

Fluke CarePlans

Electrical Calibration Products



Gold turnaround times

Annual calibration: 3 days
Repair service: 10 days



Repair with calibration



Basic repair coverage

Important terms and conditions

1. All promised turnaround times for all Care Plan products are from the time your instrument is received by the servicing lab until the time we ship your instrument from that servicing facility.
2. Freight transit time to or from the servicing facility, mis-directed freight, customs clearance time, weekends and holidays are not included in calculating promised turnaround.
3. Delays in responding to communications from our service center for required approvals to conduct work outside CarePlan coverage is not included as turnaround time.
4. Instruments received without an RMA number, CarePlan identification number sticker attached or attached to a non registered serial number or model may experience a delay in service that is not covered under the CarePlan promise turnaround times stated above.
5. 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 provide a prorated account credit for the remaining plan term value.
6. If an instrument on a Gold CarePlan, sent for annual calibration fails calibration and requires repair, that instrument and the associated promise ship date defaults to a repair status with turnaround of ten days.
7. If we find there is a Product Change Notice (PCN) in effect for your instrument this change will be performed and up to three days may be added to the promised delivery date.
8. All product calibration promise dates are predicated on your obtaining an RMA number from our RMA website or a Fluke service representative.
9. The following model groups are not covered by standard CarePlan turnaround times listed above: 5320A, 5520A-PQ, 5700A/EP, 5820A-5C, 5790A, 5790A/O3. These model groups are promised as best expedited service only.

terms and conditions continued on back

Important terms and conditions continued

10. Instruments showing signs of failure due to physical abuse, improper operation or application do not qualify for free repair under your CarePlan and will be repaired, if possible, at a 15 % discount from our standard rates for service. A separate P.O. or other billing authorization will be required for these out-of-plan services.
11. Calibrations provided under the accredited CarePlan policies are:
 - North America: A2LA
 - Europe: UKAS, DKD, RvA K013 depending on service location
 - Other countries: dependent on service location

Note: NVLAP calibration is not currently available under these plans.

Freight shipments and special handling

Europe: Your Gold CarePlan includes the scheduling, pick up and delivery of your instrument by our selected carrier.

North America: Gold CarePlan service requests in North America receive second day priority return freight within the continental US and Canada.

Other regions: CarePlan service requests with shipping destinations outside Europe or North America receive standard freight services. The value of calibration and repair services may be found on our RMA page for customs valuation purposes.

All regions: Costs of special freight routes or methods not considered standard by freight carriers are not covered under these plans and are the responsibility of the plan owner.

Dates of coverage

Depending on which CarePlan you have purchased, your Fluke CarePlan is valid for the stated term in years, plus one month, to the day of the month in which it was purchased.

60-day/30-day repair wait period on Gold CarePlans

Repairs are not covered under these plans for the first 60 days from the purchase date on a one- year plan and 30 days from the purchase date on two- and three-year CarePlans. Four- and five-year plans are covered for repair from the day of shipment. Calibrations associated with these plans may be used at any time after completing your Careplan registration online at www.fluke.com/gcpreg.

Should your covered instrument require repair within these time periods, you will receive a 15 % courtesy discount from our standard repair and calibration rates for these services. A separate P.O. or other billing authorization will be required for these out-of-plan services. You may apply your plan calibration to a non-covered repair.

Renewal plan – repair coverage

Repairs are covered from the date of purchase with a renewal plan as long as the renewal plan is purchased prior to the expiration of your current CarePlan. Instruments that are older than seven years from the date of manufacture and currently on a Gold CarePlan may continue coverage on a renewal CarePlan if there is no lapse in coverage date from your previous CarePlan.