

## **Limited hardware warranties**

Dell-branded hardware products purchased in the U.S. or Canada may come with a 90-day, 1-year, 2-year, 3-year, 4-year, 5-year or other limited hardware warranty. Dell may offer different delivery methods for warranty service, including but not limited to parts and product dispatches, mail-in service and onsite/in-home service. Renewals and extensions of your limited hardware warranty may also be available after you purchase your product(s). To determine the warranty that came with your hardware product(s), or the warranty renewal or extension that you purchased, see your packing slip, invoice, receipt or other sales documentation. Some components of the hardware you purchased may have a shorter warranty than that listed on your packing slip, invoice, receipt or other sales documentation. Additional details related to warranty duration are listed below.

### **What is covered by this limited hardware warranty?**

This limited hardware warranty covers defects in materials and workmanship in your Dell-branded hardware products, including Dell-branded peripheral products.

### **What is not covered by this limited hardware warranty?**

This limited hardware warranty does not cover:

- Software, including without limitation, the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software or the reloading of software
- Non Dell-branded products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse or problems with electrical power.
  - Servicing not authorized by Dell.
  - Usage that is not in accordance with product instructions.
  - Failure to follow the product instructions or failure to perform preventive maintenance.
  - Problems caused by using accessories, parts or components not supplied by Dell.
- Products with missing or altered service tags or serial numbers
- Products for which Dell has not received payment
- Normal wear and tear

**FOR COMMERCIAL CUSTOMERS (INCLUDING SMALL, MEDIUM AND LARGE BUSINESS AND GOVERNMENT AND PUBLIC SECTOR CUSTOMERS) AND RESELLERS.** This paragraph applies if you purchase Dell products for resale or for commercial or professional purposes. DELL'S RESPONSIBILITY FOR DEFECTS IN MATERIALS OR WORKMANSHIP IS LIMITED TO REPAIR OR REPLACEMENT OF THE PRODUCT AS SET FORTH IN THIS WARRANTY STATEMENT. EXCEPT FOR THE LIMITED WARRANTY EXPRESSLY STATED ABOVE FOR DELL-BRANDED PRODUCTS, DELL PROVIDES NO WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED,

INCLUDING BUT NOT LIMITED TO ANY WARRANTY OR CONDITION (1) OF MERCHANTABILITY, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, PERFORMANCE, SUITABILITY OR NONINFRINGEMENT; (2) RELATING TO ANY THIRD-PARTY PRODUCT OR SOFTWARE; OR (3) REGARDING THE RESULTS TO BE OBTAINED FROM THE PRODUCT OR SOFTWARE. DELL EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY.

**FOR**

**CONSUMERS.** This section applies if you purchase Dell products that are normally used for personal, family or household purposes.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE, PROVINCE TO PROVINCE OR JURISDICTION TO JURISDICTION.

DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR OR REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT.

TO THE EXTENT NOT PROHIBITED BY LAW IN YOUR STATE, PROVINCE, JURISDICTION OR COUNTRY, THIS

WARRANTY AND THE  
REMEDIES SET FORTH ARE  
EXCLUSIVE AND IN LIEU  
OF ALL OTHER  
WARRANTIES, REMEDIES  
AND CONDITIONS,  
WHETHER ORAL,  
WRITTEN, STATUTORY,  
EXPRESS OR IMPLIED.

EXCEPT FOR THE EXPRESS  
WARRANTIES CONTAINED  
IN THIS WARRANTY  
STATEMENT AND TO THE  
EXTENT NOT PROHIBITED  
BY LAW, DELL DISCLAIMS  
ALL OTHER WARRANTIES  
AND CONDITIONS,  
EXPRESS OR IMPLIED,  
STATUTORY OR  
OTHERWISE, INCLUDING  
WITHOUT LIMITATION,  
WARRANTIES OF  
MERCHANTABILITY,  
MERCHANTABILITY QUALITY  
AND FITNESS FOR A  
PARTICULAR PURPOSE  
AND WARRANTIES AND  
CONDITIONS AGAINST  
HIDDEN OR LATENT  
DEFECTS. SOME STATES,  
PROVINCES,  
JURISDICTIONS OR  
COUNTRIES DO NOT  
ALLOW DISCLAIMERS OF  
IMPLIED WARRANTIES  
AND CONDITIONS, SO  
THIS DISCLAIMER MAY

NOT APPLY TO YOU.

