



OPTIME from ZEISS

Service agreements for medical equipment



Excellent support

From preventive maintenance to all-inclusive services

OPTIME prevent from ZEISS

Just the basics

This support package covers only the basic system services. Comprising preventive maintenance, service hotline as well as performance updates, ZEISS OPTIME prevent helps increase system lifetime and reliability. Moreover, it ensures that your system is working in line with specifications. Spare parts, repair and replacement costs are not included in this offering.

OPTIME advanced from ZEISS

Corrective maintenance and more

ZEISS OPTIME advanced includes both preventive and corrective maintenance to ensure a high level of system availability for a predictable budget. Comprising technical support (via phone / chat and / or remote connection), this package provides solid support to maintain workflow efficiency, but it does not cover spare parts.

OPTIME complete from ZEISS

All the support you need

ZEISS OPTIME complete offers peace of mind in a service agreement. It covers all service deliverables needed to benefit from maximum system availability and convenience, including spare parts coverage. The package provides timely, responsive and high-quality support for devices operating in the most demanding medical environments. It lets you direct your whole focus on caring for your patients.

Service items

In detail

Service item	Description	complete	advanced	prevent
Preventive maintenance	Preventive maintenance following 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 in line with the manufacturer's guidelines during system inspection and calibration.	■	■	■
Service hotline	A telephone number to contact ZEISS personnel in case of an emergency or another issue (technical, application, information) with a ZEISS system.	■	■	■
Performance updates	Hardware and software updates to enhance the performance of the equipment as recommended and issued by ZEISS.	■	■	■
Connectivity for ZEISS Smart Services	Establishing and maintaining connectivity to your IT department. Using this encrypted remote connection ZEISS Remote Service performs activities such as identifying sources of malfunction, remote support, etc.	■	■	■
Corrective maintenance	Repair (labor time) to correct equipment in case of malfunction.	■	■	
Technical phone / chat and remote support	Support provided by personnel at the ZEISS Service Center regarding technical and application issues via telephone or chat. Additionally an encrypted remote connection might be used.	■	■	
Spare parts	Parts of instruments are exchanged in order to restore the complete functionality of the device. For this purpose, only original ZEISS spare parts are used.	■		

Please note that the extent and availability of these features is dependent on the services offered locally and your personal ZEISS OPTIME service agreement. Application training by a certified ZEISS specialist – either at the customer's site or at a ZEISS training location – is also offered individually.

Customer Care from ZEISS

Helping you optimize your operations

At ZEISS, we not only focus on the development of products, we also provide top service quality and service options.

We are committed to helping you optimize your operations in every respect – in your clinic as well as for your business.

Our service offerings include service agreements, training and education, Financial Solutions and Professional IT Services for FORUM® from ZEISS.

As your reliable partner, we are there when you need us. Today and in the future.



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