

Onsite Diagnosis Service

Introduction

Dell Technologies¹ is pleased to provide Onsite Diagnosis (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. These supplemental Services are sold as an add-on to an existing ProSupport suite or Post Standard Support service. 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:

- Onsite troubleshooting of the Supported Product by a service technician at the Customer’s business location (location indicated on Customer’s invoice or Customer’s applicable separately signed agreement with Dell).
- Onsite assistance with parts replacement (if necessary) in accordance with the underlying Supported Product’s limited hardware warranty and separately purchased service level support contract (following the completion of onsite troubleshooting).
- Firmware and driver updates (if necessary) to ensure the Supported Product is in a working state (Customer must provide suitable security access to be able to perform the service). For Software which Dell Technologies classifies as not Equipment operating environment Software the customer must engage remote support to troubleshoot, unless otherwise deemed necessary by Dell Technologies.

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 <https://www.dell.com/support>.

Telephone Support Requests: Available on a 24x7 basis (including holidays). Availability may differ outside of the United States and is limited to commercially reasonable efforts unless otherwise specified in this document. Visit <https://www.dell.com/support> for a list of applicable telephone numbers for your location.

¹ “Dell Technologies”, as used in this document, means the applicable Dell sales entity (“Dell”) specified on your Dell Order Form and the applicable Dell Technologies sales entity (“Dell Technologies”) specified on your Dell Technologies Order Form. The use of “Dell Technologies” in this document does not indicate a change to the legal name of the Dell or Dell Technologies 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 select Latitude, OptiPlex and Precision products listed on your Order Form for the ProSupport suite or Post Standard Support services associated with such Product, 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.



The following chart lists the service features of Onsite Diagnosis provided under Dell Technologies standard warranty and/or maintenance terms. Onsite Diagnosis is available to support and maintain Dell and Dell Technologies Equipment that is eligible for the Service during the applicable warranty period or subsequent maintenance period.

| SERVICE FEATURE | DESCRIPTION | ONSITE DIAGNOSIS – 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. | Included. After verifying entitlement for Service, when requested, identify error messages received and when they occur; what activities preceded the error message; and what steps you have already taken to attempt to solve the problem. |
| ONSITE RESPONSE | Dell Technologies sends authorized personnel to the installation site to troubleshoot after initial customer contact into Dell Technologies. After arriving at the Customer's site, the technician will troubleshoot the issue. Should further help with diagnosis or parts be required to resolve the issue, the technician may contact Dell Technologies for assistance on the Customer's behalf. | Included for Equipment only. Initial Onsite Response objective is based on the option purchased by the Customer. The options available to the Customer are the following; either 1) a four-hour service response during the same business day, or 2) a service response during the next local business day, during normal business hours. The technician will contact the Customer prior to arriving onsite to verify the Service request, scheduling, and confirm any details necessary to perform the Service. In event Customer's system log collection for any Supported Product has been disconnected or was never established, the Customer will be responsible to provide either i) a USB key with sufficient storage space to download the log files, or ii) a serial cable capable of transferring the log files to another device. |
| REPLACEMENT PARTS DELIVERY | Dell Technologies provides replacement parts when deemed necessary by Dell Technologies under the corresponding ProSupport or Post Standard Support service contract. An active onsite service contract for the Supported Product must be in place in order to receive replacement parts at no additional charge. | Replacement of parts is not part of the Onsite Service and is pursuant to the Product(s)'s separately purchased onsite service contract, e.g., Next Business Day ("NBD"), four (4) hour response times. If, during the initial onsite troubleshooting process, it is determined that a part is required to complete the Service, the onsite technician will order a replacement part and will setup an additional service call. An onsite technician will return to the Customer's site to replace the dispatched part, within the response time as per the separately purchased onsite ProSupport or Post Standard Support service contract for the Product |

Failure rates on components are constantly monitored and Dell reserves the right to refuse service if Dell reasonably believes that the Customer is overusing the Onsite Diagnosis Service (such as when Customer's requests for onsite diagnosis service exceeds the standard failure rates for the components and systems involved). If Dell determines (in Dell's sole discretion) a Customer is abusing the Service Dell reserves the right to cancel the Service in accordance with the Cancellation terms below.



Exclusions

For the avoidance of doubt, the following activities are not included in the scope of this Service Description:

- De-installation, re-installation or configuration of product(s), software or application(s), unless expressly noted otherwise in this Service Description.
- Removal of de-installed Product from the Customer's premises.
- Server/Storage/Networking Software not classified as Equipment operating environment Software troubleshooting above and beyond returning the Product to a working state (e.g., consulting, performance tuning, configuration, scripting or benchmarking).
- Software troubleshooting.
- Customization of the Customer's server or storage device except as expressly stated in this Service Description.
- Any recovery or transfer of data or applications.
- Warranty service or support for non-Dell systems, software, or components.
- Network printer installation or network file share mapping.
- Server, storage, network or router configuration of any kind.
- Network services, including attachment of a system to a network (other than an Ethernet LAN).
- Replacement of parts. (Part replacement is pursuant to the Product(s)'s separately purchased onsite service contract, e.g., Next Business Day ("NBD"), four (4) hour response times).
- Any activity not specifically set forth in this Service Description.

This Service Description does not confer on Customer any warranties which are in addition to the warranties provided under the terms of your master services agreement or Agreement, as applicable.

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 an Dell Technologies service location for Storage and Data Protection Equipment and/or components; 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.

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.

CONTACT US

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

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