

## Service Description: Dell™ Night and Weekend On-site Service

### I. Night and Weekend On-site Overview

Night and Weekend is an enhanced service from Consumer In-Home Hardware Warranty designed to meet Home or Small Business user's specific requirements by providing extended on-site hours outside of normal business hours including Saturday and Sunday. Should the system develop a fault, Dell's Night and Weekend Service can place a service technician at the customer's location, Monday – Friday from 0800 to 2100 (0830 to 2100 for China), and Saturday and Sunday from 0900 to 1700 (0830 to 1730), at an agreed day and time slot, after completion of the support procedures listed below (including a remote problem diagnosis service via website or telephone) and, for the duration of the service period\*, provide a parts and labour service.

*\* See invoice to confirm length of service after which the service is subject to a separate charge. Notwithstanding the length of the service period, Dell provides 1-year from date of Invoice non-upgradeable hardware support for Dell consumables and accessories such as media, carry cases, CMOS batteries and notebook batteries.*

### II. Support Procedures - The 4 Levels of Support

Dell's Night and Weekend on-site service is an enhanced service level of the Consumer In-Home Hardware Warranty. In order to be entitled to purchase Night and Weekend service, you are required to have In-Home Hardware Warranty as a base warranty that incorporates the following standard support services plus on-site engineer support if necessary

1. **30-Day Getting-Started Assistance** - Dell offers a standard 30-day telephone support programme at no additional charge for installation optimization, configuration, and limited usage questions during the critical 30-day period after delivery of your system. This program is available on factory-installed operating systems and desktop/notebook applications.
2. **24/7 Comprehensive On-line Support** - Dell's standard support website provides on-line assistance, including troubleshooting information, problem diagnosis tools and downloads.
3. **Telephone Technical Support** – Dell provides a telephone support service to all customers to assist troubleshooting problems on your Dell hardware.
4. **Night and Weekend On-site Service** – Dell will place a Dell-certified engineer at the customer's location usually within 1 or 2 business days timeframe, after completion of remote diagnosis when a Dell technician accepts and logs a system fault call before 1700 (1730 for China) Monday to Friday, and 1600 on Saturday\*\*, subject to parts availability.

\*\* The timeframe varies depending on when the call has been logged and the specific Night and Weekend package purchased and available in the different countries in the region.

### III. Support Procedures – The 4 Levels of Support in Detail

The following covers each of the standard support services plus on-site engineer support in detail:

#### **1. 30-Day Getting Started Assistance**

To help “get you started” for the first 30 days after delivery, Dell provides telephone technical support, installation and configuration advice on:

- (i) Dell manufactured products;
- (ii) Dell supplied external peripherals;
- (iii) Factory-installed operating systems;
- (iv) Factory-installed software.

After 30 days from the delivery date the following service exclusions apply.

**SERVICE EXCLUSIONS:**

- (i) Items purchased and/or installed through Dell Software & Peripherals (ReadyWare)
- (ii) Custom factory integration items will not be supported unless specifically agreed in writing by Dell.
- (iii) General usage and "how to" software questions

For specific information on software and peripherals support refer to the documentation provided with the product, or the software and peripherals statement of work or services description found through the Dell website <http://support.ap.dell.com>.

**2. 24/7 Comprehensive On-line Support**

Dell offers comprehensive free online assistance at <http://support.ap.dell.com>. This includes e-mail support. Most support questions can be answered with Dell's on-line problem-diagnosis tools and information resources, such as:

- Access to much of the same reference material used by Dell technicians including problem-diagnosis tools, troubleshooting information and frequently asked questions (FAQs).
- Information on your individual system, accessed by keying in your system tag number.
- Drivers, utilities and registration for update notification.
- Discussion group with other customers and Dell technical professionals.

**3. Telephone Technical Support**

If you have a problem with your Dell product and cannot resolve it using our on-line support you should contact Dell's technical support for problem diagnosis. This telephone support is a fast and efficient way for Dell to assess a problem your system may have and determine with each customer the best and fastest way to resolve this problem. Telephone support and service is provided Monday-Friday during local business hours and excludes weekends and public national holidays.

