

ZEISS Originals

Certified pre-owned systems



Questions & Answers



Seeing beyond

ZEISS Originals

FAQs



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Comprehensive answers to FAQs on the following topics:

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FAQs

The questions below are purposely directed at the customer (“you”) and answered from the perspective of ZEISS (“we”) as this personal form of address is the norm for FAQs.

1a. Quality:

Will my ZEISS Originals product look like new?

All ZEISS Originals products undergo extensive refurbishment during which optical defects are also removed. This includes, for example, repairing the granite plate or restoring the covers of a CMM. As such, your ZEISS Originals product will be in top condition all around.

How does the refurbishing process work?

The refurbishing process for ZEISS Originals systems includes an assessment by our ZEISS experts, the replacement of defective components, a technology update, the removal of optical defects, and a thorough inspection in accordance with ZEISS specifications for new devices. Once our high ZEISS requirements have been met, the product receives the ZEISS Originals seal – and can be commissioned by you as its new owner.

Why should I buy a ZEISS Originals product?

ZEISS Originals systems are ideal for everyone who wants to purchase a top-quality ZEISS product on a lower budget. Thanks to the efficient refurbishment process [[>>link to landing page](#)], we are able to guarantee true ZEISS quality with a 12-month warranty. Not only that, but our post-refurbishment warehouse system means your ZEISS Originals system is in stock when you purchase it and can be shipped out to you fast. What’s more, ZEISS Originals products conserve valuable resources – so by choosing one, you are doing your part to protect the environment for all our benefit.

What are the advantages of a ZEISS Originals CMM compared to a used ZEISS CMM bought straight from the previous owner or another seller?

ZEISS Originals products aren't your run-of-the-mill used equipment – thanks to extensive refurbishment by our experts, all defects are fixed and the products are updated with the latest technology. When you buy a used device from the previous owner, you get a limited assessment of its condition. But each ZEISS Originals system comes with a 12-month warranty and (depending on the device type) guaranteed availability of replacement parts for up to 10 years. With all these advantages, the ZEISS Originals seal serves as a promise of high-quality products in top condition.



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1b. Warranty / Replacement parts

Is there a warranty on ZEISS Originals products? If so, how long is it?

All ZEISS Originals machines come with a 12-month warranty.

What happens if I need replacement parts for my ZEISS Originals system?

ZEISS guarantees the availability and delivery of original ZEISS replacement parts for up to 10 years (depending on the device type). This ensures that you will be using your ZEISS Originals machine for years to come.

How do I recognize a real ZEISS Originals product?

All ZEISS Originals products, with the exception of sensors, bear the ZEISS Originals seal. This seal offers you assurance that you have received certified ZEISS quality.

Can I get a service contract for a ZEISS Originals product?

Of course! We offer service contracts for ZEISS Originals products just like we do for new models.

1c. Customer-specific solutions:

Can I buy a ZEISS Originals product that meets my individual requirements and production needs?

Yes! Our sales experts will analyze your production processes in detail, as well as taking future requirements into account. If, say, you need to perform optical and contact measurements in future, our experts will recommend a suitable product for you – for example one that uses ZEISS MASS technology.

Can I reserve a specific ZEISS model and purchase it once a corresponding unit has been bought back and refurbished by ZEISS?

Yes! If there is a specific model you want to buy as a ZEISS Originals product, please leave us your email address and let us know which model you would like. We will reach out as soon as we have the right solution for you.

Which products are available as ZEISS Originals?

The ZEISS Originals portfolio includes CCMs, CT scanners, horizontal-arm CMMs, 3D scanners, and sensors, among others. Don't hesitate to contact our ZEISS experts to ask if the product you want is available.



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1d. Sales:

What does the purchasing process look like?

The purchasing process for a ZEISS Originals product can be divided into the following stages:

- 1) Offer
- 2) Receipt of the order number
- 3) Receipt of the order confirmation
- 4) Shipment of your ZEISS Originals product

Is there any room for negotiation on the price of a ZEISS Originals product?

Our experienced sales team will find the perfect ZEISS Originals system for you – one that meets your specific production conditions and requirements. As such, you will receive an individual offer for your ZEISS Originals product.

If ZEISS buys back my used product and I buy a new ZEISS product, do I just pay the difference?

Buybacks and purchasing are handled as separate processes. This means that buyback offers and payouts are independent of one another. They are not offset directly.

Can I use financing to buy ZEISS Originals products?

Yes! You can contact a third-party provider, such as a bank that offers leasing agreements, for your financing needs. Our sales experts will be happy to provide you with more information. Feel free to write us using the contact form.

Who can I contact to discuss purchasing a ZEISS Originals machine?

You can either contact the relevant sales office or write to us using the ZEISS contact form. Our ZEISS experts will then get in touch with you.

1e. Buybacks

Will ZEISS buy back my used ZEISS product?

Yes! This is possible through the ZEISS returns program. Please talk to one of our sales experts about your buyback options.

What does the buyback process look like?

The buyback process can be divided into the following stages:

- 1) Offer
- 2) Creation of order number and invoice
- 3) Collection by ZEISS

Is there room to negotiate on the buyback price for my CMM?

Our sales experts negotiate on an individual basis based on the condition of the machine, so you can be sure you will receive a fair offer. You can also inquire about purchasing a new device if one is required.



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1f. Environmental protection:

Is purchasing a ZEISS Originals product good for the environment?

Yes! By buying a ZEISS Originals product, you are helping conserve valuable resources – and in doing so, you're doing your part to protect the environment. The 100% reuse of non-wearing parts means that we can cut back on extracting natural resources such as granite. And when a used product is beyond refurbishing, ZEISS cooperates with a certified waste management company to recycle and dispose of it properly.