

October 1st, 2015

## RepAlert EU28

### Gold and Silver CarePlans



Dear Sales Partner,

Recently we looked at our offering of CarePlans and came to the conclusion that our current portfolio is far too complex and not transparent (any calibrator can have 20 different care plans) with as result that sales of these plans is not optimal. In order to make the offer easier for you and your customers we harmonized our total CarePlans offering. Remember, CarePlans provide our customers a premium level of support minimizing business downtime and ensuring a high return on investment. ***Always offer a CarePlan on all your quotes !***

### New approach

- Only two CarePlans per product model will be offered
  - 1 Year Gold CarePlan (only accredited version when available)
  - 1 Year Silver CarePlan
 with a loyalty schedule for multiple years. Same loyalty schedule is also valid for renewals.
- Same item numbers will be used for renewals
- CarePlans will be listed on the commercial FCAL Price Lists, together with the main frame.

### Loyalty Discount Schedule CarePlans

Discount schedule	1st Year	2nd Year	3rd Year	4th Year	5th Year
1 Year CarePlan with product*	10%				
1 Year CarePlan without product	0%				
2 Year CarePlan with product*	10%	10%			
2 Year CarePlan without product	5%	5%			
3 Year CarePlan with or without product	10%	10%	10%		
4 Year CarePlan with or without product	10%	10%	10%	10%	
5 Year CarePlan with or without product	10%	10%	10%	10%	10%

\*CarePlan with product should be on same order as product

## Terms and Conditions

- The renewal grace period for CarePlans is 30 days after expiration.
- The maximum number of years for a CarePlan is 5 years.
- New CarePlans can only be purchased for current products.
- Renewal of CarePlans on obsolete products is subject to availability.

## Distributor discount

The distributor discount for all CarePlans is: 15%

## CarePlan features

### Priority Gold CarePlan

- Annual calibration included with guaranteed in-house turnaround of three or six business days
- Free repairs with guaranteed in-house repair time of ten business days (includes calibration)
- Prepaid, priority freight on return of instrument
- Free product updates for the product covered by the Priority Gold CarePlan
- 10 % off on product upgrades for the product covered by the Priority Gold CarePlan
- 15 % off any out-of-plan service charges for the product covered by the Priority Gold CarePlan
- 20 % off any Fluke Calibration scheduled metrology training for any of your personnel



Gold CarePlans are only available in the EU28 region.

With the Gold CarePlans no product case is delivered.

[For complete information check the datasheet ».](#)

### Silver CarePlan

- Extended warranty coverage for your instrument
- Calibration included on repairs covered by your plan
- 15 % discount on regular calibrations during your factory and Silver CarePlan term
- 15 % discount on any out-of-plan services
- Free product updates (PCNs) performed at the time of repair



[For complete information check the datasheet ».](#)

## New Price Lists

The new Price Lists that include the available CarePlans will be sent to you separately.

Fluke Calibration Team