

**D-Link®**

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**D-Link CCTV Products  
Warranty Policy, Procedure and  
Safety Information**



## Warranty Policy:

D-Link warrants that the hardware portion of the D-Link product described in this warranty ("Hardware") will be free from material defects in workmanship and materials under normal use during Warranty period set forth below ("Warranty Period"), except as otherwise stated herein. The Warranty is applicable for products sold by D-Link India Only. This Standard Warranty is applicable for products sold by D-Link India Only. Warranty Period varies from time to time. Please ref. Product Catalog Or D-Link India Website for actual Warranty [www.dlink.co.in](http://www.dlink.co.in).

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

The warranty period starts on the date of purchase from D-Link India or its authorized 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. There is no international warranty for these products. The warranty periods stated in this table supersede and replace the warranty periods stated in the user's manuals for relevant products.

## Warranty Table:

Category	Sub Category	Warranty Period
Analog HD Cameras	Dome HD Camera	Five Year Warranty
Analog HD Cameras	Bullet HD Camera	Five Year Warranty
Digital Video Recorders	4/8/16 Channel	Five Year Warranty
CCTV Power Supply	All Models	Two Year Warranty

### Note:

- Add on upgrades, modules and other Accessories like Cables, Brackets, Stands and External Adapter carry 90 Days Warranty.
- Two year warranty term with one time burnt support is applicable only for the CCTV Power supply purchased on or after 1<sup>st</sup> Jan 2019.

## **DOA Policy and Procedures:**

**Definition:** Any D-Link product that does not power up properly, does not function properly when installed first time.

**DOA Criteria:** DOA not valid for configuration error, compatibility issue, user related issues, damage during installation/transit and faulty accessories like cable and adapter faulty. Within 7 Days of Customer invoice date.

## **DOA Replacement Process:**

- All Customers should implement an arrival inspection upon receiving shipment, any defective products shall be returned after inspection and verification within 3 days of purchase.
- DOA Support is provided by D-Link Service Centre only.
- Customer/Partner shall send defective product to nearest D-Link Service Centre for DOA support.
- Service Centre will replace new product if stock available locally Or If no stock, then Service Centre will provide the DOA Certificate to Customer. Customer can get replacement from point of purchase.
- Distributors are not allowed give DOA replacement without D-Link Approval.
- Distributors are responsible for giving replacement to retailer or customer from their stock against D-Link approval only by Service Centre.
- Service center will arrange new buffer against these DOA defective to Distributors.
- In case of any assistance Customer required kindly email to [rma@in.dlink.com](mailto:rma@in.dlink.com)

## **WHAT YOU MUST DO FOR WARRANTY SERVICE:**

The customer shall contact D-Link Technical Assistance Centre and must obtain Case ID. MTNL/BSNL Callers shall use Toll No# 1860 233 3999. D-Link Technical Assistance Centre will attempt to assist the customer in resolving any suspected defects in the product. If the product is considered defective, the customer must return the defective Product to nearest D-Link Service Centre or D-Link Collection Center. Please ref. D-Link website [www.dlink.co.in/support/](http://www.dlink.co.in/support/) or <https://support.dlink.com/> to locate nearest service center by city or Pin code. For all locations where D-Link Service Centre is not present, Local Distributor or Reseller is responsible to collect the Products and represent as a D-Link Collection Centre. In case of Dead on Arrival (DOA) customers are requested to contact D-Link Service center or Point of Purchase for replacement. Local Distributor is also responsible to replace or refund for DOA valid cases. For Warranty Repairs Customers are requested to send the description note of the Hardware defect or Software nonconformance to allow D-Link to confirm the same.

## **LIMITED HARDWARE WARRANTY:**

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 Authorized 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.

D-Link has all right to change the Warranty as and when required. The said Warranty at present applies only to the above referred selected products for limited duration.

## **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 nonconforming 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 IS NOT COVERED:**

The Limited Warranty provided herein by D-Link does not cover: those products that, in D-Link's judgment, have been subjected to abuse, accident, alteration, modification, tampering, negligence, misuse, faulty installation, lack of reasonable care, Corrosions on PCB due moisture, salty environment or due to high humidity, 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; Initial installation, installation and removal of the product for repair, and shipping costs Operational adjustments covered in the operating manual for the product, and normal maintenance; Damage that occurs in shipment, due to act of God, PCB Burnt Case Or failures due to power surge, Lightning effect and cosmetic damage; Any hardware, software, firmware or other products or services provided by anyone other than D-Link. While necessary maintenance or Repairs on your Product can be performed by any company, we recommend that you use only

Office. Improper or incorrectly performed maintenance or repair voids this Limited Warranty.

**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 NON- CONFORMING PRODUCT

**GOVERNING LAW**

. This Limited Warranty shall be governed by Indian laws.

**TRADEMARKS**

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## **SAFETY INSTRUCTIONS:**

Please adhere to the following safety guidelines to help ensure your own personal safety and protect your system from potential damage. Any acts taken that are inconsistent with ordinary use of the product, including improper testing, etc., and those not expressly approved by D-Link may result in the loss of product warranty. Unless expressly approved by an authorized representative of D-Link in writing, you may not and may not permit others to:

- Disassemble or reverse engineer the device or attempt to derive source code (underlying ideas, algorithms, or structure) from the device or from any other information provided by D-Link, except to the extent that this restriction is expressly prohibited by local law.
- Modify or alter the device.
- Remove from the device any product identification or other notices, including copyright notices and patent markings, if any.

