NetworksCentre.

Fluke Gold Support.

Welcome to your Fleet Support Service

Now that you're part of Networks Centre's Fleet Support Service, you'll need to know a few things. This handy guide covers whats included, how to claim and terms and conditions.

What we'll do

Arrange Calibrations
You don't need to worry about when your units are due for calibration. We'll let you know when they're due and we'll also arrange to have them calibrated and collected on a day that suits you.

Book Loan Units
We'll schedule your calibration for at least 6 weeks in advance and for Fleet Premium customers, we'll arrange for Fluke to provide you with a loan unit whilst yours is away being calibrated

Liase with you and Fluke
Whilst your contract is with Fluke Networks, we will provide you with a single point of contact and liase, on your behalf, to provide an efficient, seemless service.

Order Replacement Accessories
When you need a replacement accessory like a new battery or adaptor leads, simply call us with the serial number of the unit with the failing component and we will organise a replacement.

Provide Technical Support Numbers
Technical support is provided by Fluke Networks, who will respond to your queries within two hours. Should you need help in contacting them, we'll be able to support you to ensure you receive a response in the quickest time.

Arranging Repairs
In the case of a unit failure, simply contact us with a description of the fault and we will arrange collection and repair. Fluke Networks 'first on bench' policy ensures your tester is returned in the shortest possible time frame.

Your Fleet Representative

Yasmin Cooper

Customer Service Team Leader

01403 754233

yasmin.cooper@networkscentre.com

How to Claim

Calibration

When you are issued with your Gold Support contract details by Fluke, send us a spreadsheet with your tester serial numbers and their calibration dates and we'll handle the rest.

Loan Units

When your unit goes in for calibration, and subject to you being a Fleet Premium customer, we'll arrange with Fluke to provide you with a loan unit to make sure you're never without a tester.

Replacement Accessories

If you require replacement accessories, locate the part number on the next two pages, then, with the serial number of the tester it relates to, contact our Fleet Representative who will arrange with Fluke to have the accessory replaced. Fluke Networks provides all replacements on a standard 7-10 working day delivery.

Arranging Repairs

We hope your unit doesn't require repairing. However, should it become faulty, provide us with the fault description along with the serial number of the tester and we will liase with Fluke for collection and dispatch.

Tech Support

Networks Centre have in-house specialists who will try to answer any questions you have regarding the functionality of your test equipment. If they are unable to help, we will provide contact information directly with Fluke who will respond within 2 hours.

T&C's.

Fluke Networks Fleet Gold Support Terms and Conditions apply.

Claimable Accessories

DSX-5000 Gold

DSX-PLA004S	Versiv DSX Cat6a EA Class PLA Set
DSX-CHA004S	Versiv DSX Cat6a EA Class Channel Set
DTX-PLA002PRP	DTX Cat6a Permanent Link Adaptor Plug Replacement Parts
PWR-SPLY-30W (x2)	Versiv Charger
VERSIV-BATTERY (x2)	Versiv Battery
VERSIV-LG-CASE	Versiv Large Carry Case
VERSIV-STRP	Versiv Strap Kit
VERSIV-TSET	Headset for DSX

DSX-8000 Gold

DSX-PLA804S	DSX-8000 Cat8 PLA Set
DSX-CHA804S	DSX-8000 Cat8 Channel Adaptor Set
DSX-PLA804SPRP	DSX -8000 Cat8 Permanent Link Adaptor Plug Replacement Parts
PWR-SPLY-30W INTL (x2)	Versiv Charger
VERSIV-BATTERY (x2)	Versiv Battery
VERSIV-LG-CASE	Versiv Large Carry Case
VERSIV-STRP	Versiv Strap Kit
VERSIV-TSET	Headset for DSX

DSX-5000-QI/DSX-8000-QI

All of the DSX-5000/DSX-8000 Gold Kit plus:

SRC-9-SCLC-KIT	Singlemode TRC Kit 2m (2 SC/LC, 2 LC/LC)
MRC-50EFC-SCLC-KIT	LC TRC LVM Kit with MC-50-LVM-SCLC
NFA-LC	LC Test Adapters (Set of Two)

DSX-5000-QOI/DSX-8000-QI

All of the DSX-5000-QI/DSX-8000-QI Kit plus:

MMC-50-SCLC (x2)	Multimode Launch Cable 50um SC/LC
SMC-9-SCLC (x2)	Singlemode Launch Cable 50um SC/LC

Claimable Accessories

CFP-100-Q

SRC-9-SCLC-KIT	Singlemode TRC Kit 2m (2 SC/LC, 2 LC/LC)
MRC-50EFC-SCLC-KIT	LC TRC LVM Kit with MC-50-LVM-SCLC
NFA-LC	LC Test Adapters (Set of Two)
PWR-SPLY-30W (x2)	Versiv Charger
VERSIV-BATTERY (x2)	Versiv Battery
VERSIV-LG-CASE	Versiv Large Carry Case
VERSIV-TSET	Headset

OFP-100-Q

MMC-50-SCLC (x2)	Multimode Launch Cable 50um SC/LC
SMC-9-SCLC (x2)	Singlemode Launch Cable 50um SC/LC
PWR-SPLY-30W	Versiv Charger
VERSIV-BATTERY	Versiv Battery
VERSIV-LG-CASE	Versiv Large Carry Case
VERSIV-STRP	Versiv Strap Kit