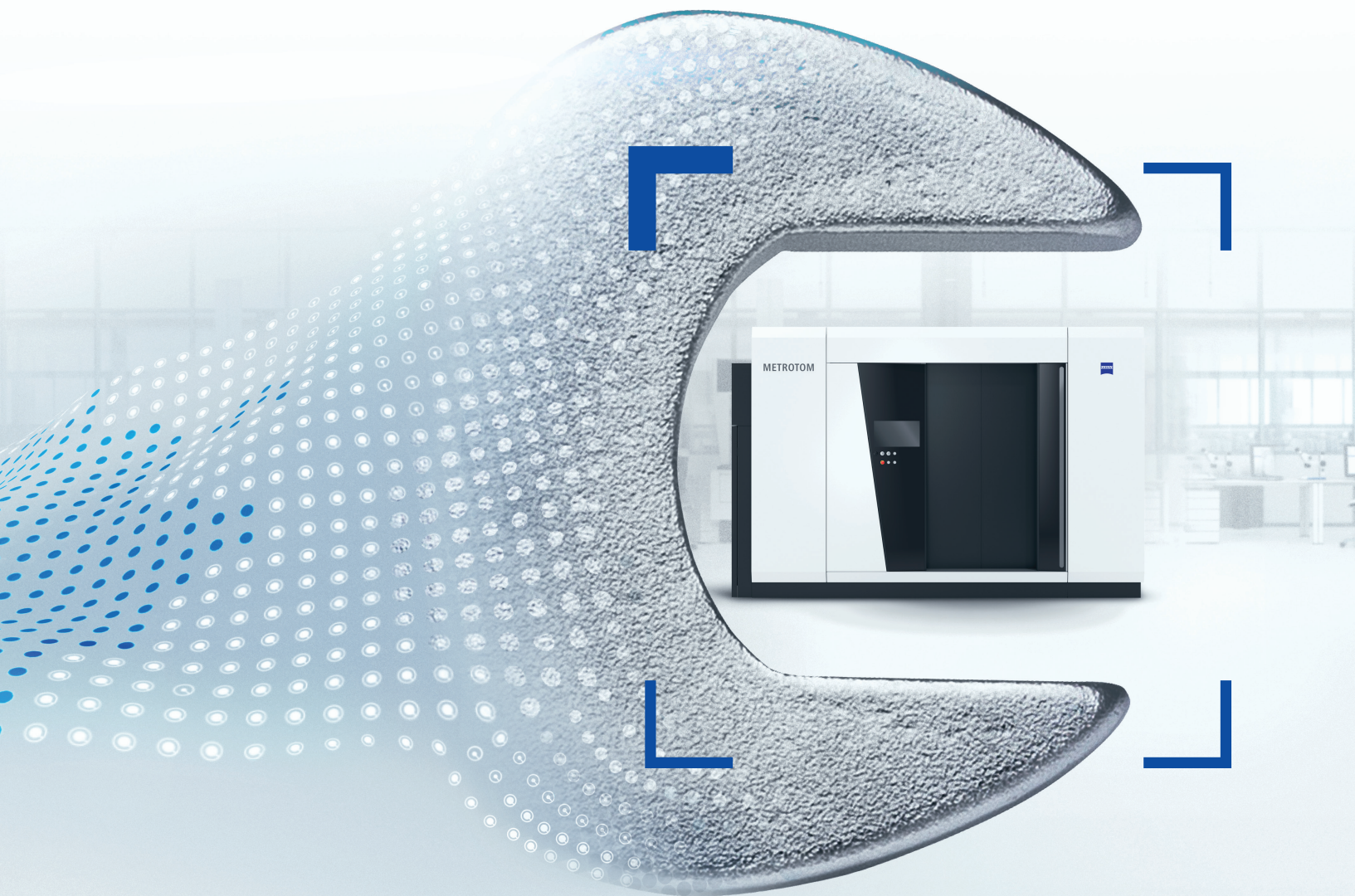


# Keeping Precision Precise



Seeing beyond



## **ZEISS Metrology Care X-Ray**

Technical Service for tomography systems

With the service packages from ZEISS Metrology Care X-Ray, you can rely on your tomography machines - every single day.