**A REQUIRED STEP TO RESOLVE YOUR PROBLEM**

Dell will send parts or provide an engineer service only if it has been established that the problem cannot be solved by recommended troubleshooting procedures as outlined below and a Dell representative agrees that a service call would resolve the issue. An exception to this will be made if a customer has special needs or disabilities and makes this known to the Dell technician.

**WHAT INFORMATION EACH CUSTOMER SHOULD HAVE WHEN CALLING DELL**

Each system shipped by Dell is individually built to order, and the details of that configuration are recorded on Dell's call-management system. The customer should identify the service tag number and model number of the faulty system to assist the Dell technician before calling. These can be found on a white label on the back of the system.

To complete the diagnostics the customer must have convenient access to the faulty system when calling technical support. The technical support telephone number the customer should call is provided in the Dell system document that ships with each system and is on Dell's website at <http://support.ap.dell.com>.

**TROUBLESHOOTING – FAULT DIAGNOSIS**

For each call, the Dell technician has been trained to undertake a process to ensure the fastest possible resolution. To do this the technician will request the customer's assistance to help "troubleshoot" the problem in order for the technician to diagnose the fault. The diagnostic process will enable the Dell technician to identify the system part that has failed, if any, so that a replacement part can be provided.

Examples of what can be included in the scope of the hardware fault diagnostics are:

- Running diagnostic tests appropriate for the problem reported.
- Installation of service packs, components, supplements, updates and patches for specifically covered factory installed operating systems, firmware and BIOS.

- Installation and default configuration of Dell factory-installed operating systems, application software and drivers.
- Testing a factory-installed network interface card (including wireless) by testing with manufacturer's diagnostics & pinging another PC.
- Testing a factory-installed modem by connecting it to an analogue telephone line (not a PABX line).

The Dell technician will work together with you to ensure that you are properly instructed on how to proceed.

## OPENING THE SYSTEM

Accurate problem diagnosis may not be possible without opening the system. Normal troubleshooting procedures may also include opening a system to reseat parts. The Dell technician will inform you if this is necessary and work with you to do so. Opening the system avoids delays in resolution but must be done only with the guidance of the technician who will advise of all necessary safety precautions.

As a last resort, the troubleshooting process may require the restoration of the original operating system, software applications and hardware drivers and settings to the original default configuration as shipped from the factory.

## EXCLUSIONS

Without limitation, the scope of Dell's fault diagnostics and Night and Weekend Service **does not include** support for the following:

- General usage and "how to" questions with Dell factory-installed software over 30 days.
- Configuration and diagnosis of the Dell factory-installed operating system or factory-installed applications for use with customer-installed applications and hardware.
- Configuration, installation and validation of non-Dell supplied operating systems, software, applications or drivers/fixes over 30 days.
- Commercial upgrades whether purchased from Dell or not, e.g. Office XP Pro upgrade.
- Configuration of all communication software, unless required for troubleshooting.
- All non-Dell supplied hardware and peripherals, their installation and compatibility with Dell branded hardware. The original manufacturer of the product provides support.
- Dell supplied software and peripherals, unless otherwise specified.
- BIOS/Firmware upgrades for non-Dell branded systems, unless part of fault resolution.
- Invalid software and hardware configurations.
- Backing up and restoring customer's data.
- Customer applications and data.
- Unnecessary work in Dell's assessment.
- Consumables and wear and tear to items such as plastics and diskettes.
- Non-critical failures that fall within industry specified tolerances e.g. noise, individual LCD pixels.
- Games and add-on packages from date of purchase (e.g. educational packs).
- Preventative maintenance.
- Repair of system after virus infection other than installation of the operating system to the default Dell factory settings.
- Custom factory integration items after the first 30 days will not be supported unless specifically agreed in a separate writing by Dell

**UNTIL YOU HAVE COMPLIED WITH THE ABOVE PROCEDURES. DELL CANNOT DISPATCH A SERVICE TECHNICIAN TO PERFORM ONSITE REPAIRS.**

