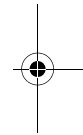
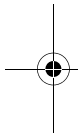
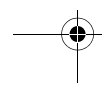
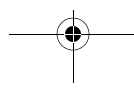
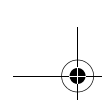


# Warranty, Safety, and Regulatory Information






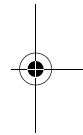
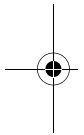
ONDH7MA01





## Notes, Cautions, and Warnings

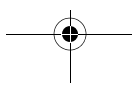
-  **NOTE:** A NOTE indicates important information that helps you make better use of your computer.
-  **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.
-  **WARNING:** WARNING indicates a potential for property damage, personal injury, or death.




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2012 - 09 P/N NDH7M Rev. A01



# Warranty Information

 **NOTE:** This document provides important information about your Dell portable and desktop computers.

## Important Notice for Consumers

Your purchase of this product is subject to Dell's applicable Terms of Sale which will be presented to you at setup and which are available online.

If you purchased directly from Dell, your purchase is governed by the U.S. Consumer Terms of Sale available at <http://content.dell.com/us/en/home/terms-of-sale-consumer.aspx>.

If you purchased through a retail store, your purchase is governed by the Retail Purchaser End User Agreement available at <http://content.dell.com/us/en/home/d/solutions/retail-purchaser-end-user-agreement.aspx>.

If you are in Canada, your purchase is governed by Consumer Terms and Conditions of Sale (Canada) available at <http://www1.ca.dell.com/content/topics/segtopic.aspx/policy?c=ca&l=en&s=gen&~section=012>.

YOUR AGREEMENT WITH DELL CONTAINS VERY IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS. THE AGREEMENT REQUIRES THE USE OF ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES, and where applicable, specifies arbitration INSTEAD OF JURY TRIALS OR CLASS ACTIONS. PLEASE REVIEW THE TERMS CAREFULLY.

(If you are a business purchaser and you purchased from Dell or an authorized Dell reseller, your purchase is governed by the Commercial Terms of Sale [www.dell.com/CTS](http://www.dell.com/CTS)).

Para obtener una versión en español de las condiciones de venta, consulte <http://content.dell.com/us/en/home/terms-of-sale-consumer-es.aspx>.

## Limited Warranties

### Limited Hardware Warranties (U.S. and Canada Only)

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 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 NON-INFRINGEMENT; (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 paragraph 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, 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 LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

**FOR ALL CUSTOMERS**

DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED HARDWARE WARRANTY AND DELL DOES NOT ACCEPT LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES, ANY LIABILITY 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 DELL IS NOT 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:

- As part of a 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 PERC controller battery may provide up to 72 hours of controller cache memory backup power when new. Under the 1-year limited hardware warranty, Dell warrants that the battery will provide at least 24 hours of backup coverage during the 1-year limited hardware warranty period.
- Your series 8 PERC controller battery comes with a 3 year limited hardware warranty which cannot be extended beyond 3 years.
- Projector lamps carry a 90-day 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.
- PDAs, earphones, and remote inline controls carry a 1-year limited hardware warranty.
- Other add-on hardware carries the longer 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.
- SATA hard drives in PowerEdge, PowerEdge SC, and PowerVault systems launched on or after March 24, 2009 (e.g., PowerEdge T110, PowerEdge T310, PowerEdge T410, PowerEdge T610, PowerEdge T710, PowerEdge R210, PowerEdge R310, PowerEdge R410, PowerEdge R510, PowerEdge R610, PowerEdge R710, PowerEdge M610, PowerEdge M710 and PowerVault NX300) carry the lesser of either a 1-year limited hardware warranty or the length of the limited hardware warranty for the Dell system with which the SATA hard drive is shipped. Service offerings may be available to extend the SATA hard drive warranty period on these systems for an additional fee.

