

# Keeping Precision Precise



Seeing beyond



## **ZEISS Metrology Care CMM**

Technical Services for Operational Confidence

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

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

# The Metrology Care CMM Concept

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

**ZEISS Metrology Care CMM is our dedicated service portfolio for your coordinate measuring machines. In drawing on the extensive expertise that we have acquired over 100-plus years from our installations across the globe, we support your efforts to improve productivity and accuracy while reducing costs and downtime. Boasting the unrivaled level of product knowledge that only the manufacturer of your CMMs can offer, ZEISS is in a uniquely strong position to provide a perfectly tailored range of service packages.**

From single- to multi-shift operation and from the metrology lab to production settings, our three preconfigured packages each comprising a series of standalone services are sure 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 thanks to ZEISS Metrology Care CMM: Planned preventive maintenance boosts efficiency by keeping your

CMMs in optimum condition and delivering up to 97% uptime. You can also add optional services to your chosen package, such as regular calibration performed in accordance with international standards for reliable accuracy. For plannable cost of ownership, minimized downtime, and ultimate CMM precision, look no further than ZEISS Metrology Care CMM.

### Good reasons for ZEISS Metrology Care CMM



**Quicker response time**



**Machine efficiency**



**Cost reduction**



**A partner you can rely on**



**Maximum machine uptime**



**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 CMM operators, your individual needs may still 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 seemingly endless list, then worrying about having insufficient or indeed excessive coverage. Boasting 3 preconfigured service packages from one of Europe’s largest metrology service providers, ZEISS Metrology Care CMM ensures maximum availability throughout the entire life cycle of your CMM – whatever the setting and whatever the scale of your operations.

## Included

- Basic Maintenance
- Remote Health Check

## Essential



## Optional

- Accredited Calibration
- ZEISS Smart Services Dashboard

## Included

- Complete Maintenance
- High Uptime Forecast
- Update of Firmware

## Standard



## Optional

- Accredited Calibration
- ZEISS Smart Services Dashboard
- Extension of Warranty
- Remote Service
- Remote Health Check
- Response Time Agreements and On-Call Services

## Included

- Complete Maintenance
- High Uptime Forecast
- ZEISS Smart Services Dashboard
- Update of Firmware
- Extension of Warranty
- Remote Service
- Remote Health Check
- Repairs and Spare Parts

## Advanced



## Optional

- Accredited Calibration
- Response Time Agreements and On-Call Services

# 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.

The Essential package is organized as follows:

## Included

### Basic Maintenance

Calibration of CMM, including calibration certificate.

### Remote Health Check

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

## Optional

### Accredited Calibration

In compliance with all requirements of the relevant laws and standards, our experts perform certain accredited calibration procedures according to DIN EN ISO/IEC 17025 for internationally comparable results.

### ZEISS Smart Services Dashboard

This cloud-based monitoring application provides a real-time summary of machine performance and KPIs wherever you are. Enjoy swift and effective management of your ZEISS metrology solutions with our digitally enhanced service options.

## Your Benefits

- ✓ ISO calibration and certification
- ✓ Expert predictive recommendation
- ✓ 24/7 digital management from anywhere

→ Contact ZEISS now

All of the optional services listed here can be added to the Essential package. If you have individual requirements, we are happy to create a solution to suit your needs. Please contact your local Service Representative.





# 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.

The Standard package is organized as follows:

## Your Benefits

- ✓ Up to 95% uptime and adjustable warranty
- ✓ Software compatibility through updated firmware
- ✓ Cut costs and unscheduled repairs

### Included

#### Complete Maintenance

Our maintenance includes calibration and correction services as well as the inspection and alignment of all mechanical and electrical systems. This comprehensive package ensures optimal preventive results.

#### High Uptime Forecast

Users of our Standard package are predicted to have up to 95% uptime.

#### Update of Firmware

Benefit from an annual check for updates relating to the firmware, plus additional functionalities and software compatibility.

### Optional

#### Accredited Calibration

In compliance with all requirements of the relevant laws and standards, our experts perform certain accredited calibration procedures according to DIN EN ISO/IEC 17025 for internationally comparable results.

