

# ZEISS PROTECT Service Agreement

## Protect preventive



### First-Class Equipment Deserves First-Class Service

Our ZEISS Protect preventive service agreement includes regular preventive maintenance for your equipment to make sure that your equipment will always give you maximum performance and to prevent downtime.

### 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 preventive customer, your requests will always be high priority. After all, if your work can't wait, then why should you?
- **Optimized Service Costs**  
In case of repairs, you will enjoy special conditions for original ZEISS spare parts and the hourly rates for labor and travel time.



### Benefits of our Protect preventive Service Agreement:

- ☑ **Planned preventive maintenance of your equipment (includes necessary labor and travel costs)**
- ☑ **10% 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](https://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 preventive service agreement are listed in our separate quotation.

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

- Labor and travel time for repairs
- 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](http://zeiss.ch) apply.*