

## Warranty Policy of D-Link Products Limited Warranty

### WARRANTY STATEMENT

Please read the following warranty statement to make sure you understand the limited warranty provisions for your product.

### LIMITED WARRANTY

#### -- H A R D W A R E -

D-Link warrants its hardware products to be free from defects in workmanship and materials, under normal use and service, for a specified period of time from the date of purchase from D-Link or its Authorized Resellers.

### D-Link Branded Products

Consumer Products		Device Warranty Period	External Power adapter(Ext)/Internal Power Supplier(Int) /Fan(Int) /Battery
IP Camera	All DCS-xxxxL series ranges	1 year	1 year
Powerline	All type	3 years	NA
Network Storage	DNS-3xx series	1 year	1 year
USB Hub	All type	1 year	1 year
ADSL/Modem	All type	2 years	2 years
Mobile	All type	3 years	3 Years/ 6 months(Battery)
Wire/Wireless Router	All type	3 years	3 years
Network Adapter	All type	3 years	NA
Unmanaged Switch	DES-10xx & DGS-10xx series	3 years	3 years
Repeater/Extender	All type	3 years	NA
Access Point	DWL-1xxx/2xxx & DAP-1xxx/2130	3 years	3 years
Network Cards	All type	3 years	NA
Print Servers	All type	1 year	1 year
KVM	KVM-1xx, KVM-2xx	1 year	1 year
Voice IP Products	DVG-Nxxxx	1 year	1 year
Commercial Products		New Warranty Period	External Power adapter(Ext)/Internal Power Supplier(Int) /Fan(Int) /Battery
Access Point	DWL-3xxx/6xxx/8xxx & DAP-2xxx/3xxx/6xxx/8xxx series	Limited Lifetime	3 years(Ext)/Limited Lifetime(Int)
Smart Switch	DES-12xx/11xx, DGS-12xx/11xx & DXS-xxxx series	Limited Lifetime	3 years(Ext)/Limited Lifetime(Int)
Managed Switch	DES-3xxx,DGS-3xxx & DXS-xxxx series	Limited Lifetime	3 years(Ext)/Limited Lifetime(Int)
Unified Router	DSR/DWS series	Limited Lifetime	3 years(Ext)/Limited Lifetime(Int)
Firewall	DFL series	Limited Lifetime	3 years(Ext)/Limited Lifetime(Int)

**D-Link International Pte Ltd**  
 Main Line: (65) 6501 4200  
 Fax. (65) 6774 6322  
 E-Mail : rma@dlink.com.sg  
 Website : [www.dlink-intl.com](http://www.dlink-intl.com)

Switch Accessories	DEM/DMC	Limited Lifetime	3 years(Ext)/Limited Lifetime(Int)
KVM	KVM-4xx series	1 year	1 year
Voice IP Products	DVG-20xx/50xx/60xx/70xx series	1 year	1 year
IP Camera	DCS-5xxx/6xxx/7xxx series	1 year	1 year
Network Storage	DNS-4xx/7xx/11xx series	1 year	1 year
GPON		1 year	1 year

*\*Above products warranty is valid for purchase after 1<sup>st</sup> Feb 2015*

*\*Limited Lifetime Warranty is offered for lifecycle of the product and up to 3 years after it is discontinued.*

*\*With effect from 1<sup>st</sup> Feb 2015, due to D-Link policy change, hence, for products that are still running in the market which falls under limited lifetime and purchased before 1<sup>st</sup> Feb 2015 the warranty will be expiry by 31<sup>st</sup> Jan 2018.*

To qualify for this limited hardware warranty, the customer is required to do D-Link product online registration at <http://register.dlink.com> within thirty (30) days of purchase. Or Alternately \*The warranty claims will base on end user proof of purchase date; or the device serial number date code added with 6 months grace period (if end user loss the proof of purchase receipt).

**All Warranties are limited warranty and are subjected to change without prior notice.**

*Above listed products warranty does not include the product that bundle with any ISP as ISP warranty should comply with ISP agreement.*

If a product does not operate as warranted during the applicable warranty period, D-Link shall, at its option and expense, (1) repair the defective product or part, OR (2) provide to Customer an equivalent product or part to replace the defective item. All products that are replaced out will become the property of D-Link.

The warranty does not cover the product for damages due to improper installation, improper testing, improper operation, abuse, misuse, accident, neglect, alteration, corrosion, force majeure, power surge and any acts of god.

The warranty does not cover any updates and patches necessary to fix problems that were not discover during normal testing or to fix problem peculiar to a customer's site and situation.

If you ship the product, you must assume the risk of damage or loss in transit and pay the shipping charge. The authorized dealer or customer must bear the cost of two way delivering the defective item to D-Link for repair and send back after repair.

DOA claim is a product confirm is hardware failure within 7 days from the Resellers invoice to end customer, a Proof of Purchase is required for any DOA RMA claims and normal claim the replacement products may be repaired or reconditioned. Any out of warranty replaced or repaired product or part has a ninety (90) days warranty or the remainder of the initial warranty period, whichever is longer.

D-Link shall not be responsible for any software, firmware, information, memory or customer data that are contained in, stored on, or integrated with any products returned to D-Link pursuant to any warranty claim.

Service charge may be levied to Customer by D-Link for any exceptions that are not covered under the Limited Warranty as described above.

## **-- SOFTWARE -**

D-Link warrants that the software programs licensed from it will perform in conformance to its published specifications for a period of ninety (90) days from the date of purchase (from D-Link or its Authorized Reseller).

Revision.3.0

Date: 1<sup>st</sup> Aug 2016

**D-Link International Pte Ltd**  
Main Line: (65) 6501 4200  
Fax. (65) 6774 6322  
E-Mail : [rma@dlink.com.sg](mailto:rma@dlink.com.sg)  
Website : [www.dlink-intl.com](http://www.dlink-intl.com)

D-Link warrants the magnetic media containing software against failure during the warranty period. Neither software updates nor upgrades are provided under this warranty. D-Link's sole obligation shall be to replace any defective software products with products that substantially conform to D-Link's applicable published specifications. Customer shall assume the responsibility of selecting the appropriate applications program and associated reference materials that meet their requirements. D-Link does not warrant that its software products will work in combination with any other hardware nor software applications that are provided by third parties. D-Link does not warranty that the operation of the software products will be uninterrupted or error free, or that all defects in the software product will be corrected. For any third party products listed in the D-Link software product documentation or specifications as being compatible, D-Link will make reasonable efforts to provide compatibility, except where the non-compatibility is caused by "bug" or defect in the third party's product.

### **-- CONTACT INFORMATION -**

For further clarifications on the warranty and for obtaining RMA number or warranty service, please contact us at the following:

**D-Link International Service Center**  
1 International Business Park,  
#03-11 The Synergy  
Singapore 609917

Main Line: (65) 6501 4200  
Fax. (65) 6774 6322  
**E-Mail :** [rma@dlink.com.sg](mailto:rma@dlink.com.sg)

**-- END -**