



## **OPTIME Service Agreements**

Prevent. Advanced. Complete.



# Complete Service Agreements

From preventive maintenance to all-inclusive services

## **OPTIME** prevent

### **Just the basics**

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

## **OPTIME** advanced

### **Corrective maintenance and more**

OPTIME advanced includes both preventive and corrective maintenance as well as Remote Service to ensure a high level of system availability at a predictable budget. The package provides solid support to uphold workflow efficiency, but, it does not cover spare parts.

## **OPTIME** complete

### **All the support you need**

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 support for devices operating in the most demanding medical environments, letting you direct your whole focus on caring for your patients.

# Our service items

## in detail

Service item	Description	complete	advanced	prevent
<b>Preventive maintenance</b>	Preventive maintenance according to the manufacturer's guidelines (often once a year), by prior arrangement or in accordance with the maintenance schedule. It also includes wear and tear parts check according to manufacturer's guidelines during system inspection and calibration.	■	■	■
<b>Service hotline</b>	A direct service telephone number to contact ZEISS personnel in case of an emergency or other issue (technical, application, information) with a ZEISS system.	■	■	■
<b>Technical phone support</b>	Telephone support provided by personnel at the ZEISS Service Center regarding technical and application issues via telephone.	■	■	■
<b>Corrective maintenance</b>	Repair (labor time) to correct an equipment in case of malfunction.	■	■	
<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>Spare parts</b>	Parts of instruments are exchanged in order to restore the complete functionality of the device. For this purpose, original ZEISS spare parts are used only.	■		

Please note that the extent and availability of these features is dependent on the services offered locally and your personal 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.

# OPTIME

## Helping you optimize your operation

ZEISS Customer Care goes far beyond the manufacturer's warranty.

We are committed to helping you optimize your operation in every respect, with comprehensive and innovative service packages that set new industry standards.

That's what OPTIME is all about.

Supporting highest system availability over the long term.  
For smooth and efficient clinical workflows, with the backing of dedicated assistance from an experienced and trusted partner.



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



**Carl Zeiss Meditec, Inc.**  
5160 Hacienda Drive  
Dublin, CA 94568  
USA  
[www.zeiss.com/us/optime](http://www.zeiss.com/us/optime)  
[www.zeiss.com/med](http://www.zeiss.com/med)

**SER.9242** Printed in the United States. CZ-IX/2017 United States edition: Only for sales in selected countries. The contents of the brochure may differ from the current status of approval of the product or service offering in your country. Please contact our regional representatives for more information. Subject to changes in design and scope of delivery and as a result of ongoing technical development.  
© Carl Zeiss Meditec Inc., 2017. All rights reserved.