

# Fluke Premium Care

## Reduce unplanned expenses and get the most out of your tools

Coverage that prevents unexpected downtime caused by damaged test equipment, accessories, or tools in need of calibration or repair.

Select a support plan



### Premium Care exclusive features

	Standard warranty	Premium Care-Standard	Premium Care-Gold
Repair manufacturing defects	•	•	•
Annual calibration or performance test		•	•
Accident damage and repair		•	•
Expedited calibration and repair		•	•
Expedited freight		•	•
Replacement of damaged accessories		•	•
Software updates		•	•
Priority tech support		•	•
Loaner equipment			•

See [Terms and Conditions](#) for more details. Prices subject to change without notice.  
Premium Care Gold not available for ii900, ii910, SMFT-1000, LinkIQ and 7XX process calibration tools.

### What you get with a Fluke Premium Care plan



#### Accidental damage and repair costs included

Avoid costly repairs and rest easy knowing your test tool is covered in the event it gets damaged.



#### Annual tool inspection, calibration, cleaning, and updating

Ensure your test tool is providing accurate results and adheres to the recommended maintenance schedule by leaving it in the hands of our experts.



#### Expedited calibration and repair

Skip the wait - your calibration or repair will be expedited with priority next-on-bench service and shipping so you can get back to your work faster.



#### Replacement of damaged accessories\*

Accessories that originally shipped with your unit, like batteries, power adapters, probes and cables, and have been qualified as defective by our technicians will be replaced, free of charge.



#### Loaner equipment (Fluke Premium Care Gold exclusive)

Never be without your tool. With a Gold Premium Care plan, we'll send a loaner tool for as long as the repair takes.

\*Some limitations apply, see [Terms and Conditions](#) at the bottom of the page.

### Acoustic imagers

	1-year Standard	3-year Standard	1-year Gold	3-year Gold
Fluke ii900 Industrial Acoustic Imager	✓ FPC1S-II900-1	✓ FPC3S-II900-1	-	-
Fluke ii910 Precision Acoustic Imager	✓ FPC1S-II910-1	✓ FPC3S-II910-1	-	-
Fluke ii900 Industrial Acoustic Imager with 1 Year of Premium Care-Standard	✓ FLUKE-II900/FPC	-	-	-
Fluke ii910 Precision Acoustic Imager with 1 Year of Premium Care-Standard	✓ FLUKE-II910/FPC	-	-	-

## Fluke Premium Care Frequently Asked Questions (FAQs)

### Q. What Fluke products are eligible for Premium Care?

A. The products listed below are the only products eligible for Premium Care currently, although we are working on adding more products.

- Fluke SMFT-1000 PV Analyzer I-V Curve Tracer Kit (<https://www.fluke.com/en-us/product/electrical-testing/best-solar-energy-industry-tools/smft-1000-pv-tester>)
- Fluke ii900 Industrial Acoustic Imager (<https://www.fluke.com/en-us/product/industrial-imaging/sonic-industrial-imager-ii900>)
- Fluke ii910 Precision Acoustic Imager (<https://www.fluke.com/en-us/product/industrial-imaging/precision-acoustic-imager-ii910>)
- Fluke 1773, 1775, and 1777 Power Quality Analyzers (<https://www.fluke.com/en-us/product/electrical-testing/power-quality/1773-1775-1777>)
- Fluke 1732, 1734 (<https://www.fluke.com/en-us/product/electrical-testing/power-quality/1732-1734>), 1736 (<https://www.fluke.com/en-us/product/electrical-testing/power-quality/1736-1738>), and 1738 (<https://www.fluke.com/en-us/product/electrical-testing/power-quality/1736-1738>) Power Quality Loggers
- Fluke MDA-550 Series III Motor Driver Analyzer (<https://www.fluke.com/en-us/product/electrical-testing/portable-oscilloscopes/mda-550>)
- Fluke ScopeMeter® 190 Series III (<https://www.fluke.com/en-us/product/electrical-testing/portable-oscilloscopes/190-series-iii>) (190-062, 190-102, 190-104, 190-202, 190-204, 190-502, 190-504)
- Fluke753 (<https://www.fluke.com/en-us/product/calibration-tools/multifunction-calibrators/fluke-753>) and 754 (<https://www.fluke.com/en-us/product/calibration-tools/multifunction-calibrators/fluke-754>) Documenting Process Calibrators
- Fluke 718 (<https://www.fluke.com/en-us/product/calibration-tools/pressure-calibrators/fluke-718>), 719 (<https://www.fluke.com/en-us/product/calibration-tools/pressure-calibrators/fluke-719>), 719Pro (<https://www.fluke.com/en-us/product/calibration-tools/pressure-calibrators/fluke-719pro>), 721 (<https://www.fluke.com/en-us/product/calibration-tools/pressure-calibrators/fluke-721>), and 729 (<https://www.fluke.com/en-us/product/calibration-tools/pressure-calibrators/fluke-729>) Pressure Calibrators,
- Fluke 700G Pressure Gauge Calibrators (<https://www.fluke.com/en-us/product/calibration-tools/pressure-calibrators/fluke-700g>)
- Fluke 750P Series Pressure Modules (<https://www.fluke.com/en-us/product/calibration-tools/pressure-calibrators/fluke-750p>)
- Fluke 725 (<https://www.fluke.com/en-us/product/calibration-tools/multifunction-calibrators/fluke-725>) and 726 (<https://www.fluke.com/en-us/product/calibration-tools/multifunction-calibrators/fluke-726>) Multifunction Calibrators
- Fluke Networks DSX-5000 Cable Certifiers (<https://www.fluke.com/en-us/product/network-cable-testers/copper/dsx2-5-ie-k1>)
- Fluke Networks LinkIQ Cable + Network Tester (<https://www.fluke.com/en-us/product/network-cable-testers/copper/linkiq-100>)

