

D-Link Assist Product Reference Guide



If the worst should happen to your network you need the very best support and fast. Downtime costs your business money. D-Link Assist maximises your uptime by solving technical problems quickly and effectively. Our highly-trained technicians are on standby around the clock, ensuring that award-winning support is only a phone call away.

With a choice of three affordable service offerings covering all D-Link business products, you can select the package that suits you best.

IP Surveillance	Storage	Wireless	Switching		Other
DCS-6616		DWS-3160-24PC	DES-3200-52P	DXS-1100-16SC	
DCS-6815		DWS-3160-24TC	DGS-3120-48PC/SI	DXS-1210-12TC	
DCS-6915		DWS-4026	DGS-3420-28TC	DXS-3400-24SC	
DNR-2060-08P			DGS-3420-28PC	DXS-3400-24TC	
			DGS-3420-28SC	DXS-3600-16S/SI	
			DGS-3420-52T	DXS-3600-32S/SI	
			DGS-3420-52P	DXS-3600-EM-4XT	
			DGS-3620-28TC/SI		
			DGS-3620-28PC/SI		
			DGS-3620-28SC/SI		
			DGS-3620-52T/SI		
			DGS-3620-52P/SI		
			DGS-3630-28SC/SI		
			DGS-3630-28TC/SI		
			DGS-3630-52TC/SI		
			DGS-6600-16XS-D		
			DGS-6600-48P		
			DGS-6600-48S-C		
			DGS-6600-48T		
			DGS-6600-48TS		
			DGS-6604-SK		
			DGS-6608-SK		

Service Category	Service Level	Order Number	Description of D-Link Assist Service	Period
A	Gold	DAS-A-1Y247	1 Year 24x7x4 Swap Service	1 year
		DAS-A-3Y247	3 Year 24 x 7 x 4 Swap Service	3 years
		DAS-A-6Y247	6 Year 24 x 7 x 4 Swap Service	6 years
	Silver	DAS-A-1YSBD	1 Year Same Business Day (9 x 5 x 4) Swap	1 year
		DAS-A-3YSBD	3 Year Same Business Day (9 x 5 x 4) Swap	3 years
	Bronze	DAS-A-1YNBD	1 Year Next Business Day Swap Service	1 year
		DAS-A-3YNBD	3 Year Next Business Day Swap Service	3 years
	Extended Warranty	DAS-A-3YWTY	3 Year Warranty Extension	3 years

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 everyday of the year including holidays.

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 8am to 5pm, excluding holidays.

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 8am to 5pm, excluding holidays.

D-Link Assist Warranty Extension provides a three year extension to the standard warranty period providing long term investment protection and peace of mind.



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DCS-3710	DNS-1560-04	DSR-1000AC	DES-1210-28P	DGS-6600-CM-II	DEM-410CX
DCS-3716		DAP-2690	DES-3052P	DGS-6600-FAN	DEM-314GT
DCS-4602EV		DAP-2695	DES-3200-28	DGS-6600-PWR	DEM-421XT
DCS-4603		DAP-3662	DES-3200-28P	DXS-1100-10TS	DEM-423XT
DCS-4701E		DWC-1000	DES-3200-52	DXS-1210-10TS	DEM-423XT-DD
DCS-4703E		DWC-2000	DES-3528		DPS-700
DCS-4802		DWL-6600AP	DGS-1026MP		DMC-1000
DCS-6004L		DWL-6600AP/PC	DGS-1100-26MP		DXS-3600-PWER-FB
DCS-6010L		DWL-8600AP	DGS-1210-28P		
DCS-6113		DWL-8610AP	DGS-1210-28MP		
DCS-6210		DWL-8710AP	DGS-1210-28MP/ME		
DCS-6314			DGS-1210-48		
DCS-6315			DGS-1210-52		
DCS-6511			DGS-1210-52P		
DCS-6513			DGS-1510-28P		
DCS-6517			DGS-1510-28X		
DCS-7413			DGS-1510-28XMP		
DCS-7513			DGS-1510-52		
DCS-7517			DGS-1510-52X		
DNR-312L			DGS-3120-24TC/SI		
DNR-322L			DGS-3120-24PC/SI		
DNR-326			DGS-3120-245C/SI		
DNR-2020-04P			DGS-3120-48TC/SI		
DNR16-4802-2					

