

Peace of mind from the people that know your Fluke Networks brand equipment best

Maximize ROI. Minimize Risk.

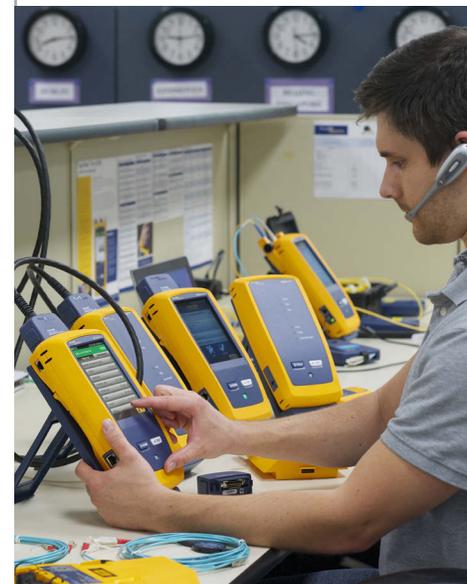
You've made an investment in the best equipment in the industry. Protect your investment and limit unplanned downtime and costs with the best custom-built maintenance program.

Membership in our Gold program provides expanded product coverage and support to ensure you get the most out of your investment.

Benefits of Gold Include:	1 year GOLD MEMBERSHIP	Standard Warranty on New Products	After Standard Warranty Ends
90 Day Limited Repair or Replacement on Manufacturing Defects (Accessories)	✓	✓	
FREE Repairs	✓	Only on Mainframe and Module Mfg. Defects	
FREE Annual Calibration	✓		
FREE 2-Way Shipping	✓		
Zero Downtime During Repair/Calibration with FREE Loaner**	✓		
FREE Accessory Replacements*	✓		
<2 Hour Technical Support Response Time	✓	< 24 Hours	< 24 Hours
24x7x365 Customer Support – Phone and Email	✓	5:00AM to 5:00PM (PST)	5:00AM to 5:00PM (PST)
Technical Support Engineer as Primary Case Handler	✓		
Exclusive Promotions	✓		

*Applies to accessories included in the original product bundle

**Available in certain geographies (please schedule 6 weeks in advance)



GOLD MEMBERSHIP PRIVILEGES

Calibration with Loaner Units

Don't risk rejection of results by using an out-of-calibration tester. Gold support includes one calibration and factory refresh per year at no charge at any of our worldwide Authorized Fluke Service Centers. And by scheduling your calibration in advance (six weeks recommended), you'll receive a loaner unit, eliminating any downtime (available in most regions).

Your units will be precisely calibrated to factory specifications (traceable calibration certificate provided – calibration data is available at additional charge) using the full battery of 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. If a loaner is not required or calibration cannot be scheduled in advance, Gold customers may opt to instead receive a shipping waybill plus Gold priority, for reduced turnaround time.

Repair with Loaner Units

Unlimited, no-hassle, no-charge repair services including labor, parts and shipping with Gold priority. A loaner unit or replacement unit will be provided during repair to minimize downtime.

Discounts and Members-Only Promotions

Special discounts may be offered to Gold customers on new products, enhancements and used demo equipment.

Accessories

Parts and accessories that shipped with your unit and have been qualified as defective or faulty by our technical assistance center will be replaced free of charge during the term of your Gold membership.

Product	Covered Accessories
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® Pro OTDR	Interchangeable port adapters, USB interface cable, Launch fibers (1 per year), adaptors, batteries, chargers, carrying case
CertiFiber® Pro	Interchangeable port adapters, USB interface cable, Encircled Flex TRCs set of 4 TRCs (1 per year), adaptors, batteries, chargers, carrying case

Technical Support

Unlimited 24/7 technical expertise with local language support. Gold members are provided with direct members-only priority phone numbers to our world-class Technical Assistance Centers (TAC).

Easy Access to Gold Entitlements

Upon purchase, your company will receive a unique Gold Membership Number and PIN for secure access to your online Gold account.