To reduce the risk of bodily injury, electrical shock, fire, and damage to the device and other equipment, observe the following precautions:

### **Power Sources:**

Observe and follow service markings.

Do not push any objects into the openings of your device unless consistent with the authorized operation of the device. Doing so can cause a fire or an electrical shock by shorting out interior components. The powering of this device must adhere to the power specifications indicated for this product. Do not overload wall outlets and/or extension cords as this will increase the risk of fire or electrical shock. Do not rest anything on the power cord or on the device (unless the device is made and expressly approved as suitable for stacking). Position system cables and power cables carefully; route cables so that they cannot be stepped on or tripped over. Be sure

that nothing rests on any cables. Operate the device only from the type of external power source indicated on the electrical ratings label. To help avoid damaging your device, be sure the voltage selection switch (if provided) on the power supply is set to match the power available at your location.

Also, be sure that attached devices are electrically rated to operate with the power available in your location. Use only approved power cable(s). If you have not been provided a power cable for your device or for any AC-powered option intended for your device, purchase a power cable that is approved for use in your country and is

suitable for use with your device. The power cable must be rated for the device and for the voltage and current marked on the device's electrical ratings label. The voltage and current rating of the cable should be greater than the ratings marked on the device. To help prevent an electrical shock, plug the device and peripheral power cables into properly grounded electrical outlets. These cables are equipped with three prong plugs to help ensure proper grounding. Do not use adapter plugs or remove the grounding prong from a cable. If you must use an extension cable, use a 3-wire cable with properly grounded plugs. Observe extension cable and power strip ratings. Ensure that the total ampere rating of all products plugged into the extension cable or power strip does not exceed 80 percent of the ampere ratings limit for the extension cable or power strip. To help protect your device from sudden, transient increases and decreases in electrical power, use a surge suppressor, line conditioner, or uninterruptible power supply (UPS).

Do not modify power cables or plugs. Consult a licensed electrician or your power company for site modifications. Always follow your local/national wiring rules.

When connecting or disconnecting power to hot-pluggable power supplies, if offered with your device, observe the following guidelines:

- Install the power supply before connecting the power cable to the power supply.
- Unplug the power cable before removing the power supply.
- If the system has multiple sources of power, disconnect power from the device by unplugging all power cables from the power supplies.

### **Servicing/Disassembling:**

Do not service any product except as expressly set forth in your system documentation.



### Opening or removing covers

that are marked with the triangular symbol with a lightning bolt may expose you to an electrical shock. Only a trained service technician should service components inside these compartments. To reduce the risk of electrical shock, never disassemble this device. None of its internal parts are user-replaceable; therefore, there is no reason to access the interior.

Do not spill food or liquids on your system components, and never operate the device in a wet environment. If the device gets wet, see the appropriate section in your troubleshooting guide or contact your trained service provider. Use the device only with approved equipment.

Move products with care; ensure that all casters and/or stabilizers are firmly connected to the system. Avoid sudden stops and uneven surfaces.

### Environment

Do not use this device near water (e.g. near a bathtub, sink, laundry tub, fish tank, in a wet basement or near a swimming pool).

Do not use this device in areas with high humidity.

This device must not be subjected to water or condensation.

Keep your device away from radiators and heat sources. Also, do not block cooling vents.

**Cleaning** - Always unplug the power before cleaning this device. Do not use liquid or aerosol cleaners of any kind. Use only compressed air that is recommended for electronic devices. Use a dry cloth for cleaning.

### PROTECTING AGAINST ELECTROSTATIC DISCHARGE:

Static electricity can harm delicate components inside your system. To prevent static damage, discharge static electricity from your body before you touch any of the electronic components, such as the microprocessor. You can do so by periodically touching an unpainted metal surface on the chassis. You can also take the following steps to help prevent damage from electrostatic discharge (ESD): When unpacking a static sensitive component from its shipping carton, do not remove the component from the antistatic packing material until you are ready to install the component in your system. Just before unwrapping the antistatic packaging, be sure to discharge static electricity from your body.

When transporting a sensitive component, first place it in an antistatic container or packaging. Handle all sensitive components in a static-safe area. If possible, use antistatic floor pads, workbench pads, and an antistatic grounding strap.

### **FCC WARNING**

Federal Communication Commission Interference Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in commercial environment. This equipment generates, uses, and radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communication. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct

### **DISPOSING AND RECYCLING YOUR PRODUCT**

This symbol on the product or packaging means that according to local laws and regulations this product should be not be disposed of in the household waste but sent for recycling. Please take it to a local D-Link Authorized E-waste collection point once it has reached the end of its life. E-waste collection point accept products for free. By recycling the product and its packaging in this manner you help to conserve the environment and protect human health.

### **D-Link and the environment**

At D -Link, we understand and are committed to reducing any impact our operations and products may have on the environment. To minimize this impact D-Link designs and builds its products to be as environmentally friendly as possible, by using recyclable, low toxic materials in both products and packaging.

D-Link recommends that you always switch off or unplug your D-Link products when they are not in use. By doing so you will help to save energy and reduce CO2 emissions.

**D-Link**<sup>®</sup>

