

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 (2 business days) 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 available with new equipment
- Customizable 1 to 5 years of coverage available on existing equipment – purchase for the duration that works for you!
- Loaner product shipped within 2 business days¹
- Extension of standard product warranty
- Protection from manufacturer defects
- Protections from EOS and ESD events²
- Protection from accidental damage
- Includes a factory calibration and adjustments to published accuracy specifications with each repair
- Easiest service initiation – no PO or administrative payment processing needed

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
- Protect from unexpected events with coverage of accidental damage, 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 17025:2017
- 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):

Factory Service Plans	TekCare and KeithleyCare Extended warranties	Total Protection Plan	Gold Care
Protection from manufacturer defects and failures	✓	✓	✓
Free factory verified calibration with all repairs	✓	✓	✓
Easiest service initiation – no PO or administrative payment processing needed	✓	✓	✓
Extension of factory warranty	✓	✓	✓
Coverage of user-caused electrical overstress (EOS) and electrostatic discharge (ESD) damage		✓	✓
Coverage from accidental damage		✓	✓
Loaner unit shipped while equipment is in service			✓
Pre-paid factory calibration plan	Optional Add-On	Optional Add-On	Optional Add-On

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.
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.

1 Certain limits apply, see program terms for details.
2 Damage caused by electrostatic discharge ("ESD"), electrical over stress ("EOS"), or accidental damage not to exceed 2 repairs per equipment per year.
Some service plans may not be available in certain geographies. Please check with your local sales office for confirmation – tek.com/contact_us.

See all service plans and details
www.tek.com/en/services/factory-service-plans