Service Category	Service Level	Order Number	Description of D-Link Assist Service	Period
B	Gold	DAS-B-1Y247	1 Year 24 x 7 x 4 Swap Service	1 year
		DAS-B-3Y247	3 Year 24 x 7 x 4 Swap Service	3 years
		DAS-B-6Y247	6 Year 24 x 7 x 4 Swap Service	6 years
	Silver	DAS-B-1YSBD	1 Year Same Business Day (9 x 5 x 4) Swap	1 year
		DAS-B-3YSBD	3 Year Same Business Day (9 x 5 x 4) Swap	3 years
	Bronze	DAS-B-1YNBD	1 Year Next Business Day Swap Service	1 year
		DAS-B-3YNBD	3 Year Next Business Day Swap Service	3 years
	Extended Warranty	DAS-B-3YWTY	3 Year Warranty Extension	3 years

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DCS-2132L	DNS-340L	DAP-1665	DES-1016D	DGS-1210-08P	DPE-101GI
DCS-2136L		DAP-2020	DES-1018P	DGS-1210-10	DPE-301GI
DCS-2210		DAP-2230	DES-1018MP	DGS-1210-10/ME	DWL-P200
DCS-2210L		DAP-2310	DES-1024D	DGS-1210-10P	DWL-P50
DCS-2230L		DAP-2360	DES-1100-16	DGS-1210-16	DEM-210
DCS-2310L		DAP-2553	DES-1100-24	DGS-1210-20	DEM-211
DCS-2330L		DAP-2660	DES-1210-08P	DGS-1210-24	DEM-310GT
DCS-2332L		DAP-3320	DES-1210-28	DGS-1210-24P	DEM-311GT
DCS-4201		DSR-150N	DES-1210-52	DGS-1210-28	DEM-312GT2
DCS-4622		DSR-250N	DES-3200-10	DGS-1210-28/ME	DEM-431XT
DCS-7000L		DWL-2600AP	DES-3200-18	DGS-1510-20	DEM-CB50
DCS-7010L		DWL-3600AP	DGS-1100-08P	DGS-1510-28	DEM-CB50CXP
DCS-7110		DWL-6610AP	DGS-1100-10MP	DGS-3000-10TC	DEM-CB50ICX
DVS-310-1		DWL-6700AP	DGS-1008P	DXS-3600-EM-8T	DEM-CB100
			DGS-1008MP	DXS-3600-EM-Stack	DEM-CB300
			DGS-1016D	DXS-3600-FAN-FB	DEM-CB100S
			DGS-1024D		DEM-CB300S
			DGS-1100-05		DPS-200, DPS-200A
			DGS-1100-05PD		DPS-500, DPS-500A
			DGS-1100-08P		DPS-800
			DGS-1100-10MP		DMC-1001
			DGS-1100-10MPP		DMC-300SC
			DGS-1100-16		DMC-515SC
			DGS-1100-18		DMC-530SC
			DGS-1100-24		DMC-700SC
			DGS-1100-24P		DMC-805X
			DGS-1100-26		DMC-810SC

Service Category	Service Level	Order Number	Description of D-Link Assist Service	Period
C	Gold	DAS-C-1Y247	1Year 24 x 7 x 4 Swap Service	1 year
		DAS-C-3Y247	3 Year 24 x 7 x 4 Swap Service	3 years
		DAS-C-6Y247	6 Year 24 x 7 x 4 Swap Service	6 years
	Silver	DAS-C-1YSBD	1 Year Same Business Day (9 x 5 x 4) Swap	1 year
		DAS-C-3YSBD	3 Year Same Business Day (9 x 5 x 4) Swap	3 years
	Bronze	DAS-C-1YNBD	1 Year Next Business Day Swap Service	1 year
		DAS-C-3YNBD	3 Year Next Business Day Swap Service	3 years
	Extended Warranty	DAS-C-3YWTY	3 Year Warranty Extension	3 years

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