#### ZEISS Smart Services Dashboard

This cloud-based monitoring application provides a real-time summary of machine performance and KPIs wherever you are. Enjoy swift and effective management of your ZEISS metrology solutions with our digitally enhanced service options.

#### Extension of Warranty

Extended warranty means extended security related to predictable machine expenses.

#### Remote Service

Ad hoc problem-solving support with swift response times, performed directly on the machine via TeamViewer.

#### Remote Health Check

Our experts in the ZEISS factory can perform an on-demand remote health check for all important components and provide predictive recommendations if any issues are detected. This detailed knowledge of crucial CMM components enables us to predict future operation for added security.

#### Response Time Agreements and On-Call Services

Whether we are visiting you on site or connecting to your machine remotely, a fast response time is assured – for added confidence in critical situations. We offer a variety of response times according to your needs.



# Advanced

Total coverage for ultimate peace of mind

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.

The Advanced package is organized as follows:

## Your Benefits

- ✓ Up to 97% uptime
- ✓ Flat-rate concept for higher CMM availability
- ✓ Budgetary confidence and TCO plannability

### Included

#### Complete Maintenance

Our maintenance includes calibration and correction services as well as the inspection and alignment of all mechanical and pneumatic systems. This comprehensive package ensures optimal preventive results.

#### High Uptime Forecast

Users of our Advanced package are predicted to have up to 97% uptime.

#### ZEISS Smart Services Dashboard

This cloud-based monitoring application provides a real-time summary of machine performance and KPIs wherever you are. Enjoy swift and effective management of your ZEISS metrology solutions with our digitally enhanced service options.

#### Update of Firmware

Benefit from an annual check for updates relating to the firmware, plus additional functionalities and software compatibility.

#### Extension of Warranty

Extended warranty means extended security related to predictable machine expenses, which is particularly beneficial for older machines.

#### Remote Service

Ad hoc problem-solving support with swift response times, performed directly on the machine via TeamViewer.

#### Remote Health Check

Our experts in the ZEISS factory can perform an on-demand remote health check for all important components and provide predictive recommendations if any issues are detected. This detailed knowledge of crucial CMM components enables us to predict future operation for added security.

#### Repairs 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 certain accredited calibration procedures according to DIN EN ISO/IEC 17025 for internationally comparable results.

#### Response Time Agreements and On-Call Services

Whether we are visiting you on site or connecting to your machine remotely, a fast response time is assured – for added confidence in critical situations. We offer a variety of response times according to your needs.

→ Contact ZEISS now

All of the optional services listed here can be added to the Standard package. If you have individual requirements, we are happy to create a solution to suit your needs. Please contact your local Service Representative.



→ Contact ZEISS now

All of the optional services listed here can be added to the Advanced package. If you have individual requirements, we are happy to create a solution to suit your needs. Please contact your local Service Representative.



## At a glance:

The services available with each package

Service Description	Advanced	Standard	Essential
Calculated uptime	up to 97 %	up to 95 %	
Check and adjustment of electronic control system	✓	✓	
Check and adjustment of CMM air system including replacement filters *	✓	✓	
Check and optimization of probe head and sensors	✓	✓	
Check and optimization of measuring system	✓	✓	
Check and optimization of air bearings *	✓	✓	
Mechanical and electronic check and optimization of drive system	✓	✓	
Check and adjustment of rectangularity of machine axis guide ways	✓	✓	
Check and test of CMM safety systems	✓	✓	✓
Yearly check and revision – updates for existing firmware and controller configuration	✓	✓	
Extension of warranty	✓	○ for new devices	
Calibration and adjustment of CMM	✓	✓	✓
Certification and post-calibration handover	✓	✓	✓
Accredited calibration in accordance with DIN EN ISO / IEC 17025	○	○	○
Pre-calibration accuracy verification	○	○	○
Wear and spare parts included	✓		
Delivery time for standard spare parts **	24 h	48 h	72 h
On-site repairs included	✓		
Proactive analysis, diagnosis, and predictive recommendation by ZEISS experts – remotely or on site	✓	○	✓
ZEISS Smart Services Dashboard	✓	○	○
Remote digital support	✓	○	○
Technical Service phone support and response time **	✓ 1–4 h	✓ 4–8 h	✓ 24–48 h
2-shift maintenance	○	○	
Extended hours and weekend support	○	○	
Engineer response time on site **	24–48 h	48–72 h	72 h

\* Depending on machine type

\*\* Average, projected response and delivery times





# 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. Finally, the ZEISS Smart Services application

supports real-time monitoring of machine availability – whenever you need it and wherever you may be.

