

Keeping Precision Precise



Seeing beyond



ZEISS Metrology Care CMM

Technical Service for Your Measuring System

With the service packages from ZEISS Metrology Care CMM, you can rely on your coordinate measuring machine – every single day.

<https://www.zeiss.co.uk/metrology/services/metrologycare.html>

The Concept

A trio of service packages to suit your specific needs

ZEISS Metrology Care CMM is our dedicated service portfolio for your coordinate measuring machine. Drawing on over 100 years of expertise from our installations around the world, we can support your efforts to improve productivity and accuracy while reducing costs and downtime. With an unrivaled level of product knowledge that only the manufacturer of your measuring systems can offer, ZEISS is able to provide a perfectly tailored range of service packages.

From single- to multi-shift operation and from the metrology lab to production, the three packages comprise a series of services to match your requirements. This cost-effective concept means you only pay for the scope of service you truly need.

Enjoy ultimate peace of mind with ZEISS Metrology Care CMM: Planned preventive maintenance boosts efficiency by keeping your measuring systems in optimum condition and increasing uptime. You can also add optional services to your chosen package, such as regular calibrations performed in accordance with international standards for comparable accuracy levels. For plannable cost of ownership, minimized downtime, and ultimate CMM precision, ZEISS Metrology Care CMM is your ideal choice.

