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

Purchase 3 years and save 10% on Gold Support.



Gold Support for the DTX CableAnalyzer™

Fluke Networks' Gold Support Program offers comprehensive maintenance and technical support; 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	**$1,207**
Loaner unit	**$350**
Annual calibration	**$419**
Accessory replacement	**$500**
24/7 Technical Support ($125 per call/4 calls per year)	**$500**
Total	**$2,926** ***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. Your DTX unit and fiber modules 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/repaired as necessary with genuine repair parts, software and firmware updates applied, all accessories tested and replaced if defective, then cleaned and performance verified. To receive a loaner unit during calibration (*available in most regions*), we recommend you schedule your appointment 6 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 5 working days. *The normal charge for a standalone standard calibration is $419.*

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, LC/SC Test Reference Cords, 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)
- LC/SC test reference cords (1 per year)
- Carrying cases

With a value upwards of $500, 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 $1,207 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 Eindhoven, NL and Seattle, WA 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. *Priority TAC access is available for $125 (USD) per incident for Non-Gold members (during normal business hours only).*

Know-How

Gold support incorporates unlimited access to our Knowledge Base of application and product information along with on-line training modules.

"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.

DTX CableAnalyzer Gold Support Models

Mainframe/Module	1-Year Gold	3-Year Gold
DTX-1800, DTX-1200 or DTX-LT (mainframe/remote)	GLD-DTX	GLD-DTX-3YEAR
DTX-1800-M or DTX-1200-M (mainframe/remote and MM modules)	GLD-DTX-M	GLD3-DTX-M
DTX-1800-MS or DTX-1200-MS (mainframe/remote, MM and SM module sets)	GLD-DTX-MS	GLD-DTX-MS-3YR
DTX-1800-MO (mainframe/remote, MM modules and OTDR)	GLD-DTX-MO	GLD-DTX-MO-3YR
DTX-1800-MSO (mainframe/remote, MM and SM module sets and OTDR)	GLD-DTX-MSO	GLD-DTX-MSO-3YR
DTX-10GKIT or DTX-AXKIT (DTX-1800 Alien Crosstalk Kits)	GLD-DTX-KIT	N/A
DTX-MFM2, DTX-GFM2 or DTX-SFM2 (DTX fiber module sets)	GLD-DTX-FIBERMOD	GLD-DTX-FMOD-3YEAR
DTX-QUAD-OTDR (DTX mainframe and DTX compact OTDR module)	GLD-DTX and GLD-DTX-OTDR	GLD-DTX-3YEAR and GLD-DTX-OTDR-3YR
DTX-OTDR-QMOD or DTX-OTDR-KIT (DTX compact OTDR module kits)	GLD-DTX-OTDR	GLD-DTX-OTDR-3YR

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

Fluke Networks' Gold Support may not be available in all countries. Please confirm with your Fluke Networks representative before purchase. Full terms and conditions can be viewed at **www.flukenetworks.com/goldsupport**

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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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