



# Gold Product Support

Gold Support for your DSX CableAnalyzer™ allows you to make the most of your DSX CableAnalyzer purchase while ensuring a higher return on your investment. You will minimize your downtime, receive faster trouble resolution and have total access to all support resources.

## What do you get with Gold Support for your DSX CableAnalyzer and Fiber bundles?

Benefits	Standard Warranty	Gold Support
Live technical support with exclusive phone number		✓
FREE Annual Calibration and Factory Refresh		✓
FREE Repair with “first on bench” turnaround service		✓
Loaner Equipment Service*		✓
FREE Accessory Replacements**		✓
Member Only Promotions		✓
Access to Technical Support Team		✓
Response Time from Technical Support	Web and Email	Web, Email and Phone
Customer Support – Phone and Email	< 24 Hours	< 2 Hours
Primary Case Handling	7am-5pm (PST)	24 x 7 x 365
Online training videos, Knowledge Base access, White papers and Best Practice guides	Customer Service	Technical Support
Software and Firmware upgrades	✓	✓

\*Available in certain geographies currently  
\*\*Applies to accessories in the original product purchase

## **Annual Calibration and Factory Refresh**

ISO 9001 standards compliance requires the unit be calibrated per manufacturer's recommendations, which is annually for the DSX. Keeping your DSX CableAnalyzer and Fiber bundles calibrated is critical to ensure accuracy when testing copper and fiber networks. Our calibration processes are ISO-9001 controlled and designed to certify that your DSX CableAnalyzer and Fiber bundles meet all published specifications. 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 priority turnaround. Typical turnaround time for a calibration is 5 working days. Your DSX and Fiber bundles will be precisely calibrated to factory specifications (calibration certificate provided - calibration traceable with data available for extra charge), repaired as necessary with genuine OEM repair parts, upgraded with all of the latest software and firmware then cleaned and performance verified. In addition, all accessories that came with your DSX CableAnalyzer and Fiber bundles will be tested and replaced if faulty or defective.

## **Repairs and loaner equipment**

If your DSX CableAnalyzer and Fiber bundles should fail, we'll deliver a loaner unit via next business day delivery to keep you up and running. We'll repair your DSX and Fiber bundles and replace defective accessories that came with your unit at no charge, with "first on bench" priority, and return it to you - all shipping paid by Fluke Networks.

## **Accessory Replacement**

Some accessories are essential to testing and certifying cable. If any accessory that comes with your DSX CableAnalyzer or Fiber bundles are qualified as defective or faulty by our technical assistance center, it will be replaced free of charge.

Universal Permanent Link Adapters and Modules are limited to replacement of one set per year, provided they have met the aforementioned criteria.

## **Access to live 24 x 7 technical support**

Extend the expertise of your staff. Gold Support includes priority access to our world-class Technical Assistance Center (TAC). Our centers in Seattle, WA and Eindhoven, NL 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. Let us help you get the most out of your DSX CableAnalyzer and Fiber bundles and understand the results you are seeing.

## **Member Only promotions**

Your membership qualifies you for "Members Only" promotions and programs. This includes product discounts, access to reconditioned equipment at special prices and other incredible values.

**Ensure that you are getting the most out of your DSX CableAnalyzer and Fiber bundles with Gold Support Services. Gold Support must be purchased for the DSX CableAnalyzer and Fiber bundles for complete coverage.**