Good reasons for ZEISS Metrology Care CMM



Quicker response time



Measuring system efficiency



Transparent life cycle costs



A partner you can trust



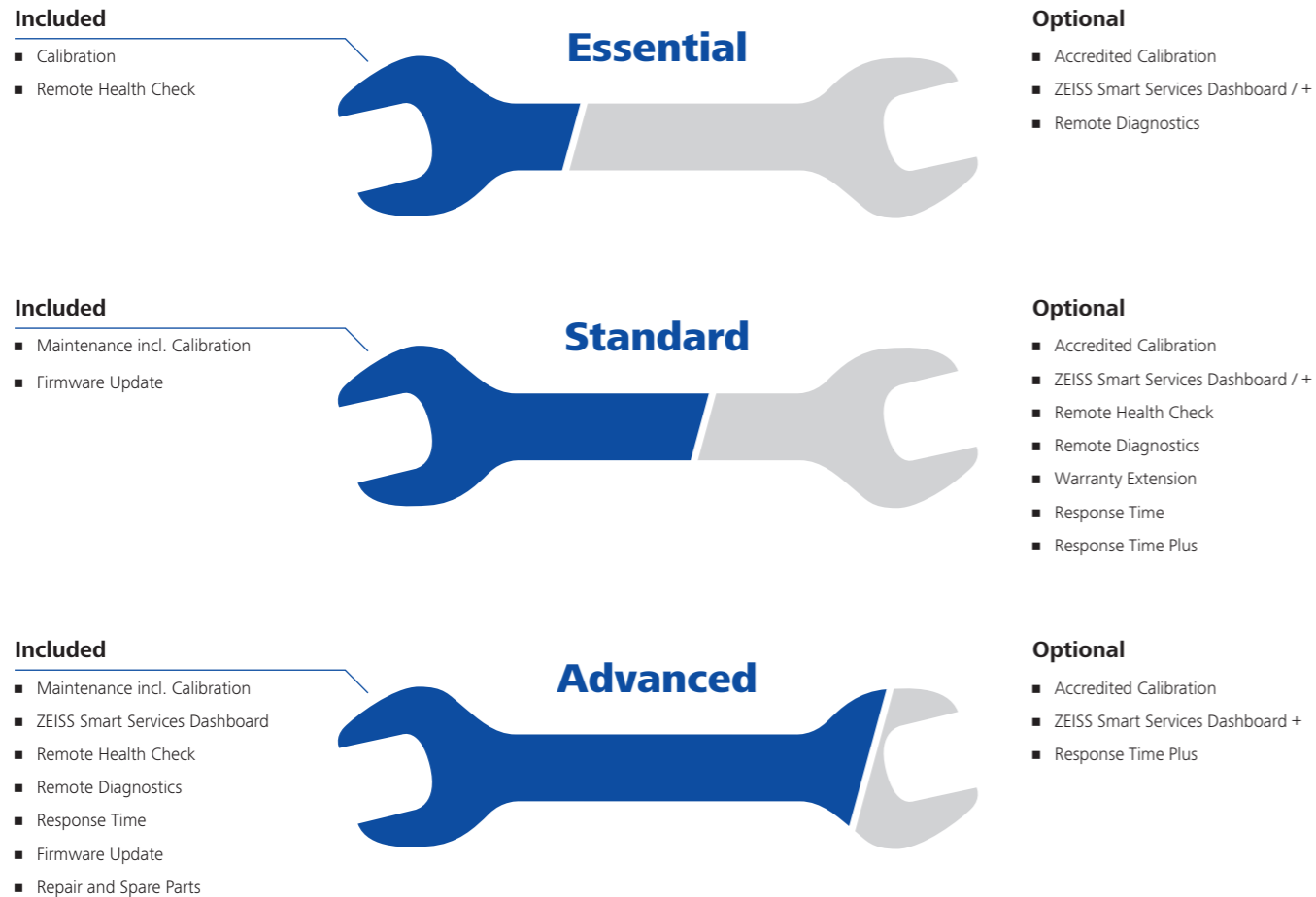
Maximum system availability



Worldwide service network

The Service Packages at a Glance

Higher productivity, increased safety, lower costs, reduced downtime: While your goals will often mirror those of others in your industry, your individual needs may differ considerably. This means that a “one size fits all” approach to service is not the answer. But neither is selecting potentially dozens of options from a list, then wondering if you have the right coverage. Offering three preconfigured service packages from one of Europe’s largest measurement technology service providers, ZEISS Metrology Care CMM ensures maximum availability throughout the entire life cycle of your measuring system – whatever the setting and whatever the scale of your operation.



Essential

Key services for your coordinate measuring machine

Our Essential bundle is ideal for operators who are cost-conscious, require only the minimum scope of service, and are well-prepared to support their equipment during production – for example, if their level of utilization is low or if backup systems are available.

- | Your Benefits | |
|---------------|----------------------------------|
| ✓ | Calibration and certification |
| ✓ | Predictive expert recommendation |
| ✓ | Cost-effective |

The Essential package is organized as follows:

Included	Optional
<p>Calibration</p> <p>Calibration of measuring system, including certification. In compliance with all requirements of the relevant laws and standards, our experts perform certain calibration procedures for internationally comparable results.</p> <p>Remote Health Check</p> <p>Proactive analysis, diagnosis, and predictive recommendation for all important components prior to calibration – performed either in advance by the operator or optionally on site by a ZEISS expert.</p>	<p>Accredited Calibration</p> <p>In compliance with all requirements of the relevant laws and standards, our experts perform accredited calibration procedures for internationally comparable results. (Availability depends on machine type)</p> <p>ZEISS Smart Services Dashboard / +</p> <p>With this cloud-based application, you can obtain a real-time summary of machine performance and KPIs – wherever you are. Benefit from fast and effective management of your ZEISS metrology solutions with our digitally enhanced service options.</p> <p>Remote Diagnostics</p> <p>Analysis, diagnosis, and assistance provided by ZEISS experts in the event of issues. Available via telephone or remotely using TeamViewer.</p>

→ [Contact ZEISS now](#)

All of the optional services listed here can be added to this package. Please note that the availability and scope of the services may vary, especially in the case of machines installed more than six years ago. Scan the QR code to request a non-binding quote:





Standard

Comprehensive checks and outstanding flexibility

Looking for peace of mind that can be combined with other options? The Standard service package offers the flexibility you need. Secure all the benefits of our complete maintenance concept while adding your choice of optional services.

The Standard package is organized as follows:

Your Benefits

- ✓ Preventive maintenance
- ✓ Increased availability
- ✓ Reduction of costs and repairs

Included

Maintenance incl. Calibration

Our preventive maintenance includes the inspection and alignment of all mechanical and electrical components in your measuring system. This maintenance process also involves the certified calibration of your measuring system. This comprehensive package ensures optimal results.

Firmware Update

In the course of maintenance or repair, benefit from firmware updates for possible additional functionalities and a compatibility check with your software.

Optional

Accredited Calibration

In compliance with all requirements of the relevant laws and standards, our experts perform accredited calibration procedures for internationally comparable results. (Availability depends on machine type)

ZEISS Smart Services Dashboard / +

With this cloud-based application, you can obtain a real-time summary of machine performance and KPIs – wherever you are. Benefit from fast and effective management of your ZEISS metrology solutions with our digitally enhanced service options.

Remote Health Check

Proactive analysis, diagnosis, and predictive recommendation for all important components prior to calibration – performed either in advance by the operator or optionally on site by a ZEISS expert.

Remote Diagnostics

Analysis, diagnosis, and assistance provided by ZEISS experts. Available via telephone or remotely using TeamViewer.

Warranty Extension

Extended warranty for new machines means extended security in relation to unforeseen machine costs.

Response Time

Whether visiting you on site, connecting remotely to your measuring machine, or supplying spare parts as required, we always ensure a fast response time.

Response Time Plus

You are our highest priority with Response Time Plus. Offering minimal response time for support of your system, covering everything fast from remote maintenance and spare parts delivery to on-site deployment of technicians.

→ Contact ZEISS now

All of the optional services listed here can be added to this package. Please note that the availability and scope of the services may vary, especially in the case of machines installed more than six years ago. Scan the QR code to request a non-binding quote:



Advanced

Total coverage

For operators desiring a fixed cost of ownership and high uptime, we recommend our Advanced service package. Including the assumption of costs for labor and spare parts, it ensures a fully predictable service budget – with no unknown costs. Enjoy maximum performance and availability thanks to this bundle from ZEISS.

The Advanced package is organized as follows:

Your Benefits

- ✓ Contractually regulated response time
- ✓ Flat-rate concept
- ✓ Budget security and TCO plannability

Included

Maintenance incl. Calibration

Our preventive maintenance includes the inspection and alignment of all mechanical and electrical components in your measuring system. This maintenance process also involves the certified calibration of your measuring system. This comprehensive package ensures optimal results.

