

Info Paper

01/2021

ZERA Service⁺ – Precision all along the line

Precision is key. Besides long-term stability and absolute precision of ZERA measuring systems, a comprehensive and smooth service is the deciding factor of quality. ZERA, producer of highly accurate test systems has extended the service it offers for stationary meter test systems and firmly guarantees its customers even higher standards for ensuring a precise test procedure all along the line.

Precision becomes even more binding.

The ZERA Service⁺ for stationary systems can be divided into the following areas:

- Support
- Security
- Software
- Training

These four areas contains a total of 13 modules, which you can individually combine to your specific needs. All services are contractually guaranteed. ZERA makes the binding commitment towards lasting service performance and standards.

Service becomes more individual.

As individual as the demands on the test systems are, equally tailor-made is the package of services to be performed. Customers individually receive the service that they need for their measuring tasks. The individual modules are compiled

for the customer together with ZERA sales engineers or local representatives and contractually recorded. An all-round, worry-free package that gives the customer the security of being able to work with ZERA testing technology dependably and smoothly for a long time.

Perspective: Service in the future.

After introduction of ZERA's new service package on the German market, ZERA will present its innovation on the European Utility Week Amsterdam (EUW) in November 2014. In the coming years, service will be expanded step by step in cooperation with ZERA representatives and service centers will be created worldwide, so international customers can be offered faster and more comprehensive service on site.

Precision is measurable – Now, **service** is too.





Support. Accessible in all instances.

We offer flexible support according to your needs:

- Different levels of availability
- Status tracking
- Quick on-site-support
- Possibility for remote control for best operator support
- Immediate help in the event of a breakdown

Level 1 Service hotline free of charge

Level 2 Extended availability in the evening plus extras.

Level 3 Additional availability at the weekend plus extras.

Support



Safety. Outstanding in quality.

We do everything for a smooth operating process.

Spare parts Better planning and direct availability of required spare parts. Standard components will be stored free of charge.

Rental units Quick replacement of your on-site test equipment. Within guarantee period this service is offered free of charge.

Maintenance & Reliability check Increase the security of your systems by regular maintenance and extensive reliability check.

Warranty Extension Extend the regular warranty for max. 3 further years and save costs in case of repair.

DAKs Calibration Benefit from an extra price reduction on annual calibration of your test equipment.

Safety



Software. Always up-to-date.

ZERA software WinSAM controls and optimizes your test sequences. In order to access latest features and save time by generating test sequences.

WinSAM Update Upgrade

WinSAM Update (free of charge) for permanent operating effectively. Benefit from an extra price reduction on the next WinSAM Upgrade. Contract period: 1-3 years

WinSAM Test Sequence

Save time by using a test sequence especially determined to your measuring task and the meters to be tested.

Measurement uncertainty Budget

We are offering advice and training for creating your measurement uncertainty budget so that your work is according to the standards.

Software



Training. Precision can be learned.

Good equipment is only the first step. Learn continuously to use alle functions of your devices in the best way.

Training courses

Choose two training courses per year from our offers and increase your knowledge about your soft- and hardware.

Consulting

Individual on-site-training and consulting in order to optimize your testing time.

Training

