



D-Link Assist

Peace of mind  
networking

# D-Link Assist: expect instant help if the unexpected happens

Your network is the backbone of your business. Keeping it running is essential, even if the unexpected happens. D-Link Assist is a round-the-clock 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.

## Comprehensive cover available across all D-Link business products

- D-Link Assist can be purchased together with any D-Link business product. So whether you're buying switches, wireless access points, security or video surveillance equipment from D-Link, your peace of mind is guaranteed
- D-Link Assist also offers installation and configuration services to get your new hardware working quickly and correctly
- As standard, when you purchase a D-Link product we will exchange it should something go wrong!

## Convenient choice of three service levels to suit your needs

- **D-Link Assist Gold** for comprehensive 24-hour support
- **D-Link Assist Silver** for prompt same-day assistance
- **D-Link Assist Bronze** for guaranteed next business day response

## Peace of mind from our highly experienced support services

- Plug 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

**D-Link Assist**  
Rapid Response Support



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# Choose the enhanced service level that is right for you

Every business has different needs. That's why D-Link Assist provides a choice of enhanced service levels to suit your individual requirements and your budget. For your convenience, all D-Link Assist agreements run for one or three years.

## D-Link Assist **GOLD** Same Business Day (24 x 7 x 4) Swap Service

D-Link Assist Gold is perfect for mission-critical environments where maximum uptime is a high priority. It guarantees four-hour around-the-clock response. Cover applies 24/7 for every day of the year including holidays.

## D-Link Assist **SILVER** Same Business Day (9 x 5 x 4) Swap Service

D-Link Assist Silver is designed for 'high availability' businesses that require rapid response within regular working hours. It provides a four-hour response service Monday to Friday from 8 am to 5 pm, excluding holidays.

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

D-Link Assist Bronze is a highly cost-effective support solution for less critical environments. Response is guaranteed within eight business hours Monday to Friday from 8 am to 5 pm, excluding holidays.

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

For extra assurance, D-Link Assist gives you the option of extending warranties on any D-Link business products you purchase by three years.

### 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>2</sup>

# D-Link Assist Q&A

## What is D-Link Assist?

D-Link Assist is the rapid response support service that covers all business products and can give you and your staff direct, anytime access to support services (depending on service level purchased) to help ensure the fast, expert response and accountability required to resolve any critical hardware issues. With D-Link Assist you can choose the appropriate service level you require for your business.

## What is included with D-Link Assist?

D-Link Assist includes the following (dependent on service level purchased):

- Around-the-clock, access to D-Link Technical Support
- Guaranteed response within four hours
- Trained D-Link field engineer onsite to install replacement parts at your location, capable of implementing D-Link technology and expertise to help ensure that your hardware operates at the highest levels

## Why should you purchase D-Link Assist?

By covering hardware devices with a D-Link Assist contract, you can:

- Maximise network availability, reliability, stability, and security with direct access to networking engineers at D-Link
- Reduce the cost of network ownership by using D-Link expertise, knowledge, and availability
- Expedite time to repair with the right products/parts at the right time to resolve issues quickly

In addition, D-Link Assist helps you protect your network investments and minimise risks by:

- Supplementing your support organisation to help ensure the availability of the knowledge and

skills necessary to address rapidly changing technologies

- Providing access to knowledgeable resources and tools for rapid resolution of issues
- Eliminating the challenges of carrying replacement hardware in inventory and delivering them to remote sites by making replacement parts available when you need them
- Providing trained field engineering resources to perform replacement services when and where you need them

## Does D-Link Assist cover any product?

D-Link Assist covers all business products and is available to buy with any D-Link product at the time of purchase.

## 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.

## Do I need to buy D-Link Assist straight away when I purchase a new D-Link product?

No. You have up to 90 days from date of purchase in which to purchase D-Link Assist.<sup>3</sup>

## Once registered for D-Link Assist, how soon will the cover start?

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

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

Simply contact your local D-Link Tech Support centre at any time of the day or night (details provided on registration). A guaranteed D-Link

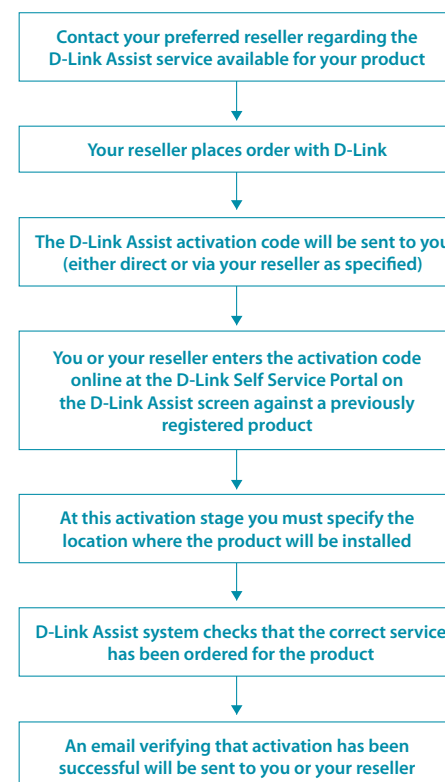
Product Technician will diagnose the problem over the phone and dispatch a service agent to your premises with replacement equipment, if required (dependent on service level purchased).

## Where is D-Link Assist support available?

D-Link Assist is continually expanding its service areas and is currently available in the following countries: Austria, Belgium, Czech Republic, Denmark, Finland\*, France, Germany, Hungary, Republic of Ireland, Italy\*, Luxembourg, Monaco, The Netherlands, Norway\*, Poland\*, Portugal\*, San Marino\*, Spain\*, Sweden\*, Switzerland\*, United Kingdom and Vatican.

