FLUKE networks®

SAVE 10%
3 YEAR
Gold Support
+ Price Protection

3-Year Gold Support provides a 10% discount off current Gold pricing along with 3-year price protection. On average customers can save up to 19% over 3-years by taking advantage of the 3-year Gold Support option.

Gold Support for the DSX-5000 CableAnalyzer™

Fluke Networks' Gold Support Program offers comprehensive maintenance and technical support; coverage available for the DSX-5000 and fiber bundles. Additionally, your Gold membership makes you eligible for the Lifetime BuyBack Guarantee, which allows you to buy the tools you need now knowing that Fluke Networks will buy it back when it's time for a new one. This benefit gives you peace of mind and eliminates the stress of your needs outgrowing the tester you choose today.

The key benefits of DSX-5000 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
- Lifetime BuyBack Guarantee
- "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	**$1,598**
Loaner unit	**$350**
Annual calibration	**$583**
Accessory replacement	**$500**
24/7 Technical Support ($125 per call/4 calls per year)	**$500**
Total	**$3,546** *Gold pays for itself.*

Fiber Module Gold coverage is also available.

*Prices are approximate and may vary depending on the DSX-5000 and Fiber bundle for complete coverage.

Annual Calibration and Factory Refresh

ISO 9001 standards compliance requires the unit be calibrated per manufacturer's recommendations, which is annually for the DSX-5000. Gold support includes one calibration and factory refresh per year at no charge. Your DSX-5000 and fiber bundles 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 *$583*.

Accessory Replacement

Some accessory parts are essential to testing and certifying cable. The normal warranty on accessories is 90 days, but parts and accessories that shipped with your unit will be replaced free of charge during the term of your Gold Support contract. Parts and accessories must be qualified as defective or faulty by our technical assistance center.

Covered accessories include:
- Batteries   • Channel adapters   • Universal Permanent Link Adpators (1 set per year)
- Chargers   • Cables   • AxTalk Terminators (1 set per year) • LC or 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 DSX-5000 fiber bundles 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 $1,598 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 DSX-5000 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.*

Lifetime BuyBack Guarantee

Get cash back when you decide to upgrade to a new tester—100% within 30 days, 60% within 1 year, and 15% after a year for the life of your tester. (NOTE: A list of qualifying products and full terms and conditions can be found at **www.flukenetworks.com/GoldBuyBack**.)

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.

Gold Support for the DSX-5000 and Fiber bundles may be purchased the models below.
You must have Gold Support coverage for both the DSX-5000 and Fiber bundle(s) for complete coverage.

Find the Gold Support model for your DSX CableAnalyzer at **www.flukenetworks.com/dsx-5000**

DSX-5000 CableAnalyzer and Fiber Bundles Gold Support Models

Mainframe/Module(s)	Description	1-Year Gold	3-Year Gold
DSX-5000	Gold Support coverage for the DSX-5000 CableAnalyzer Versiv Mainframe and Smart Remote	GLD-DSX-5000	GLD3-DSX-5000
DSX-5000Qi	Gold Support coverage for DSX-5000Qi which includes Versiv Mainframe, Smart Remote, OLTS Quad and Fiber Inspection	GLD-DSX-5000Qi	GLD3-DSX-5000Qi
DSX-5000QOi	Gold Support coverage for DSX-5000QOi which includes Versiv Mainframe, Smart Remote, OLTS Quad, OTDR Quad and Fiber Inspection	GLD-DSX-5000QOi	GLD3-DSX-5000QOi
DSX-5000Mi	Gold Support coverage for DSX-5000Mi which includes Versiv Mainframe, Smart Remote, OLTS Multimode and Fiber Inspection	GLD-DSX-5000Mi	GLD3-DSX-5000Mi
DSX-5000NTB	Gold Support coverage for DSX-5000NTB which includes DSX-5000 Network Kit with OLTS Quad, OTDR Quad and OneTouch AT 3000 Network Assistant	GLD-DSX-5000NTB	GLD3-DSX-5000NTB
DSX-ADD-R	Gold Support coverage for the DSX-ADD-R which includes 2-DSX Copper modules and Versiv Remote	GLD-DSX-ADD-R	N/A
DSX-CFP-Q-ADD-R	Gold Support coverage for the DSX-CFP-Q-ADD-R which includes 2-DSX Copper modules, Quad OLTS modules and Versiv Remote	GLD-DSX-CFP-Q-ADDR	N/A
DSX-OFP-Q-ADD	Gold Support coverage for the DSX-OFP-Q-ADD which includes 2-DSX Copper modules, 1-Quad OTDR module and Versiv Remote	GLD-DSX-OFP-Q-ADD	N/A
DSX-ADD	Gold Support coverage for the DSX-ADD which includes 2-DSX Copper modules	GLD-DSX-ADD	N/A

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