

Basic Hardware Support for Infrastructure (“Basic Support”)

Introduction

Dell Technologies¹ is pleased to provide Basic Support (the “**Service(s)**” or “**Support Services**”) in accordance with this Service Description (“**Service Description**”). Your quote, order form or other mutually agreed upon form of invoice or order acknowledgment from Dell Technologies (the “**Order Form**”) will include the name(s) of the Product(s)², applicable Service(s) and related option(s), if any. For additional assistance, or to request a copy of your governing agreement applicable to the Services (the “**Agreement**”), contact your Dell Technologies sales representative. For Customers who purchase from Dell under a separate Agreement that authorizes the sale of these Services, the Dell Services Terms & Conditions Supplement³ also applies to these Services. For a copy of your agreement with your applicable Dell Technologies reseller, contact that reseller.

The Scope of This Service

The features of this Service include:

- Access to the Dell Technologies Customer Service and Support organization for troubleshooting assistance of Products as set forth in the table below.
- On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site or other Customer business location approved by Dell Technologies as detailed in the Agreement (as necessary and according to the support option purchased) to address a Product problem.
- Dell’s Limited Hardware Warranty, for US only, will apply to the Supported Products⁴

Please review the table below for more details.

How to Contact Dell Technologies if You Require Service

Online, Chat, and Email Support: Dell Technologies website, chat, and email support available for select products at www.dell.com/contactus

Telephone Support Requests: Available during local business hours. Availability may differ outside of the United States and is limited to commercially reasonable efforts unless otherwise specified in this document. Visit www.dell.com/contactus for a list of applicable telephone numbers for your location.

The following chart lists the service features of Basic Support provided under Dell Technologies’ standard warranty and/or maintenance terms. Basic Support is available to support and maintain:

1. Dell Technologies Equipment which is identified on the [Dell Technologies Product Warranty and Maintenance Table](#) and/or on your [Order Form](#) as
 - including Basic Support during the applicable warranty period; or
 - eligible for Basic Support during a subsequent maintenance period

Dell Technologies Software which is identified on the [Dell Technologies Product Warranty and Maintenance Table](#) and/or on your [Order Form](#) as eligible for Basic Support during a maintenance period.

¹ “Dell Technologies”, as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell Order Form and the applicable EMC sales entity (“EMC”) specified on your EMC Order Form. The use of “Dell Technologies” in this document does not indicate a change to the legal name of the Dell or EMC entity with whom you have dealt.

² As used in this document, “Dell Technologies Products”, “Products”, “Equipment” and “Software” means the Dell Technologies Equipment and Software identified on the [Dell Technologies Product Warranty and Maintenance Table](#) or on your Order Form and “Third Party Products” is defined in your Agreement, or in the absence of such definition in your Agreement, in the [Dell Technologies Commercial Terms of Sale](#), or your local Dell Technologies Terms of Sale, as applicable. “You” and “Customer” refers to the entity named as the purchase of these Services in the Agreement.

³ To review the Dell Services Terms of Sale Supplement, please go to <https://www.dell.com/servicecontracts/global>, choose your country and select the Support Services tab on the left hand navigation column of your local country page.

⁴ To review Dell’s Limited Hardware Warranty coverage limitations the details are available for review at [Limited Hardware Warranty Terms](#).

SERVICE FEATURE	DESCRIPTION	BASIC SUPPORT – COVERAGE DETAILS
GLOBAL TECHNICAL SUPPORT	Customer may contact Dell Technologies by telephone during local business hours or web interface 24x7 to report an equipment problem. Telephone contacts will be routed to a remote technical support contact to assist with their issue.	Included.
ONSITE RESPONSE	Dell Technologies sends authorized personnel to Installation Site to work on the problem after Dell Technologies has isolated the problem and deemed Onsite Response is necessary.	<p><u>Next Business Day On-site Response</u></p> <p>Following telephone-based troubleshooting and diagnosis, a technician can usually be dispatched to arrive on-site the next business day.</p> <ul style="list-style-type: none"> • Calls received by Dell Technologies after local cutoff at Customer site local time may require an additional business day for service technician to arrive at Customer's location.
PROSUPPORT AIOPS PLATFORMS	AIOps is artificial intelligence (AI) for IT operations. It refers to the strategic use of AI, machine learning (ML), and machine reasoning (MR) technologies that simplify and streamline processes and optimize the use of Customer's IT resources.	<p>Included.</p> <p>ProSupport AIOps Platforms include CloudIQ, TechDirect, and MyService 360, which are all enabled via connectivity software, such as secure connect gateway, and provide benefits not limited to the following:</p> <ul style="list-style-type: none"> • Proactive hardware issue detection and case creation* • Self-serve case creation • Self-serve part dispatch <p>Dell Security Advisories .</p> <p>* Any further action on case by Dell Technologies technical support requires Customer's contact of Dell Technologies' Customer Service and Support organization within 48 hours. Otherwise, case will be automatically closed, if no action is requested by Customer.</p>
REPLACEMENT PARTS DELIVERY	Dell Technologies provides replacement parts when deemed necessary by Dell Technologies.	<p>Included.</p> <p>Replacement parts will be shipped to the Customer for next local business day arrival.</p> <p>Local country shipment cut-off times may impact the next local business day delivery of replacement parts.</p> <p>Installation of parts designated by Dell Technologies as Customer Replaceable Unit (CRU) is the responsibility of the Customer.</p>
RIGHTS TO NEW RELEASES OF SOFTWARE	Dell Technologies provides the rights to new Software Releases as made generally available by Dell Technologies.	Not included, unless reflected on Dell Technologies Product Warranty and Maintenance Table.

