

D-Link UK Warranty

The Limited Product Warranty Period starts on the date of purchase from D-LINK. Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase date. You may be required to provide proof of purchase as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your D-LINK branded hardware is required within the Limited Product Warranty Period.

Where a product is discontinued during the 'Product Warranty Period', the product warranty shall be a maximum of two (2) years after the date of discontinuation.

This Limited Product Warranty extends only to the original end-user purchaser of this D-LINK Hardware Product and is not transferable to anyone who obtains ownership of the D-LINK Hardware Product from the original end-user purchaser

Customers should call D-Link for all warranty claims no matter when the product was purchased.

Product Warranty Periods

Eleven (11) Years Wireless Routers and Adapters with Built-in IEEE 802.11n Technology (excluding power supplies, internal fans and accessories) ****

Five (5) Years Smart Switches (excluding external power supplies, internal fans and accessories)
xStack Managed Switches have a limited lifetime warranty

Managed Switches (i.e. switches with built in SNMP agent, including modules and management software but excluding external power supplies, internal fans and accessories)

Business Wireless Products (i.e. wireless switch family, outdoor wireless, metal chassis access points) (excluding external power supplies, internal fans and accessories) *

Firewall Security Appliances (excluding external power supplies, internal fans and accessories)

All D-Link Xstack products are supplied with a 5 year warranty as standard. To enable the Limited Lifetime Warranty on these products you must register the product, within the first three months of purchase, on the below Website.

<http://www.dlink.biz/productregistration/>

DES-6500 Series is excluded from the Limited Lifetime Warranty offering and will be supplied with a Standard 5 Year Warranty.

For limited lifetime

Failure to register the product within the first three months of purchase [by the first user only] will invalidate the Limited Lifetime warranty.

Two (2) Years All other Products ***

Two (2) Years External Power Suppliers, internal fans, adapters and accessories

* All products within this category sold in European Countries by D-LINK Resellers from 1st January 2004 to 31st October 2006 carry 2 years warranty and those sold in any other period will carry 5 years warranty.

** All products within this category sold in European Countries by D-LINK Resellers prior to 1 April 2007 carry 2 years warranty.

*** All products within this category sold in European Countries by D-LINK Resellers after 1st January

2004 carry 2 years warranty and those sold before 1st January 2004 carry 5 years warranty.

**** All products within this category sold in European Countries by D-LINK Resellers carry 11 years warranty.

More detail of D-Link's warranty is available from the D-Link Web Site at www.dlink.co.uk/support

Technical Support

Technical support for all 0845 612 0003 products is available on
(Lines open 9.00am – 6.00pm Mon to Fri)

Warranty Claim

Customers will need to contact our helpdesk on the above Technical Support Number. A support agent will diagnose the problem. If a fault is diagnosed, the agent will advise and will pass on the details to the Returns Department who will contact the customer by Email.

Eleven (11) Year Warranty
(Return to Base Warranty)

This warranty applies to all D-Link products with the Wireless IEEE 802.11n Technology, warranty is return to base and the customer must provide proof of purchase.

For warranty Support, please contact technical support helpdesk: 0845 612 0003
An engineer will diagnose the fault before a returns is authorised

Five (5) Year Warranty Products
(Next Business Day Service)

Products categorised under the five (5) year warranty are business products, for example all managed switches, firewall products, and business AP's. Next Business Day delivery applies and proof of purchases must be provided.

For warranty Support, please contact technical support helpdesk: 0845 612 0003
An engineer will diagnose the fault before a returns is authorised

Two (2) Year Warranty Products
(Return to Base)

The Two (2) year warranty is a return to base warranty and applies to all D-Link products not covered by the above two warranties. Proof of purchased is required.

For warranty Support, please contact technical support helpdesk: 0845 612 0003
An engineer will diagnose the fault before a returns is authorised