

Carl Zeiss Meditec Customer Care



Fully Committed to Your Success Every Step of the Way

Our commitment to customers at Carl Zeiss Meditec merely begins with your purchase of one of our products. To ensure optimal instrument performance and longevity, our customer care organization is designed to support you day in and day out. This level of commitment to your success is reflected in our highly trained staff, quality replacement parts and supplies and streamlined support services, policies and processes.

Customer Service Staff

- Triage problems to provide quick solutions and ensure your concerns receive immediate attention
- Provides direct contact with a Technical Support Engineer
- Dispatches your local Field Service Engineer (FSE) for onsite support
- Contacts our Repair Coordinator to arrange in-house factory service*

Technical Support Staff

- Comprised of Certified Support Engineers with an average of eleven years of experience at Carl Zeiss Meditec
- Provides email, online and telephone support
- Offers performance enhancements and modifications through your FSE, often at no extra cost to you
- Accesses and troubleshoots your product online, and often repairs it so a field service visit is unnecessary (for select products covered by a Carl Zeiss Meditec Service Plan)

Field Service Engineering (FSE) Staff

- Offers best-in-class support with the highest level of technical and application expertise on our full line of instruments
- Comprised of more than 80 locally based personnel, each one fully insured, A+ certified and blood-borne pathogen certified
- Ensures expert knowledge through continuous factory training and recertification
- Equipped with an extensive inventory of repair parts and a complete set of test equipment and diagnostic tools in company-provided vehicles

*Does not apply to all product lines.

Service Plans are not available for all product lines. Offerings are subject to change without notice. Please see service agreements for specific terms and conditions.

Factory Repair Service*

- Staffs and maintains a state-of-the-art repair facility at corporate headquarters
- Includes a full-time Repair Coordinator and a team of highly trained Service Technicians
- Adheres to the same rigorous standards for training and certification that apply to our FSEs
- Maintains an instrument loaner program

Supplies and Replacement Parts Service

- Stocks factory-approved Carl Zeiss Meditec replacement parts that meet exacting specifications to optimize product performance and longevity
- Guarantees prompt and complete replacement parts coverage with a nationwide inventory of more than 125,000 items
- Ensures parts for new products are carried by your FSE
- Provides an extensive component exchange program*

Clinical Application Training and Support Program

- Provides onsite education on a variety of new products through an experienced nationwide team
- Ensures that support materials such as books, videos, CD ROMs and quick reference guides are available to incorporate new technology into your department
- Offers an array of training opportunities to minimize the impact of your staff turnover
- JCAHPO continuing education credits can be acquired via the Learn and Earn program*

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