

ZEISS PROTECT Service Agreement

Protect premium



First-Class Equipment Deserves First-Class Service

Our ZEISS Protect premium service agreement includes regular preventive maintenance for your equipment as well as comprehensive protection in case of repairs to make sure that your equipment will always give you maximum performance, downtime is minimized, and you can plan your maintenance budget.

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**
If a technical problem arises, you will receive fast and qualified support simply and easily with just one phone call. Heaps of paperwork and high administrative efforts are a thing of the past. As a Protect premium customer, your requests will always be handled with high priority. After all, if your work can't wait, then why should you?
- **Optimized Service Costs**
All labor and travel time as well as our original ZEISS spare parts are included in the Protect premium service agreement. That will bring your maintenance budget down to a fixed and manageable size.



Benefits of our Protect premium Service Agreement:

- ☑ **Planned preventive maintenance of your equipment**
- ☑ **Coverage of all labor and travel costs**
- ☑ **The cost of original ZEISS 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 premium 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
- 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.