

## Fluke Premium Care Activation Instructions (July 11, 2024)

Fluke Premium Care (FPC) coverage requires end user customers to activate their care plan. Activation is performed on the my.fluke.com portal and normally only takes a few minutes. To activate, you need the following items.

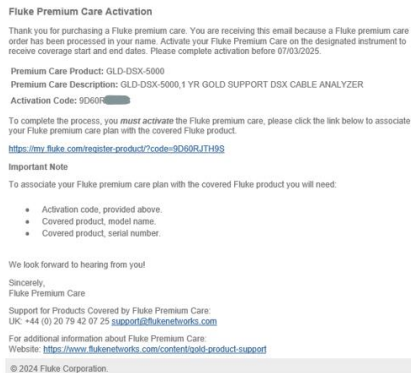
1. The activation email sent when your order was processed by Fluke.
2. The models and serial numbers of the items covered by your order.

Here are the steps required to activate a FPC plan

### 1. Before the order placed with Fluke.

Provide the name and email address to your buyer or Fluke distributor. The person provided should be from the end user company and they should be aware of the models and serial numbers of the items to be covered by the plan.

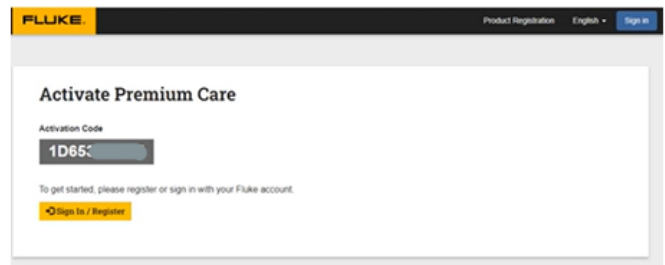
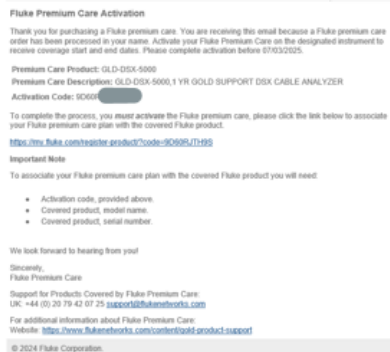
- a. The person who requested the quotation for FPC, or
- b. The person who received the renewal expiration email (if a renewing FPC)



Fluke will send the person you provided the activation email.

### 2. Open the Activation email we sent when your order was processed by Fluke.

- a. If you are not familiar with the products, please forward the email to a person in your organization who knows the models and serial numbers to be covered. This is usually the person that requested FPC coverage.
- b. Click on the activation link in the middle of the email to open the my.fluke.com activation window.



### 3. Sign-in or sign-up for activation.

- If you have an account, select 'Sign-In'. If you don't have an account, click 'register now'.
- The Activate Premium Care screen will appear after you sign-in.
- Select an existing registered product or 'I need to register a new product'.

The image shows two parts of the user interface. On the left is a 'Sign in' form with fields for 'Email Address \*' (containing 'jpetv...@mail.com') and 'Password \*' (with a 'Forgot your password?' link). Below the password field is a 'Sign in' button and an 'OR' section with a 'Don't have an account? Register now' link. On the right is the 'Activate Premium Care' screen. It has two main sections: '1. Premium Care Plan' with an 'Activation Code \*' field, and '2. Register a Product' with a 'Select an eligible product \*' dropdown menu. The dropdown menu is open, showing a list of product models including DSX2-5000 CH, DSX2-5000 INTL, DSX2-5000T, DSX2-5000GOLD INT, DSX2-5000 AP, DSX2-5000GOLDT, DSX2-5000 GOLD, DSX2-5000, DSX2-5000 INT, DSX2-5000-AMR AP, DSX2-5000-AMR INT, DSX2-5000-AMR CH, and DSX2-5000-AMR.

### 4. Adding a new product not already registered

- Select an eligible product from the drop-down list.
- Enter one valid serial number from your tester or module to be covered by FPC.
- Enter a purchase date. Click Next to see suggestions on the modules to be covered.
- Review suggestions. Activate the suggestion if correct, or click 'none of the above'.

The image shows the 'Activate Premium Care' registration flow. On the left is the registration form with fields for 'Product' (set to 'DSX2-5000'), 'Serial Number' (set to '3496166'), and 'Purchase Date' (set to '2023-12-18'). A 'Next' button is at the bottom right. On the right is a panel titled 'We found some suggestions for this registration'. It contains a 'You have entered' section with the entered details and a 'We found following matching products:' section. Below this is a table of suggestions with a 'None of the above' option.

Component	Serial Number
*VERSIV-6002	3496166
DSX-5000 CableAnalyzer Module (DSX 5000 MOO)	3506071
DSX-5000 CableAnalyzer Module (DSX 5000 MOO)	3510540
Versiv Main Unit (VERSIV M)	3496570

**5. Confirm or update your address. Review the items for activation.**

- a. Select 'Yes' and Activate if the models and FPC serial numbers are correct.
- b. Select 'No' or 'None of the above' if this information is incorrect and contact Fluke for help.

For Americas/Asia/Pacific  
For Europe/Middle-East/Africa

[premiumcare@fluke.com](mailto:premiumcare@fluke.com)  
[premiumcare-eu@fluke.com](mailto:premiumcare-eu@fluke.com)

Please include the models and serial numbers, and a screen capture in your email to Fluke.

**Confirm Your Account**

This plan will be activated and associated with your existing Premium Care Account: 2312528528

**Confirm your contact information:**

Phone\* 1232323254343

Q Address Assistant:

6920 Seaway Blvd, Everett, Washington 98203, United States

Street\* 6920 Seaway Blvd

City\* Everett

State/Province\* Washington

Country\* United States

Postal Code/Zip\* 98203

**Next**

**Let's review your Fluke Premium Care coverage before activation!**

Premium Care Product: GLD-DSX-8000  
Premium Care Description: GLD-DSX-8000, 1 YR GOLD SUPPORT, DSX-8000  
Premium Care Number: 2312528528

Covered Product	Serial Number	Coverage Start Date	Coverage End Date
DSX2-8000 AP	18445234	2024-06-23	2025-06-23

**Coverage Details**

Component	Serial Number
DSX-8000-MCO	1839630
DSX-8000-MCO	1839672
VERSIV2-5001 Mainframe	18445234
VERSIV2-5002 Remote	18350157

Do you agree with the information above?

Yes

No

Click "Activate Premium Care" button to begin your coverage.

**Activate Premium Care** Cancel