



# Complimentary Next Business Day Service, as Standard

Your network is the backbone of your business. Keeping it running is essential, even if the unexpected happens. D-Link Assist is a rapid-response technical support service that replaces faulty equipment quickly and efficiently. Maximising your uptime and giving you the confidence that instant support is only a phone call away.

## **D-Link Assist** Next Business Day Service

Next Business Day Service

All D-Link products with 5-year or Limited Lifetime warranty<sup>1</sup> come with complimentary Next Business Day Service. D-Link will send out a replacement product to you on the next business day after acceptance of a product failure. On receipt of the replacement product, you simply arrange the return of the defective product to us.

## **D-Link Assist** Same Business Day Service

Same Business Day Service

Same Business Day Service is an optional service available in the UK, Germany, France, Italy, Spain and Hungary, designed for 'high availability' businesses that require a rapid response within regular working hours. Once the product failure has been confirmed by D-Link, we will deliver a replacement product within 4 working hours, Monday to Friday from 8 am to 5 pm, excluding holidays.

## **D-Link Assist** 3 Year Warranty Extension

Extended Warranty

For extra assurance, D-Link Assist gives you the option of extending warranties on any D-Link products you purchase by three years<sup>2</sup>. By extending the warranty, you will also automatically benefit from the complimentary Next Business Day Service.

## Get expert help with your installation and configuration

- Available on selected D-Link products, D-Link Assist can help you get your new D-Link hardware up and running with the minimum of fuss
- Installation services include unpacking, quality inspection, interconnection with host server as well as installation and integration of software<sup>3</sup>



# D-Link Assist Q&A

### What is D-Link Assist?

D-Link Assist is the rapid response support service that allows you to tap into our network of highly trained specialists with in-depth knowledge of your D-Link equipment. We'll act quickly to diagnose your problem and take instant corrective action. In the unlikely event of a product failure, the complimentary Next Business Day Service will send out a replacement within the next business day, to minimise your business downtime.

### How do I get assistance when things go wrong?

Simply contact your local D-Link technical support centre, Monday to Friday from 8 am to 5 pm, excluding holidays. A product specialist will diagnose the problem over the phone and arrange advance replacement once the product is confirmed to be faulty.

### What products can benefit from the complimentary Next Business Day Service?

- All D-Link products with 5-year or Limited Lifetime warranty<sup>1</sup>
- Any products with a 2-year/3-year warranty when the optional 3-year warranty extension has been purchased.<sup>2</sup>

### Does D-Link Assist help with installation too?

Yes, as well as fault diagnosis and replacement of faulty equipment, D-Link Assist provides the option of installation and configuration services to ensure 'first time right' set up on selected products.

### Where is the Same Business Day Service available?

Same Business Day Service is available in the UK, Germany, France, Italy, Spain and Hungary.

### What is included with the Same Business Day Service?

It includes the following (dependent on service level purchased):

- Guaranteed delivery of replacement product within 4 working hours, once product failure is confirmed

### Do I need to buy the Same Business Day Service straight away when I purchase a new D-Link product?

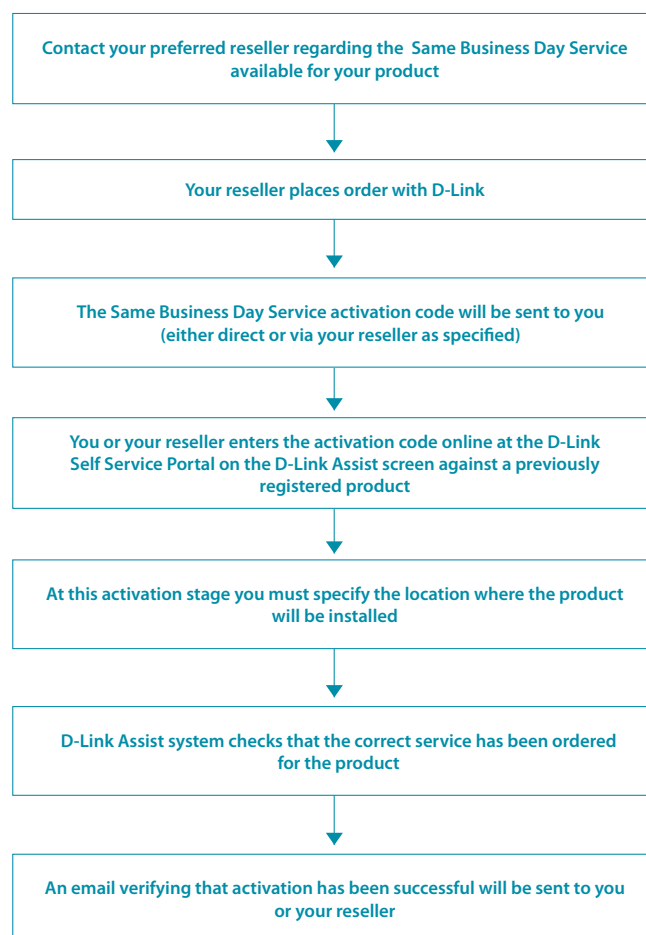
No. You have up to 90 days from the date of purchase in which to purchase D-Link Assist.<sup>4</sup>

### Once registered for the Same Business Day Service, how soon will the cover start?

Full support will commence just 48 working hours after registration has been verified.

