



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?

- **Fixed 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

You can reach our service hotline Monday to Friday (except holidays) from 08:00 to 16:00.

Unless otherwise agreed we aim to be on-site within 4 working days of a repair call-out. Service Level Agreements may be specified but carry an additional charge

The equipment and components included in your Protect premium service agreement are listed in our separate quotation.

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

- 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 and recovery

Our general terms and condition apply.