- All variants of the ioDrive NAND Flash devices carry the length of the limited hardware warranty, 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 which has a maximum number of physical bytes which 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.
- Select PowerConnect products carry a lifetime limited hardware warranty with Basic Hardware Service (repair or replacement) for as long as you own the product. 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 and the PowerConnect 8000 series. See [www.dell.com/LifetimeWarranty](http://www.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 Value, Read Intensive and Slim SSD Class Drives are not eligible for purchase of extended warranty coverage beyond 3 years.
- Dell PDU's, KMM's, and UPS's purchased independent of a system carry a 3-year limited hardware warranty. Dell PDU's, KMM's, and UPS's purchased with a system are covered by the greater of 3 years or the term of the system limited hardware warranty, with the exception of the UPS battery limited hardware warranty, which is limited to 3 years.
- All variants of PowerEdge Express Flash PCIe SSD SLC devices carry the length of the limited hardware warranty coverage for the Dell system with which the PowerEdge Express Flash PCIe SSD SLC device is shipped. PowerEdge Express Flash PCIe SSD SLC devices are not eligible for purchase of extended warranty coverage beyond a total of 5 years of coverage from the original shipment date. Additionally, PowerEdge Express Flash PCIe SSD devices use a silicon technology which has a maximum number of physical bytes which 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.

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 Dell repairs or replaces 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 the warranty expires, please contact us or our authorized representatives according to the following table. Long distance telephone carrier charges may apply. Please also have your Dell Service Tag or order number available.

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.

<b>Web Support</b>	<a href="http://support.dell.com/support/topics/global.aspx/support/dellcare/contact_us?c=us&amp;l=en&amp;s=gen&amp;redirect=1">support.dell.com/support/topics/global.aspx/support/dellcare/contact_us?c=us&amp;l=en&amp;s=gen&amp;redirect=1</a>
<b>Individual Home Consumers:</b>	<b>Phone (U.S. Only)</b>
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. Go to <a href="http://www.bestbuy.com">www.bestbuy.com</a> to locate the nearest Best Buy store.
Wireless Customers	1-800-308-3355 Your wireless service provider may also be able to provide hardware warranty service on your Dell smartphone or tablet.
<b>Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Hardware Warranty Support and Customer Service	1-800-822-8965
<b>Home and Home Office Customers:</b>	
Hardware Warranty Support and Customer Service	1-800-456-3355
<b>Small, Medium, Large or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):</b>	
Support and Customer Service	1-800-822-8965
<b>Government and Education Customers:</b>	
Support and Customer Service	1-800-234-1490
Dell-Certified Memory	1-800-BUY-DELL
<b>Alienware:</b>	
Hardware Warranty Support and Customer Service	1-800-ALIENWARE
<b>Individual Home Consumers, Home Office:</b>	<b>Phone (Canada Only)</b>
Hardware Warranty Support	1-800-847-4096
<b>All Business, Government, Education Customers, and Value Added Resellers (VARs):</b>	
Support and Customer Service	1-800-387-5757
Best Buy Customers	Carry your Dell notebook, Dell desktop, or Dell monitor purchased with a Dell desktop, into any Best Buy store. Go to <a href="http://www.bestbuy.ca">www.bestbuy.ca</a> 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 <a href="http://www.futureshop.ca">www.futureshop.ca</a> to locate the nearest Future Shop store.

### What will Dell do?

Prior to contacting Dell, please consult your *Owner's Manual* on [support.dell.com](http://support.dell.com) for troubleshooting advice and directions on running hardware diagnostics.

Upon contacting Dell technical support, you will be required to engage in a remote diagnosis session with the technical support agent to help determine the cause of your issue. Remote diagnosis may involve customer access to the inside of the product and multiple or extended sessions. If the Dell technical support agent determines that your issue is the result of a defect in materials or workmanship but the issue is not able to be resolved remotely, Dell, at its sole discretion, may dispatch a replacement part to you, arrange for you to send your product or defective part back to Dell's repair depot, or replace part of the product with a comparable part of product that may be new or refurbished. If the Dell limited hardware warranty for your product includes in-home warranty service, then Dell may also elect to dispatch a service technician to your location to perform the repair or replacement (see Important Information about In-Home Warranty Service After Remote Diagnosis below).

If Dell determines that the problem is **not** covered under this limited hardware warranty, Dell may be able to offer you service alternatives on a fee basis.


