

## 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 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 (DHP-)                                     | 1 year                 | NA  |
| Network Storage       | DNS-3xx series                                      | 1 year                 | 1 year  |
| USB Hub               | All type (DUB-)                                     | 1 year                 | 1 year  |
| ADSL/Modem            | All type (DSL-xxxx)                                 | 2 years                | 2 years   |
| Mobile                | All type (DWR-xxx, DWM-xxxx)                        | 2 years                | 2 Years/ 6 months(Battery)  |
| Wire/Wireless Router  | All type (DIR-xxx)                                  | 2 years                | 2 years   |
| Network Adapter/Cards | All type (DWA-1xx, DWA-5xx)                         | 2 years                | NA  |
| Unmanaged Switch      | DES-10xx & DGS-10xx series                          | 3 years                | 3 years   |
| Repeater/Extender     | All type (DAP-1xxx without power adapter)           | 2 years                | NA  |
| Access Point          | DWL-1xxx/2xxx & DAP-1xxx/2130                       | 2 years                | 2 years   |
| Network Cards         | All type (DFE, DGE, DXE)                            | 3 years                | NA  |
| Print Servers         | All type  | 1 year                 | 1 year  |
| KVM                   | KVM-1xx, KVM-2xx, KVM-4xx                           | 1 year                 | 1 year  |
| Voice IP Products     | DVG-Nxxxx, DVG-20xx/50xx/60xx/70xx series           | 1 year                 | 1 year  |
| Smart Home            | All type  | 1 year                 | 1 year  |
| Mass Router           | All COVR-xxxx                                       | 3 years                | 3 years   |
| 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 | 2 years                | 2 years   |
| Smart Switch          | DES-12xx/11xx, DGS-12xx/11xx & DXS-xxxx series      | 3 years                | 3 years   |
| Managed Switch        | DES-3xxx, DGS-3xxx & DXS-xxxx series                | 3 years                | 3 years   |
| Unified Router        | DSR/DWS/DWC series                                  | 3 years                | 3 years   |
| Firewall              | DFL series  | 3 years                | 3 years   |

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|                        |                           |         |         |
|------------------------|---------------------------|---------|---------|
| Switch Accessories     | DEM/DMC/ DGS-7xx          | 3 years | 3 years |
| IP Camera              | DCS-5xxx/6xxx/7xxx series | 1 year  | 1 year  |
| Network Storage        | DNS-4xx/7xx/11xx series   | 1 year  | 1 year  |
| GPON                   | DPN-xxxx                  | 1 year  | 1 year  |
| CCTV                   | DCS-F1xxx,F4xxx,F6xxx     | 2 years | 2 years |
| Digital Video Recorder | DVR-F1xxx, F4xxx          | 2 years | 2 years |

*Above products warranty is valid for purchase after 1<sup>st</sup> Jun 2017*

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

*\*For models were Limited Lifetime Warranty before 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. Below are affected models*

| Model      | Product Type     |
|------------|------------------|
| DAP-1360   | Access Point     |
| DAP-1665   | Access Point     |
| DES-1005A  | Unmanage Switch  |
| DES-1008A  | Unmanage Switch  |
| DES-1016A  | Unmanage Switch  |
| DES-1016D  | Unmanage Switch  |
| DES-1024A  | Unmanage Switch  |
| DES-1024D  | Unmanage Switch  |
| DES-1024R+ | Unmanage Switch  |
| DES-1026G  | Unmanage Switch  |
| DFE-520TX  | NIC Card         |
| DGE-528T   | NIC Card         |
| DGS-1005A  | Unmanage Switch  |
| DGS-1008A  | Unmanage Switch  |
| DGS-1008P  | Unmanage Switch  |
| DGS-1016D  | Unmanage Switch  |
| DGS-1024D  | Unmanage Switch  |
| DIR-600L   | Wireless Router  |
| DIR-600M   | Wireless Router  |
| DIR-605L   | Wireless Router  |
| DIR-612    | Wireless Router  |
| DIR-636L   | Wireless Router  |
| DIR-820L   | Wireless Router  |
| DIR-826L   | Wireless Router  |
| DIR-850L   | Wireless Router  |
| DIR-860L   | Wireless Router  |
| DIR-865L   | Wireless Router  |
| DIR-868L   | Wireless Router  |
| DIR-880L   | Wireless Router  |
| DWA-123    | Wireless Adapter |
| DWA-125    | Wireless Adapter |

Revision.3.5

Date: 19 Feb 2019

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|         |                  |
|---------|------------------|
| DWA-126 | Wireless Card    |
| DWA-127 | Wireless Adapter |
| DWA-131 | Wireless Adapter |
| DWA-132 | Wireless Adapter |
| DWA-140 | Wireless Adapter |
| DWA-160 | Wireless Adapter |
| DWA-171 | Wireless Adapter |
| DWA-182 | Wireless Adapter |
| DWA-525 | Wireless Card    |
| DWA-547 | Wireless Card    |
| DWA-548 | Wireless Card    |
| DWA-566 | Wireless Card    |
| DWA-582 | Wireless Card    |

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.*

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 claims. Normal RMA 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.

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.

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.

It is customer responsibility to secure and / or back up remove any programs, data or other material stored in the Product. Customer must also delete any confidential / personal information contained in the Product before handing over the Product for service or repair. 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.

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.

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

Revision.3.5

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This limited warranty is only valid in local country, and the Product is not eligible for any international warranty service.

**D-Link Cable Product Warranty:**

|                                  |        |
|----------------------------------|--------|
| Individual cable and accessories | 1 year |
|----------------------------------|--------|

Warranty is valid if:

1. Installed by a certified structure cabling installer.
2. The products are new and have not been used before
3. All Patch Cord, Keystone Jack and Adaptors used to connect the application or links are original D-Link products or specifically approved by D-Link
4. The products have been used following the operation environment and working conditions they were designed for, and installed in accordance with D-Link guidelines

Warranty does not cover for:

1. Defects resulting from non-compliant or improper system design, installation, use or repair by non-approved installers;
2. Damages due to improper installation, abuse, misuse, accident, corrosion, force majeure, power surge and any acts of god;
3. Product failures induced by other products
4. Usage or operation not in accordance with published rating, specification or instruction, including but not limited to environment specification;
5. Mishandling during shipment of the product.

**-- 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). 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

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