

GOLD SUPPORT PLAN FOR LinkIQ™

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 performance check, software updates, refurbishment of worn copper ports	not covered
	Replacement of damaged accessories*	First 90 days for manufacturing defects
	Loaner for repairs	not covered
	Loaner for scheduled performance check**	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.

SAVE 10%

3

YEAR
 Gold Plan

+ Price Protection

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



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.

Gold Plan	Product Covered	GOLD Value	Repair or replace module*	Repair Loaner (2 weeks)	Damaged Accessory Replacement*	Annual Cal, Performance Check	Cal Loaner** (2 weeks)	24/7 Technical Support	Shipping
GLD-LIQ	LIQ-100, LIQ-KIT	794€	280€	150€	84€	100€	150€	150€	60€
GLD-LIQ-IE	LIQ-100-IE	864€	280€	150€	180€	100€	150€	150€	60€

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

GOLD SUPPORT PLAN COVERAGE

Performance Check with Refurbishment and Scheduled Loaner Units

Don't risk rejection of results by using an out-of-date tester.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

If damage is found, the Gold support program will make necessary repairs to refurbish the tester. This proactive Gold coverage benefit helps avoid a repair later.

Your units will be precisely tested to factory specifications using the full battery of proprietary Fluke Networks test procedures, adjusted/ repaired as necessary with genuine repair parts, and software/firmware updates applied. Typical turnaround time for a performance check is ten working days. If a loaner is not required or performance check 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.

Covered accessories include:

- Battery
- Power Adapter
- Remote IDs
- Cables

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

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