

## Protect your investment in Fluke Networks products.

### Go for the Gold.

Our Gold SuperVision Support Membership Program ensures a better return on your investment by lowering your cost of ownership. You'll minimize your downtime with loaner or replacement equipment (see Gold Benefits chart on the next page for details) and unlimited 24x7 telephone tech support. You'll get free repairs and free software upgrades—now and for as long as your membership is valid.

And...there's more.



It's our "good as gold" first priority customer support program that gives you all these extra privileges:

**Free repairs and loaner equipment.** In the unlikely event your Fluke Networks instrument fails, we'll dispatch you a loaner unit at "next day" priority while yours is in the service center. We'll repair your unit at no charge, with "first on bench" priority, and return it faster than warranty service - all shipping paid. For Gold Exchange membership types, in the event the customer's unit fails, a replacement unit is supplied. (See the Gold Benefits chart on the next page for a comparison of membership types. Out of warranty units may need to undergo fee-based inspection to qualify for Gold SuperVision support coverage).

**Unlimited 24x7 technical support.** Call anytime, from anywhere in the world, toll free for top priority response from our team of Fluke Networks trained product experts. Language support is available. 24x7 technical assistance is also available via priority e-mail.

**Free annual standard calibration or performance verification.** To keep your Fluke Networks instrument running at peak performance, we'll calibrate it and provide a certificate - or

provide you with performance verification - once a year at no charge. (Not available for Gold Basic or Exchange memberships).

**Free software upgrades.** You will never be out of date. The latest improvements in the software of your covered product are provided to you free. Customer's software version must be current to qualify.

**Preferred treatment.** Your membership qualifies you for "Members Only" promotions (limited by geography).

**Renewal price advantage.** You'll want to renew your Gold membership year after year. Your renewal price is 10% lower than the initial Gold purchase price.

**Free training.** You'll have unlimited access to our web-based training center. The more your staff knows about operating your Fluke Networks equipment, the faster and more effective their performance will be.

**Unlimited access to our Knowledge Base.** You'll have an open door to the storehouse of valuable proprietary information we've gathered from helping customers over the years. It also includes helpful technical articles written by our experts.

loaner tool  
promotions

24 hour support

training

membership

upgrades

annual calibration

**Important** —Order Gold with your new Fluke Networks product and avoid inspection fees for out of warranty hardware units and upgrade fees for out of date software versions.

Not able to take advantage of service repair or loan privileges? Our Gold Basic Membership is designed for sale in countries where the repair or shipment of equipment is limited. You can still take advantage of 24x7 unlimited tech support and free software upgrades with the Gold Basic Membership.

## Here's how to sign up:

To order Gold SuperVision Support, contact your local Fluke Networks representative for pricing and availability.

*From products that stay ahead of your technology needs, to responsive service to keep you up and running, Fluke Networks will help you keep pace in today's fast-moving, networked world by keeping our eye on the future for you. That's Network SuperVision.™*

*That's Fluke Networks' promise to you.*

Gold Membership Benefits*	Mainframe and Gold Model Types			
	Most Hardware Mainframe Models	Selected Hardware Mainframe Models (NT, OPV-LA, etc.)	Software Mainframe Models (NI, OPV-PE)	Selected Hardware Mainframe Models
	Gold Model Type	Gold Model Type	Gold Model Type	Gold Model Type
	Gold or Gold Renewal	Gold Exchange or Gold Exchange Renewal	Gold or Gold Renewal	Gold Basic or Gold Basic Renewal
Loan unit if customer unit fails	•			
Exchange unit if customer unit fails		•		
Free service repair	•			
Calibration (with Certificate) or performance verification	•			
Free software upgrades	•	•	•	•
Unlimited 24x7 phone support	•	•	•	•
Unlimited access to Knowledge Base	•	•	•	•
Unlimited access to Web-based Training	•	•	•	•
"Members Only" discounts and promotions**	•	•	•	•

\* Service, repair and calibration benefits not available in all countries. Confirm availability with local Fluke Networks representatives. \*\* Limited by geography.

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NETWORK SUPERVISION

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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](http://www.flukenetworks.com/contact).

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