[zeiss.co.uk/metrologycare](https://zeiss.co.uk/metrologycare)



# The Metrology Care X-Ray Concept

## A Trio of Service Packages to Suit Your Specific Needs

ZEISS Metrology Care X-Ray is our dedicated service portfolio for your tomography 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 provides 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 X-Ray: 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 tomography precision, ZEISS Metrology Care X-Ray is your ideal choice.



### Good reasons for ZEISS Metrology Care X-Ray



Quicker response time



Machine efficiency



Maximum machine uptime



A partner you can rely on



Transparent life cycle costs




Worldwide service network



# Our 3 Preconfigured Service Packages at a Glance


Higher productivity, increased safety, lower costs, reduced downtime: While your goals will often mirror those of your fellow tomography operators, your individual needs may still differ considerably. This means that a “one size fits all” approach to service is not the answer. However, neither is selecting potentially dozens of options from a seemingly endless list, then worrying about having insufficient or excessive coverage. The solution: 3 preconfigured ZEISS Metrology Care X-Ray service packages that ensures maximum availability throughout the entire life cycle of your tomography systems – whatever the setting and scale of your operation.



**Essential**

Vitally important services from the experts


Our essential bundle is ideal for customers who are highly cost-conscious, require only the minimum scope of service, and are well-prepared to cope with longer machine downtime – for example, if their level of utilization is low or if backup systems are available. (Currently only available for ZEISS BOSELLO 2D X-ray systems.)



**Standard**

Exhaustive checks and outstanding flexibility

Looking for a robust set of services that can be combined with numerous extras for greater customization? The Standard package offers the flexibility you need. Secure all the benefits of our complete maintenance concept while adding your choice of optional services.



**Advanced**

Total coverage for ultimate peace of mind

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


# ZEISS BOSELLO 2D X-Ray solutions



**Included**

- Inspection
- Remote Diagnostics

**Essential**




**Optional**

- Calibration

**Included**

- Maintenance incl. Calibration
- Remote Diagnostics

**Standard**




**Optional**

- Warrenty Extension
- Response Time
- Response Time Plus

**Included**

- Maintenance incl. Calibration
- Remote Diagnostics
- Response Time
- Repair and Spare parts

**Advanced**



**Optional**

- Response Time Plus



# Essential

Vitally important services from the experts

Our essential bundle is ideal for operators who are highly cost-conscious, require only the minimum scope of service, and are well-prepared to cope with longer machine downtime – for example, if their level of utilization is low or if backup systems are available.

## Your Benefits

- ✓ System check
- ✓ Remote Diagnostics
- ✓ Cost-effective

The Essential package is organized as follows:

### Included

#### Inspection

System check and assessment of the actual state of the radioscopic system using technical means on defined components.

#### Remote Diagnostics

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

### Optional

#### Calibration

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

→ 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

Exhaustive checks and outstanding flexibility

Looking for a robust set of services that can be combined with numerous extras for greater customization? The Standard package offers the flexibility you need. Secure all the benefits of our standard maintenance concept while adding your choice of optional services.

## Your Benefits

- ✓ Preventative maintenance
- ✓ Remote Diagnostics
- ✓ Reduction of costs and repairs

The Standard package is organized as follows:

### Included

#### Maintenance incl. Calibration

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 in the event of issues. Available via telephone or remotely using TeamViewer, mGuard or other tools.

### Optional

#### Response Time

Whether we visit you on-site, connect to your measuring system remotely, or supply 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, a no-risk solution, and high uptime, we recommend our Advanced service package. Including all costs for labor and spare parts, it ensures a fully predictable service budget – with no unforeseen costs. Enjoy maximum performance and availability thanks to this premium bundle from ZEISS.