## How do I purchase D-Link Assist?

You may purchase D-Link Assist 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-1210-12TC	DXS-3600-EM-4XT	
				DGS-3130-30TS/SI	DGS-3420-28SC	DXS-1210-16TC	DEM-QX10Q-LR4	
				DGS-3130-30PS/SI	DGS-3420-52T	DXS-3400-24SC		
				DGS-3130-30S/SI	DGS-3420-52P	DXS-3400-24TC		
				DGS-3130-54PS/SI	DGS-3630-28SC/SI	DXS-3600-32S/SI		
				DGS-3130-54TS/SI	DGS-3630-28TC/SI	DXS-3600-32S/SI		
				DGS-3130-54S/SI	DGS-3630-52PC/SI	DXS-5000-54S/SI		
					DGS-3630-52TC/SI			
B	DCS-4602EV	DNR-312L	DAP-2695	DES-1210-28P	DGS-1510-28P	DXS-1100-10TS	DEM-432XT	
	DCS-4603	DNR-322L	DAP-3662	DES-3200-28P	DGS-1510-28X	DXS-1210-10TS	DEM-QX01Q-SR4	
	DCS-4605EV	DNR-2020-04P	DSR-1000AC	DGS-1026MP	DGS-1510-28XMP	DIS-200G-12S	DMC-1000	
	DCS-4622	DNR-4020	DWC-1000	DGS-1100-26MP	DGS-1510-52	DIS-200G-12PS	DPS-700	
	DCS-4633EV		DWC-2000	DGS-1210-28MP	DGS-1510-52X		DXS-PWR-300AC	
	DCS-4701E		DWL-6600AP	DGS-1210-28MP/ME	DGS-3000-28LP			
	DCS-4703E		DWL-6620APS	DGS-1210-28P	DGS-3000-28X			
	DCS-4705E		DWL-7620AP	DGS-1210-48	DGS-3000-28XMP			
	DCS-4802E		DWL-8610AP	DGS-1210-52	DGS-3000-52X			
	DCS-6517		DWL-8620AP	DGS-1210-52MP	DGS-3120-24TC/SI			
	DCS-7513		DWL-8620APE		DGS-3120-24PC/SI			
	DCS-7517		DWL-8710AP		DGS-3120-24SC/SI			
			DWM-312		DGS-3120-48TC/SI			
C	DCS-2330L		DAP-1665	DES-1016D	DGS-1100-16	DGS-1510-20	DPE-101GI	DEM-CB100
			DAP-2020	DES-1018MP	DGS-1100-24	DGS-1510-28	DPE-301GI	DEM-CB300
			DAP-2310	DES-1024D	DGS-1100-24P	DGS-3000-10TC	DPE-301GS	DEM-CB100S
			DAP-2230	DES-1100-16	DGS-1210-08P		DPE-302GE	DEM-CB300S
			DAP-2360	DES-1100-24	DGS-1210-10		DEM-211	DEM-CB150-2PS
			DAP-2610	DES-1210-08P	DGS-1210-10MP		DEM-310GT	DPS-200A
			DAP-2660	DES-1210-28	DGS-1210-10P		DEM-311GT	DPS-500A
			DAP-2680	DES-1210-52	DGS-1210-16		DEM-312GT2	DPS-800
			DAP-3315	DGS-1008MP	DGS-1210-20		DEM-410T	DMC-1001
			DSR-250N	DGS-1008P	DGS-1210-20/ME		DEM-431XT	DMC-300SC
			DWL-2600AP	DGS-1016D	DGS-1210-24		DGS-712	DMC-515SC
			DWL-3610AP	DGS-1024D	DGS-1210-24P		DEM-CB50	DMC-700SC
			DWL-6610AP	DGS-1100-05	DGS-1210-26		DEM-CB50CXP	DMC-810SC
			DWL-6610APE	DGS-1100-05PD	DGS-1210-28		DEM-CB50ICX	DXS-3600-EM-8T
			DWL-6700AP	DGS-1100-08P	DGS-1210-28/ME		DEM-CB100QXS-4XS	DXS-3600-EM-Stack
				DGS-1100-10MP			DEM-CB100QXS	DXS-3600-FAN-FB
						DEM-CB300QXS		

Contact your reseller now for peace of mind networking.

# Service Level Options

Service Level	Order Number			Period
	Category A	Category B	Category C	
<b>Gold</b>	DAS-A-1Y247	DAS-B-1Y247	DAS-C-1Y247	1 year
	DAS-A-3Y247	DAS-B-3Y247	DAS-C-3Y247	3 years
<b>Silver</b>	DAS-A-1YSBD	DAS-B-1YSBD	DAS-C-1YSBD	1 year
	DAS-A-3YSBD	DAS-B-3YSBD	DAS-C-3YSBD	3 years
<b>Bronze</b>	DAS-A-1YNBD	DAS-B-1YNBD	DAS-C-1YNBD	1 year
	DAS-A-3YNBD	DAS-B-3YNBD	DAS-C-3YNBD	3 years
<b>Extended Warranty<sup>4</sup></b>	DAS-A-3YWTY	DAS-B-3YWTY	DAS-C-3YWTY	3 years

\* Partial coverage available. <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> D-Link products only. <sup>3</sup> Proof of purchase may be required. <sup>4</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.



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

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