

ZEISS PROTECT Service Agreement

Protect advanced



First-Class Equipment Deserves First-Class Service

Our ZEISS Protect advanced service agreement includes regular preventive maintenance for your equipment as well as labor and travel costs for repairs to make sure that your equipment will always give you maximum performance, downtime is minimized, and your maintenance budget stays manageable.

Advantages you will benefit from:

- **Optimized System Performance and Equipment Availability**
Our experts will service your instrument regularly. This means that faults and deviations from performance parameters are detected early on and can be fixed before they affect your work – an effective way to prevent unplanned downtime.
- **Safety and Comfort**
You expect your equipment to give you results you can depend on. Regular maintenance will preserve the performance and value of your instruments. As a Protect advanced customer, your requests will always be high priority. After all, if your work can't wait, then why should you?
- **Optimized Service Costs**
All labor and travel time is included in the Protect advanced service agreement. In case of repairs, you will enjoy special conditions for original ZEISS spare parts.



Benefits of our Protect advanced Service Agreement:

- ☑ **Planned preventive maintenance of your equipment (includes necessary labor and travel costs)**
- ☑ **Coverage of all labor and travel costs**
- ☑ **20% discount on spare parts**
- ☑ **Phone support**
- ☑ **Preferred scheduling of your service request**
- ☑ **Software updates (troubleshooting and performance improvements)**
- ☑ **Equipment safety inspections based on technical guidelines**
- ☑ **The ZEISS Portal for Microscopy: portal.zeiss.com**
- ☑ **ZEISS Predictive Service**

* You can reach our service hotline Monday to Friday (except holidays) from 08:00 to 12:00 and from 13.00 to 17.00. Other agreements have to be taken separately.

* The equipment and components included in your Protect advanced service agreement are listed in our separate quotation. Usually we start with the diagnosis within 5 hours.

The following items are not included and will be charged separately:

- Repairs or maintenance caused by maloperation, misuse or neglect
- Original ZEISS spare and replacement parts
- Consumable supplies such as bulbs, immersion oil, filters, and fuses
- Software upgrades (i.e. new functionalities)
- Maintenance of equipment and components that are not included in the agreement, even if they were delivered with the equipment.
- Data backup migration and recovery is in customers responsibility
- Install or configuration of applications
- Troubleshooting or configuration in case of network issues in the customer network

Obligation to co-operate:

- The customer give the name of a nominated authorized user to ZEISS.
- The customer give free of charge access to all necessary data, information's and rooms which are needed for ZEISS to fulfill our contractual obligations.
- For support in customers facility, the customer is responsible for free access authorization from ZEISS employees and take care of their safety, healthy and security protection.
- In case of an required restore of the system software, the customer has the provided Software and licenses available.



The general terms and conditions of business and delivery apply. Services and adjustments are subject to ZEISS internal specifications. The current general terms and conditions and service descriptions as noted on zeiss.ch apply.