TO THE EXTENT SUCH  
WARRANTIES AND  
CONDITIONS CANNOT BE  
DISCLAIMED UNDER THE  
LAWS OF THE UNITED  
STATES, CANADA (AND  
ITS PROVINCES) OR  
OTHERWISE, DELL LIMITS  
THE DURATION AND  
REMEDIES OF SUCH  
WARRANTIES AND  
CONDITIONS TO THE  
DURATION OF THIS  
EXPRESS LIMITED  
WARRANTY (AS  
REFLECTED ON YOUR  
PACKING SLIP, INVOICE,  
RECEIPT OR OTHER SALES  
DOCUMENTATION) AND,  
AT DELL'S OPTION, THE  
REPAIR OR REPLACEMENT  
SERVICES DESCRIBED  
BELOW. SOME STATES,  
PROVINCES,  
JURISDICTIONS OR  
COUNTRIES MAY NOT  
ALLOW LIMITATIONS ON  
HOW LONG AN IMPLIED  
WARRANTY OR  
CONDITION MAY LAST, SO  
THE LIMITATION  
DESCRIBED ABOVE MAY  
NOT APPLY TO YOU.

NO WARRANTIES OR  
CONDITIONS, WHETHER

EXPRESS OR IMPLIED,  
WILL APPLY AFTER THE  
LIMITED WARRANTY  
PERIOD HAS EXPIRED.  
SOME STATES,  
PROVINCES,  
JURISDICTIONS OR  
COUNTRIES DO NOT  
ALLOW LIMITATIONS ON  
HOW LONG AN IMPLIED  
WARRANTY OR  
CONDITION LASTS, SO  
THIS LIMITATION MAY  
NOT APPLY TO YOU.

**ADDITIONAL TERMS FOR  
U.S. CONSUMERS.** YOU  
MAY CANCEL ANY  
RENEWED, EXTENDED OR  
ENHANCED WARRANTY BY  
PROVIDING TO DELL AT  
LEAST THIRTY (30) DAYS  
WRITTEN NOTICE OF THE  
DECISION TO CANCEL.  
DELL WILL ISSUE A  
REFUND TO YOU FOR ANY  
UNUSED PORTION OF THE  
WARRANTY TERM FOR  
WHICH YOU HAVE PAID.  
IF MORE THAN THIRTY  
(30) DAYS HAVE  
TRANSPired FOR THE  
CURRENT WARRANTY  
YEAR, THEN A REFUND  
WILL NOT BE PAID FOR  
THAT CURRENT  
WARRANTY YEAR. THE  
BASE LIMITED HARDWARE

WARRANTY MAY NOT BE CANCELLED. CANCELLATION OF RENEWED, EXTENDED OR ENHANCED WARRANTIES AT ANY TIME AFTER THE ORDER IS PLACED MAY REDUCE ANY APPLICABLE DISCOUNT AND, IF PURCHASED AS PART OF A PROMOTIONAL PACKAGE, MAY REQUIRE RETURN OF THE COMPLETE PACKAGE.

FOR ALL CUSTOMERS. WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED HARDWARE WARRANTY, AND WE DO NOT ACCEPT LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST OR DAMAGED DATA OR SOFTWARE. DELL DOES NOT WARRANT THAT THE OPERATION OF ANY DELL PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE SPECIFIC PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES, PROVINCES, JURISDICTIONS OR COUNTRIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO

YOU.