### How do I purchase the Same Business Day Service?

You may purchase the Same Business Day Service directly through our network of highly qualified D-Link partners as follows:



# Product Reference Guide

| Category | Video Surveillance  |              | Wireless    | Switching        |                  |                 | Others           |
|----------|---|--------------|-------------|------------------|------------------|-----------------|------------------|
| A        |   |              |             | DGS-1510-52XMP   | DGS-3420-28TC    | DXS-1100-16SC   | DXS-3600-EM-4QXS |
|          |   |              |             | DGS-3120-48PC/SI | DGS-3420-28PC    | DXS-3400-24SC   | DXS-3600-EM-4XT  |
|          |   |              |             | DGS-3130-30TS/SI | DGS-3420-28SC    | DXS-3400-24TC   | DEM-QX10Q-LR4    |
|          |   |              |             | DGS-3130-30PS/SI | DGS-3420-52T     | DXS-3600-32S/SI |                  |
|          |   |              |             | DGS-3130-30S/SI  | DGS-3420-52P     | DXS-5000-54S/SI |                  |
|          |   |              |             | DGS-3130-54PS/SI | DGS-3630-28PC/SI |                 |                  |
|          |   |              |             | DGS-3130-54TS/SI | DGS-3630-28SC/SI |                 |                  |
|          |   |              |             | DGS-3130-54S/SI  | DGS-3630-28TC/SI |                 |                  |
|          |   |              |             | DIS-300G-8PSW    | DGS-3630-52PC/SI |                 |                  |
|          |   |              |             | DIS-300G-12SW    | DGS-3630-52TC/SI |                 |                  |
|          |   |              |             | DIS-300G-14PSW   | DIS-700G-28XS    |                 |                  |
|          |   |              |             |                  |                  |                 |                  |
| B        | DCS-4602EV  | DNR-312L     | DAP-2662    | DES-1210-28P     | DGS-1510-28P     | DXS-1100-10TS   | DEM-432XT        |
|          | DCS-4603  | DNR-322L     | DAP-2695    | DES-3200-28P     | DGS-1510-28X     | DXS-1210-10TS   | DEM-QX01Q-SR4    |
|          | DCS-4605EV  | DNR-2020-04P | DAP-3662    | DGS-1026MP       | DGS-1510-28XMP   | DXS-1210-12SC   | DMC-1000         |
|          | DCS-4622  |              | DAP-3666    | DGS-1100-26MP    | DGS-1510-52      | DXS-1210-12TC   | DPS-700          |
|          | DCS-4625  |              | DBA-1210P   | DGS-1210-28MP    | DGS-1510-52X     | DXS-1210-16TC   | DXS-PWR-300AC    |
|          | DCS-4633EV  |              | DBA-2520P   | DGS-1210-28MP/ME | DGS-3000-28LP    | DIS-100E-5W     | DXE-820T         |
|          | DCS-4701E   |              | DBA-2820P   | DGS-1210-28P     | DGS-3000-28X     | DIS-100E-8W     |                  |
|          | DCS-4703E   |              | DSR-1000AC  | DGS-1210-48      | DGS-3000-28XMP   | DIS-100G-5W     |                  |
|          | DCS-4705E   |              | DWC-1000    | DGS-1210-52      | DGS-3000-52X     | DIS-100G-5SW    |                  |
|          | DCS-4802E   |              | DWC-2000    | DGS-1210-52MP    | DGS-3120-24TC/SI | DIS-100G-5PSW   |                  |
|          | DCS-6517  |              | DWL-6620APS | DGS-1250-28X     | DGS-3120-24PC/SI | DIS-200G-12S    |                  |
|          | DCS-7513  |              | DWL-7620AP  | DGS-1250-28XMP   | DGS-3120-24SC/SI | DIS-200G-12PS   |                  |
|          | DCS-7517  |              | DWL-8610AP  | DGS-1250-52X     | DGS-3120-48TC/SI | DBS-2000-28MP   |                  |
|          | DCS-2802KT-EU   |              | DWL-8620AP  | DGS-1250-52XMP   |                  | DBS-2000-28P    |                  |
|          |   |              | DWL-8620APE |                  |                  | DBS-2000-52     |                  |
|          |   |              | DWL-8710AP  |                  |                  | DBS-2000-52MP   |                  |
|          |   |              | DWM-312     |                  |                  |                 |                  |
|          |   |              |             |                  |                  |                 |                  |
| C        | All other products (excluding industrial transceivers/power supplies, dlinkgo products, consumer router power supplies, software and software licenses) |              |             |                  |                  |                 |                  |

