

Brochure

# VIAVI Care FleetCare Plans

Ensure all days are productive days for existing equipment

How much is your time worth when there are always too many problems to solve? We help your team maximize productivity with support and maintenance services! Great service is a critical part of your VIAVI experience. FleetCare Plans offered on existing VIAVI equipment ensure that you can maintain and or extend VIAVI support beyond initial coverage periods.

Our NSE Global Renewals Team is here to support your team through out the lifetime of the product:

- **Maintain your equipment for peak performance and accuracy with calibration and repair**
- **Facilitate learning with training and priority technical application support**
- **Maximize your time with priority service, fast turnarounds, and express loaners**

Purchase a service plan on your existing test equipment to budget your service cost with a low total cost of ownership. Make costs predictable and lessen your administrative burden! Gain peace-of-mind knowing that your equipment is up-to-date and working at its best—and that your technicians know how to use their applications effectively!

FleetCare agreements can be customized to provide the services that best support your business needs. FleetCare includes the right services to fit your needs on equipment nearing expiration of current warranty entitlements. This would include the consolidation of any previous VIAVI Care Plan attachments purchased with the original sale.



**Maintenance at a Low,  
Predictable Cost**







**Maximum Staff  
Productivity**



**Accurate Measurements  
with Calibration**

## VIAVI FleetCare Support Plans Features

FleetCare Plan	Objective	Technical Assistance	Factory Repair	Priority Service	Self-paced Training	Factory Calibration	Accessory Coverage	Express Loaner
 FleetCare Bronze	Technician Efficiency	Premium	✓	✓	✓			
 FleetCare Silver	Maintenance & Measurement Accuracy	Premium	✓	✓	✓	✓		
 FleetCare Max	High Availability	Premium	✓	✓	✓	✓	✓	✓
 FleetCare	<b>FleetCare plans can be customized to include any service entitlements</b> <ul style="list-style-type: none"> <li>Any collection instruments with a single coterminous renewal date</li> <li>Each contract is customized with any number of annual terms required by the customer</li> <li>Onsite Calibration, Training, Field Application Engineer days can be added</li> </ul>							

### Experience the VIAVI Difference:

- VIAVI returns your product working like it did when it came off the factory line but with the added maintenance and enhancements that will extend the product life. All engineering Change Notices (ECNs) and software/firmware will be upgraded to approved levels. Factors that need calibration can be adjusted to accurate measurements.

### On-Demand Training and Application Support: Maximize your time and your product's capabilities.

- Learn quickly at your own pace with our library of self-paced product training modules exclusively available to Support Plan customers. Includes quiz to test user comprehension of training content and certificate of completion.
- Priority Access to technical Application Support with the ability to remote control your product for in field-guidance.

### MaxCare Plan Express Loaners Provide a High Availability Guarantee

Ensure all days are productive — there is no need to hold up work or wait for a rental test unit when you need service. VIAVI will advance ship a fully featured spare unit before you return your unit. Accessories are covered too.

### Calibration: Measurement Precision — Accuracy Matters to Avoid Repeat Work!

Over time and with heavy field use, lasers, RF components and optical parts need to be calibrated and adjusted. Without this service, measurements can become inaccurate. Furthermore, connectors, ports and the pigtail wires that connect these parts take a beating with connection/disconnection cycles.

- We provide complete maintenance of all hardware components that require calibration. Our calibration process is based on custom automatic test stands for factory based accuracy. Adjustments are included. If repair is required, support plan customers benefit from no additional downtime due to PO processing or logistics.
- All connectors and ports and products are cleaned and serviced when you calibrate your product in a VIAVI TL 9000 certified facility. Safety check performed for electrical grounding (DIN VDE 0701 part 1)
- Your calibration certificate is stored online in StrataSync under the product serial number to facilitate the management of compliance with your customers or auditors.

## Rapid Repairs: High Quality Services with a Guaranteed Turnaround Time

Features	VIAVI Support Plan Repairs	3rd Party Repairs
Rapid 5 day or less turnaround (exclusive to support plan customers)	✓	Often shipped to VIAVI
Problem verification and analysis	✓	✓
Repair/Replacement	Authentic VIAVI parts	3rd party assemblies and materials
Product updates and HW engineering changes	✓	
Fiber connectors cleaned/polished	✓	Additional charge
Pigtail replacement	✓	Additional charge and risk of damage
Performance verification	Full performance verification with VIAVI factory test stands	Manual product testing/ verification to what specification?
New calibration label and report when performed as part of repair process	✓	?
Unit software configuration preserved/loaded (SW options, templates/profile and StrataSync updates)	✓	
TL 9000 certified repair centers and process	✓	?

## Who do I Contact? The VIAVI Global Renewals Team!

VIAVI NSE Global Renewals Team consolidates the ownership of support renewals worldwide with coverage over all VIAVI products and services. Their priority is to maintain our existing base of renewals. Partnering with Sales, the team can provide the information needed to plan, price, and propose services to build FleetCare Plans such as calibration and/or coterminous extended warranty plans from the existing equipment installed base.

Contact the NSE Global Renewals Team: [NSE.SupportRenewals@viavisolutions.com](mailto:NSE.SupportRenewals@viavisolutions.com)

## Ordering Information

VIAVI instruments have various warranty periods and recommended calibration cycles depending on the product.

VIAVI Care FleetCare Plan Description	Part Number
FleetCare Plan (multi-years available)	Varies



Contact Us **+1 844 GO VIAVI**  
(+1 844 468 4284)  
To reach the VIAVI office nearest you,  
visit [viavisolutions.com/contact](https://viavisolutions.com/contact)

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fleetcare-br-ser-nse-ae  
30191065 900 0320