

Keeping Precision Precise



Seeing beyond



ZEISS Metrology Care Optical

Technical Service for Your Optical Measuring System

With the service packages from ZEISS Metrology Care Optical, you can rely on your optical measuring system – 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 Optical is our dedicated service portfolio for your optical measuring systems. 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 unrivalled level of product knowledge that only the manufacturer of your measuring systems can offer, ZEISS can 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 Optical: 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 the plannable cost of ownership, minimised downtime and ultimate optical precision, ZEISS Metrology Care Optical is your ideal choice.



Good reasons for ZEISS Metrology Care Optical



Quicker response time



A partner you can trust



Measuring system efficiency



Maximum system availability



Transparent life cycle costs



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, which 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 and 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 Optical ensures maximum availability throughout the entire life cycle of your measuring system – whatever the setting and the scale of your operations.

Included

- Calibration / Verification
- Remote Diagnostics



Included

- Maintenance incl. Calibration / Verification
- Remote Diagnostics



Optional

- Warranty Extension
- Response Time
- Response Time Plus

Included

- Maintenance incl. Calibration / Verification
- Remote Diagnostics
- Response Time
- Repair and Spare Parts



Optional

- Response Time Plus

Essential

Key services for your optical measuring system

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

Your Benefits

- ✓ Calibration / Verification
- ✓ Remote diagnostics
- ✓ Cost-effective

The Essential package is organized as follows:

Included

Calibration / Verification

Measuring system calibration, including certification. In compliance with all relevant laws and standards requirements, our experts perform specific calibration procedures for internationally comparable results.

Remote Diagnostics

Analysis, diagnosis, and assistance provided by ZEISS experts in the event of issues. Available via telephone or remotely using TeamViewer.

→ Contact ZEISS now

All optional services listed here can be added to the service package. Please note that there may be variations in the availability and scope of services, especially for devices installed more than six years ago. Please scan the QR code to contact ZEISS directly.





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 benefits our complete maintenance concept offers while adding your choice of optional services.

Your Benefits

- ✓ Preventive maintenance
- ✓ Remote diagnostics
- ✓ Reduction of costs and repairs

The Standard package is organized as follows:

Included

Maintenance, including Calibration / Verification

Our preventive maintenance includes inspecting and aligning all mechanical and electrical components in your measuring system. This maintenance process also involves the certified calibration / verification of your measuring system.

This comprehensive package ensures optimal results.

Remote Diagnostics

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

Optional

Response Time

Whether visiting you on-site, connecting remotely to your measuring unit, 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.

Warranty Extension

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

→ Contact ZEISS now

All optional services listed here can be added to the service package. Please note that there may be variations in the availability and scope of services, especially for devices installed more than six years ago. Please scan the QR code to contact ZEISS directly.



Advanced

Total coverage

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

Your Benefits

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

The Advanced package is organized as follows:

Included

Maintenance, incl. Calibration / Verification

Our preventive maintenance includes inspecting and aligning all mechanical and electrical components in your measuring system. This maintenance process also involves the certified calibration / verification of your measuring system.

This comprehensive package ensures optimal results.

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 unit remotely, or supply spare parts as required, we always ensure a fast response time.

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

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 optional services listed here can be added to the service package. Please note that there may be variations in the availability and scope of services, especially for devices installed more than six years ago. Please scan the QR code to contact ZEISS directly.



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	✓	✓	✓	
Warranty extension for new devices from 1 to 2 years		◦		
Spare and wear parts	✓			
Includes Repairs	✓			
Remote Support				
Initial telephone support	✓	✓	✓	✓
Remote diagnostics	✓	✓	✓	
Response times for remote diagnostics	✓	◦		
Technical Support				
Calibration / verification of measuring system, including certification	✓	✓	✓	
Preventive maintenance, incl. verification of measuring system	✓	✓		
Response time for on-site service	✓	◦		
Response time for standard spare parts on-site	✓	◦		
Sensor Maintenance				
System analysis of optical measuring system	✓	✓		
Review and updating of sensor head data	✓	✓		
Check and adjustment of optical components	✓	✓		
Functional analysis of measuring system	✓	✓		
ScanBox Maintenance				
Check and functional test of safety equipment	✓	✓		
Check and review of electronic components	✓	✓		
Inspection and maintenance of robot	✓	✓		
Functional test and data backup	✓	✓		
Check of pneumatics	✓	✓		

✓ included ◦ optional



Your Digital Access Point to all Metrology Services

No matter which ZEISS Metrology Care Optical 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 entirely free of charge.

Providing a clear overview of all systems, our portal promotes easy access to and management of information relating to your optical measuring systems 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...

- PiWeb Cloud
- Community
- My Voice

Register now:
ZEISS Metrology Portal
portal.zeiss.com



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