## 4. Night and Weekend On-site Service

If you follow these procedures, a service technician will, in most cases, be dispatched to arrive at your location for On-site Service on the next business days after completion of remote diagnosis when a Dell technician accepts and logs a system fault call before 1700 (1730 for China) Monday to Friday, and 1600 on Saturday\*\*\*\*, depending on the service type purchased as described below and subject to parts availability:

- a) Value Night and Weekend On-site: If you require on-site service on a weekday upon completion of remote diagnosis, you must log a system fault call with a Dell technician from Monday to Friday before Night and Weekend On-site Service

1700; in most cases, the on site technician will be dispatched to your location on the next business day before 2100. If you request for a weekend on-site service, you must log the system fault call with a Dell technician at the latest by Thursday before 1700. In this case, the on-site technician will be dispatched to your location (at your convenience) on Saturday or Sunday before 1700. A call that is logged after 1700 on Thursday will be considered logged as a Friday's call. Therefore, the on-site technician may take additional business day to arrive at your location. This package is currently available in Australia and New Zealand only.

Completion of telephone-base troubleshooting		Onsite required on Week days & nights	Onsite required on Weekends
Monday	before 5pm	Tuesday, same week	Saturday or Sunday, same week
	after 5pm	Wednesday, same week	Saturday or Sunday, same week
Tuesday	before 5pm	Wednesday, same week	Saturday or Sunday, same week
	after 5pm	Thursday, same week	Saturday or Sunday, same week
Wednesday	before 5pm	Thursday, same week	Saturday or Sunday, same week
	after 5pm	Friday, same week	Saturday or Sunday, same week
Thursday	before 5pm	Friday, same week	Saturday or Sunday, same week
	after 5pm	Monday, next week	Saturday or Sunday, next week
Friday	before 5pm	Monday, next week	Saturday or Sunday, next week
	after 5pm	Tuesday, next week	Saturday or Sunday, next week
Saturday	before 5pm	Tuesday, next week	Saturday or Sunday, next week
	after 4pm	Tuesday, next week	Saturday or Sunday, next week

- b) Plus Night and Weekend On-site: If you require on-site service on a weekday upon completion of remote diagnosis, you must log a system fault call with a Dell technician from Monday to Friday before 1700 (1730 for China); in most cases, the on-site technician will be dispatched to your location on the next business days before 2100. If you request for a weekend on-site service, you must log the system fault call with a Dell technician at the latest by Saturday before 1600. In this case, the on-site technician will be dispatched to your location (at your convenience) on Sunday before 1700 (1730 for China). A call that is logged after 1600 on Saturday will be considered logged as the following Monday's call. Therefore, the on-site technician may take additional business day to arrive at your location. This package is currently available in Singapore, Malaysia, Taiwan, Hong Kong, and China only.

Completion of telephone-base troubleshooting		Onsite required on Week days & nights	Onsite required on Weekends
Monday	before 5pm (5.30pm for China)	Tuesday, same week	Saturday or Sunday, same week
	after 5pm (5.30pm for China)	Wednesday, same week	Saturday or Sunday, same week
Tuesday	before 5pm (5.30pm for China)	Wednesday, same week	Saturday or Sunday, same week
	after 5pm (5.30pm for China)	Thursday, same week	Saturday or Sunday, same week
Wednesday	before 5pm (5.30pm for China)	Thursday, same week	Saturday or Sunday, same week
	after 5pm (5.30pm for China)	Friday, same week	Saturday or Sunday, same week
Thursday	before 5pm (5.30pm for China)	Friday, same week	Saturday or Sunday, same week
	after 5pm (5.30pm for China)	Monday, next week	Saturday or Sunday, same week
Friday	before 5pm (5.30pm for China)	Monday, next week	Saturday or Sunday, same week
	after 5pm (5.30pm for China)	Tuesday, next week	Sunday, next week
Saturday	before 4pm	Tuesday, next week	Sunday, next week
	after 4pm	Tuesday, next week	Saturday or Sunday, next week

\*\*\*\*Availability of service and response-time estimates may vary according to the remoteness or accessibility of product location. For more information, please check with your local Dell office.