**How long does this limited hardware warranty last?**

This limited hardware warranty lasts for the time period indicated on your packing slip, invoice or receipt except for the following Dell-branded hardware:

- All variants of ioDrive® NAND Flash devices carry the length of the limited hardware warranty coverage for the Dell system with which the ioDrive NAND Flash device is shipped. ioDrive NAND Flash devices are not eligible for purchase of extended warranty coverage beyond a total of 5 years of coverage from the original shipment date. Additionally, ioDrive NAND Flash devices use a silicon technology that has a maximum number of physical bytes that can be written to the device (the Rated Life). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials, but does not cover problems related to the device reaching its maximum Rated Life. **ioDrive is a registered trademark of Fusion-io.**
- As part of standard portable configuration, batteries carry a base 1-year limited hardware warranty regardless of the length of the system warranty. In addition, for some products, a customer has the option of purchasing a battery that comes with a 3-year limited hardware warranty.
- The warranty for a print head that is included as original equipment in the Dell mobile printer is for parts only and is effective for a period of 1-year after the date of purchase of the printer or 1000 prints of printer usage, whichever occurs first.
- Your series 5, 6 or 7 PowerEdge™ RAID Controller (PERC) battery may provide up to 72 hours of controller cache memory backup power when new. Under the 1-year limited hardware warranty, we warrant that the battery will provide at least 24 hours of backup coverage during the 1-year limited hardware warranty period. Service offerings, such as Dell ProSupport™, Dell ProSupport Plus and Dell ProSupport Flex services, may be available to provide longer service periods for an additional fee.
- Your Series 8 PERC controller battery comes with a 3-year limited hardware warranty, which cannot be extended beyond 3 years. Service offerings, such as Dell ProSupport™, Dell ProSupport Plus and Dell ProSupport Flex services, may be available to provide longer service periods for an additional fee.
- Projector lamps carry a 1 year limited hardware warranty.
- Dell-certified and Dell-branded memory purchased separately from a Dell system (Dell-certified memory) carries a lifetime limited hardware warranty.
- The limited hardware warranty for monitors purchased independent of a system lasts for the time period indicated on your packing slip, invoice, receipt or other sales documentation. Monitors purchased with a system are covered by the system limited hardware warranty.
- The limited hardware warranty for a Dell external hard disk drive purchased simultaneously with a system lasts for the longer of (a) 2 years; or (b) the duration of the system's limited hardware warranty.
- Earphones and remote in-line controls carry a 1-year limited hardware warranty.
- Other add-on hardware carries longer hardware warranty of either a 1-year limited hardware warranty for new parts and a 90-day limited hardware warranty for reconditioned parts or, for both

new and reconditioned parts, the remainder of the warranty for the Dell product on which such parts are installed.

- Serial ATA (SATA) hard drives in PowerEdge and PowerVault™ systems carry a 1-year limited hardware warranty, independent of system warranty. Service offerings, such as Dell ProSupport™, Dell ProSupport Plus and Dell ProSupport Flex services may be available to provide longer service periods for the SATA hard drive for an additional fee.
- Select PowerConnect™ products carry a lifetime limited hardware warranty with Basic Hardware Service (repair or replacement) for as long as you own the product. Repair or replacement does not include configuration or other advanced service and support provided by Dell ProSupport Services. The PowerConnect products covered by the lifetime limited hardware warranty are: the PowerConnect 2800 series, the PowerConnect 3500 series, the PowerConnect 5500 series, the PowerConnect 6200 series, the PowerConnect 7000 series, the PowerConnect 8000 series and the PowerConnect 8100 series. The warranty does not apply to products purchased before first announcement in Spring 2011. Dates vary by region. Contact customer service to verify if your product qualifies. See [dell.com/LifetimeWarranty](http://dell.com/LifetimeWarranty) for more details.
- Select PowerConnect products carry an Extended Life Limited Hardware Warranty with Basic Hardware Service, which extends until 5 years after end of product model sales, subject to the specific clarifications and limitations listed below. The Extended Life Limited Hardware Warranty does not include configuration or other advanced service provided by Dell ProSupport™. The Extended Life Limited Hardware Warranty is not transferrable.

