

*Fluke Networks' Gold Support membership program ensures your downtime is minimized with total priority coverage of your equipment (including a loaner unit if yours needs service), unlimited technical support 24 hours a day, 7 days a week, training, and free annual calibration on applicable products. In addition, you'll receive complimentary software and firmware upgrades for the life of your membership.*

## Protect your investment and minimize business downtime with Gold Support

Gold Support is Fluke Networks' annual maintenance program that offers you great value for your investment. Membership ensures you never have to experience downtime, always have an updated and calibrated tester, software and firmware upgrades, training, and 24/7 technical assistance.

### Gold Membership Privileges

#### 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) which employ a full staff of highly trained technical experts that are on call, including weekends and through the night.

#### Repair

Unlimited, no-hassle, no-charge PRIORITY repair services including labor, parts and shipping.

#### Loaner unit

A loaner unit or replacement unit can be provided during repair, available the next business day for ZERO downtime. Loaner units are also available for scheduled calibrations within most regions.

#### Calibration

One annual precision calibration and factory refresh per annual contract period. Equipment is calibrated using the full battery of proprietary Fluke Networks test procedures, adjusted/repared as necessary with genuine repair parts, software and firmware updates are applied, then the unit is cleaned and performance verified.

#### Upgrades

Valuable software and firmware upgrades for your unit during the year giving you the latest functionality, improving technical efficiency and troubleshooting.

#### Hotfixes

Updates and patches designed for optimizing performance.

#### Training

Complimentary regional training and webcasts available only to Gold members. (See website for details.)



## Accessories

Free replacement of any failed accessory that was included in the box with the main unit at the time of delivery. Permanent Link Adapters and Personality Modules are limited to one set per year.

Covered accessories include:

- Battery packs
- Channel adapters
- Serial cables
- Link adapters
- Power supplies
- Personality modules
- Storage disks

## Unlimited Access to Knowledge Base

Members have an open door to valuable proprietary information we've gathered from helping customers over the years. It also includes helpful technical articles written by our experts.

## Discounts & Members-Only Promotions

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

## Easy Access to Gold Entitlements

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

Gold support is available for most Fluke Networks products in 1-year or 3-year contracts.

Fluke Networks strives to provide Gold Support in as many countries as possible. To see a list of supported countries and full terms and conditions, go to [www.flukenetworks.com/goldsupport](http://www.flukenetworks.com/goldsupport).

**Contact your local Fluke Networks representative and order Gold Support today!**



**Fluke Networks**  
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Fluke Networks operates in more than 50 countries worldwide. To find your local office contact details, go to [www.flukenetworks.com/contact](http://www.flukenetworks.com/contact).

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