Fluke CarePlans
Thermal imaging products

Maintenance and extended warranty plans for your Fluke thermal imager

Repairs are always unexpected, and they can be costly. Keep your camera in top operating condition and control your cost of ownership with a Fluke Gold, Silver or Bronze CarePlan.

Maintain your camera in peak operating condition and protect your investment beyond your factory warranty for up to three additional years. Select from these premium, one-year Gold, Silver or Bronze level CarePlans.

Gold CarePlan:
- One-year extended warranty coverage beyond your original factory warranty
- Loaner camera on extended repair
- One NIST traceable calibration included during your extended warranty period
- NIST traceable calibration performed on needed repair incident
- 15% off standard service rates for out-of-plan service charges such as accidental physical damage or abuse
- First-on-Bench priority handling
- 20% discount on any requested performance check or NIST traceable calibration during your factory warranty period and CarePlan term
- Renew your policy annually for up to three years (with uninterrupted coverage)
- Free firmware and hardware upgrade when available (product change notices, PCN)
- Notification service of calibration due date, pending plan expiration date and update notices

Silver CarePlan:
- One-year extended warranty coverage beyond your original factory warranty
- One performance check included during your extended warranty period
- Full performance check with any needed repair
- First-on-bench priority handling
- Discount on any requested performance check or NIST traceable calibration during your factory warranty period and CarePlan term
- Renew your policy annually for up to two years (with uninterrupted coverage)
- Free firmware and hardware updates when available (product change notices, PCN)
- Notification service of calibration due date, pending plan expiration date and update notices

Bronze CarePlan:
- One-year extended warranty coverage beyond your original factory warranty
- Performance check on needed repair
- First-on-Bench priority handling
- Discount on any requested performance check or NIST traceable calibration during your factory warranty period and CarePlan term
- Free firmware and hardware updates when available (product change notices, PCN)
- Notification service of calibration due date, pending plan expiration date and update notices

Technical Data
Qualifying for your CarePlan purchase
You may purchase your CarePlan at the time you order your new instrument or anytime within six months of original purchase date with proof of purchase from an authorised dealer (or from date of manufacture without p.o.p).

How to purchase
Pre-purchase registration is required. Careplan pre-purchase registration is required prior to processing your order. To pre-register simply go to www.fluke.com/careplans to download a Careplan product registration form. You can also obtain a Careplan registration form by contacting Fluke in your area. Complete this form and include it with your purchase order.

When does my coverage start?
Careplan models:

<table>
<thead>
<tr>
<th>Models covered</th>
<th>Price Ex GST</th>
</tr>
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<tbody>
<tr>
<td>3540693 GCP - T132/T1R32 GOLD CAREPLAN T132/T1R32 1YR</td>
<td>$1400</td>
</tr>
<tr>
<td>3540721 SCP - T132/T1R32 SILVER CAREPLAN T132/T1R32 1YR</td>
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<td>3540756 BCP - T132/T1R32 BRONZE CAREPLAN T132/T1R32 1YR</td>
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<td>3540742 BCP - T25/T1R1 BRONZE CAREPLAN T25/T1R1 1YR</td>
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<td>354079 GCP - T110/T1R GOLD CAREPLAN T110/T1R 1YR</td>
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<tr>
<td>3540739 BCP - T110/T1R BRONZE CAREPLAN T110/T1R 1YR</td>
<td>$800</td>
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</tbody>
</table>

Terms and conditions
CarePlan service, repair and calibration are not available in all countries. Confirm availability with your local authorised Fluke representative.

You must complete your CarePlan product registration within 30 days of receiving your CarePlan package. Failure to complete your plan registration may significantly delay our ability to service your request. Delays of this nature are not considered in calculating our turn around time promise date originally quoted prior to receipt of your order.

A Return Material Authorization (RMA) number is required for any service return under these plans. Go to www.fluke.com/serviceRMA to obtain an RMA for your service order or contact your local Fluke service center.

First-on-Bench priority handling covered under these CarePlans represents our best efforts ensure your order receives the next available service resource. Your order is moved ahead of non-CarePlan orders upon arrival and throughout the service process. This service is applied to your instrument from the time you register your CarePlan on our website through your factory warranty period and Careplan term.

Extended warranty covers normal instrument repair issues. Instruments showing signs of failure due to physical abuse, improper operation or application as determined by our labs are not covered under these CarePlans and standard repair and calibration charges will apply. Gold CarePlan holders receive a 15% discount from these out-of-plan service charges.

PCN (product change notice) updates concern operations and specifications important to maintaining proper product operation. Only significant (level 1 and level 2) updates are installed under these plans. Calibrations and performance checks are available to plan holders during the factory warranty period. Calibrations and performance checks are not performed and are not included under these CarePlans.

Extended coverage beyond the period covered by the CarePlan is available. A Renewal Activation form must be signed by an authorised agent of your company prior to dispatching a repair unit under a Gold CarePlan.

CarePlan service, repair and calibration are not available in all countries. Confirm availability at your local Fluke representative.

Renewal plans do not receive a new CarePlan plan number. Your coverage is continued under your original Careplan number. You may change to any plan type at the time of your annual renewal date. Third year coverage is only available by purchasing a Gold CarePlan for that year of coverage. Coverage under any remaining period is lost. You must have had continuous coverage during the plan period to purchase a renewal plan. This is a 30 day grace period beyond your CarePlan expiration date for renewal purchase.

Camera serial numbers not registered in the CarePlan data base will not be serviced until eligibility is determined by our labs. Related delays are not considered part of promised turn around time.

Careplan return agreements must be signed by a proprietor or authorised agent of your company prior to dispatching a repair unit under a Gold CarePlan.

Loaner cameras are dispatched to Gold CarePlan owners during the factory warranty period and extended CarePlan term when a promised turnaround time will be missed by more than 2 days or after 10 days in our service facility whichever occurs first. Loaner cameras are not available in all countries due to extensive export regulations. If you are a Gold CarePlan holder in a non-loaner country we will assign a special expediter to your order for best possible turnaround time.

Turnaround time (TAT) is considered to be from date of receipt at the servicing Fluke lab until the date of return shipment. Freight carrier transit time is not counted as an element of TAT.

Fluke will return your instrument to you freight pre-paid using standard ground carriers. Special carriers, or other non-standard and priority transport are not covered under these plans. Requests for return priority shipping or other transport arrangements may be specified at the time you place your service order and obtain your RMA number. Additional billing authorisation or purchase order for these arrangements may be required. Freight costs for inbound shipment to Fluke for service is the responsibility of the CarePlan holder.

CarePlan ownership may be transferred to a new owner for the same serial number unit covered under the assigned CarePlan number.

Still have questions?
Contact Fluke or your local authorised Fluke dealer for more information.

Fluke. Keeping your world up and running.

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