



Protect your Networking Infrastructure with zero investment with D-Link Care Service

D-Link Care is an integrated service program designed for its Enterprise customers.

The four unique service packages in D-Link Care program ensures that all enterprise business networks running on D-Link solution deliver high performance, improve business agility, maximize network availability & uptime.



D-Link PREMIUM

24x7 Tech Support and Advance Replacement within Next Business Day



D-Link WARRANTY+

Extend Basic Standard warranty



D-Link HW SUPPORT

Standard Hardware Support for Post Warranty



D-Link ARNBD

9 x 5 Tech Support and Advance Replacement by Next Business Day

Huge investment made by enterprises in setting up a robust network infrastructures is cared and protected with 'D-Link Care program'. As our support team with its action oriented approach ensure all the networking worries of the customers are addressed leading to zero downtime and thereby allowing them to focus on their business better.

D-Link Care program is designed to enable partners/ system integrators to meet client requirement in terms of SLA with complete efficiency. This program shall empower partners to manager customer network and increase uptime with zero network failures.

D-Link Care Services are Backed by



D-Link Own 10 Service Centre in Class A Cities, 50+ partner Service centres for Class B and C Cities.



Pan India Logistics support by 500+ Cities by Express Courier - Blue Dart and Fedex



D-Link own Technical Assistance Centre (D-TAC) for L1 and L2 Support through Phone and Email.



L3 Support by Product specialist

Support Programs Comparison chart

Support Parameters	Premium	AR-NBD	Warranty Extension	Hardware Support
24/7 Dedicated Technical Support	24 x 7 Dedicated	9 x 6 Dedicated	Standard Support	Standard Support
Dedicated Service Centre POC	YES	YES	NA	NA
Advance Replacement by NBD SLA	YES	YES	NO	NO
Proactive FW Upgrade	YES	YES	NO	NO
Walk in Service Centre	NA	NA	YES	YES
Defective Collection	YES	YES	NO	NO
Burn in and Corrosion Support *	YES *	YES*	NO	NO
Equivalent Standby Support	YES	YES	NO	NO
Technical Support resolution SLA	8 Hrs.	24 hrs.	NA	NA
Hardware support – Repair and Replacement	1~3 BD	1~3BD	3~7BD	3~7BD
Product health Check Up	YES	Optional	NO	NO
Dedicated Technical POC	YES	Dedicated Pool	NO	NO
Site buffer Stock	YES	Optional	NO	NO
Software update and upgrades	YES	YES	As per Request	As per Requet
Support site access	YES	YES	NO	NO
Discount Site Buffer stock	30%	20%	NA	NA
Discount in Repair Chargeable	50% Service Charges	50% Service Charges	30% Service Charges	30% Service Charges

*Only free for first time failure support. BD – Business Days

About D-Link Care Services

www.dlink.co.in/support/
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AR-NBD Support :

visit for details: www.dlink.co.in/nbdsupport
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Support Contact details :

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Service Centre details :

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