



FLUKE®

Fluke CarePlans

Thermal imaging products

Technical Data

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

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:

Models covered				Price Ex GST
3540693	GCP - Ti32/TiR32	GOLD CAREPLAN Ti32/TiR32	1YR	\$1400
3540721	SCP - Ti32/TiR32	SILVER CAREPLAN Ti32/TiR32	1YR	\$1200
3540756	BCP - Ti32/TiR32	BRONZE CAREPLAN Ti32/TiR32	1YR	\$900
3540687	GCP - Ti25/TiR1	GOLD CAREPLAN Ti25/TiR1	1YR	\$1300
3540717	SCP - Ti25/TiR1	SILVER CAREPLAN Ti25/TiR1	1YR	\$1200
3540742	BCP - Ti25/TiR1	BRONZE CAREPLAN Ti25/TiR1	1YR	\$900
3540679	GCP - Ti10/TiR	GOLD CAREPLAN Ti10/TiR	1YR	\$1100
3540700	SCP - Ti10/TiR	SILVER CAREPLAN Ti10/TiR	1YR	\$1000
3540739	BCP - Ti10/TiR	BRONZE CAREPLAN Ti10/TiR	1YR	\$800

As soon as you receive your CarePlan documents and complete your on-line registration you begin enjoying your CarePlan benefits of First-on-bench priority handling, Loaner services (Gold only), and discounts on annual performance checks or calibrations. The extended warranty portion of your plan goes into effect at the end of your new factory warranty period. During this extended warranty period you can exercise your calibration or performance check supplied under your CarePlan.

CarePlan comparison:

	Gold	Silver	Bronze
Loaner camera on extended repair	•		
One traceable calibration with data during extended warranty plan period	•		
15 % discount for any out-of-plan service charges such as physical damage	•		
One performance check during extended warranty plan period		•	
Renewable up to three years	•		
Renewable up to two years	•	•	•
Performance check/calibration on repair	•	•	•
First-on-Bench service priority handling	•	•	•
20 % discount on requested calibration/performance check during factory warranty period and CarePlan term	•	•	•
Firmware/hardware PCN updates	•	•	•
Notification services	•	•	•

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 Authorisation (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 throughout 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 included in Gold and Silver plans are provided in the year of extended warranty coverage only. Discounted calibrations and performance checks are available to plan holders during the factory warranty period.

Calibrations and performance checks are not performed and PCNs are not installed under the terms of these CarePlans on instruments that do not require repair or are evaluated as "no-fault found" on our technician's final analysis. Under these "no-fault found" conditions CarePlan holders may purchase a calibration or performance check at a 20 % discount from current list while the camera is in our lab.

Calibration certificates supplied under the Gold CarePlan are NIST traceable with data.

Performance checks validate your camera is operating within published specification. While NIST traceable equipment is used during the validation procedure these checks are not considered calibrations and no certificate is issued for this service.

Notifications of pending calibration, plan expiration and PCN updates are dependent on the information you list when registering on our website.

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 regardless of previous plan type coverage. You must have had continuous coverage on the same camera serial number to purchase a renewal plan. There 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.

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

Loaner cameras are dispatched to Gold CarePlan owners during the factory warranty period and extended Gold 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 expeditor 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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