

GOLD CARE COVERAGE

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. If needed, you can schedule a loaner 6-8 weeks in advance (available in most regions).

If damage is found during calibration, Gold Care 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.

Your units will be precisely calibrated to factory specifications (traceable calibration certificate provided – calibration data is available at additional charge) using proprietary Fluke Networks test procedures, adjusted/repared as necessary with genuine repair parts, and software/firmware updates applied. Typical turnaround time for a calibration is ten working days.

Repair with loaner units

Unlimited, no-hassle, no-charge repair services including labor, parts and shipping. A loaner unit can be provided during repair to minimize downtime (available in most regions).

Discounts and promotions

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 technical assistance center will be replaced free of charge during the term of your Gold Support agreement.

Product	Covered accessories (limitations apply)
DSX CableAnalyzer™ Series	Batteries, Channel adapters, Universal 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 technical support

Your technicians can call us from your job site after hours and on weekends to help them with questions. Gold support plan customers are provided with direct priority phone numbers to our world-class Technical Assistance Centers (TAC).

Easy access to Gold entitlements

Single point of contact with direct phone and email. No extra payment required

To see a list of supported countries and full terms and conditions, go to:

www.flukenetworks.com/gold

Contact your local Fluke Networks representative to obtain a quote for your specific products.