

## Company Profile TESCAN Orsay Holding & TESCAN GmbH

TESCAN ORSAY HOLDING is a multinational company formed by the merger of the Czech company TESCAN, a world leader in the development and supply of high-end scanning electron microscopes (SEM), focused ion beam scanning electron microscopes (FIB-REM) and X-ray CT microscopes, and the French company ORSAY PHYSICS, a world leader in custom focused ion beam and electron beam technology.

Over the past 25 years, the TESCAN brand has earned an excellent reputation for the development and manufacture of scanning electron microscopes and innovative system solutions for micro and nanotechnology and related applications.

TESCAN's products consist of a range of tailor-made systems specifically tailored to the needs of all science and technology sectors such as materials science, life sciences, forensics, mineralogy and the semiconductor industry. More than 2500 SEMs installed in more than 80 countries testify to TESCAN's first-class quality, innovative technology and expertise. TESCAN's portfolio includes thermionic emission systems, field emission REM and FIB REM systems, correlative microscopy and multimodal holographic microscopes. TESCAN also focuses on the development of special tools and detectors for different analytical purposes in various disciplines.

TESCAN's continuous involvement in cutting-edge research projects has led to great scientific and technical achievements, and the growth of the entire holding company continues.

### Location Germany:

TESCAN GmbH, Zum Lonnenhohl 46, 44319 Dortmund, Germany

Number of employees: 34

Since 2018 TESCAN GmbH (formerly EO Elektronen-Optik-Service from 1979-2018) has been responsible for the German-speaking region as a sales and service company. With our own branch office in Austria and a fiscal representation in Switzerland, we have stood for excellent advice and reliable service with the shortest response times for over 40 years.

### Service concept

TESCAN GmbH offers a comprehensive service for the entire portfolio of TESCAN scanning electron microscopes. This starts with the installation of the microscope, the subsequent device training and in the further course also the maintenance by your personal service technician. Our decentralized network of service technicians in the field ensures short travel distances and thus fast support. Furthermore, our technicians in the Dortmund branch are available to assist you with technical questions via telephone or remote maintenance via TeamViewer meetings.

Through many years of experience and regular training of the technicians at the manufacturer's, we guarantee a consistently high level of service. Our team of application specialists in Dortmund will also answer your questions regarding your application.

### Response times

Inquiries will be answered within 48 hours during the warranty period. Outside the warranty, the response time is a maximum of 72 hours. If a maintenance contract is concluded, we also offer response times of 48 hours or 24 hours on separate request.