



## Essential Service

The Essential Service offering is exactly that: essential to peak performance. It is designed for customers who require a high level of service but do not require the exceptional features of our Elite Service plan.

With Essential Service you receive a blend of preventive care and fast response to a variety of needs. The Essential Service focuses primarily on keeping your equipment maintained and operating at peak performance. It is designed to protect your investment and to provide timely access to highly skilled Carl Zeiss Customer Care employees.

Among the features of Essential Service are annual on-site preventive maintenance visits by our trained and certified field sales engineers, parts and on-site labor at no charge, unlimited phone support, and a four-day commitment to on-site service delivery, should the need arise.\* This program is not eligible for the exceptional policy riders offered with Elite Service and does not provide next-day service.

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

*\*\*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 \$2,000. 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.*

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

- One yearly preventive maintenance visit as needed, based on product line
- All parts
- All on-site labor
- Unlimited phone support
- Four day on-site response\*
- Enrollment in software update program
  - Enhancements to previously purchased capabilities
  - Software upgrades up to \$2,000 value\*\*

### 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 us as superior in terms of their satisfaction with our performance.

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