



## **VIA from ZEISS**

Service in a box



We make it visible.

// CUSTOMER CARE  
MADE BY ZEISS



## VIA from ZEISS – Price-attractive service offering for diagnostic instruments

Some of your diagnostic systems are compact and thus easily transportable. For these systems we offer a price-attractive type of service agreement.

ZEISS VIA service agreements contain the basic service elements you need: from preventive maintenance to repair (including spare parts) or even exchange. In the event that your system needs servicing, it will be transferred to the ZEISS repair center. Depending on the instrument, we either service the system or for ZEISS Essential Line we exchange it completely.

## In a box Your benefits

### Quality

Your system remains in an excellent working condition in line with the manufacturer's guidelines.

### Partnership

All service tasks are carried out by ZEISS experts, therefore extending the service life of your equipment.

### Convenience

You benefit from cost savings compared to a regular ZEISS on-site service agreement.

## Outside the box An approach focused on you

Preventive maintenance (if recommended) and repairs are carried out by ZEISS service engineers with long-term experience and comprehensive product know-how. For safe transport we will provide an appropriate carrier box. The actual transportation of the equipment is handled by our logistics partners.

The offering is only available for selected systems which do not require a dedicated installation procedure on-site. For ZEISS Essential Line we generally offer smooth exchange in case repair is needed.

# Our offering

Tailored to your needs

Service item	Description	complete	prevent
<b>Preventive maintenance</b>	Preventive maintenance in the factory according to the manufacturer's guidelines (often once a year), by prior arrangement or in accordance with the maintenance schedule. It also includes a check of parts subject to wear and tear as stipulated in the manufacturer's guidelines during system inspection and calibration.	□	□
<b>Service hotline</b>	A telephone number to contact ZEISS personnel in case of an emergency or any other issue (technical, application, information) with a ZEISS system.	■	□
<b>Performance updates</b>	Hardware and software updates to enhance the performance of the equipment as recommended and issued by ZEISS.	■	□
<b>Transport</b>	Transport from customer site to ZEISS and back in an appropriate carrier box handled by our logistics partner.	■	□
<b>Corrective maintenance</b>	Repair (labor time) to correct equipment in case of malfunction. As the case may be ZEISS might decide to exchange the complete system instead of repairing. Exchange is standard for ZEISS Essential Line.	■	
<b>Remote Service</b>	Remote Service involves using an encrypted internet connection to perform activities such as identifying sources of malfunctions, remote support, software updates, etc.	■	
<b>Technical phone / chat support</b>	Support provided by personnel at the ZEISS Service Center regarding technical and application issues via telephone or chat	■	
<b>Spare parts</b>	Parts of instruments or even complete instruments are exchanged in order to restore the complete functionality of the device. For this purpose, only original ZEISS spare parts are used.	■	

■ Standard      □ Included if preventive maintenance is recommended by ZEISS for respective equipment

Application training by a certified ZEISS specialist – either at the customer's site or at a ZEISS training facility – is also offered on an individual basis.



**Carl Zeiss Meditec AG**  
Goeschwitzer Strasse 51 – 52  
07745 Jena  
Germany  
[www.zeiss.com/via](http://www.zeiss.com/via)  
[www.zeiss.com/med/contacts](http://www.zeiss.com/med/contacts)