Dell uses new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and products. Refurbished parts and products are parts or products that have been returned to Dell, some of which were never used by a customer. All parts and products are inspected and tested for quality. Replacement parts and products are covered for the remaining period of the limited hardware warranty for the product you purchased. Dell owns all parts removed from repaired products and, in most instances, you will be required to return defective parts to Dell.

Dell may use authorized representatives to provide any of the technical support or repair services under this limited hardware warranty.

**Important Information about Returning Products to Dell for Repair or Replacement:**

For mail-in warranty service (shipping included): Upon a determination by a Dell technical support agent that your product should be returned to Dell for repair or replacement, packing, shipping instructions, and a pre-paid shipping waybill will be sent to you. Upon receipt of the shipping supplies, you must package the product in the material required and call the carrier designated on your shipping instructions to arrange a pick up time. As long as you follow our shipping instructions, Dell will pay standard shipping charges for shipping the product in for repair and for shipping it back to you if you use an address in the United States (excluding Puerto Rico and the U.S. possession and territories) or in Canada (in respect of systems registered in Canada). Otherwise, Dell will ship the product to you freight collect. If your warranty does not include mail-in warranty service (shipping included), then Dell will issue a Return Material Authorization Number which you must include with your return.


You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. Dell will return the repaired or replacement products to you. Dell will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Otherwise, Dell will ship the product to you freight collect. When you contact us regarding certain products, such as smartphones or tablet products, Dell may offer to ship you a replacement product prior to receiving your original product back. In such instance, Dell may require a valid credit card number at the time you request a replacement product. Dell will not charge or invoice you for the replacement product as long as you return the original product to us within 10 days of your receipt of the replacement product and Dell confirms that your product issue is covered under this limited hardware warranty. If Dell does not receive your original product within 10 days, Dell will charge to your credit card or invoice you for the then-current standard price for the product. If upon receipt of your original product, Dell determines that your product issue is not covered under this limited hardware warranty, you will be given the opportunity to return the replacement unit, at your sole expense, within ten (10) days from the date Dell contacts you regarding the lack of coverage for your issue or Dell will charge to your credit card or invoice you the then current standard price for the product. In addition, if you fail to pay Dell the amounts due in connection with such an invoice, Dell may suspend your limited hardware warranty support until the invoice amount is paid. A suspension of your limited hardware warranty for failure to properly return a product or to pay an invoice will not toll the term of your limited hardware warranty, and the limited hardware warranty will still expire in accordance with its original term.

 **NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). You are responsible for removing any confidential, proprietary, or personal information and removable media such as SIM cards, floppy disks, DVDs/CDs, or PC Cards regardless of whether a technician is also providing in-home or on-site assistance. Dell is not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; data or voice charges incurred as a result of failing to remove all SIM cards; or damaged or lost removable media. Please only include the product components requested by the phone technician.

**Important Information about Part Dispatches by Dell:**

For some issues, Dell may dispatch a new or refurbished part for you to replace a defective part, if Dell agrees that the defective part needs to be replaced. You must return the defective part to Dell. When you contact us, Dell may offer to ship you a replacement part prior to receiving your original part back. In such instance, Dell may require a valid credit card number at the time you request a replacement part. Dell will not charge or invoice you for the replacement part as long as you return the original part to us within 10 days of your receipt of the replacement part. Failure to timely return the defective part to Dell in accordance with the written instructions provided with the replacement part may result in the suspension of your limited hardware warranty support or a charge to your credit card or invoice in the amount of the then-current standard Dell price for that part. A suspension of your limited hardware warranty for failure to properly return a part will not toll the term of your limited hardware warranty, and the limited hardware warranty will still expire in accordance with its original term.

Dell will pay to ship the part to you if you use an address in the United States, (excluding Puerto Rico and U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Otherwise, Dell will ship the part freight collect. Dell will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

 **NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). You are responsible for removing any confidential, proprietary, or personal information and removable media such as SIM cards, floppy disks, DVDs/CDs, or PC Cards regardless of whether a technician is also providing in-home or on-site assistance. Dell is not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; data or voice charges incurred as a result of failing to remove all SIM cards; or damaged or lost removable media. When returning parts to Dell, please only include the product components requested by the phone technician.

