



# ZEISS Metrology Care CMM

## Keeping Precision Precise

Seeing beyond

### 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.



## Service Package Standard

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.

### Included

- Complete Maintenance
- High Uptime Forecast
- Update of Firmware

### Optional

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

### Your Benefits

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

[→ Learn more](#)

# 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 (if required)*	✓	✓	
Check and optimization of probe head and sensors	✓	✓	
Check and optimization of measuring system	✓	✓	
Check and optimization of air bearings (if applicable)*	✓	✓	
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	
Complete calibration and adjustment of CMM in accordance with ISO 10360	✓	✓	✓
Certification and post-calibration handover	✓	✓	✓
Accredited calibration in accordance with ISO 17025	○	○	○
Pre-calibration accuracy verification	○	○	○
All wear, replacement, and spare parts included	✓		
Delivery time for spare parts**	24 h	48 h	72 h
All 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

✓ included ○ optional

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](#)

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