

FLUKE GOLD SUPPORT

Maximize productivity and avoid downtime and unplanned expenses.

Gold provides coverage above and beyond our new product warranty to ensure you get the most out of your investment.



Accidental damage and repair



Replacement of damaged accessories



Annual tool inspection, calibration, cleaning, and updating



Expedited calibration and repair

SAVE UP TO 10%

3 YEAR
Gold Membership

+ Price Protection

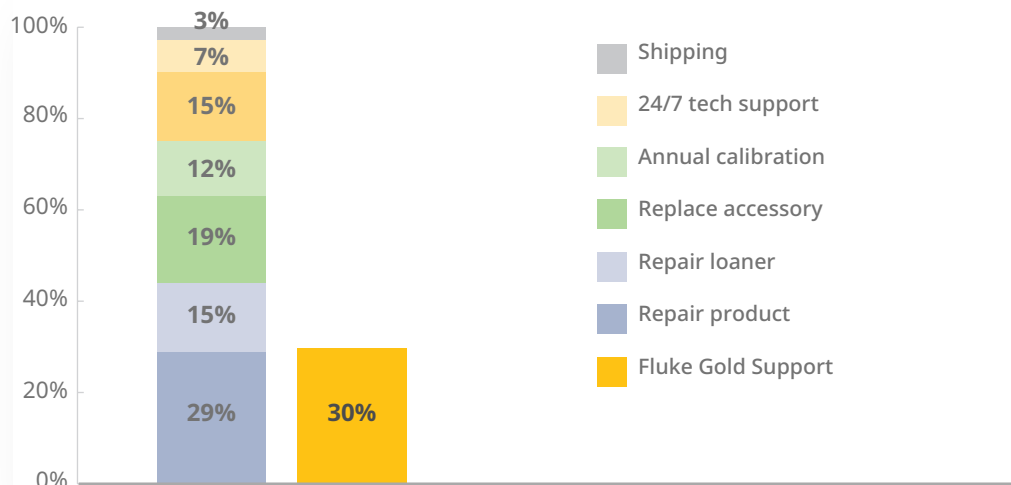
A guaranteed price for the period saves you even more.

Gold Support benefit	Standard warranty	Gold Support
Repair manufacturing defects	●	●
Accidental damage and repair		●
Replacement of damaged accessories		●
Annual calibration or performance check		●
Expedited calibration and repair		●
Priority tech support		●
Software updates		●
Expedited shipping*		●
Loaner equipment		●



See Terms and Conditions at www.flukenetworks.com/Gold for more details. Prices subject to change without notice.

Save 70% on average with Gold Support compared to individual services



FLUKE GOLD SUPPORT

Calibration with refurbishment and scheduled loaner units

Don't risk rejection of results by using an out-of-calibration tester. Gold support includes one calibration per year at no charge.

Your units will be precisely calibrated to factory specifications using proprietary Fluke Networks test procedures, adjusted/repaired as necessary with firmware updates applied. Typical turnaround time for a calibration is ten working days.

If damage is found during calibration, Gold Support will make necessary repairs to refurbish the module before calibrating it. Scratched Fiber ports, for example, are repaired before calibration. This proactive benefit helps avoid a repair later.

Repair with loaner units**

No-hassle, no-charge repair services including labour, parts and shipping. A loaner unit can be provided during repair to minimize downtime.

Promotions and training

Special discounts may be offered to Gold customers on new products, enhancements, online training, and refurbished equipment.

Accessories

Accessories that shipped with your unit and have been qualified as defective by our technicians will be replaced free of charge during the term of your plan.

Product	Covered accessories (limitations apply)
DSX CableAnalyzer™ Series	Batteries, channel adapters, permanent link adapters (1 set per year), chargers, cables, AxTalk terminators (1 set per year), carrying case, headsets
OptiFiber™ and Certifiber™	Interchangeable port adapters, USB interface cable, launch fibers or TRCs (1 per year), adaptors, batteries, chargers, carrying case
SimpliFiber™, MultiFiber™ Pro, and Link IQ™	Cables, adaptors, batteries, chargers, carrying case

24x7 dedicated tech support

Skip to the front of the support queue with a dedicated priority phone number and email. The support technician will be your single point of contact and coordinate and expedite all repairs, replacements, and calibrations at no extra cost to you.

Your single point of contact can be reached via our priority phone or email. No additional payments are needed for products covered by Fluke Gold Support.

* Via Prior Arrangement.

** If needed and covered in your plan, loaners can be scheduled for repairs which take longer than 2 weeks.