**Important Information about In-Home Service after Remote Diagnosis:**

If the Dell limited hardware warranty for your product includes in-home warranty service, then if Dell determines that your issue is covered under this limited hardware warranty and the technician cannot correct your problem over the phone or, if applicable, by dispatching a part or replacement product to you, then Dell may dispatch a service technician to your location within the United States (including Puerto Rico, but excluding the other U.S. possessions and territories) or in Canada (in respect of systems registered in Canada). Please tell the technician the full address of your system's location. Both the performance of service and service response times depend upon the time of day your call is received by Dell, the service alternative you purchased, parts availability, geographical restrictions, weather conditions and the terms of this limited hardware warranty. An adult must be present at all times during the service technician's visit. You must grant the service technician full access to the system and (at no cost to Dell) have working space, electricity, and a local telephone line. If these requirements are lacking, Dell is not obligated to provide service. In addition, Dell is not obligated to provide service if you fail to provide an environment that is

conductive to computer repair, including for example if you insist on service to be provided at varying locations, if you fail to properly restrain a pet, if you threaten our technician either verbally or physically, if your location or the general area where the system is located is dangerous, infested with insects, rodents, pests, biohazards, human or animal excrement and/or chemicals as reasonably determined to be unsafe by our technician. If you or your authorized representative is not at the location when the service technician arrives, the service technician will not be able to service your system and you may be charged an additional amount for a follow-up service call. If the telephone technician determines that your system needs a replacement part, you authorize the on-site technician to act as your service agent to handle the delivery and return of the warranty parts necessary to render on-site repairs. You may incur a charge if you fail to allow the on-site technician to return non-working/ unused units/warranty parts to Dell.

### What if I purchased a service contract?

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with a third-party service provider, please refer to that contract for details on how to obtain service.

See [www.dell.com/servicecontracts](http://www.dell.com/servicecontracts) for more details.

### May I transfer the limited hardware warranty?

Limited hardware warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited hardware warranty on Dell-Certified Memory may not be transferred. For U.S. customers, you may record your transfer by going to Dell's Web site:

Customer Type	U.S. Ownership Transfer Website
Home and Home Office:	<a href="http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=19&amp;l=en&amp;s=dhs&amp;~ck=mn">support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=19&amp;l=en&amp;s=dhs&amp;~ck=mn</a>
Small and Medium Business:	<a href="http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=04&amp;l=en&amp;s=bsd&amp;~ck=mn">support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=04&amp;l=en&amp;s=bsd&amp;~ck=mn</a>
Large Enterprise:	<a href="http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=55&amp;l=en&amp;s=biz&amp;~ck=mn">support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=55&amp;l=en&amp;s=biz&amp;~ck=mn</a>
Federal Government:	<a href="http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=RC1009777&amp;l=en&amp;s=fed&amp;~ck=mn">support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=RC1009777&amp;l=en&amp;s=fed&amp;~ck=mn</a>
State and Local Government:	<a href="http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=RC978219&amp;l=en&amp;s=slg&amp;~ck=mn">support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=RC978219&amp;l=en&amp;s=slg&amp;~ck=mn</a>
Higher Education:	<a href="http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=RC956904&amp;l=en&amp;s=hied&amp;~ck=mn">support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=RC956904&amp;l=en&amp;s=hied&amp;~ck=mn</a>
K-12 Education:	<a href="http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=RC1084719&amp;l=en&amp;s=k12&amp;~ck=mn">support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=RC1084719&amp;l=en&amp;s=k12&amp;~ck=mn</a>
Healthcare:	<a href="http://support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=RC968571&amp;l=en&amp;s=hea&amp;~ck=mn">support.dell.com/support/topics/global.aspx/support/change_order/tag_transfer?c=us&amp;cs=RC968571&amp;l=en&amp;s=hea&amp;~ck=mn</a>

For Canadian customers, you may record your transfer by going to Dell's Canadian Web site:

[www1.ca.dell.com/content/topics/reftopic.aspx/gen/ccare/en/ccare\\_information?c=ca&l=en&s=gen](http://www1.ca.dell.com/content/topics/reftopic.aspx/gen/ccare/en/ccare_information?c=ca&l=en&s=gen).

