

Fluke Networks' Gold Support minimizes business downtime by providing total equipment coverage, unlimited tech support and product calibration.

Gold Support for the DTX CableAnalyzer™

Fluke Networks' Gold Support Program offers comprehensive maintenance and technical support; with coverage available for the DTX mainframe and DTX fiber modules.

The key benefits of DTX Gold Support are:

- Annual calibration and factory refresh
- Accessory replacement
- Unlimited, no-hassle repair service
- Loaner units from Fluke Networks during repair and calibration
- 24x7 Technical support
- "Know-How" Access to our extensive Knowledge Base
- "Member Only" Access

Gold = Total Value

The economic case for Gold is clear. Compare the cost of Gold to the cost of the individual services it replaces.

Repair service	\$775
Loaner unit	\$350
Annual calibration	\$375
Accessory replacement	\$250
Total	<u>\$1,730</u> Gold pays for itself.

Fiber Module Gold coverage is also available.



Annual Calibration and Factory Refresh

ISO 9001 standards compliance requires annual unit calibration. Gold support includes one calibration and factory refresh per year at no charge. When you schedule your calibration we will provide you with a loaner unit while your DTX mainframe or DTX fiber modules are precisely calibrated 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, then cleaned and performance verified. *The normal charge for a standalone standard calibration is \$375.*

Accessory Replacement

Some accessory parts are essential to testing and certifying cable. The normal warranty on accessories is 90 days, but parts and accessories will be replaced free of charge during the term of your Gold Support contract. Coverage includes Permanent Link Adapters, Channel Adapters, Batteries and DSP-PM06 Personality Modules (all other personality modules excluded). Parts and accessories must be qualified as defective or faulty by our technical assistance center.

Covered accessories include:

- Batteries
- Channel Adapters
- DSP-PM06 Personality Modules (1 per year)
- Chargers
- Cables
- Link Adapters (1 per year)
- Carrying cases

With an average value of \$250, Gold saves you a significant expense if an accessory fails.

Unlimited No-Hassle Repair Service

Should your DTX or DTX fiber modules need repair or suffer accidental damage, repair will be done free-of-charge under Gold with all shipping covered by Fluke Networks. While repair is unlikely, *Gold could save you \$775 for the cost of a typical mainframe repair.*

Loaner Units from Fluke Networks

We'll deliver a loaner unit via next-business day service to keep you up and running while your unit is being repaired, with all shipping costs covered. Simply place your DTX in the shipping container the loaner arrives in, affix the pre-paid return shipping label and ship to Fluke Networks. *Compare this to renting a DTX for a week at an average of \$350.*

24x7 Technical Support

Extend the expertise of your staff. Gold support includes priority access to our world class technical assistance center (TAC). Our centers in London and Seattle employ a full staff of highly trained technical experts that are on call, including weekends and through the night, to answer complex troubleshooting questions, including GOLD only services such as test set-up and instrument configuration, fiber testing and reference setting, test results interpretation – including trace results analysis.

Know-How

Gold support incorporates unlimited access to our Knowledge Base of application and product information.

“Member Only” Access

As a Gold Support Member you will receive a unique Membership Number and PIN for secure access to your specific Gold member benefits via our website, as well as a membership card with local phone numbers to your priority Gold TAC Support lines. Special discounts are also offered to Gold customers on new products, enhancements and rental equipment.

Gold Support Programs	Mainframe and Smart Remote	Mainframe with Fiber Bundles			Alien Crosstalk Kit	Fiber Modules	OTDR Fiber Module
Model Numbers	DTX-1800, DTX-1200 and DTX-LT	DTX-1800-MS, DTX-1200-MS - (Mainframe, Remote, Multimode & Singlemode Fiber sets)	DTX-1800-MO (Mainframe, Remote, Multimode Fiber set & OTDR)	DTX-1800-MSO - (Mainframe, Remote, Multimode, Singlemode Fiber set & OTDR)	*DTX-10GKIT	*DTX-MFM2, *DTX-GFM2 and *DTX-SFM2 sets	*DTX-OTDR-QMOD and *DTX-OTDR-KIT
GLD-DTX	✓						
GLD-DTX-3YEAR	✓						
GLD-DTX-MS		✓					
GLD-DTX-MO			✓				
GLD-DTX-MSO				✓			
GLD-DTX-10GKIT					✓		
GLD-DTX-10GKIT-3YEAR					✓		
GLD-DTX-FIBERMOD						✓	
GLD-DTX-FMOD-3YEAR						✓	
GLD-DTX-OTDR							✓

*Gold coverage must be purchased in addition to Gold coverage for mainframe, unless purchased within one of the bundles above.

For more information about our Network SuperVision Solutions, call **800-283-5853** (US/Canada) or **425-446-4519** (Other locations) or email info@flukenetworks.com.

NETWORKSUPERVISION

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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.

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