

Increase your ROI using our network analysis and application performance products with Network SuperVision Gold Support

Fluke Networks' Gold Support membership program ensures a higher return on your investment by lowering your total cost of ownership. You'll minimize your downtime with total coverage of, unlimited 24x7 technical support, training and calibration on applicable products. In addition, you'll receive complimentary software and firmware upgrades – now and for the life of your membership.

Support is all about having the right solutions at the right time. That's why Gold Support is critical to your network operations and technical staff. Gold Support is Fluke Networks' annual maintenance package, which brings you the following privileges:

Technical support

Unlimited 24x7 technical expertise with local language support

Upgrades

Valuable software and firmware upgrades for your unit during the year

Hotfixes

Updates and patches designed for optimizing performance

Repair

Unlimited, no charge repair services including labor, parts and shipping on warranty related issues

Loaner unit

A loaner or replacement unit/equipment available the next day for ZERO downtime during repair

Accessories

Replacement of any defective or faulty accessory or peripheral that was included in the box with the main unit at the time of delivery.

For example:

- Battery packs
- Cables
- Adapters
- Power supplies
- Storage disks

Training

Unlimited access to our Knowledge Base and discounts on training (some restrictions apply)

Discounts

Members-only discounts on rental, used equipment, promotions, enhancements and the cost of renewal

Upon purchase, your company will receive a unique Gold Support membership number and PIN for secure access to our website and for accessing support. Your first year of Gold Support includes one month free, giving you a 13-month contract. Renewals are entitled to a 10% discount in price and covers you for an additional 12 months. See more on the program and try our VALUE CALCULATOR (how much your contract could be worth) at www.flukenetworks.com/goldsupport.com.

For large support installation bases, ask your sales representative about our Fleet and Corporate support program



Model Names:

Gold Support for OptiView Console and Protocol Expert	Gold for OptiView Integrated Network Analyzers	Gold for OptiView Workgroup Analyzers and WAN Analyzers
GLD-OVC	GLD-OPV-STD	GLD-OPV-WGA/STD
GLD-OVC-500	GLD-OPV-PRO	GLD-OPV-WGA/PRO
GLD-PE/PRO	GLD-OPV-GIG	GLD-OPV-WGA/GIG
GLD-PE/PLUS	GLD-OPV-STD/PSVS*	GLD-OPV-WGA/STD/D*
GLD-PE/VOIP (VoIP coverage)	GLD-OPV-PRO/PSVS*	GLD-OPV-WGA/PRO/D*
GLD-OPV-LA (Link Analyzer)	GLD-OPV-GIG/PSVS*	GLD-OPV-WGA/GIG/D*
	GLD-WNA (wireless coverage)	GLD-OPV-WAN/OC3
		GLD-OPV-WAN/OC3/D*
		GLD-OPV-WAN/OC3/12
		GLD-OPV-WAN/OC3/12D*
		GLD-OPV-WAN/T1E1
		GLD-OPV-WAN/T1E1/D*
		GLD-OPV-WAN/T3E3
		GLD-OPV-WAN/T3E3/D*

Gold Support for EtherScope, InterpretAir and AnalyzeAir	Gold for SuperAgent and ReporterAnalyzer	Gold for Portable Network Tools
GLD-ES	GLD-SA**	GLD-NT (NetTool)
GLD-ES/OVC500	GLD-RA**	GLD-LR (LinkRunner)
GLD-ES/PE		
GLD-ES/OVC500/PE		
GLD-INTERPRETAIR		
GLD-OPV-LA (Link Analyzer)		
GLD-ANALYZEAIR		

*PSVS & DSVS (D) includes coverage for software suites (OptiView Console and Protocol Expert PRO)

**GLD-SA and GLD-RA come in several configurations depending upon the application deployed

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 <http://www.flukenetworks.com/goldsupport>