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited hardware warranty agreement and Dell's applicable terms and conditions of sale located at [www.dell.com/terms](http://www.dell.com/terms) (for U.S. customers), [www.dell.ca/terms](http://www.dell.ca/terms) (for Canadian customers - English), or [www.dell.ca/conditions](http://www.dell.ca/conditions) (for Canadian customers -French). Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

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## Safety and Regulatory Information

You can find additional Safety Best Practices and information on REACH, Electromagnetic Compatibility (EMC), Ergonomics, Transportation, and Tuners on the Regulatory Compliance page, [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance).

**WARNING:** Use of controls, adjustments, procedures, connections, or signal types other than those specified in your documentation may result in exposure to shock, electrical hazards, and/or mechanical hazards.

**CAUTION:** Dell products are not certified as medical electrical equipment, and are not intended for use in close proximity to patients or in oxygen rich environments.

- Dell products are not designed for use in hazardous environments.
- Dell products are not designed or intended for use in operating or calibrating medical devices.

When setting up the equipment for use:

- Place the equipment on a hard, level surface.
- Do not stack the equipment, place it in an enclosed space, or otherwise install it where it is subject to heated air. The equipment should have least 10.2 cm (4 inches) of clearance on all vented sides to permit the airflow required for proper ventilation. Restricting airflow can damage the equipment or cause overheating.
- If your product contains a tuner, see [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance) for safety instructions for tuners.
- If your device includes a modem, the cable used with the modem should be manufactured with a minimum wire size of 26 American Wire Gauge (AWG) and an FCC compliant RJ11 modular plug.

**WARNING:** Do not operate your equipment with any cover(s) (including computer covers, bezels, filler brackets, front-panel inserts, and so on) removed.

- Do not use your equipment in a wet environment. Protect equipment from liquid intrusion.
- Do not use damaged equipment, including exposed, frayed, or damaged power cords.
- Do not push any objects into the air vents or openings of your equipment. Doing so can cause fire or electric shock by shorting out interior components.
- Do not allow your portable computer or adapter to operate with the base resting directly on exposed skin for extended periods of time. The surface temperature of the base will rise during normal operation, particularly when AC power is present. Allowing sustained contact with exposed skin can cause discomfort or burn.
- To remove a portable computer from all power sources, turn the computer off, disconnect the AC adapter from the electrical outlet, and remove any battery installed in the battery bay or module bay.

### When Working Inside Your Device

**WARNING:** Hazardous moving parts. Keep away from the moving fan blades.



- Do not attempt to service the equipment yourself, except as explained in your Dell documentation or in instructions otherwise provided to you by Dell. Always follow installation and service instructions closely.
- Internal components may become very warm during normal operation. Before touching any internal components, allow time for them to cool.
- Disconnect all cables from the portable computer including the phone cable before opening the memory/modem access door.
- Check the voltage rating before you connect the equipment to an electrical outlet to ensure that the required voltage and frequency match the available power source.
  - If your device has a manual voltage-selection switch, your voltage-selection switch on the back panel must be manually set to operate at the correct operating voltage used in your location.
- To prevent electric shock, plug the equipment power cables into properly grounded electrical outlets. If the equipment is provided with a 3-prong power cable, do not use adapter plugs that bypass the grounding feature and do not remove the grounding feature from the plug or adapter.

### Adapter Safety

- Use only the Dell-provided AC adapter approved for use with this device. Use of another AC adapter may cause a fire or explosion.
- The AC adapter may become hot during normal operation of your computer. Ensure adequate ventilation and use care when handling the adapter during or immediately after operation. Do not use an auto adapter DC power cable connected via either an automobile cigarette lighter adapter or an empower-type connector in vehicles with high voltage (24 VDC), such as commercial transport vehicles.

