

# Warranties

The Fluke Warranty Plans provide ultimate equipment protection. Comprehensive programs provide routine and extended services, as needed. You can, of course, combine these options for any level of service.

Protect your instrument with comprehensive calibration, extended warranty, repair, upgrades, and other support services.

## Fluke CarePlans

### Fluke Thermal Imaging Products CarePlans

Maintain your thermal imager in top operating condition and control your cost of ownership with a Fluke Gold or Silver CarePlan. Choose between one, two or three years extended warranty coverage beyond your original factory warranty.



### Fluke Handheld Instruments CarePlans

Protect your investment in your digital multimeter, temperature calibrator, ScopeMeter™ or other handheld instrument beyond its factory warranty with a Gold or Silver CarePlan. These comprehensive plans minimize downtime, and increase performance and accuracy.



## Industrial products limited Lifetime Warranty

Lifetime is defined as seven years after Fluke discontinues manufacturing the product, but the warranty period shall be at least ten years from date of purchase. \*(Lifetime Warranty applies to products manufactured after October 1996). The warranty does not cover manuals, fuses, disposable batteries, damage from neglect, misuse, contamination, alteration, accident or abnormal conditions of operation or handling, including failures caused by use outside of the product's specifications, or normal wear and tear of mechanical components. This warranty covers the original purchaser only and is not transferable. This warranty covers the LCD for 10 years only (state-of-the-art for LCDs). To establish original ownership proof of purchase is required (20, 70, 80, 170, 180 and 280 models). **THE FOLLOWING PRODUCTS ARE INTENDED FOR SALE AND USE IN THE CHINESE AND HIGH GROWTH MARKETS ONLY AND AVAILABLE FOR WARRANTY PROTECTION ONLY IF SOLD, PURCHASED AND USED SOLELY FROM AN AUTHORIZED DISTRIBUTOR WITHIN THESE TERRITORIES: 101, 106, 107, 15B+, 17B+ and 18B+. THE WARRANTY FOR THESE PRODUCTS IS VOID IF THE PRODUCT IS SOLD, PURCHASED OR USED OUTSIDE OF THESE TERRITORIES, OR FROM UNAUTHORIZED DISTRIBUTORS AND NO WARRANTY COVERAGE, SERVICE, REPAIR OR REPLACEMENT WILL BE PROVIDED.**

## Insulated Hand Tool Lifetime Limited Warranty

Each Fluke Insulated Hand Tool will be free from defects in material and workmanship for its lifetime. As used herein, "lifetime" is defined as seven years after Fluke discontinues manufacturing the product, but the warranty period shall be at least fifteen years from the date of purchase. This warranty does not cover damage from neglect, misuse, contamination, alteration, accident or abnormal conditions of operation or handling, damage or normal wear and tear of mechanical components. This warranty covers the original purchaser only and is not transferable.

If the product is defective, contact the authorized seller you purchased the tool from for immediate replacement or your nearest Fluke authorized service center to obtain return authorization

information, then send the product to that service center, with a description of the difficulty, postage and insurance prepaid (FOB Destination). Fluke assumes no risk for damage in transit. Fluke will pay return transportation for product repaired or replaced in-warranty. Before making any non-warranty repair, Fluke will estimate cost and obtain authorization, then invoice you for repair and return transportation.

THIS WARRANTY IS YOUR ONLY REMEDY. NO OTHER WARRANTIES, SUCH AS FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSED OR IMPLIED. FLUKE SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOSSES, INCLUDING LOSS OF DATA, ARISING FROM ANY CAUSE OR THEORY. AUTHORIZED RESELLERS ARE NOT AUTHORIZED TO EXTEND ANY DIFFERENT WARRANTY ON FLUKE'S BEHALF. Since some states do not allow the exclusion or limitation of an implied warranty or of incidental or consequential damages, this limitation of liability may not apply to you. If any provision of this warranty is held invalid or unenforceable by a court or other decision-maker of competent jurisdiction, such holding will not affect the validity or enforceability of any other provision.

### **Fluke Networks products**

Fluke Networks, Inc. warrants its products to be free from defects in material and workmanship under normal use and service for one year, beginning on the date of shipment. Most Link interface adapters, parts, product repairs, and services are warranted for ninety days. This warranty extends only to the original buyer or end-user customer of a Fluke Networks authorized reseller, and does not apply to manuals, fuses, disposable batteries, or to any product which, in Fluke Network's opinion, has been misused, altered, neglected, contaminated, or damaged by accident or abnormal conditions of operation or handling (All Fluke Network's products).

### **Fluke Calibration products**

Each Fluke product is warranted to be free from defects in material and workmanship under normal use and service. The warranty period is one year and begins on the date of shipment. Parts, product repairs and services are warranted for ninety days. This warranty extends only to the original buyer or end-user customer of a Fluke authorized reseller, and does not apply to manuals, fuses, disposable batteries or to any product which, in Fluke's opinion, has been misused etc. (55XX series, 57XX series, 58XX series and other FPM products).

### **Extended warranty service**

- Fixed maintenance costs allow accurate yearly budgeting
- Prioritized Service
- Shorter repair cycle
- Reduced parts inventory
- Lower maintenance training costs
- Less demand on your technical personnel and resources

The Fluke Extended Warranty Plan provides ultimate equipment protection at an economical price. Comprehensive agreements provide routine calibration at regular intervals or repair service as needed. You can, of course, combine these options for full service coverage.

### **Extended warranty repair**

This plan is an extension to your product warranty. Whenever your product needs repair or service, simply send it to one of the nearest Fluke Service Center. It will be repaired, recalibrated, and performance tested -- with priority scheduling. All parts and labor are included in the price of this service, even parts that are normally excluded from the Standard Price Service plan. So there won't be any surprises, even return freight costs are included. As you might expect, a Fluke

Service Report and Certificate is enclosed with each repaired instrument. Contact your nearest Fluke Service Center for availability and complete terms of the extended warranty.

### **Full service extended warranty**

If you need both scheduled calibration and periodic repair service, there is no better maintenance program for your equipment than our full service plan. It combines all the features of the Extended Warranty Repair into a single integrated full service plan. You pay a reasonable fee for each instrument and eliminate most additional service expenses.

### **Pre-plan inspections**

Before we can offer an Extended Warranty Plan: Instrument inspection may be required. This usually occurs when an instrument's warranty has expired. This Pre-Plan Inspection is performed during the calibration process and calibration charges will apply. Should the condition of the equipment preclude coverage we will provide a Labor and Materials Service quote for the repairs necessary to qualify your instrument. \*Not applicable for all models.

### **Support services for discontinued products**

Fluke recognizes the importance of continued support services for discontinued products. Our policy is to provide support services for a specified minimum period after the product is discontinued from production.