INSTALLATION OF SOFTWARE RELEASES	Installation of new Software Releases is not included.	Customer will perform the installation of new Software Releases (including, Software that is not classified by Dell Technologies as Equipment operating environment Software as well as Software which Dell Technologies determines is Equipment operating environment Software).
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Other Details about Your Service

The warranty periods and support options (“Support Information”) on this website apply (i) only between Dell Technologies and those organizations that procure the applicable products and/or maintenance under a contract directly with Dell Technologies (the “Dell Technologies Customer”); and (ii) only to those products or support options ordered by the Dell Technologies Customer at the time that the Support Information is current. Dell Technologies may change the Support Information at any time. Other than changes caused by publishers and manufacturers of Third Party Products, the Dell Technologies Customer will be notified of any change in the Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between Dell Technologies and the Dell Technologies Customer, but any such change shall not apply to products or support options ordered by the Dell Technologies Customer prior to the date of such change.

Dell Technologies will have no obligation to provide Support Services with respect to Equipment that is outside the Dell Technologies Service Area. “Dell Technologies Service Area” means a location that is within (i) one hundred (100) drivable miles or one hundred sixty (160) drivable kilometers of a Dell Technologies service location; and (ii) the same country as the Dell Technologies service location, unless otherwise defined in your governing agreement with Dell Technologies, in which case the definition in the governing agreement prevails. For EMEA customers, unless stated otherwise in this Service Description or the Agreement, on-site service is available within a distance of up to 150 kilometers from nearest Dell Technologies Logistics location (PUDO or Pick-Up/Drop-off location). Please contact your sales representative for more information about availability of on-site service in EMEA.

This Service is not available at all locations. If your Product is not located in the geographic location that matches the location reflected in Dell Technologies’ service records for your Product, or if configuration details have been changed and not reported back to Dell Technologies, then Dell Technologies must first re-qualify your Product for the support entitlement you purchased before applicable response times for the Product can be reinstated. Service options, including service levels, technical support hours, and on-site response times will vary by geography and configuration, and certain options may not be available for purchase in Customer’s location, so please contact your sales representative for these details. Dell Technologies’ obligation to supply the Services to relocated Products is subject to various factors, including without limitations, local Service availability, additional fees, and inspection and recertification of the relocated Products at Dell Technologies’ then-current time and materials consulting rates. Unless otherwise agreed between Dell Technologies and Customer, in cases where service parts are shipped directly to Customer, the Customer must be able to accept shipment at the location of the Products to be serviced. Dell Technologies will not be held liable for support delays due to the Customer’s failure or refusal to accept shipment of parts. Multi-component storage systems require active support option agreements on all hardware and software components of the system in order to receive all of the benefits of the support agreement for the entire solution. Unless otherwise agreed in writing with Customer, Dell Technologies reserves the right to change the scope of Support Services on sixty (60) days’ prior written notice to Customer.

Parts Stocked: Dell currently stocks parts in various locations throughout the world. Selected parts may not be stocked in the location closest to a customer’s site. If a part that is needed to repair the Supported Product is not available from a Dell facility near the Customer’s location and must be transferred from another facility, it will be shipped using overnight delivery or as soon as is practical and commercially reasonable. Four (4) hour parts locations stock “mission critical” components of the system, as determined by Dell. A mission critical component is one, which upon failure, may prevent the system from performing its basic functions. Parts deemed non-critical include, but are not limited to: software, floppy drives, media drives, modems, speakers, sound cards, zip drives, monitors, keyboards, and mice. In order to receive four (4) hour parts, Customer must be located within the coverage area determined by Dell. Dell shall only stock parts in accordance with standard configurations. Stocking of service parts requires thirty (30) days lead time.

Products or services obtained from any Dell Technologies reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Support Information on this website. The reseller may make arrangements with Dell Technologies to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Customers and resellers who perform warranty and/or maintenance services or professional services must be properly trained and certified.

Performance of any services by untrained/uncertified Customers, resellers or third parties may result in additional fees if support from Dell Technologies is required in response to such third parties’ performance of services. Please contact the reseller or the local Dell Technologies sales representative for additional information on Dell Technologies’ performance of warranty and maintenance services on Products obtained from a reseller.

Dell Technologies retains the rights to determine the final resolution of all support incidents. Activities such as, but not limited to, the following are excluded from this Service: Services required due to failure to incorporate any system fix, repair, patch, or modification provided by Dell Technologies; services that, in the opinion of Dell, are required due to unauthorized attempts by third party personnel to install, repair, maintain, or modify hardware, firmware, or software; services that, in the opinion of Dell Technologies, are required due to improper treatment or use of the products or equipment; and services required due to failure of the Customer to take avoidance action previously advised by Dell Technologies.

After remote diagnosis, Dell reserves the right to refuse a Customer's requests for replacement of defective components if such requests materially exceed the standard failure rates for the component and system involved, such failure rates are constantly monitored by Dell in the context of its activity as provider of IT support services.

Limits to Scope of Service. Dell may refuse to provide Service if, providing the Service creates an unreasonable risk to Dell or Dell's Service providers or if any requested service is beyond the scope of Service. Dell is not liable for any failure or delay in performance due to any cause beyond its control, including Customer's failure to comply with its obligations under this Service Description.

Missed Service Visit: If the Customer or Customer's authorized representative is not at the location when the onsite service technician arrives, the technician cannot complete the required service. When possible, the onsite service technicians will leave a card to let the Customer know that they were there. If this occurs, the Customer may incur an additional charge for a follow-up service call.

Any service, task or activity other than those specifically noted in this Service Description under "The Scope of this Service" is not included and will be considered out-of-scope. Out-of-scope services will be charged in accordance with Dell's then-current time and materials "Out of Scope" hourly rate for the specified service, task or activity performed.

CONTACT US

To learn more, contact your local representative or authorized reseller.

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