrument.

This service includes:



Project kickoff & team meetings

We'll begin with a meeting between our team and yours to align on needs, expectations, and the scope of your service plan. We'll also schedule regular meetings to provide updates, flag and address any issues or problems, and provide recommendations regarding the environment of your EM lab.



CAD drawing

Our team will deliver a CAD drawing (DWG format) with precise dimensions and utility requirements (e.g., electrical, gas, water, ventilation). This includes all of your EM lab spaces including your microscope room, service room, operator room, and server room.



Site visit & visual inspection

Our team of experts will visit your site and perform a visual check of the system to ensure there are no mechanical problems.



Report & recommendations

We'll discuss the survey results and CAD drawing with your team and provide recommendations for mitigating any identified environmental issues.



24-hour monitoring

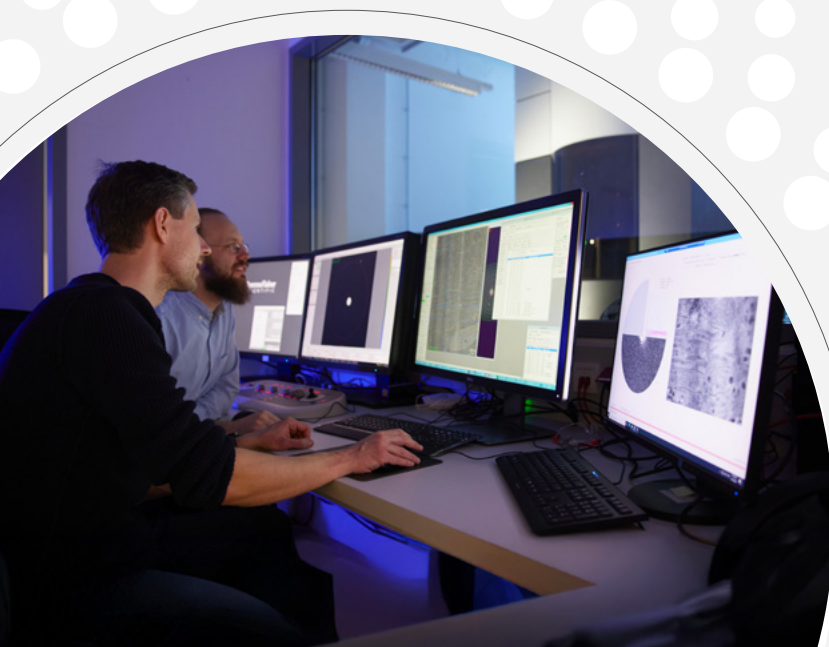
We will take measurements at the site over 24 hours. This monitoring is valuable for measuring how the environment's conditions fluctuate from morning to night, as factors like temperature and humidity can significantly change throughout the day.



Second & third 24-hour monitoring & CAD drawing(s)

After you have started modifications to the site, we will perform up to two more sets of measurements over 24-hour periods (typically midway through the renovation and after it is completed).

You will receive detailed reports of our findings based on this monitoring, as well as CAD drawings and our recommendations for mitigating any ongoing or new environmental issues impacting your instrument's performance.



Site audit

This service evaluates the conditions of your facility to ensure no environmental disturbances are negatively impacting the performance and output of your EM instrument, and provides recommendations for mitigating identified disturbances. It is designed to be conducted well after your system has been installed and operational.

Our site audit is valuable for helping pinpoint environmental factors that may be causing a decline in image quality or other performance issues you have experienced with your EM system.

This service includes:



Project kickoff & team meetings

We'll begin with a meeting between our team and yours to align on needs, expectations, and the scope of your service plan. We'll also schedule regular meetings to provide updates, flag and proactively address any issues or problems, and provide recommendations regarding the environment of your EM lab.



24-hour monitoring

We will take measurements at the site over 24 hours. This monitoring is valuable for measuring how the environment's conditions fluctuate from morning to night, as factors like temperature and humidity can significantly change throughout the day.



Site visit & visual inspection

Our team of experts will visit your site and perform a visual check of the system to ensure there are no mechanical problems.



Site audit report & recommendations

Our report will include a comparison of our measurements compared to previous measurements (if applicable), any deviations from site requirements, and areas which require improvement. We'll discuss the survey results with your team and provide recommendations for mitigating any identified environmental issues.



Exceleration Services

Optimizing microscopy performance

When using advanced scientific instruments, there will always be a time when you need support. Partner with Thermo Fisher for service and focus on what really matters to you. With Exceleration, you have a reliable way to keep your Thermo Fisher tools operating at peak performance levels.



**Customer
Success
Manager**



**Remote
System
Monitoring**



**Connected
Care Portal**



**Application
Support**



**Workflow
Validation**



**Site
Services**



RAPID



**Scientist
On-Site**

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