

## Gold Support for the DSX CableAnalyzer™ Series

Fluke Networks' Gold Support Program offers comprehensive maintenance and technical support; coverage available for the DSX Series and fiber bundles.

The key benefits of DSX Gold Support are:

- Annual calibration
- No-hassle repair service with "First on Bench" priority
- Accessory replacement
- Free Shipping for Loaner and Serviced Units
- 24x7 Technical support
- Loaner units from Fluke Networks during repair and calibration
- Members Only Promotions

### Gold = Total Value

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

Activity	Cost
Repair service	\$1,500
Rental Unit (per week)	\$800
Annual calibration	\$580
Accessory replacement	\$500
24/7 Technical Support (\$125 per call/4 calls per year)	\$500
<b>Total</b>	<b>\$3,880 - Gold pays for itself</b>



Fiber Module Gold coverage is also available

**SAVE 10%**

**3 YEAR**  
Gold Membership

**+ 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 20% over 3-years by taking advantage of the 3-year Gold Support option.

\*Prices are approximate and may vary depending on DSX Series and Fiber bundle for complete coverage. Prices are in USD.

### Annual Calibration

ISO 9001 standards compliance requires the unit be calibrated per manufacturer's recommendations, which is annually for the DSX Series. Gold support includes one calibration and factory refresh per year at no charge. Your DSX Series 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/repared as necessary with genuine repair parts and software and firmware updates applied. 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 up to ten working days. The normal charge for a standalone standard calibration is \$580.



## GOLD MEMBERSHIP PRIVILEGES

### No-Hassle Repair Service

Should your DSX Series and Fiber testers 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 \$1,500 or more 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 Series modules 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 DSX series tester for 2 weeks at \$800 a week.

### 24x7 Technical Support

Extend the expertise of your staff. Gold Support includes direct telephone access via members-only phone numbers to our world-class Technical Assistance Centers (TAC). Our service centers employ a full staff of highly trained technical experts that are on call, 24 hours a day, 7 days a week, 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).

### Member Only Promotions

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. Special discounts are also offered to Gold customers on new products and upgrades.

### Accessory Replacement

Some accessories are essential to testing and certifying fiber cables. If any standard accessory that came with your DSX CableAnalyzer™ Series is qualified as defective or faulty by our technical assistance center, it will be replaced free of charge.

#### Covered accessories include:

Batteries • Channel adapters • Universal Permanent Link Adapters (1 set per year) • Chargers • Cables • AxTalk Terminators (1 set per year • Fiber test reference cords (1 per year) • Carrying cases

With a value upwards of \$500, Gold saves you a significant expense if an accessory fails.

Find the Gold Support model for your DSX Series CableAnalyzer™ at [www.flukenetworks.com/dsx](http://www.flukenetworks.com/dsx)



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