

# Dell Care Premium: The Ultimate PC Protection and Support

Get the best in PC care with 24/7 expert support. If we can't fix it remotely, a technician will come to you. SupportAssist predicts and resolves issues, removes viruses, and boosts performance. Enjoy data backup & parental control setup assistance and accidental damage coverage with no deductible. Plus, stay connected with international travel support.



### Accidents Happen

Dell Care Premium includes Accidental Damage Service, for fast and seamless repairs due to drops, spills and electrical surges. Plus, there's no hidden fees or deductible.

## Your PC, Our Priority: Expert support at every step.

### Support Essentials

Enjoy 24/7 hardware and software support. Our experts are available to help with everyday issues like internet access, email or Microsoft 365 troubleshooting.

### SupportAssist Technology


Enhance your PC's performance with SupportAssist: the intelligent software pre-installed on your Dell PC to keep it running like new.


### International Travel Support

Support that travels with you, near or far. International travel support ensures you stay up and running worldwide, so you can travel worry-free.

### Parental Controls

Not sure how to protect your children online? We've got you covered with parental control set up assistance. We help set up parental controls to manage your family's online safety.





### Built by us, supported by us.

When your PC has problems that can't be fixed remotely, we'll send a certified Dell technician to your doorstep, often within one to two business days. Trust Dell with your PC repairs.

## Dell Care Suite for PCs

	Basic	Dell Care Plus	Dell Care Premium
<b>Support Essentials</b>			
Hardware issues? We're here by phone, chat, or online	Business Hours	24/7	24/7
Software trouble? We fix web access and tools like email and Microsoft 365		24/7	24/7
PC repair at home, school or work after remote diagnosis <sup>1</sup>	Varies	1-2 Business Days	1-2 Business Days
Support that travels with you, near or far		✓	✓
Help to back up important files and memories		✓	✓
Keep your child safe online with parental control set up help			✓
Repairs for accidents like drops, spills, and electrical surges <sup>2</sup>			✓
<b>SupportAssist Technology Enabled Features <sup>3</sup></b>			
Monitor your PC's health, performance, and security — all in one spot	✓	✓	✓
AI proactively uncovers issues, informs you, and starts the resolution process		✓	✓
AI predicts hardware failures early and we'll send replacement parts		✓	✓
Gets rid of viruses and malware to keep you secure			✓
Automatically keeps your PC stable, connected, and fast			✓

With Dell Care Premium, feel confident and supported knowing we're always here to support you.

Learn more about Dell Care Suite for PCs

1. Onsite service after remote diagnosis (a) On-site Service after remote diagnosis is determined by the online or phone technician, and may involve customer access to the inside of the system and multiple extended sessions. If the issue is covered by the Limited Hardware Warranty and cannot be resolved remotely, the technician and/or replacement part will be dispatched, usually in 1 or 2 business days, following the completion of the remote diagnosis. The customer must return the original hardware to Dell according to the rules specified. On-site service is provided by Dell Marketing LP; Availability varies. Other conditions apply. (b) Advanced Exchange Service replaces hardware after remote diagnosis. The customer must return the original hardware to Dell according to the rules specified. Advanced Exchange Service is subject to country availability. (c) For complete details about On-site Service or Advanced Exchange Service, see [dell.com/servicecontracts](#)

2. Accidental damage coverage excludes theft, loss, and damage due to fire, flood, or other acts of nature, or other acts of nature, or intentional damage. Customer must return damaged unit. Limit of 1 qualified incident per contract year.

3. For supported systems and requirements, please refer to our user guide (SupportAssist for Home PCs version for personal use) or administrator guide (SupportAssist for Business PCs version for PC fleet management) and click "supported PCs". Proactive and predictive capabilities depend upon your active service plan and Dell Technologies business rules. For ProSupport Suite for PCs capabilities, view our administrator guide and click "Connect and manage capabilities and Dell service plans". For Dell Care Suite, Premium Support Suite, or Alienware Care Suite for PCs capabilities, view the user guide and click "SupportAssist capabilities and Dell service plans".

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