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

The Advanced packages is organized as follows:

Included	Optional
<p><b>Maintenance incl. Calibration</b></p> <p>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.</p>	<p><b>Response Time Plus</b></p> <p>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.</p>
<p><b>Remote Diagnostics</b></p> <p>Analysis, diagnosis, and assistance provided by ZEISS experts in the event of issues. Available via telephone or remotely using TeamViewer, mGuard or other tools.</p>	
<p><b>Response Time</b></p> <p>Whether we visit you on-site, connect to your measuring system remotely, or supply spare parts as required, we always ensure a fast response time.</p>	
<p><b>Repair and Spare Parts</b></p> <p>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.</p>	

➔ 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 for new machines	✓			
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	✓	◉		
Maintenance				
System analysis of the radioscopic system	✓	✓	✓	
Checking the actual state of the detector	✓	✓	✓	
Checking the X-ray cooler	✓	✓	✓	
Mechanical and electronic functional analysis of the radioscopic system	✓	✓	✓	
Inspection and function test of the safety equipment	✓	✓		
Cleaning the X-ray tube including high-voltage cable	✓	✓	✓	
Function test and data backup	✓	✓		

**\*Contract period must be signed with the new device, maximum contract period 6 years.**  
**Not available for after-sales.**

# METROTOM X-Ray Solution



**Included**

- Maintenance incl. Calibration
- Remote Diagnostics
- Firmware Update

**Standard**



**Optional**

- Warranty Extension
- Response Time
- Response Time Plus
- Accredited Calibration

**Included**

- Maintenance incl. Calibration
- Remote Diagnostics
- Response Time
- Repair and Spare Parts
- Firmware Update

**Advanced**



**Optional**

- Response Time Plus
- Accredited Calibration



# Standard

Comprehensive checks and outstanding flexibility

Looking for a robust set of services that can be combined with numerous extras for greater customization? The Standard package offers the flexibility you need. Secure all the benefits of our standard maintenance concept while adding your choice of optional services.

**Your Benefits**

- ✓ Preventative maintenance
- ✓ Remote Diagnostics
- ✓ Reduction of costs and repairs

The Standard package is organized as follows:

**Included**

**Maintenance incl. Calibration**

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 in the event of issues. Available via telephone or remotely using TeamViewer.

**Firmware Update**

Benefit from Firmware Updates for possible additional functionalities and compatibility checks with your software as part of maintenance or repairs.

**Optional**

**Warranty Extension**

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

**Response Time**

Whether we visit you on-site, connect to your measuring system remotely, or supply 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.

**Accredited Calibration**

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

→ [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.

The Advanced package is organized as follows:

## Included

### Maintenance incl. Calibration

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 in the event of issues. Available via telephone or remotely using TeamViewer.

### Response Time

Whether we visit you on-site, connect to your measuring system 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.

### Firmware Update

Benefit from Firmware Updates for possible additional functionalities and compatibility checks with your software as part of maintenance or repairs.

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

## 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.

### Accredited Calibration

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

➔ [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 service available with each package

Service Description	Advanced*	Standard	No Contract
<b>Warranty Support</b>			
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 for new appliances	✓		
Includes repairs	✓		
<b>Remote Support</b>			
Initial telephone support	✓	✓	✓
Remote Diagnostics	✓	✓	
Response times for Remote Diagnostics	✓	◉	
<b>Technical Support</b>			
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	✓	◉	
<b>Maintenance</b>			
System analysis of the radioscopic system	✓	✓	
Checking the actual state of the detector	✓	✓	
Checking the X-ray cooler	✓	✓	
Mechanical and electronic functional analysis of the radioscopic system	✓	✓	
Inspection and function test of the safety equipment	✓	✓	
Inspection and function test of the safety equipment	✓	✓	
Function test and data backup	✓	✓	
Firmware Update	✓	✓	
Accredited Calibration	◉	◉	

**\*Contract period must be signed with the new device, maximum contract period 6 years.  
Not available for after-sales.**

✓ included   ◉ optional



# Your Digital Access Point to all Metrology Services

No matter which ZEISS Metrology Care X-Ray 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 tomography 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 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 schedules 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](https://portal.zeiss.com)





## **ZEISS Metrology Care X-Ray**

Technical service for your X-ray measuring system

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