

Fast & comprehensive customer service - without an on-site visit

ZEISS Remote Service

Considering the current development, ZEISS as your reliable partner wants to ensure that your instruments are fully functional anytime - even without the necessity of an on-site visit*.

You should be able to rely on your microscopes at any time for the timely completion of your tasks and research. Your results should be reproducible and reliable. Therefore, you need fast and comprehensive support on technical and application-related questions. ZEISS Customer Support Center, an experienced multidisciplinary team of specialists is by your side. Your technical and application-related questions are answered quickly and competently, to fully concentrate on your tasks.



Benefit from excellent service & support

Get to know the advantages of ZEISS Customer Support Center and the benefit from fast and direct processing of your inquiries: microscopy@zeiss.com

Advantages:

- Higher uptime/device availability
- Improved remote diagnosis
- State of the art data security
- Fast and competent support
- Optimal instrument performance
- Increased productivity time
- Faster repairs
- Always the right contact person
- Faster to accurate results



Seeing beyond

ZEISS Remote Service

Save time and reduce downtime - without risk

Remote Service

Increased productivity time

Many inquiries can be solved quickly and easily on the phone

Faster repairs

Targeted preparation of service calls through comprehensive diagnosis in advance

Faster to correct results

Experienced specialists support you in the optimal handling of your system

Always the right contact person

A team of technicians, support engineers, application and IT specialists will answer your questions

In addition: ZEISS Predictive Service

Important technical data (e.g. operating times, number of cycles or voltages) are regularly transmitted to our secure data center.

ZEISS Predictive Service evaluates the performance of your microscope by retrieving and analyzing system's status data.

Our support staff can diagnose incidents remotely without interrupting your work on the instrument.

ZEISS Predictive Service is available for the following systems:

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|------------------------|--------------------------|
| ■ Lattice Lightsheet 7 | ■ EVO Series |
| ■ Axio Scan.Z1 | ■ MERLIN Series |
| ■ Celldiscoverer 7 | ■ Sigma Series |
| ■ LSM 800 | ■ Xradia Versa Series |
| ■ LSM 900 | ■ LM microscope stands** |
| ■ LSM 980 | o Axio Observer |
| ■ Smartzoom 5 | o Axio Imager |
| ■ Crossbeam Series | o Axio Examiner |
| ■ GeminiSEM Series | |

...and soon many more!

Contact us for more information on the availability of other system series.

*Prerequisites: Internet connection and TeamViewer session

**Requires a connected PC with ZEN installed



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