



# 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?

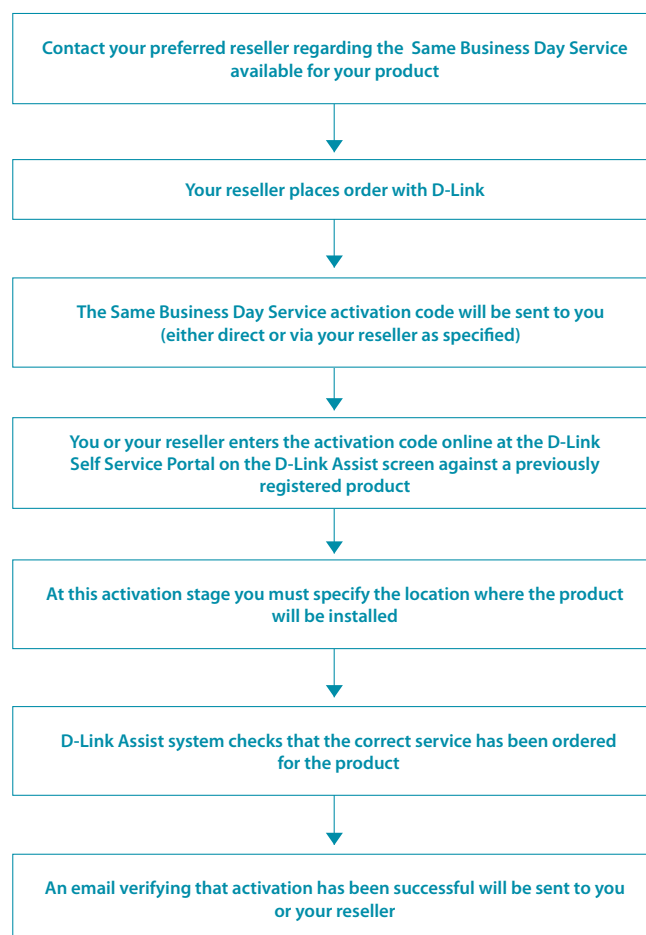
No. You have up to 90 days from the date of purchase in which to purchase D-Link Assist.<sup>4</sup>

### 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	Surveillance	Wireless		Switching			Others
A	DCS-9500T			DGS-1510-52XMP	DGS-3630-28PC/SI	DXS-3400-24SC	DXS-3600-EM-4XT
				DGS-3130-30TS/SI	DGS-3630-28SC/SI	DXS-3400-24TC	DEM-QX10Q-LR4
				DGS-3130-30PS/SI	DGS-3630-28TC/SI	DXS-3600-32S/SI	
				DGS-3130-30S/SI	DGS-3630-52PC/SI	DXS-3610-54S	
				DGS-3130-54PS/SI	DGS-3630-52TC/SI	DXS-3610-54T	
				DGS-3130-54TS/SI	DIS-300G-8PSW	DXS-5000-54S/SI	
				DGS-3130-54S/SI	DIS-300G-12SW	DQS-5000-32S/SI	
				DGS-3420-28TC	DIS-300G-14PSW	DQS-5000-54SQ28/SI	
				DGS-3420-28PC	DIS-700G-28XS	DQS-5000-32Q28/SI	
				DGS-3420-28SC	DXS-1210-12TC		
				DGS-3420-52T	DXS-1210-16TC		
B	DCS-4603	DSR-1000AC	DWL-X8630AP	DES-1210-28P	DGS-1520-52	DXS-1210-28S	DEM-432XT
	DCS-4605EV	DAP-2662	DIS-2650AP	DGS-1026MP	DGS-1520-52MP	DXS-1210-28T	DEM-QX01Q-SR4
	DCS-4625	DAP-3662	DBA-1210P	DGS-1100-26MPV2	DGS-2000-10	DIS-100E-5W	DMC-1000
	DCS-4633EV	DAP-3666	DBA-2520P	DGS-1210-28MP	DGS-2000-10P	DIS-100E-8W	DPS-700
	DCS-4612E	DAP-3711	DBA-2820P	DGS-1210-28P	DGS-2000-28	DIS-100G-5W	DXS-PWR-300AC
	DCS-4614E	DAP-3712	DBA-X2830P	DGS-1210-48	DGS-2000-28P	DIS-100G-5SW	DXS-PWR-700AC
	DCS-4618E	DAP-X2810	DBA-3620P	DGS-1210-52	DGS-2000-52	DIS-100G-5PSW	DXE-820T
	DCS-4712E	DAP-X2850	DBA-3621P	DGS-1210-52MP	DGS-2000-52MP	DIS-100G-6S	
	DCS-4714E	DNH-100	DWM-312	DGS-1250-28X	DGS-3000-28LP	DIS-100G-10S	
	DCS-4718E	DNH-200	DWM-312W	DGS-1250-28XMP	DGS-3000-28X	DIS-200G-12S	
	DCS-6517	DWC-1000	DWM-2101	DGS-1250-52X	DGS-3000-28XMP	DIS-200G-12PS	
	DCS-7517	DWC-2000		DGS-1250-52XMP	DGS-3000-52X	DBS-2000-28MP	
	DCS-2802KT-EU	DWL-6620APS		DGS-1510-28P	DGS-3120-24TC/SI	DBS-2000-28P	
	DNR-322L	DWL-7620AP		DGS-1510-28X	DGS-3120-48TC/SI	DBS-2000-52	
	DNR-4020-16P	DWL-8620AP		DGS-1510-28XMP	DMS-1100-10TP	DBS-2000-52MP	
		DWL-8620APE		DGS-1510-52X	DXS-1100-10TS		
		DWL-8710AP		DGS-1520-28	DXS-1210-10TS		
	DWL-8720AP		DGS-1520-28MP	DXS-1210-12SC			
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: [eu.dlink.com](http://eu.dlink.com)

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