

# Welcome to your Fluke Support Service from Mayflex

*Find out how the Fluke Support team at Mayflex can help you*

**MAYFLEX**  
A Sonepar Company

✉ [testers@mayflex.com](mailto:testers@mayflex.com)



*Mayflex's Fluke Support team are on hand to help you with a range of services relating to your Fluke Networks' devices. Outlined below is an overview of what is included with our offering, but if you need any further guidance, please contact the team using the above details and we'll be happy to help.*

## Mayflex will...

- Confirm your calibration due date with you, and arrange for your unit to be calibrated and collected on a day to suit you.
- Act as a single point of contact between yourself and Fluke Networks.
- Support you in contacting the Fluke Technical Team to ensure you receive a response in the quickest time.
- Provide full technical support for all your equipment via our UK Technical Support Team.
- Arrange the collection and repair of a faulty unit on your behalf, and ensure your unit is returned to you in the shortest timeframe.
- Organise a replacement accessory for a unit with a failed component.
- Manage an advanced booking system to schedule your calibration at least 6 weeks in advance for optimum convenience and if required, we will arrange a loan unit whilst your tester is in calibration to ensure you're not without a tester.

## What does this service cost?

*Absolutely nothing.*

Mayflex provide this service free of charge, to all customers who purchase a Fluke Networks unit with Gold support through us and who register for the service.

All of the Fluke products that you purchase with Fluke Gold Support from Mayflex, are covered by our service if they are registered with us.

Email [testers@mayflex.com](mailto:testers@mayflex.com) if you would like to register for this service.

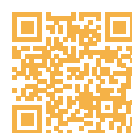
## How to Claim if you have a fault

- Simply provide our team with your unit's serial number(s) and a description of the fault.
- We will handle the rest.
- We will liaise with Fluke Networks on your behalf to arrange a replacement unit, a replacement accessory, a calibration booking or a collection, a loan unit or anything else you may require.
- Our specialist team is well trained to handle any Fluke enquiry – so you can have complete peace of mind that your tester is in the best hands.

## Terms and Conditions

Fluke Networks Fleet Gold Support Terms and Conditions apply.

Fluke's  
T's & C's



**FLUKE**  
networks™