

### Technical Data

priority  
**Gold**

Electrical Calibration Products

Instrument CarePlan

**An instrument CarePlan from Fluke Calibration that guarantees your calibrator is ready to work when you are.**

When your calibrator is out of your lab for scheduled calibration or unexpected repair, it isn't working for you. What's worse, you may not know exactly when to expect it back in your lab. Now, with the Fluke Calibration Electrical Priority Gold CarePlan, you can schedule your calibrations and reduce repair downtime effectively, because you will know exactly when to expect your calibrator back in your lab. Your Priority Gold CarePlan puts you in control of your downtime and in control of your business.



#### Electrical Priority Gold CarePlan features:\*

- Annual calibration included (standard or accredited) with guaranteed three-day in-house turnaround<sup>1,7</sup>
- Free repairs with guaranteed ten-day in-house repair (includes calibration)<sup>2,3</sup>
- Pre-paid, priority freight on return of instrument
- Special Priority Gold telephone help line or web support for member assistance
- Free product updates
- No age limit on calibrators covered<sup>6</sup>
- Term: one-, three- and five-year plans available
- 10 % off on product upgrades
- 20 % off any Fluke Calibration scheduled metrology training for any of your personnel
- Automatic 45-day and 15-day calibration due notification



The Fluke Calibration Priority Gold CarePlan is a comprehensive instrument calibration and repair support plan that minimizes your downtime and protects your investment in your Fluke calibrators. It's the "good as gold" priority customer service program that gives you all these extra privileges:

**Three-day annual instrument calibration<sup>1</sup>**

Guarantee that your instruments are always "in cal." Fluke will perform an annual standard or accredited calibration on your calibrator or reference multi-meter—and return it to you within three days of receipt, with free priority return freight from Fluke.

Here's how it works. First, you receive your Priority Gold CarePlan package from Fluke Calibration and complete the online registration form. Fluke Calibration will notify you 45 days and again 15 days before your calibration is due. Two weeks before your calibration due date, you contact the Fluke Calibration Priority Gold Service Desk to schedule your instrument shipment. Our Gold call center advisors will provide you a special RMA number and confirm your shipping instructions. Then:

- Day one: your calibrator arrives at the Fluke Service Center and is processed into our Gold priority system.
- Day two: your instrument is calibrated by experienced Fluke Service Center calibration technicians on a priority basis.
- Day three: a calibration certificate is prepared and your calibrator is shipped back to you via priority return freight.

**Free repairs with ten-day promised in-house turnaround time<sup>2,3</sup>**

If your covered Fluke Calibration instrument needs repairs, we'll repair it at no charge, with a guaranteed ten-day turnaround time, including a new calibration.

**10 % discount on product upgrades**

Expand your workload capabilities and upgrade your calibrator with a Gold members-only discount of 10 % on product upgrades like the 5520A 600 MHz and 1.1 GHz oscilloscope calibrator enhancements.

**20 % discount on Fluke Calibration metrology training classes**

Invest in your future and in your staff. Gold member companies receive 20 % discounts on all Fluke Calibration metrology training classes throughout the membership period.

**10 % off Priority Gold CarePlans with a new calibrator**

If you purchase a new calibrator and order a Priority Gold CarePlan at the same time, you will receive 10 % off any one-, three- or five-year Gold CarePlan you purchase. This is a great value, because you get all the benefits of the Gold CarePlan during your factory warranty period, but your CarePlan program clock starts after the one-year factory warranty. So, during your factory warranty year you get paid return priority freight, ten-day turnaround on any repair, priority phone support and great discounts on training and upgrades.

**Priority Gold telephone support**

Don't wait on "hold"; get your questions answered now. Receive priority telephone or web support (country dependent) from our Priority Gold call center advisors and our Fluke Calibration technical product experts, 8 a.m. to 4:30 p.m. (Pacific Time in US and Canada). Call or use the web to schedule priority returns for repair or calibration, discuss technical issues about your calibrator or inquire about your order progress.



**Automated annual notification of calibrations due**

Plan for your annual calibrations the easy way, with annual email reminders 45 and 15 days before your calibration due dates. Once you register your Gold CarePlan on our special website, you'll always have advance notice of upcoming calibrations that are due, so you can schedule them in the most convenient way possible.

**Priority Gold CarePlans to suit your needs**

Priority Gold CarePlans are available in one-, three-, and five-year plans. Select the plan that best suits your needs. Models with "GCP" model prefixes are our one-year plans. Three-year plan models are prefixed with "G3P" and five-year plan models are prefixed with "G5P." All plans are available with standard or accredited calibrations.

**Qualifying for the Priority Gold CarePlan**

To qualify for the Priority Gold CarePlan, your instrument must meet these basic minimum requirements:

- Less than seven years old
- OR, has been serviced, calibrated, updated or repaired by a Fluke factory service center, or Fluke Authorized Service Partner within the past 12 months and is in serviceable condition.
- OR, you may arrange to have your older calibrator inspected for a nominal fee by our lab managers for acceptance into this program.