### Q. How do I activate my Premium Care plan?

A. If you purchased a Premium Care plan bundled with a product, scan the QR code on the box that came with your product or visit <https://my.fluke.com/en-US/register-product/> (<https://my.fluke.com/en-US/register-product/>) and enter the model name, serial number, and purchase date of your product. Scanning the provided QR code will automatically populate the model name, serial number, and purchase date.

A: If you purchased a Premium Care plan separately without a product, you will receive an email confirming activation of the plan and additional instructions to take advantage of your benefits.

### Q. Is Fluke Premium Care or Gold coverage available in countries that have been embargoed by the U.S. government?

A. No. Our policy is to comply with the technology embargo list issued by the United States Department of Commerce.

### Q. What countries can you currently get support with full repair/loaner exchange and calibration benefits?

A. Fluke strives to provide support within as many countries as possible. The repair/loaner exchange, extended accessory warranty, and calibration benefits are only available within certain countries. Please see our full terms and conditions ([//dam-assets.fluke.com/s3fs-public/Fluke%20Gold%20Support%20TCs%20112321.pdf](https://dam-assets.fluke.com/s3fs-public/Fluke%20Gold%20Support%20TCs%20112321.pdf)) for an up-to-date list of available countries. Repair loaners are available within 24-hours, and 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, 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. Coverage is not available in all countries – please speak with your Sales representative for other support options:

### Q. Can I still qualify for and get Fluke Premium Care or Gold support if the product I bought from you is out of warranty?

A. Yes. You can still qualify for membership as long as we support the product. Typically, that's up to four years (may be fewer, depending on parts availability and other factors) after new sales have been discontinued. If you're interested in coverage but your equipment is out of warranty, at our option, you may have to submit your product to an authorized service center for evaluation. There is normally a charge for this service. If you choose not to submit your unit for evaluation, we request that you wait a minimum of 30 days before requesting any of the repair or services.

### Q. How long will my coverage be in effect?

A. Coverage is granted 12 or 36 months from the date of purchase to compensate for possible lag time in shipping of your covered product. Renewals are for 12 or 36 months from the date of renewal.

**Q. Will you send me renewal notices?**

A. We'll send you a "reminder of renewal" notice by email three months prior to your coverage expiration so you can renew it and experience no loss of coverage. One month prior to renewal, we will attempt to contact you personally to inform you of your upcoming membership expiration.

**Q. Can I invoke loaner or exchange unit benefits for non-standard service repairs?**

A. No. Unit loaner or exchange benefits are not available for non-standard service repairs. Non-standard service repairs include abuse, or model-wide recalls or "service actions."

**Q. If I don't purchase Fluke Premium Care or Gold support, what are the standard manufacturer warranties for Fluke products?**

A. This varies by product. Please reference the product specific manuals on our website.

**Q. If I buy Fluke Premium Care or Gold support, do I qualify for all prior software/firmware upgrades available?**

A. No. Unless otherwise stipulated, you must be at the current revision of the software or firmware when purchasing support. If you are not, you must purchase prior upgrades. All future upgrades, once at the current revision, are yours at no charge.