#### Night and Weekend ON-SITE SERVICE DELIVERY METHODS

Night and Weekend On-Site Service has two delivery methods:

1. Engineer Replaceable Parts – Dell will dispatch both a service engineer and a replacement part directly to site. Dell will endeavour to have both part and engineer arrive on-site usually in 1 or 2 business days of the call being logged by Dell Technical Support after confirmed diagnosis of the hardware problem and

subject to the terms in this section above. Upon arrival at the customer site, the engineer will install and test the replacement part. The engineer will verify the repair is complete with the customer.

2. Customer Replaceable Parts – If the Dell technician determines that the defective unit is one that is easily disconnected or reconnected, such as keyboard, monitor, hard drives in portable computers, or any other component designated from time to time as a component that may be replaced by customer, you may receive such component to install without a service engineer arriving on-site

Replacement parts may be reconditioned or refurbished and are replaced on the basis of specification and not on brand and model. A Dell Service Partner may provide on-site service.

## IV. General Information

### **Customer Data & Data Loss.**

Dell recommends regular backup of data. In cases where a hard drive failure is detected, the hard drive will be replaced. Customer data stored on the defective hard drive will be lost if the hard drive is replaced. The service engineer will configure the operating system to the original factory settings only if the customer makes the original software image or operating system installation media available. The customer should contact Dell Technical Support for assistance in reinstalling any additional software provided on the original factory image.

Data Loss: The customer is responsible for the security, backup & reinstallation of their data at all times. Dell accepts no liability for loss of software and data.

### **Damage Exclusions**

In addition to those items specified in the relevant Terms and Conditions (see below for further detail), Dell does not cover damage caused by:

- Use of components or software not supplied by Dell.
- Relocation or transportation.
- Servicing not authorised by Dell.
- Usage not in accordance with product instructions.
- Improper voltage selection on systems power supply.
- Unreasonable or excessive use.
- Accidental damage. For future purchases, CompleteCover™ cover is available.
- Malicious damage.
- Environmental conditions.
- Act of God, fire, flood, act of violence or any similar occurrence.

### **System Location**

The Dell Night and Weekend On-Site Service defined in this document is available in the following countries: Australia, China, Hong Kong, Malaysia, New Zealand, Singapore, and Taiwan. However, certain services described herein may not be available in all locations within the countries.

*For more information, please check with your local Dell office.*

The Service is valid in the country in which the system was purchased. Dell will transfer the service providing Dell is advised of the relocation, and that the service is available in the destination location. The Service will be available in the new country once Dell has been notified and Dell's system updated. Service details may vary if moving to a Dell direct country outside of the list identified in this document. A full list of direct countries is available on Dell's website <http://support.ap.dell.com>. Any country outside of this list is a "non-Dell direct country".

It is the customer's responsibility to advise Dell if systems are being relocated internationally. Customers should complete the transfer form located on the Dell's website <http://www.dell.com/globaltagtransfer>

Please note that if you, as the original owner or a subsequent transferee, move your System to a geographical location in which the service coverage is not available at the same price as you paid for this Agreement, you may incur an additional charge to maintain the same categories of service coverage at the new location. If you choose

not to pay such additional charge, your service may be automatically changed to categories of service that are available at such price or a lesser price in such new location with no refund available.

If the system is relocated from or to a non-Dell direct country, the Service may not be available, may change or may be chargeable.

## **Customer Obligations**

In order to enable Dell to carry out its support obligations the customer without limitation should:

- Provide Dell with full, safe and prompt access to the products.
- Where possible, provide a technically competent person with knowledge of the system and fault to be present throughout the repair and to actively assist in troubleshooting.
- Ensure the system is in an easily accessible location with adequate space, health and safety conditions.
- Provide such telecommunication facilities as are reasonably required by Dell for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer's expense.
- Keep full security copies of any software and data in accordance with best computing practice and in any case before requesting Services from Dell.
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided.
- Inform Dell of any system relocations.
- Any other actions that Dell may reasonably request in order to best perform the service.

## **Important Additional Information**

**Terms and Conditions:** Dell is pleased to provide these Services, in accordance with this Service Description and the terms and conditions of any applicable separate 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.au](http://www.dell.com.au)

