

Choose The Right Support For You

Sometimes the base warranty just won't cut it. Upgrade to ProSupport or ProSupport Plus to ensure you work at full speed.

	BASE WARRANTY	PROSUPPORT	PROSUPPORT PLUS
Access technical support via phone, chat & email	BUSINESS HOURS	24X7	24X7 PRIORITY ACCESS
Receive parts & repairs the same or next business day after remote diagnosis ¹	VARIES BY PRODUCT & REGION	ONSITE	ONSITE
Find relief with a one-stop shop for hardware & software issues		✓	PRIORITY ACCESS
Rest easy knowing our six command centres are monitoring your parts & labor delivery		✓	✓
Rely on automatic, proactive detection of IT issues. We open a case and contact you with repair options ²		✓	✓
Receive notification of IT issues before they become problems ²			✓
Accidental damage repairs for drops, spills & surges ³			✓
Protect sensitive company data with hard drive retention after replacement ⁴			✓

Have questions? Dell Technologies Advisors are ready to help recommend dependable technology solutions.

SPEAK WITH AN ADVISOR TODAY

0800 085 4878

CLICK | CALL | CHAT

¹ Onsite service determined after remote diagnosis of cause of issue. Onsite service not available on Venue 7, 8, and 8 Pro tablets. Availability and terms of Dell EMC Services vary by region and by product. ² Dell's proactive technology through SupportAssist gets your system up and running 11x faster than the competition*. SupportAssist not available on Linux, Windows 10S, Windows RT, Windows 10 CMIT Government Edition, Android, Ubuntu or Chrome based products. Predictive analysis failure detection includes hard drives, solid state drives and batteries. *Source: Based on a Principled Technologies test report, "Spend Less Time and Effort Troubleshooting Laptop Hardware Failures" dated April 2018. Testing commissioned by Dell, conducted in the United States. Actual results will vary. Full report: <http://facts.pt/L52XKM> ³Accidental Damage Service excludes theft, loss, and damage due to fire, flood or other acts of nature, or intentional damage. Availability varies by country. ⁴Hard drive retention not available on Chromebook or Venue tablets except the Venue 11 Pro.