

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-6915		DWS-3160-24PC	DGS-3420-28TC	
		DWS-3160-24TC	DGS-3420-28PC	
			DGS-3420-28SC	
			DGS-3420-52T	
			DGS-3420-52P	
			DGS-3620-28TC/SI	
			DGS-3620-28PC/SI	
			DGS-3620-28SC/SI	
			DGS-3630-28SC/SI	
			DGS-3630-28TC/SI	
			DGS-3630-52TC/SI	
			DXS-3400-24SC	
			DXS-3400-24TC	
			DXS-3600-16S/SI	
			DXS-3600-32S/SI	
			DXS-3600-EM-4XT	
			DGS-3120-48PC/SI	
			DXS-1100-16SC	
			DXS-1210-12TC	
			DXS-1210-16TC	

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.

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DCS-3716		DSR-1000AC	DXS-PWR300AC	DXS-1100-10TS	DEM-432XT
DCS-6113		DAP-2695	DES-3052P	DXS-1210-10TS	DPS-700
DCS-6210		DAP-3662	DES-3200-28	DGS-1210-28MP/ME	DMC-1000
DCS-6314		DWC-1000	DES-3200-28P	DGS-1026MP	
DCS-6315		DWC-2000	DES-3200-52		
DCS-6511		DWL-6600AP	DGS-3000-28LP		
DCS-6513		DWL-6600AP/PC	DGS-3000-28X		
DCS-6517		DWL-8600AP	DGS-3000-28XMP		
DCS-7513		DWL-8610AP	DGS-3000-52X		
DCS-7517		DWL-8710AP	DGS-3120-24TC/SI		
DNR-312L			DGS-3120-24PC/SI		
DNR-322L			DGS-3120-24SC/SI		
DNR-2020-04P			DGS-3120-48TC/SI		
DNR16-4802-2			DES-1210-28P		
DCS-4602EV			DGS-1100-26MP		
DCS-4603			DGS-1210-28MP		
DCS-4701E			DGS-1210-28P		
DCS-4703E			DGS-1210-48		
DCS-4802E			DGS-1210-52		
			DGS-1210-52MP		
			DGS-1210-52P		
			DGS-1510-28P		
			DGS-1510-28X		
			DGS-1510-28XMP		
			DGS-1510-52		
			DGS-1510-52X		

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		DAP-1665	DXS-3600-EM-8T	DES-1016D	DPE-101GI
DCS-2136L		DSR-250N	DXS-3600-EM-Stack	DES-1018MP	DPE-301GI
DCS-2210L		DAP-2020	DXS-3600-FAN-FB	DES-1024D	DPE-301GS
DCS-2230L		DAP-2310	DES-3200-18	DGS-1008P	DEM-211
DCS-2330L		DAP-2230	DES-3200-10	DGS-1008MP	DEM-310GT
DCS-2332L		DAP-2360	DGS-3000-10TC	DGS-1016D	DEM-311GT
DCS-7000L		DAP-2610	DES-1100-16	DGS-1024D	DEM-312GT2
DCS-7010L		DAP-2660	DES-1100-24		DEM-431XT
DCS-7110		DAP-3320	DES-1210-08P		DGS-712
DCS-4201		DWL-2600AP	DES-1210-28		DEM-CB50
DCS-4622		DWL-3600AP	DES-1210-52		DEM-CB50CXP
		DWL-3610AP	DGS-1100-05		DEM-CB50ICX
		DWL-6610AP	DGS-1100-05PD		DEM-CB100
		DWL-6610APE	DGS-1100-08P		DEM-CB300
		DWL-6700AP	DGS-1100-10MP		DEM-CB100S
			DGS-1100-10MPP		DEM-CB300S
			DGS-1100-16		DPS-200A
			DGS-1100-18		DPS-500A
			DGS-1100-24		DPS-800
			DGS-1100-24P		DMC-1001
			DGS-1100-26		DMC-300SC
			DGS-1210-08P		DMC-515SC
			DGS-1210-10		DMC-700SC
			DGS-1210-10P		DMC-810SC
			DGS-1210-16		
			DGS-1210-20		
			DGS-1210-24		
			DGS-1210-24P		
			DGS-1210-28		
			DGS-1510-20		
			DGS-1510-28		
			DGS-1210-20/ME		
			DGS-1210-28/ME		

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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