



FLUKE®

Biomedical

**Uptime and confidence
are yours with...**

Test device care plans.

FLUKE®
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LANDAUER®

 **RaySafe™**

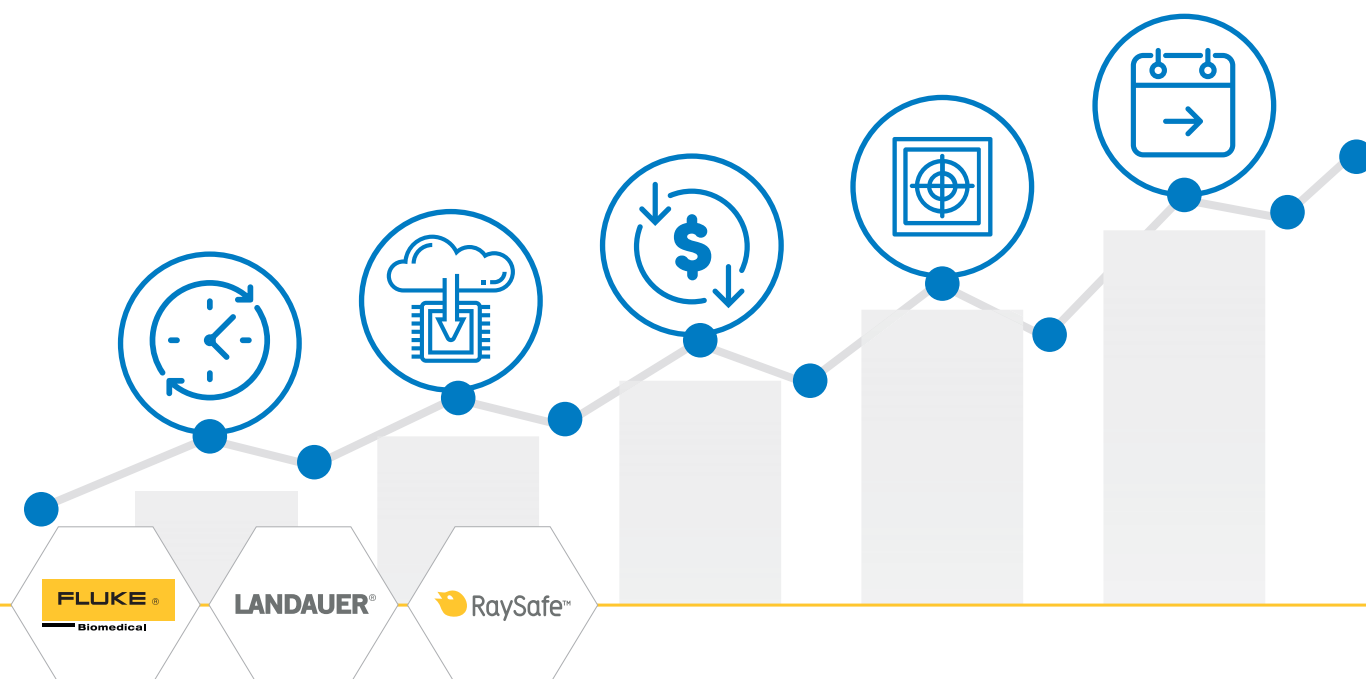
Internal Use Only

When test equipment is out for repair, it costs your customer time and money.

Help them select the Care Plan that best fits their needs. The benefits for them include:

- Reduced downtime
- No interruption in PM schedule
- Faster, predictable turn-around-time
- Skilled, quality repair and calibration
 - Eliminate need for multiple repairs due to poor workmanship or device out of spec
- Regulation compliance
- Firmware upgrades
- Reduced cost of ownership
 - Prepaid plan
 - Protection from price increases
 - No sudden repair costs
- Prioritized, faster turn-time in service center for repair and calibration
- Immediately extends the 1 year warranty

Encourage your customers to select an *Essentials* Care Plan and enjoy great repair rates, along with fast, easy support. We've made some changes to make it easier for them, and you, to select and engage with the Care Plan that offers everything needed to limit downtime, increase ROI and feel confident about the quality of repair.



There are two plans.

Essentials is for Calibration only, and
Essentials Plus is for Calibration and Repair.

Essentials

Calibration only

Turn around time for calibration 5 days

Like new

Firmware upgrades

2-way next day air shipping

Accreditation – optional

Essentials Plus

Calibration and repair

Turn around time for calibration 5 days

Like new

Firmware upgrades

2-way next day air shipping

Accreditation – optional

Plan options

- 1, 3 or 5 year
- **5 year not available for fielded units**

Choose the plan that works best for your customer today.

Care plan name	Essentials			Essentials Plus		
Features						
Term options	2 years	3 years	5 years	2 years	3 years	5 years
Eligibility	Product purchase or within 1 - 5 years of purchase not to exceed 8 years			Product purchase or within 1 - 5 years of purchase not to exceed 8 years		
What is covered?						
Repair	N/A	N/A	N/A	Yes	Yes	Yes
Verification	Yes	Yes	Yes	Yes	Yes	Yes
Calibrations	Yes	Yes	Yes	Yes	Yes	Yes
Appearance as new	Yes	Yes	Yes	Yes	Yes	Yes
Firmware upgrades	Yes	Yes	Yes	Yes	Yes	Yes
Calibration turn around time	5 business days	5 business days	5 business days	5 business days	5 business days	5 business days
Products covered	Fluke Biomedical products (some limitations apply. Check price sheet for models included in plans)			Fluke Biomedical products (some limitations apply. Check price sheet for models included in plans)		

Get peace of mind today. Contact your sales representative to learn how an Care Plan can increase your uptime and confidence.

What you need to do:

- Remember to include an Care Plan with every hardware quote.
- Contact customers who have purchased in the last several years and offer them an Care Plan.

Selling points

In addition to the benefits outlined earlier don't forget to mention:

- Extends 1 year warranty immediately
- Pre-paid billing
 - Eliminates TAT delay due to customer billing inquiries
- Improved Turn around time
 - Calibration — 5 days
 - Priority in the factory — move to the front of the line for calibration and repair
 - Expedited shipping improving cycle time
- Better pricing than on-demand calibration and repair
- Current and future options give the flexibility to build the service plan to the customer's needs

Fluke Biomedical

We empower our everyday heroes to focus only on protecting lives.

Fluke Biomedical

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