

## GOLD SUPPORT PLAN FOR VERSIV™

### Maximize the productivity of your testers and avoid unplanned expenses.

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 support program.

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

| Gold Support Plan Benefit                                     | Gold Support Plan Coverage                                                                                                      | New Product Warranty                                                |
|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| No unplanned expenses for damaged equipment                   | Damage to the tester is covered*                                                                                                | Manufacturing defects covered for the 1st year. Damage not covered. |
| Reduced operational cost, downtime, and administrative hassle | Annual traceable calibration, software updates, performance check, refurbishment of worn copper ports and scratched fiber ports | not covered                                                         |
|                                                               | Replacement of damaged accessories*                                                                                             | First 90 days for manufacturing defects                             |
|                                                               | Loaner for repairs                                                                                                              | not covered                                                         |
|                                                               | Loaner for scheduled calibration**                                                                                              | not covered                                                         |
| Technical Support                                             | Prepaid express freight with labels                                                                                             | not covered                                                         |
|                                                               | 24x7 with 2 hour max response time, toll free support number with Technical Support Engineers                                   | Business hours with Customer Care Team                              |

See Terms and Conditions at [FlukeNetworks.com](https://www.flukenetworks.com) for more details.

\* Limitations apply

\*\* Must schedule 6 to 8 weeks in advance. Not supported in all countries.



### The economic case for Gold is clear.

Use this table to compare the cost of Gold to the cost of the individual services it replaces.

| Product Covered   | GOLD Value | Repair or replace module* | Repair Loaner (2 weeks) | Damaged Accessory Replacement* | Annual Calibration, Performance Check and Refurb | Calibration Loaner** (2 weeks) | 24/7 Technical Support | Shipping |
|-------------------|------------|---------------------------|-------------------------|--------------------------------|--------------------------------------------------|--------------------------------|------------------------|----------|
| DSX-5000          | \$5,554    | \$1,757                   | \$1,150                 | \$1,125                        | \$800                                            | \$1,150                        | \$500                  | \$200    |
| DSX-8000          | \$6,313    | \$2,180                   | \$1,250                 | \$1,475                        | \$930                                            | \$1,250                        | \$500                  | \$200    |
| CertiFiber™ Pro Q | \$5,322    | \$1,950                   | \$1,450                 | \$580                          | \$980                                            | \$1,450                        | \$500                  | \$200    |
| OptiFiber™ Pro Q  | \$5,008    | \$2,908                   | \$1,250                 | \$500                          | \$740                                            | \$1,250                        | \$500                  | \$200    |

Note: Approximate cost as price varies depending on model, accessory, shipping location, etc.



Price protection for 3 years may increase your savings to over 15%.



# GOLD SUPPORT PLAN 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 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 to eight weeks required), you'll receive a loaner unit, eliminating any downtime (available in most regions).

If damage is found during calibration, the Gold support program will make necessary repairs to refurbish the module before calibrating it. Scratched Fiber ports, for example, are repaired before calibration. This proactive Gold coverage 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 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 (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

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 Support agreement.

| Product                   | Covered Accessories<br>(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™ 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                |

## 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

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

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

[www.flukenetworks.com/gold](http://www.flukenetworks.com/gold)

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