

# Trust in highest availability and excellent performance.



## **ZEISS Protect Service Agreements**

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Seeing beyond

# ZEISS Proctect Service Agreements

Highest availability and excellent performance.

Maximum uptime for your microscope system is our goal with ZEISS Protect Service Agreements. Now you can make sure that your valuable instrument reliably delivers the optimum performance at any time. With maximum priority assigned to your service calls, the service experts of our global ZEISS network take care of you faster than ever.

## Find the package that fits all your needs

### Protect preventive

Your microscope system deserves regular care to deliver reliable performance – performance that is key to your success. Preventive maintenance makes sure that wear and tear will not become an issue, reducing unexpected downtime.

### Protect advanced

Take the next step and decide for additional coverage of labour costs. With Protect advanced you can secure available budget for service in an early stage of your planning period.

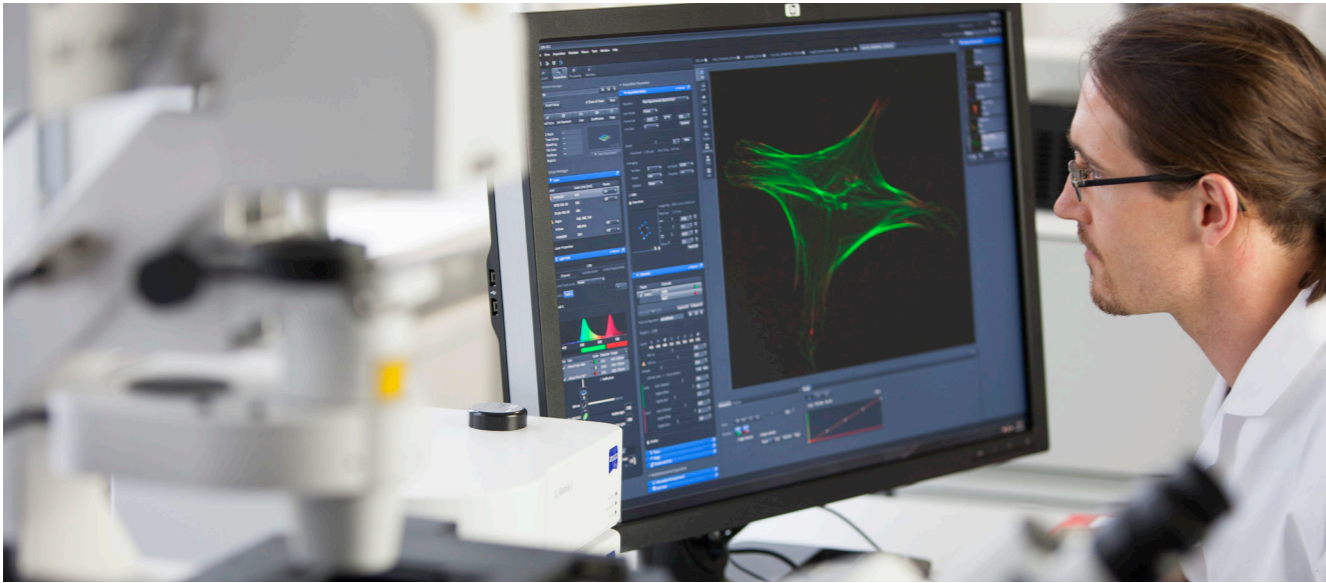
### Protect premium

Protect premium includes costs for labour, travel and spare parts in one comprehensive agreement, making your service expenses entirely predictable. Even more important, with minimized administrative efforts repairs can be carried out right away, maximizing your microscope availability.

### Protect advanced plus and Protect premium plus

Would you like to have even faster service and more instrument availability? Then, connect your microscope to our ZEISS Predictive Service remote diagnostics and service network and each and every service call will be remotely assessed by support specialists in our Customer Support Centers.

Using diagnostics information from your system and desktop sharing, issues can often be solved right away, bringing you back to operation in minimum time. Where on-site visits of a service engineer are required, they are prepared with the maximum information available upfront, ensuring the most effective repair strategy is employed and the number of visits required is minimized.



	Protect preventive	Protect advanced	Protect advanced plus*	Protect premium	Protect premium plus*
Preventive Maintenance	■	■	■	■	■
Priority Service Calls	■	■	■	■	■
Labour and Travel Costs Covered		■	■	■	■
Spare Parts Covered				■	■
Remote Diagnostics and Support			■		■
■ Included			* advanced plus and premium plus require a connected instrument		

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