#### **Clarifications and limitations pertaining to products with Extended Life Limited Hardware Warranty**

- B-Series FCX/FCXs – Internal power supply and fans are covered; however, warranty excludes removable optics and LEDs.
- J-Series EX4200 – Warranty does not include optics and limits fan and power supply to 5 years from date of purchase.
  - W-Series Access Points: W-AP92/93/93H, W-IAP92/93, W-AP104/105, W-IAP105, W-AP124/125, W-AP134/135, W-IAP134/135 – Warranty limits any power supply, antennae or accessories to 1 year from date of purchase.
- Enterprise SATA value/mix use solid-state drives (SSDs), enterprise SATA read intensive SSDs and slim SATA SSDs are not eligible for purchase of extended warranty coverage beyond 3 years, unless purchased with a separate service offering, such as Dell ProSupport™, Dell ProSupport Plus or Dell ProSupport Flex services, which may be available to provide longer service periods for an additional fee.
- Dell power distribution units (PDUs) and keyboard/monitor/mouse consoles (KMMs) purchased independent of a system carry a 3-year limited hardware warranty. Dell PDUs and KMMs purchased with a system are covered by the greater of 3 years or the term of the system limited hardware warranty.
- All variants of PowerEdge Express Flash PCI Express (PCIe) SSD devices carry the length of the limited hardware warranty coverage for the Dell system with which the PowerEdge Express Flash PCIe SSD device is shipped. PowerEdge Express Flash PCIe SSD devices are not eligible for purchase of

extended warranty coverage beyond a total of 5 years of coverage from the original shipment date unless purchased with a separate service offering, such as Dell ProSupport™, Dell ProSupport Plus or Dell ProSupport Flex services. Additionally, PowerEdge Express Flash PCIe SSD devices use a silicon technology that has a maximum number of physical bytes that can be written to the device (the Device Life). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials, but does not cover problems related to the device reaching its maximum Device Life.

- All variants of the Intel® 320 SSD series drives carry the length of the limited hardware warranty coverage for the Dell system with which they are shipped. Intel® 320 SSD series drives are not eligible for purchase of extended warranty coverage beyond a total of 5 years of coverage from the original shipment date. Intel® 320 SSD series drives use a NAND flash technology that has a maximum total bytes of data that may be written to the drives before the drives wear out and become unresponsive. The maximum total bytes of written data varies by capacity and workloads of the drives (see the device data sheet). The applicable limited hardware warranty covers failures due to defects in workmanship and materials, but does not cover issues related to the drive surpassing its maximum total bytes of written data. In order to ensure the full life expectancy of the drives, customers are advised to use them only in read-intensive applications.
- All variants of the Samsung® SM843T and Micron® P400m SSD series drives carry the length of the limited hardware warranty coverage for the Dell system with which they are shipped. Samsung® SM843T and Micron® P400m SSD series drives are not eligible for purchase of extended warranty coverage beyond a total of 3 years of coverage from the original shipment date. Samsung® SM843T and Micron® P400m SSD series drives use a NAND flash technology that has a maximum total bytes of data that may be written to the drives before the drives wear out and become unresponsive. The maximum total bytes of written data varies by capacity and workloads of the drives (see the device data sheets). The applicable limited hardware warranty covers failures due to defects in workmanship and materials, but does not cover issues related to the drive surpassing its maximum total bytes of written data. In order to ensure the full life expectancy of the drives, customers are advised to use them only in applications suggested on their respective data sheets.
- All variants of the Intel® P3700/P3600 (PCIe) SSD family of devices carry a 5-year limited hardware warranty independent of the system warranty. Additionally, Intel NVME 3700/3600 (PCIe) SSD devices use a silicon technology that has a maximum number of physical bytes that can be written to the device (the Device Life). The applicable limited hardware warranty covers failures due to defects in workmanship and/or materials, but does not cover problems related to the device reaching its maximum Device Life. Service offerings, such as Dell ProSupport™, Dell ProSupport Plus and Dell ProSupport Flex services, may be available to provide longer service periods for the SSD device for an additional fee.

