

ZX OnSite

The trusted way to keep wind measurements flowing.

Direct access to ZX Technicians and expertise in the field.





ZX300e ZX300

ZX OnSite gives you a direct route to the people who know ZX Lidars best. We assess the issue, determine the most appropriate response and, where needed, put a ZX Technician on site to help resolve it. Because, for our ground-based Lidars, the quickest route back to measuring might be to bring ZX to the Lidar - not the Lidar back to ZX.

Lidars that are built to last, not built around failure.

Our Lidars have an extensive and proven track record of being just that - built to last. As the OEM we designed ZX 300 and ZX 300e in a way that would minimise potential field failures knowing the challenges of remote access. Similarly, any unplanned field maintenance was considered a last case resort.

ZX OnSite builds on that. It is a measured field response, not field repair at any cost. ZX OnSite is aimed at reducing avoidable returns and keeping campaigns moving, while maintaining technical judgement, authorised scope and product assurance under ZX control.

Whether the solution is remote support, a ZX OnSite visit or specialist ZX Service Centre repair, every decision is focused on maintaining measurement confidence and minimising disruption to your project.

Rapid, and realistic

Where a ZX OnSite visit is the right path, ZX targets attendance quickly - planned subject to the normal practical constraints of working in the field, including:

- Site access
- Safe working conditions
- Visa requirements
- Availability of parts
- Prevailing travel advice



How does ZX OnSite work?

Not every issue requires the same response. Some issues can be resolved remotely. Some require field intervention. Others are best handled through specialist Service Centre support. ZX OnSite provides direct access to ZX technical expertise to determine the most appropriate path to resolution.

PATH 1

Remote support

Diagnosis and resolution without a site visit - the fastest route where it fits.

PATH 2

ZX OnSite visit

A ZX Technician in the field for authorised interventions.

PATH 3

Service Centre

Return to a ZX Service Centre where the issue is best resolved at base.

Visit us at zxlidars.com