**Getting started with your Gold CarePlan**

After placing your order, you will receive a kit containing your Guide to Services and identification stickers for your instrument. Simply register your instrument on our Gold CarePlan web site and you are ready to start receiving your new Gold CarePlan services.<sup>7</sup>

**Still have questions?**

Every business needs to know their money is working hard for them. Your local Fluke Calibration representative can show you the value of these plans using automated worksheets that compare Priority Gold CarePlans to other forms of calibrator maintenance and repair. You'll be surprised at the value these plans offer.



## Available Priority Gold CarePlans

Instrument covered by Fluke Gold CarePlan	Gold CarePlan with annual standard calibration (1 year) <sup>4</sup>	Gold CarePlan with annual accredited calibration (1 year) <sup>5</sup>
5320†	GCP 5320-STD	GCP 5320-ACR
5500A/OPT	GCP 5320/OPT-STD	GCP 5320/OPT-ACR
5500A	GCP 5500-STD	GCP 5500-ACR
5500A/3, 5500A/6	GCP 5500/OPT-STD	GCP 5500/OPT-ACR
5520A	GCP 5520-STD	GCP 5520-ACR
5520A/3, 5520A/6, 5520A/1 GHz, 5520A-PQ†	GCP 5520/OPT-STD	GCP 5520/OPT-ACR
5700A	GCP 5700-STD	GCP 5700-ACR
5700A/03, 5700/EP†	GCP 5700-STD	GCP 5700-ACR
5720A	GCP 5720-STD	GCP 5720-ACR
5725A	GCP 5725-STD	GCP 5725-ACR
5790A	GCP 5790-STD	GCP 5790-ACR
5790A/03	GCP 5790/OPT-STD	GCP 5790/OPT-ACR
5820A	GCP 5820-STD	GCP 5820-ACR
5820A-5C†	GCP 5820-5C-STD	GCP 5820-5C-ACR
6100A	GCP 6100- STD	GCP 6100-ACR
6100A/E/80	GCP 6100-OPT-STD	GCP 6100-OPT-ACR
6101A	GCP 6101-STD	GCP 6101-ACR
8508A	GCP 8508-STD	GCP 8508-ACR
9100	GCP-9100-STD	GCP 9100-ACR
9100/250/600	GCP 9100/OPT-STD	GCP 9100/OPT-ACR
9500/400/600	GCP 9500-STD	GCP 9500-ACR
9500/1100/3200	GCP 9500/GHZ-STD	GCP 9500/GHZ-ACR
9500B/600	GCP 9500B-STD	GCP 9500B-ACR
9500B/1100/3200	GCP 9500B/GHZ-STD	GCP 9500B/GHZ-ACR†
9510/9520	GCP 9510-20-STD	GCP 9510-20-ACR†
9530/9550/9560	GCP 9530-60-STD	GCP 9530-ACR†
9640	GCP 9640-STD	GCP 9640-ACR
9640/75-STD	GCP 9640/75-STD	GCP 9640/75-ACR†
9640-LPN-STD	GCP 9640-LPN-STD	GCP 9640-LPN-ACR†
9640-LPN/75	GCP 9640-LPN/75-STD	GCP 9640-LPN/75-ACR†

To order a three-year plan, replace the GCP model prefix in the above model number examples with G3P. For a five-year plan, replace the GCP prefix with G5P.

For more information on program terms and conditions or to review the Gold CarePlan user guide to services, go to your local Fluke Calibration web site and type “CarePlan” in the search box.

†Promised calibration and repair times for these models are “best expedited” only.tt

‡These plans available starting 2009.

\*Gold CarePlan service, repair and calibration benefits are not available in all countries. Confirm availability with your local authorized Fluke representative.

Footnotes:

1. Three-day in-house turnaround not available in all countries; contact your local Fluke representative for details. Priority shipping times vary by country.
2. One-year and three-year Priority Gold CarePlans do not cover instrument repairs in the first 30 days after plan purchase. Five-year plans are eligible for immediate repair services covered under the program.
3. Instruments showing signs of failure due to physical abuse, improper operation or application do not qualify for free repair and will be repaired at standard repair rates.
4. Standard “STD” calibrations provided; US: ANSI/NCCL (Z540); Europe: CalNet® (standard traceable calibration).
5. Accredited, “ACR” calibrations provided; US: A2LA; Europe: UKAS, DKD or RvA depending on lab.
6. Our lab managers will review your older instrument for serviceability through a pre-arranged inspection for a nominal inspection fee. If we determine that your unit is not suitable for this plan, you will be offered alternatives for the care of your unit.
7. Gold CarePlan instruments received at our labs that are not registered on our web site, or that do not have an RMA number, may experience a delay in service until Gold CarePlan status can be determined.

### Fluke Calibration.

*Precision, performance, confidence.™*

▶ Electrical
RF
Temperature
Pressure
Flow
Software

#### Fluke Calibration

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#### For more information call:

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