

Gold Care Service Plan

Premium Care Designed to Guarantee Uptime!

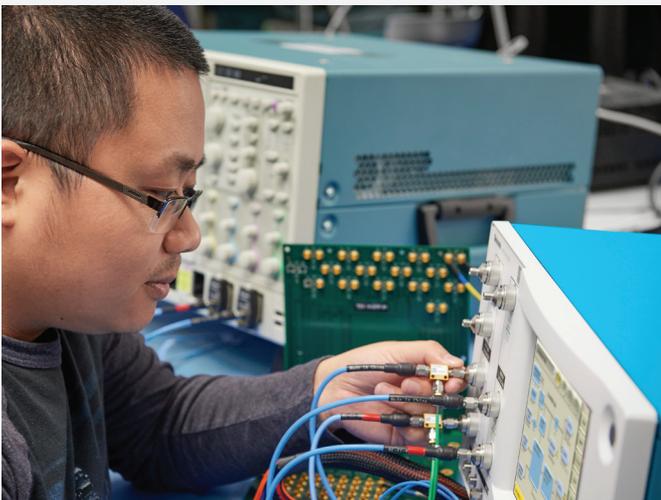
During repair periods, Gold Care customers are entitled to a free loaner unit that is of equal or higher performance as the product being repaired. To minimize downtime, loaner units are shipped within 48 hours of the initiation of service. The Tektronix Gold Care Plan provides a seamless ownership experience without incurring additional service-related costs over the plan coverage period.



The Gold Care Service Plan Solution

There's no better way to protect your investment, ensure your instrument is operating like new, and guarantee uptime than with the premium Gold Care service plan from Tektronix. The plan includes:

- 3 or 5 year protection plan
- Loaner product shipped within 48 hours¹
- Extension of standard product warranty
- Protection from manufacturer defects
- Protection from ESD and EOS events²



Priority Care

Gold Care customers receive priority access to the Tektronix global network of customer call centers, staffed by technical experts.

Repair costs for electrostatic discharge (ESD) and electrical overstress (EOS) events are handled free of charge.²

To further reduce downtime, Gold Care instruments are placed at the front of the queue once they reach our service center.

Products are returned in like-new condition. When necessary, a factory certified calibration is included at no additional charge.

Increased Uptime

With Gold Care, there is no need to worry about unexpected equipment failure or production delays.

- Minimize downtime with a loaned instrument shipped within 48 hours
- Get back to work faster with priority access to global Tektronix customer call centers
- Protect from unexpected events with coverage of EOS and ESD damage

Compliance

All repair work includes any calibration and adjustments necessary to restore your instrument to published accuracy specifications, ensuring that all measurement results can be trusted. Calibrations are performed under ISO 9001:2015 Registered Quality System and in compliance with metrology standards:

- ISO/IEC 17025:2005
- ANSI/NCSL Z540.1-1994(R2002)

Which Plan is Right for You?

Our factory warranty covers your equipment from failures and design flaws, In addition, there are several service options which can extend your warranty coverage and avoid costly repairs. Pick the plan that best suits your needs (3 or 5 year options available):

Service Plan Feature	Total Protection (Opt. T3, T5)	Gold Care (Opt. G3, G5)	Gold Lite	Tek Care (Opt. R3, R5)
Extension of factory warranty	✓	✓	✓	✓
Protection from manufacturer defects	✓	✓	✓	✓
Free factory certified calibration with repair (if necessary)	✓	✓	✓	✓
Free in-country shipping	✓	✓	✓	✓
Priority on-bench service	✓	✓	✓	
Coverage of user-caused EOS and ESD damage	✓	✓	✓	
Coverage from accidental damage	✓			
Coverage from normal wear and tear	✓			
Loaner unit during repair shipped within 48 hours		✓		

Ordering Information

Gold Care can be added as an option using the ordering nomenclature below with selected Tektronix instruments.

Option	Description
Opt. G3	3 year Gold Care Plan includes expedited repair of all product failures including ESD and EOS, access to a loaner product during repair or advance exchange to reduce downtime, and priority access to Customer Support among other benefits.
Opt. G5	5 year Gold Care Plan includes expedited repair of all product failures including ESD and EOS, access to a loaner product during repair or advance exchange to reduce downtime, and priority access to Customer Support among other benefits.

- 1 Plan Guarantees 90% immediate loaner availability or 99% availability within 5 days.
- 2 Damage caused by electrostatic discharge ("ESD") or electrical over stress ("EOS") not to exceed 3 repairs per equipment per year.



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