



## Elite Service

Elite Service provides you with the highest levels of service and support.

Elite Service is designed to go far beyond typical service contract offerings by including a blend of preventive care, training, and fast response to a variety of needs. More than anything else, our Elite Service is designed to deliver the ultimate in investment protection.

When you choose our Elite Service, you receive an annual on-site visit from our Field Service organization, which provides a thorough preventive maintenance inspection for each piece of Carl Zeiss equipment covered. Should issues with the equipment arise, you receive parts and labor at no charge, unlimited phone support, a specified on-site support commitment, and clinical applications training.

Elite Service customers can also purchase, for an additional charge, riders for equipment moving, data transfer support, damage coverage, and mobile facility support for customers whose core business involves moving equipment from one site to another.

\* Software updates/upgrades are based on timing and availability of new releases and may not be offered during each service coverage period. If available, customer may request said updates/upgrades no sooner than 120 days after the contract start date. If on-site software installation is required, such installation shall be performed only during planned maintenance. All updates/upgrades received during any given contract period shall be limited to a collective value of \$5,000. Such updates/upgrades do not carry a cash equivalent and cannot be used to acquire other products or services. Hardware upgrades and networking software such as Review and FORUM® Software are not included.

\*\* On-site commitment exclusions apply in the following areas: Montana, Wyoming, Alaska, North Dakota, South Dakota, Saipan and Guam.

### Elite Service features in the U.S. include:

- One yearly preventive maintenance visit
- All parts
- All on-site labor
- Unlimited phone support
- Enrollment in software update program
  - Enhancements to previously purchased capabilities
  - Software upgrades up to \$5,000 value\*
- One-day, on-site response for non-operational equipment; two-day response for all other issues\*\*
- Clinical applications training via phone

### Customer Care from Carl Zeiss

Every facet of Customer Care at Carl Zeiss is designed to protect your investment in your equipment. Whether it is a high-end surgical microscope, an ophthalmic laser, or diagnostic equipment, we provide timely, responsive services through a national network of highly skilled technicians. Our dedication to providing the highest quality of customer care is reflected by the fact that our customers consistently rank our performance as superior in terms of their satisfaction.

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We make it visible.