

Technical data

MET/SUPPORT™ Gold and Preferred Calibration Software Support Programs for MET/CAL™

MET/SUPPORT Gold and Preferred maximize your investment over time

MET/SUPPORT Gold and Preferred are an annual membership programs offering premium support and services to help you stay as productive as possible. Use only a few of the Gold or Preferred services and you can easily recover more than the cost of your membership fee.

Priority access

Call the MET/SUPPORT Gold and Preferred hotline Monday through Friday between 7:30 a.m. and 4:00 p.m. Pacific Time (U.S., Canada, Mexico, Central and South America) to talk to one of our highly qualified software experts, or send your question by email. Your questions will receive priority attention. Availability is limited in the Europe and Asia Pacific Regions, and is dependent on local resources on a country-by-country basis. Contact your local Fluke office or representative for definition of available priority support services. All services are not equally available in all countries.

Software upgrades/updates

Gold and Preferred program members can upgrade to a new version of MET/CAL, released during their enrollment period. New software releases typically occur every 12 months, so there is a high likelihood that this benefit alone could cover the cost of your MET/SUPPORT Gold or Preferred membership. If you have multiple MET/CAL software licences, the savings add up quickly. And you have the peace of mind that comes from knowing you will always have the most current version of the software, plus priority support to help you get it up and running. Gold and Preferred program members will be notified immediately when software updates are available. We'll make these updates available to you in the fastest, most convenient way possible (for example, via web download) during the time your membership is active.

When you are installing and learning a new software application, it's nice to know that help is nearby. Fluke is committed to helping you get the most from your investment in MET/CAL and MET/TEAM Calibration Management Software. The MET/SUPPORT Gold and Preferred programs have been designed to provide premier support services that help you maximize your software investment over time.

Use just 6 to 8 procedures from the MET/CAL Procedure Library and you have recovered your Gold or Preferred membership cost. My MET/SUPPORT Procedure Library has 15K+ procedures and procedures are frequently updated. Compared to the cost of hiring a procedure writer or buying individual procedures, the Gold and Preferred memberships are easily your most economical solution.

Met/Support™ Gold

Uptime Protection by **FLUKE**

Met/Support™ Preferred

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Free access to procedures library

The procedures in the MET/CAL Warranted Procedure Library have been carefully written and tested in accordance with manufacturers' recommended calibration procedures. They provide the extra assurance of quality that our customers have requested. MET/SUPPORT Gold and Preferred members have free unlimited access to the procedure library, a valuable benefit that will save you time and significantly increase your productivity. Procedures are developed and added to the library continuously. You can view the current listing at <https://www.cubyt.io>.

Training discounts

We'll include a 20 % discount on any Fluke-hosted calibration software training course you schedule within your active Gold or Preferred membership. Our experienced trainers combine lectures with hands-on experience in a small classroom environment that provides personal attention and encourages group interaction. In addition, Preferred memberships also benefit from a 10 % discount on onsite courses, where our trainers can provide the same lectures and hands-on experience locally at your own facility.

Discount on custom calibration procedure development

If you don't see the procedures you need in our procedure library, we can develop them for you. Our highly trained software engineers will create the right procedures for your workload upon request, saving you time and effort. With your Gold or Preferred memberships, now you save money as well—MET/SUPPORT Gold and Preferred members are eligible for procedure development discounts of up to 20 %.

MET/SUPPORT Gold or Preferred Membership Number

Your Gold or Preferred number should be retained as a useful reference for whenever you need priority support. You must provide your membership number in order to gain access to the premium support services.

Match your Gold or Preferred membership to your workload

The MET/SUPPORT Gold and Preferred memberships are offered based on the number of workstations (user licenses), helping you match your membership benefits to the number of calibration workstations in your organization.

Who is eligible for MET/SUPPORT Gold or Preferred?

The MET/SUPPORT Gold and Preferred programs are available worldwide. To purchase a MET/SUPPORT Gold or Preferred membership, you must be using, purchasing, or upgrading to the latest version of a Fluke metrology software application (MET/CAL, MET/TEAM or MET/CONNECT).

Stay up to date with the latest Fluke Calibration Software

With your MET/SUPPORT Preferred membership, you'll also get the latest updates to both Cubyt and MET/CAL with upcoming new additional features, along with a discount of 2 months free with your active subscription at signup. This discount and upcoming new additional features are exclusive to the MET/SUPPORT Preferred membership and not available with the MET/SUPPORT Gold membership.

Ordering information

Models	Description
MET/SUPPORT Gold	Product Support Program, single workstation, one-year membership
MET/SUPPORT GLDNW	MET/SUPPORT Gold Product Support Program, up to four workstations (licenses), one-year membership
MET/SUPP PREF BASE	Software Support Program, base membership, billed per account annually
MET/SUPP PREF LIC	Software Support Program, billed per license annually

For support of more than four workstations (licenses), multiple databases, or multi-year contracts contact your local Fluke representative.

A license report is required to quote the appropriate model number.

Fluke Calibration. *Precision, performance, confidence.™*

Electrical | RF | Temperature | Humidity | Pressure | Flow | Software

www.flukecal.com

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