



*3-Year Gold Membership provides a 10% discount off current Gold pricing along with 3-year price protection. On average customers can save up to 19% over 3-years by taking advantage of the 3-year Gold Membership option.*

*Gold Membership is available for most Fluke Networks products in 1-year or 3-year (save 10% with 3-year) contracts.*

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

Gold Membership is much more than just a repair warranty. It is a comprehensive maintenance and support program that offers expanded coverage for Fluke Networks' products and accessories. It provides a premium level of support to minimize business downtime and ensure a high return on your investment.

### What's included with Gold Membership?

Benefits	Gold Membership	Non-Gold Member
Live technical support with exclusive phone numbers	✓	
FREE Repair with "first on bench" turnaround service	✓	
Loaner Equipment Service*	✓	
FREE Accessory Replacements**	✓	
Free Annual Calibration***	✓	
Lifetime Buyback Guarantee	✓	
Member Only Promotions	✓	
Access to technical support	Web, Email and Phone	Web and Email
Response time from Technical Support	<2 Hours	<24 Hours
Customer Support - Phone and Email	24x7x365	7am-5pm (Pacific Time)
Primary Case Handling	Technical Support Engineer	Customer Service Agent

\* Available in certain geographies

\*\* Applies to accessories included in the original product bundle

\*\*\* Calibration applicable to DSX, DTX, Optifiber and Certifiber products

Fluke Networks recommends that Gold Membership be added to every Fluke Networks' mainframe quote. The economic case for Gold is clear when comparing the cost of Gold to the cost of the individual services it replaces. Make your investment count with Gold!

Product	Repair Cost	Loaner Unit (1 week)	Annual Calibration	Accessory Replacement	24/7 Technical Support	Average Annual Value
DTX	\$1256	\$390	\$445	\$500	\$500	\$3091
DSX	\$1598	\$565	\$583	\$500	\$500	\$3761
OptiFiber	\$2043	\$1110	\$500	\$580	\$500	\$4733
*DTX Fiber Module Set	\$852	\$255	\$394	\$250	\$500	\$2251

### 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).

#### Repair

Unlimited, no-hassle, no-charge PRIORITY repair services including labor, parts and shipping. A loaner unit or replacement unit will be provided during repair, available the next business day for ZERO downtime.



## 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-5000 CableAnalyzer	Batteries, Channel adapters, Universal Permanent Link Adapters (1 set per year), chargers, cables, AxTalk Terminators (1 set per year), LC or SC test reference cords (1 per year), Carrying case
DTX CableAnalyzer	Batteries, Channel adapters, chargers, PLA adapters (1 per year, DTX-PLA002), LC or SC test reference cords (1 per year), Carrying cases
OptiFiber Pro OTDR	Interchangeable port adapters, USB interface cable, Launch fibers (1 per year), batteries, chargers, carrying cases, TPAK toolkit

## Calibration

ISO 9001 standards compliance requires annual unit calibration. Gold support includes one calibration and factory refresh per year at no charge. Your units will be precisely calibrated to factory specifications (calibration certificate provided - calibration traceable with data is available for extra charge) using the full battery of proprietary Fluke Networks test procedures, adjusted/repared as necessary with genuine repair parts, software and firmware updates applied, all accessories tested and replaced if defective. To receive a loaner unit during calibration (available in most regions), we recommend your schedule your appointment six weeks in advance of your required calibration date. If a loaner is not required or calibration cannot be scheduled in advance, Gold customers may opt to instead receive a shipping waybill and calibrations will receive first-on-bench priority. Typical turnaround time for a calibration is five working days.



## Upgrades/Updates

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

## Lifetime BuyBack Guarantee

Get cash back when you decide to upgrade to a new tester—100% within 30 days, 60% within 1 year, and 15% after a year for the life of your tester. More information at [www.flukenetworks.com/GoldBuyBack](http://www.flukenetworks.com/GoldBuyBack).

## 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 Membership 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 and order your Gold Membership today!**



**Fluke Networks**  
P.O. Box 777, Everett, WA USA 98206-0777

**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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