



CARL ZEISS MEDITEC

Help Desk/Technical Support Policy (U.S. Domestic)

The instruments manufactured by Carl Zeiss Meditec are complex opto-electronic medical devices. Specialized training and tools are required to properly service these instruments. Without the specialized training and tools there is a risk that, during servicing, the instrument may be damaged, patient data may be lost or there may be subsequent accuracy/performance issues with the instrument. In addition, there are safety concerns if the technician is not completely familiar with the instrument.

The Carl Zeiss Meditec Customer Care group will provide technical support on maintenance tasks outlined in each instrument's operator manual. To receive technical support beyond the scope outlined in the operator manuals, the requestor must be factory trained, must have the appropriate tools, and service manual for the instrument(s) they wish to service. Security codes to access service and calibration menus will only be provided to factory-trained individuals. Service manuals for all instruments may be purchased from the Carl Zeiss Meditec parts department. Carl Zeiss Meditec requires a signed Confidentiality and Assurance Agreement and a Parts Purchase Terms & Conditions document prior to fulfilling a service manual request. Purchase of a service manual does not mean that the purchaser is factory trained, nor entitled to technical support beyond those tasks outlined in the operator's manual. All circuit board diagrams and application software are considered proprietary information, and as such, cannot be provided to any requestor.