The limited hardware warranty on all Dell-branded products purchased directly from Dell begins on the date of the packing slip, invoice, receipt or other sales documentation. For products purchased from third-party retailers or resellers, the limited hardware warranty begins on the date of your original sales receipt. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited hardware warranties, at its discretion, but any changes will not be retroactive.

### **What do I do if I need warranty service?**

Before contacting Dell, please try one or more of the following:

1. Ensure that you have installed any updates or resolved any issues identified by the monitoring, diagnostic, and proactive support tools such as Dell SupportAssist that are installed on your product. Dell SupportAssist may also be available for download onto your product if it is not already installed. Visit [dell.com/supportassist](http://dell.com/supportassist) for download files and resources;
2. Access [dell.com/support](http://dell.com/support) for troubleshooting advice and directions on running hardware diagnostics; and
3. Consult your Owner's Manual.

If you need additional assistance, then, before the warranty expires, please use one of the following support options to contact Dell or our authorized representatives:

1. **Online:** Online, chat and other forms of remote support may be available. Contact information is available at [dell.com/support](http://dell.com/support)
2. **Telephone support requests:** Contact information is included in the table below. Long distance telephone carrier charges may apply.

Please also have your Dell Service Tag or order number available when you contact Dell.

If you purchased through a retailer (not directly from Dell), you may be required to provide Dell with your original sales receipt from your purchase to receive any warranty service from Dell.

If you purchased through Best Buy, you must have all original sales receipts from your purchase to receive any warranty service at a Best Buy store. For Canada, if you purchased through Future Shop, you must have all original sales receipts from your purchase to receive any warranty service at a Future Shop store.

Contact

Web



Contact	Phone (U.S. Only)	Service Desk (U.S. Only)
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Individual Home Consumers:	U.S. Only	
Hardware Warranty Support	1-800-624-9896	

Customer Service 1-800-624-9897

Best Buy Customers	Carry your Dell notebook, Dell desktop or Dell monitor purchased with a Dell desktop into any Best Buy store. Visit <a href="http://bestbuy.com">bestbuy.com</a> to locate the nearest Best Buy store.	
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Wireless Service Provider 1-800-308-3355  
Your wireless service provider may also be able to provide hardware warranty service on your Dell smartphone or tablet.

**Individual Home Consumers who  
purchased through an  
Employee Purchase Program:**

Hardware 1-800-822-8965  
Warranty  
Support and  
Customer  
Service

**Home and Home Office  
Customers:**

Hardware 1-800-456-3355  
Warranty  
Support and  
Customer  
Service

**Small, Medium, Large or Global  
Commercial Customers, Healthcare  
Customers and Value-Added Resellers  
(VARs):**

Support and 1-800-822-8965  
Customer  
Service

**Government and Education  
Customers:**

Support and 1-800-234-1490  
Customer  
Service

Dell- 1-800-BUY-DELL  
Certified  
Memory

**Alienware™**

Hardware 1-800-ALIENWARE  
Warranty  
Support and  
Customer

## Service

Contact	Phone (Canada Only)
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Individual 1-800-847-4096

Home  
Consumers,  
Home-  
Office:

All Business, 1-800-387-5757  
Government,  
Education  
Customers  
and Value-  
Added  
Resellers  
(VARs):

Best Buy Customers Carry your Dell notebook, Dell desktop or Dell monitor purchased with a Dell desktop into any Best Buy store.  
Visit [bestbuy.ca](http://bestbuy.ca) to locate the nearest Best Buy store.

Future Shop Customers Carry your Dell notebook, Dell desktop or Dell monitor purchased with a Dell desktop into any Future Shop store.  
Visit [futureshop.ca](http://futureshop.ca) to locate the nearest Future Shop store.