

Service Description: On-Site System Recertification

Introduction

Dell™ delivers a series of Services to satisfy our customer's needs. The service outlined within this document (the "Service Description") describes the System Recertification service offering. The on-site System Recertification service is available in Australia, New Zealand, Singapore, Malaysia, Thailand, Taiwan, India, Korea, China and Hong Kong. The services described within this document are available on OptiPlex™, Inspiron™, Latitude™, Dell Precision™, Dimension™ systems, Dell branded Axim™, Printers, LCD TVs and Projectors.

Service Overview

The On-Site System Recertification service is provided as result of a customers request to extend the warranty of a OptiPlex™, Inspiron™, Latitude™, Dell Precision™ and Dimension™ systems, Dell branded Axim™, Printers, LCD TVs and or Projectors.

The services referenced within this service description will be provided during the hours of 8:00am to 5:00pm, local customer time, Monday through Friday, excluding holidays unless an alternate, mutually-agreed schedule has been arranged. This document ("Service Description") provides an overview of the service steps and customer responsibilities.

In the event Dell or Dell designated Service Provider is directed to perform services or activities that are outside the scope of this Service Description, Dell will request an approved change control form. The activities and pricing will be addressed either in a change control form or a custom statement of work.

On-site Activities/Service Steps

1. Confirm that customer supplied physical site and power supply are adequate to properly run the system or device.
2. Verify product service tag #'s (serial number)

- **Desktop and Notebook**

- Virtually check the condition of the product.
- Verify all peripherals (display, keyboard, monitor and mouse) able to function without any problems.
- Run complete diagnostics on internal components.
- If the system exhibits any failure, note down the results in service report and report back to Dell technician.

- **Axim**

- Visual check on the condition of the physical unit (Check on the connection pin).
- Run the system self-test if applicable. (Hard Reset).
- Verify that the system can power on and have first screen.
- If the system exhibits failure, note down the results in service report and reported back to Dell technician.

- **Projector**

- Verify the condition of the physical unit by visual checking. (Do nothing if system is above a man height).
- Verify that the system can power on by pressing the on/off button and have image (Dell Logo) on the screen/ can project to the wall.

- If the system exhibits failure, note down the results in service report and reported back to Dell technician.
- **LCD TVs**
 - Verify the condition of the physical unit by visual checking.
 - Power “On” and observe the display’s self test.
 - Check to ensure that no dead pixels on the LCD screen.
 - If the system exhibits failure, note down the results in service report and reported back to Dell technician.
- **Laser Printer**
 - Verify the condition of the physical unit by visual checking.
 - Power On and observe LED status is ready.
 - Press the “continue” button “ Will give you the printer status report”.
 - If the system exhibits failure, note down the results in service report and reported back to Dell technician.
- **Printer AIO (All In One)**
 - Verify the condition of the physical unit by visual checking only.
 - Disconnect from customer desktop/notebook.
 - Power “on” and do the cartridge alignment.
 - Re-connect the cable back to customer system.
 - If the system exhibits failure, note down the results in service report and reported back to Dell technician.

Customer's Responsibilities:

A. Prior to Dell arriving on-site for installation:

1. **Complete a backup of all existing data and programs on affected systems. DELL WILL HAVE NO LIABILITY FOR LOSS OR RECOVERY OF DATA OR PROGRAMS.**
2. Ensure that all required cabling is installed and sufficient electrical outlets are provided.
3. Ensure there is sufficient room to affect the Service selected.
4. Make all necessary machine naming instructions available to Dell.

B. During the on-site installation:

1. Provide a single point-of-contact to work with the Dell Technician. Ensure that the single point-of-contact is available to assist the Dell Technician with information necessary to complete the tasks herein.
2. Provide a safe and suitable working environment for the delivery of this Service.

Important Additional Information

This Service Description is subject to and supplements the terms and conditions of any applicable overriding signed agreement between Customer and Dell, and in the absence of such an agreement, Dell’s standard Terms and Conditions of Sale, Service and Technical Support, which are available on request or at www.dell.com/ap/services/T&C. **In the event of a conflict between this document and such terms and conditions, this document shall prevail. Dell reserves the right to make improvements or changes to this document and the products and services described at any time, without notice or obligation.**

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