ZEISS Smart Services Dashboard

With this cloud-based application, you can obtain a real-time summary of machine performance and KPIs – wherever you are. Benefit from fast and effective management of your ZEISS metrology solutions with our digitally enhanced service options.

Remote Health Check

Proactive analysis, diagnosis, and predictive recommendation for all important components prior to calibration – performed either in advance by the operator or optionally on site by a ZEISS expert.

Remote Diagnostics

Analysis, diagnosis, and assistance provided by ZEISS experts. Available via telephone or remotely using TeamViewer.

Response Time

Whether we visit you on site, connect to your measuring machine remotely, or supply spare parts as required, we always ensure a fast response time.

Firmware Update

In the course of maintenance or repair, benefit from firmware updates for possible additional functionalities and a compatibility check with your software.

Repair and Spare Parts

Our flat-rate concept for repairs and spare parts ensures higher availability as well as predictable machine costs, enabling easier budget management and TCO calculation.

Optional

Accredited Calibration

In compliance with all requirements of the relevant laws and standards, our experts perform accredited calibration procedures for internationally comparable results. (Availability depends on machine type)

ZEISS Smart Services Dashboard +

With this cloud-based application, you can enjoy real-time monitoring and analysis of KPIs and of individual measuring machines, machine groups, or the entire ZEISS machine fleet – wherever you are. Benefit from fast and effective management of your ZEISS metrology solutions with our digitally enhanced service options.

Response Time Plus

You are our highest priority with Response Time Plus. Offering minimal response time for support of your system, covering everything fast from remote maintenance and spare parts delivery to on-site deployment of technicians.

→ Contact ZEISS now

All of the optional services listed here can be added to this package. Please note that the availability and scope of the services may vary, especially in the case of machines installed more than six years ago. Scan the QR code to request a non-binding quote:



Overview:

The services available with each package

Service Description	Advanced	Standard	Essential	No Contract
Warranty Support				
Legal warranty for new machines / ZEISS Originals – single-shift operation	✓	✓	✓	✓
Warranty for new machines / ZEISS Originals – multi-shift operation	✓	✓	✓	
Extension of warranty from 1 to 2 years		○		
Spare and wear parts	✓			
Repairs included	✓			
Remote Support				
Initial telephone support	✓	✓	✓	✓
Remote Diagnostics	✓	○	○	
Response times for remote diagnostics	✓	○		
Technical Support				
Calibration of measuring system, including certification	✓	✓	✓	
Preventive maintenance, incl. calibration of measuring system	✓	✓		
Response time for on-site service	✓	○		
Response time for standard spare parts on site	✓	○		
ZEISS Smart Services Dashboard	✓	○	○	
Maintenance				
System analysis of measuring system	✓	✓		
Review and updating of sensor head data	✓	✓		
Mechanical and electronic optimization of drive system	✓	✓		
Functional analysis of measuring system	✓	✓		
Check and functional test of safety equipment	✓	✓		
Check and review of electronic components	✓	✓		
Check and configuration of perpendicularity of guide rails on machine axes	✓	✓		
Functional test and data backup	✓	✓		
Check of pneumatics (where present)	✓	✓		
Proactive remote analysis, diagnosis, and predictive recommendation by ZEISS expert	✓	○	✓	
Yearly check and revision updates for existing firmware	✓	○		
Accredited calibration	○	○	○	

✓ included ○ optional



Your Digital Access Point to all Metrology Services

No matter which ZEISS Metrology Care CMM package you choose, connectivity is key to success in the age of Industry 4.0. The ZEISS Metrology Portal offers a broad range of additional services such as quick downloads of new software versions and easy registration for training. Most of these services are completely free of charge.

Providing a clear overview of all systems, our portal promotes easy access to and management of information relating to your CMMs and software. It also serves as your direct line to ZEISS, enabling you to create a request for technical assistance and view a summary of previously submitted requests.

Get ready to enjoy numerous exciting benefits with these services including 24/7 availability, faster and easier workflows, and much more.

Benefits of the ZEISS Metrology Portal

- ✓ Access all metrology services – whenever you need them
- ✓ Greater efficiency is just a click away
- ✓ Always keep track of all ZEISS products and services
- ✓ Solve everyday measuring issues independently

Download Center

Download full versions of the right software, updates, or additional documentation and get information about the latest software releases.

ZEISS Academy Metrology

Make learning a daily part of your work. Find e-learning courses, training videos, and training dates online.

ZEISS Center Finder

Find your local ZEISS Quality Excellence Center and learn about our measuring services. We're here to support you with your measuring tasks.

ZEISS Metrology Shop

Visit our online shop for quick and easy ordering of styli, machine accessories, and measuring lab equipment.

And much more...

- Community
- My Voice



Register now:
ZEISS Metrology Portal
portal.zeiss.com



Carl Zeiss
Industrielle Messtechnik GmbH
Carl-Zeiss-Str. 22
73446 Oberkochen
Germany

Phone: +49 7364 20-6337
Email: info.metrology.us@zeiss.com

www.zeiss.com/metrology