

D-Link®

WARRANTY INFORMATION

LIMITED PRODUCT WARRANTY

For better service, please register your product online at <https://registration.dlink.com.au>

LIMITED HARDWARE WARRANTY

D-Link provides Limited Warranty for its product only to the person or entity that originally purchased the product from D-Link or its authorised reseller or distributor. D-Link will fulfill the warranty obligations according to the local warranty policy of the country where you purchased your D-Link product.

The warranty period starts on the date of purchase from D-Link or its authorised reseller or distributor. You may be required to provide a proof of purchase as a condition of receiving a warranty service. Your sales or delivery receipt, showing the date of purchase of the product, is your proof of purchase. You are entitled to warranty service if required within the warranty period under the terms and conditions of this document.

Warranty Period Table

The warranty periods stated in this table supersede and replace the warranty periods stated in the user's manuals for relevant products.

D-Link's sole obligation shall be to repair or replace the defective Hardware (or any part thereof) at no charge to the original owner. Such repair or replacement will be rendered at an Authorised D-Link Service Office (Service Office). The replacement Hardware need not be new or of an identical model or part; D-Link may in its discretion replace the defective Hardware with any reconditioned product that D-Link reasonably determines substantially equivalent or superior in all material respects to the defective Hardware.

The warranty period shall extend for an additional ninety (90) days after any repaired or replaced Hardware is delivered. If a material defect is incapable of correction, or if D-Link determines in its discretion that it is not practical to repair or replace the defective Hardware, the price paid by the original purchaser will be refunded upon return to D-Link of the defective Hardware. All Hardware shall become the property of D-Link upon replacement or refund.

PRODUCT TYPE	WARRANTY PERIOD
Unmanaged Switches: DES/DGS-1000 series, DES/DGS-F1000 series	Three (3) years*
Smart Managed Switches: DGS-1100 series, DES-1200 series, DGS/DMS/DXS-1200 series, DGS-F1200 series, DGS-1500 series	Limited Lifetime Warranty a. The listed products are covered under warranty for five (5) years after the product is discontinued. b. Internal fans and internal power supplies are included. c. External power supplies are excluded. d. Limited Lifetime Warranty covers the listed products purchased on or after Oct. 1, 2009. e. Please register your D-Link product online at https://registration.dlink.com.au within thirty (30) days of purchase.
Industrial Switches, Transceivers and Media Converters: DIS-series, DEM-series, DMC-series, DGS-700 series	
Managed Switches: DGS/DMS/DXS-3000/3100/3200/3400/3600 series, DES-3200 series, DXS/DQS-5000 series	
Unified Wired/Wireless Switch/Controllers: DWS/DWC series	
Unified Wireless APs: DWL-3600/6000/7000/8000/X8000 series	
Standalone Wireless APs: DAP-2300/2500/2600/2700/3600/3700/X2000/X3000 series	Two (2) years* Ninety (90) days* One (1) year*
Nuclias Cloud Wireless APs: DBA series	
Nuclias Cloud Switches: DBS series	
SD-WAN Gateways: DBG series, DSG series	
Nuclias Connect Hub: DNH series	
Vigilance™ Surveillance Cameras and NVRs: DCS-4000/9000, DCS-F4000 series, DNR-4000, DNR-F4000 series	
Unified Services Routers and Mobile Network Routers: DSR series, DWM-300/3000 series	
Chassis Based Switches: DES-7200/6500, DGS-6600 series	
Software, spare parts and spare kits	
All other products (including, but not limited to, D-Link consumer class products)	

*Warranty periods may differ from country to country. Please visit <https://warranty.dlink.com> for information in your region.

IMPORTANT:

The content of "Product Type" listed above is subject to change; please refer to the website <http://warranty.dlink.com> for the latest updates.

LIMITED SOFTWARE WARRANTY

D-Link warrants that the software portion of the product (Software) will substantially conform to its then current functional specifications from the date of original delivery for a period of ninety (90) days, if properly installed and operated on approved hardware. D-Link's sole obligation shall be to replace the non-conforming Software. The replacement Software is provided only to the original licensee, and is subject to the terms and conditions of the license granted by D-Link. The warranty period shall extend for an additional ninety (90) days after any

replacement Software is delivered. If a material non-conformance is incapable of correction, or if D-Link determines in its sole discretion that it is not practical to replace the non-conforming Software, the price paid by the original licensee will be refunded, provided that the non-conforming Software (and all copies thereof) is first returned to D-Link. The license granted respecting any Software for which a refund is given automatically terminates.

WHAT YOU MUST DO FOR WARRANTY SERVICE

Any claim under this limited warranty must be submitted in writing before the end of the warranty period to a Service Office with a written description of the Hardware defect or Software non-conformance in sufficient detail to allow D-Link to confirm the same. The original product owner must obtain a Return Material Authorisation (RMA) number from the Service Office and, if requested, provide written proof of purchase. After an RMA number is issued, the defective product must be packaged securely in the original or other suitable shipping package to avoid damage in transit with RMA number prominently marked outside the package. The packaged product shall be insured and shipped to a Service Office with shipping costs prepaid. D-Link may reject or return any product not packaged and shipped in strict compliance with foregoing requirements, or for which an RMA number not visible outside the package. The product owner agrees to pay reasonable handling and return shipping charges for product not packaged and shipped in accordance with foregoing requirements, or that determined by D-Link not to be defective or non-conforming.

WHAT IS NOT COVERED

The limited warranty provided by D-Link **does not cover**:

Products that have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, repair or service in any way that is not contemplated in the documentation for the product, or if the model or serial number has been altered, tampered with, defaced or removed; damage that occurs in shipment, due to act of God, failures due to power surge, and cosmetic damage; and any hardware, software, firmware or other products or services provided by anyone other than D-Link or any Service Office.

DISCLAIMER

Except for the Limited Warranty specified herein, the product is provided "as-is" without any warranty of any kind including, without limitation, any warranty of merchantability, fitness for a particular purpose and non-infringement.

LIMITATION OF LIABILITY

To the maximum extent permitted by law, D-Link is not liable under any contract, negligence, strict liability or other legal or equitable theory for any loss of use of the product, inconvenience or damages of any character, whether direct, special, incidental or consequential (including, but not limited to, damages for loss of goodwill, work stoppage, computer failure or malfunction, loss of information or data contained in, stored on, or integrated with any product returned to D-Link for Warranty Service) resulting from the use of the product, relating to Warranty Service, or arising out of any breach of this Limited Warranty, even if advised of the possibility of such damages. The sole remedy for a breach of the foregoing Limited Warranty is repair, replacement or refund of the defective or nonconforming product.

TRADEMARKS

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