

# 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
- › **10% discount** on any tool option and accessories
- › **€ 100,- / £ 60,- discount** on a Certified Cabling Technician Training
- › **Free replacement** of faulty accessories
- › **Lifetime BuyBack Guarantee**; upgrade your DCI tool with a possible rebate of 100%, 60%, 15% depending on the device and current list price (LTBB)

**Check the Gold availability for your tool** following on:  
[www.flukenetworks.com/gold/support-availability](http://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](mailto:support@flukenetworks.com)

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

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

**Access to our knowledge base:** [www.flukenetworks.com/support](http://www.flukenetworks.com/support)

**Create your account on [www.flukenetworks.com](http://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](http://www.flukenetworks.com)
- 2 Create an Account
- 3 You will receive a conformation email (check spam folder)
- 4 Access your account



# 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	✓	
Lifetime Buyback Guarantee	✓	
Member Only Promotions	✓	
Access to technical support	<b>Web, Email and Phone</b>	Web and Email
Response time from Technical Support	< 2 Hours	< 24 Hours
Customer Support - Phone and Email	<b>24x7x365</b>	8am-6pm (CET)
Primary Case Handling	<b>Technical Support Engineer</b>	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](http://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](mailto:sales.core@flukenetworks.com)

