

THIS CARD WILL GIVE YOU ALL IMPORTANT INFORMATION WHEN BECOMING A GOLD MEMBER.

WHAT ARE THE GOLD PRIVILEGES?

- › **Free Calibration** WITH or WITHOUT loaner units. PLEASE NOTE : to receive loaner units it is necessary to schedule the service 6 weeks in advance
- › **Unlimited Repair** all the costs of material, shipment and service are included
- › **24/7 Technical support** with expertise
- › **€ 100,- / £ 65,- discount** on a Certified Cabling Technician Training
- › **Free replacement** of faulty accessories
- › **FREE LINKWARE LIVE PROFESSIONAL LICENSE**, allows centralized test setup creation and distribution, real time test setup correction/update, notifications for tests run with wrong limits and cable id's, creation and distribution of custom configurations for copper/fiber cables and limits, asset location and usage and asset health assessment.

Check the Gold availability for your tool following on:
www.flukenetworks.com/gold/support-availability

YOUR GOLD SUPPORT CONTACT DETAILS

How to contact technical support (to request calibration, repair, faulty accessories, etc.)

Phone (+44) 020 794 207 25 **email** support@flukenetworks.com

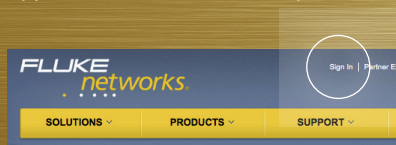
How to contact (General Gold information and pre-sales enquiries)

Phone (+44) 020 794 207 28 **email** sales.core@flukenetworks.com

Access to our knowledge base: www.flukenetworks.com/support

Create your account on www.flukenetworks.com will allow you to register products, make use of Gold support, add Gold membership, download files and LinkWare

- 1 Click on 'Sign in' at www.flukenetworks.com
- 2 Create an Account
- 3 You will receive a conformation email (check spam folder)
- 4 Access your account



Goldcard

WHY 'GOLD SUPPORT' IS MORE THAN THE STANDARD WARRANTY?

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	✓	
Free LinkWare Live Professional License	✓	
Member Only Promotions	✓	
Access to technical support	Web, Email and Phone	<u>Web and Email</u>
Response time from Technical Support	< 2 Hours	< 24 Hours
Customer Support - Phone and Email	24x7x365	8am-6pm (CET)
Primary Case Handling	Technical Support Engineer	Customer Service Agent

GOLD SUPPORT OPTIONS

- 3-Years Gold Support is available for selected items.
Buy it and save up to 10% on list price
- Own a fleet of Copper/Fiber testers?
Check if you can become a **Fleet Gold Member on flukenetworks.com/gold-fleet-support and save up to 15%**

For more information, please contact Fluke Networks

Phone (+44) 020 794 207 28

Email sales.core@flukenetworks.com