# Service Options

| Service                               | Order Number |             |             | Period  |
|---------------------------------------|--------------|-------------|-------------|---------|
|                                       | Category A   | Category B  | Category C  |         |
| Same Business Day                     | DAS-A-3YSBD  | DAS-B-3YSBD | DAS-C-3YSBD | 3 years |
|                                       | DAS-A-5YSBD  | DAS-B-5YSBD | DAS-C-5YSBD | 5 years |
| 3-Year Extended Warranty <sup>5</sup> | DAS-A-3YWTY  | DAS-B-3YWTY | DAS-C-3YWTY | 3 years |

| Service                                | Order Number   | Description  | Period      |
|--|----------------|--|-------------|
| D-Link Installation Services           | DAS-INSTALL    | Onsite Installation and Configuration Service  | Day Rate    |
|  | DAS-SITESURVEY | Site Survey  | Day Rate    |
| D-Link Advanced Configuration Services | DAS-C-NETWORK  | D-Link Advanced Configuration Service - Network <sup>6</sup>   | Per Install |
| D-Link Advanced SiteSurvey Services    | DAS-S-WIFI-S   | D-Link Advanced SiteSurvey Service "S" for an object area measuring up to 2,000 square metres <sup>7</sup>   | Flat Rate   |
|  | DAS-S-WIFI-M   | D-Link Advanced SiteSurvey Service "M" for an object area measuring up to 5,000 square metres <sup>7</sup>   | Flat Rate   |
|  | DAS-S-WIFI-L   | D-Link Advanced SiteSurvey Service "L" for an object area measuring up to 10,000 square metres <sup>7</sup>  | Flat Rate   |
|  | DAS-S-WIFI-XL  | D-Link Advanced SiteSurvey Service "XL" for an object area measuring up to 10,000 square metres <sup>8</sup> | Day Rate    |
| D-Link Advanced Planning Services      | DAS-P-WIFI     | D-Link Advanced Planning Service - WiFi <sup>9</sup>   | Flat Rate   |
|  | DAS-P-VIDEO    | D-Link Advanced Planning Service - Video <sup>10</sup>   | Flat Rate   |

<sup>1</sup> Only for the duration of the hardware warranty for as long as the original buyer owns the product. Original proof of purchase may be required.

<sup>2</sup> Optional chargeable 3-year extended warranty may be required. Excluding power supplies.

<sup>3</sup> D-Link products only.

<sup>4</sup> Proof of purchase may be required.

<sup>5</sup> Extended Warranty can be purchased for products that have not been registered for Limited Lifetime Warranty. Note: Limited Life Warranty is only offered if the product is registered within the first thirty days of purchase. Extended Warranty is not available for DIS-xxxx products.

<sup>6</sup> Network Configuration Service: Price per voucher. Based on the customer-specific IT environment and the desired network configuration, D-Link network specialists create product configurations for D-Link products for subsequent installation. The number of vouchers to be ordered must be determined individually before ordering.

<sup>7</sup> Flat rate price for a WiFi survey on-site including electronic documentation for the area specified. The DAS-S-WIFI-S package includes the professional radio measurement of the customer object on site, the documentation, as well as the subsequent wireless planning. By placing your order, you consent to the Distributor submitting your contact information to D-Link. After receiving an order at D-Link, you will be proactively contacted by D-Link to coordinate the further procedure.

<sup>8</sup> The price shown here corresponds to a daily rate (voucher) for a WiFi survey on-site including electronic documentation for an area of more than 10,000 sqm. The DAS-S-WIFI-XL package includes all costs associated with the professional radio measurement of the customer object as well as the costs of documentation and subsequent wireless planning. The number of vouchers to be ordered must be determined individually before ordering.

<sup>9</sup> Wireless LAN Planning Service: Flat rate price for a theoretical WiFi survey internally at D-Link including the electronic documentation. With the DAS-P-WiFi service package, D-Link wireless specialists determine the optimal location of the access points based on your building plan. By placing your order, you consent to the Distributor submitting your contact information to D-Link. After receiving an order at D-Link, you will be proactively contacted by D-Link to coordinate the further procedure.

<sup>10</sup> IP Camera Planning Service: Flat rate price for a theoretical installation planning for IP cameras internally at D-Link including the electronic documentation. With the DAS-P-Video service package, the D-Link camera specialists determine the optimal location of the cameras for efficient video surveillance. By placing your order, you consent to the Distributor submitting your contact information to D-Link. After receiving an order at D-Link, you will be proactively contacted by D-Link to coordinate the further procedure.



For further information: [www.dlink.com](http://www.dlink.com)

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