

Silver CarePlan

Temperature Calibration Products

Important terms and conditions

1. Your extended warranty covers instrument repairs for parts and labor under the same terms as your new instrument factory warranty.
2. Instruments showing signs of failure due to physical abuse, improper operation or application as determined by our labs are not covered under these Silver CarePlans. As a current plan holder you will receive 15 % off standard repair pricing for these out-of-plan services.
3. PCN (product change notice) updates concern operations and specifications important to maintaining proper product operation. Only level 1 and level 2 PCN changes are installed under these CarePlans.
4. Not all calibrations are available for all products or in all countries.
US: NIST traceable, *NVLAP accredited
Europe: CalNet®, UKAS accredited, RvA, or DKD accredited
Other countries: dependent on service location
(*NVLAP accredited calibrations are not available for all products or all locations)
5. Calibrations are not performed and PCNs are not installed under these CarePlans on instruments that do not require repair or are evaluated as “no-fault found” on our technician’s final analysis. In the case where your instrument was evaluated as “no fault found” you may obtain a calibration while your instrument is in our lab by purchasing a calibration at a 15 % discount from our current list price. An additional P.O. or other billing authorization will be required for these services.
6. Email notification is dependent on the information you list when registering on our website.
7. You may transfer ownership of a CarePlan for the same model and serial number for which the original plan was purchased. Ownership changes must be registered in order to receive service.
8. Fluke reserves the right to cancel a CarePlan for program abuses as determined by our lab managers. We will notify the plan owner in advance in writing and issue a prorated account credit for the remaining plan term value.
9. Fluke provides pre-paid return freight using common ground carrier, non-insured. Requests for other freight arrangements, special carriers and routings or insurance coverage is not covered under these Silver Care Plan services. If you require these special services they may be arranged by contacting your Fluke service facility.