Get ready to enjoy numerous exciting benefits, from 24/7 availability to faster and easier workflows, with the ZEISS Metrology Portal.

## Benefits of the ZEISS Metrology Portal

- ✓ Access all metrology services – whenever you need them
- ✓ Greater efficiency is just a click away
- ✓ Keep track of your 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 upcoming software releases.

### License Manager

Activate ZEISS software licenses for your measuring systems. If you have a valid software maintenance agreement, you can request the licensing information to update your ZEISS software licenses.

### 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

**Enter the ZEISS Metrology Portal now**

Register or log on via  
[portal.zeiss.com](http://portal.zeiss.com)



## Expertise and long-term experience near you

ZEISS service and support worldwide

# 60

ZEISS Quality Excellence Centers worldwide

# 24

Countries

# 150

Business partners

# 3

Service hubs

# 1,100

Service engineers

### Your questions answered

Connect with an expert

Just give us a call at **+44 1223 401 500**  
or search for a direct contact near you.

[customercare.uk@zeiss.com](mailto:customercare.uk@zeiss.com)





# Müller Präzisionsteile GmbH

## A partnership for the most stringent requirements

Müller Präzisionsteile GmbH takes quality very seriously, which is why the company puts its trust in ZEISS coordinate measuring machines. These two partners have also concluded a maintenance agreement to ensure maximum reliability.

When ZEISS employees arrived at the Müller Präzisionsteile factory to conduct a customer interview, they were unexpectedly given the chance to provide a live demonstration of their skills.



» I've been working together with ZEISS for 25 years – they've always taken great care of me.

**Günter Eckstein** Head of Quality Assurance

Just as everyone was saying their hellos, Günter Eckstein, Head of Quality Management, broke the news to the visitors: "Our PRISMO is broken." The largest coordinate measuring machine in the quality management department had been down since the previous evening. The ZEISS team initially felt a sense of dismay: "Of all the times for one of our machines to stop working!" Yet this also served as an opportunity for their service engineers to prove just how quickly and precisely they can provide a solution in a difficult situation.

Having been informed of the issue at 8:00 am while on another service call, ZEISS Service Engineer Michael Naumann repaired the PRISMO on site that same morning. Within half an hour of opening his toolbox, he had diagnosed that the interior suspension of the probe was broken and fitted a replacement that would remain stationary as intended. A relieved Günter Eckstein was full of praise: "I've been working together with ZEISS for 25 years – they've always taken great care of me."

The events that day amply demonstrated the benefits of the master maintenance agreement that Müller Präzisionsteile had signed with ZEISS. New upgrades to the ZEISS service portfolio, such as the collection of operating data from all its machines

for predictive maintenance and the creation of an app to access machine data in the event of a malfunction, will make it easier than ever for both customers and ZEISS service personnel to plan any necessary maintenance.



Read the full success story here:

[www.zeiss.com/metrology](http://www.zeiss.com/metrology)



### Company Profile

Müller Präzisionsteile GmbH is headquartered in Pyrbaum, near the city of Nuremberg, and manufactures high-precision parts in small batches for motor racing, nuclear power plants, and the aerospace industry. The predecessor company was founded by Georg Müller in 1965. The company began performing contract manufacturing in 1977, acquiring its first CNC machine one year later – a true innovation at that time. Müller Präzisionsteile GmbH was founded in 1978. Today, the company and its 130 employees cater to every stage of the metalworking process, including lathing, milling, grinding, erosion, and comprehensive quality assurance.



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