### Battery Safety

**WARNING:** Using an incompatible battery may increase the risk of fire or explosion. Replace the battery only with a compatible battery purchased from Dell that is designed to work with your Dell computer. Do not use a battery from other computers with your computer.

A damaged battery may pose a risk of personal injury. Damage may include impact or shock that dents or punctures the battery, exposure to a flame, or other deformation. Do not disassemble the battery. Handle a damaged or leaking battery pack with extreme care. If the battery is damaged, electrolyte may leak from the cells or fire may result which may cause personal injury.

Do not expose (store or place) your computer or battery pack to a heat source such as a radiator, fireplace, stove, electric heater, or other heat-generating appliance or otherwise expose it to temperatures in excess of 65 °C (149 °F). When heated to excessive temperatures, battery cells could vent or explode, posing risk of fire.

### ENERGY STAR Compliance

The Environmental Protection Agency's (EPA) ENERGY STAR program is a joint effort between the EPA and manufacturers to reduce air pollution by promoting energy-efficient products. You can help reduce electricity usage and its side effects by leaving the power-management features enabled and by turning off your product when it is not in use for extended periods of time.

#### ENERGY STAR Label

Any Dell product bearing the ENERGY STAR emblem electronically or physically on the product is certified to comply with the EPA ENERGY STAR requirements as configured when shipped by Dell.

ENERGY STAR power-management features save energy by allowing computers to enter a very low power (sleep) mode when not in use for a specified period of time. These power-management features are activated on all ENERGY STAR qualified computers.

The power-management features are preset to allow the computer and monitor to power down (sleep) after the following periods of inactivity:



Product Type	Operating System	Monitor	Computer
Desktops, All-In-Ones, Thin Clients, Workstations, Mobile Workstations, and Notebooks	Windows XP, Windows Vista, Windows 7, and Windows 8	10 minutes	15 minutes (except for certain thin client systems)
	Ubuntu	10 minutes	30 minutes for Ubuntu

The computer and monitor can be woken from the sleep state through user interaction with the keyboard or mouse.

#### Wake on LAN (WOL)

Computers configured with WOL can also be woken from the sleep state by a network signal. Wake-up from sleep state is unaffected by the BIOS setting and must be enabled or disabled in the operating system. WOL works only when the computer is connected to an AC power supply and may differ based on chassis or platform.

The speed of any active 1 Gb/s Ethernet network link is reduced when transitioning to sleep or off state.

#### Wake Management

Computers with Ethernet capability that are shipped through enterprise channels (sales channels typically used by large and medium-sized business, government, educational, or other organizations to purchase computers for use in managed client or server environments) are capable of both remote (via network) and scheduled (via real-time clock) wake events from sleep state.

For additional power-management specific information, see [www.energystar.gov/powermanagement](http://www.energystar.gov/powermanagement).

For additional information on the ENERGY STAR program, see [www.energystar.gov](http://www.energystar.gov).

### Recycling Information

Dell recommends that customers dispose of their used computer hardware, monitors, printers, and other peripherals in an environmentally-sound manner. Potential methods include reuse of parts or whole products and recycling of products, components, and/or materials.

For specific information on Dell's worldwide recycling programs, see [www.dell.com/recyclingworldwide](http://www.dell.com/recyclingworldwide).


#### Perchlorate Material

This product's coin-cell battery may contain perchlorate and may require special handling when recycled or disposed of. For more information, see [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

#### Location of Radio Regulatory Labels

For some portable computers, the radio regulatory labels may be found either in the battery compartment, or under the bottom access panel.

#### Display Lamp Disposal

 LAMPS INSIDE THIS PRODUCT CONTAIN MERCURY (Hg) AND MUST BE RECYCLED OR DISPOSED OF ACCORDING TO LOCAL, STATE, OR FEDERAL LAWS. FOR MORE INFORMATION, CONTACT THE ELECTRONIC INDUSTRIES ALLIANCE AT [WWW.EIAE.ORG](http://WWW.EIAE.ORG). FOR LAMP SPECIFIC DISPOSAL INFORMATION CHECK [WWW.LAMPRECYCLE.ORG](http://WWW.LAMPRECYCLE.ORG).