Introduction

Dell™ delivers a series of Services to satisfy our customer’s needs. The On-Site Preventive Maintenance Service outlined within this document (the “Service Description”) describes the On-Site Preventive Maintenance Service offering. This service is available for Dell branded PowerEdge™ and PowerVault™ Servers, Precision™ Workstations, Optiplex™ Desktops, and Latitude™ Notebooks, Vostro™ or Inspiron™ notebook/desktop. This service is available within Australia, New Zealand, Malaysia, Singapore, Hong Kong, Taiwan, Korea, Thailand, India and China and has been designed to meet the varied needs of our customers.

Service Overview

Dell’s Onsite Preventive Maintenance Service provides the following on-site service activities as set forth more specifically in this document (the “Service Description”) The On-Site Preventive Maintenance service is only available for purchase at the point of sales. All services included within the onsite preventive maintenance service will be tied to customer system and is not transferable between systems.

The Preventive Maintenance service provides on-site preventative care for Optiplex™, Vostro™, Latitude™, Precision™, PowerEdge™ and PowerVault™ systems. The service will be provided on a schedule either yearly, semi-annually or on a quarterly basis. A Dell certified engineer will be sent to the customer’s site and to conduct preventative care to ensure customer’s system(s) is in accordance to manufacturer’s specifications.

On-site Preventive Maintenance service includes:

- Yearly, semi-annually or four-times yearly visit on site as purchased by the customer and stated on the Invoice
- Performing Dell diagnostic test on Dell hardware
- Update Dell system BIOS if required
- Anti-virus software updated if using Dell certified anti-virus software
- Perform virus scan
- Basic cleaning of Dell PC (exterior only)
- Ensure the floppy and CD-ROM drives are functioning and clean if necessary.
- Provide a health-check result to customer

In the event Dell or Dell designated Service Provider is directed to perform services or activities that are outside the scope of this Service Description, Dell will request an approved work order. The activities and pricing will be addressed either in an approved work order or a customised statement of work.

Not included with this installation service:

a. De-installation or re-installation of neither product(s) nor application(s) or any activity not specifically described in this Service Description.

b. This service does not include any software application, installation or configuration other than may be specifically noted below.

c. Any recovery or transfer of data.

d. Re-configuring/re-mapping existing wireless keyboards and/or wireless mice.

e. Warranty service or support for third party systems.

f. Scripting for application installations at the desktop.

g. Troubleshooting of applications, a non pre-installed Microsoft operating system, application compatibility issues, or viruses.

h. Troubleshooting of Internet connectivity or any other tasks.

i. Server or router configuration of any kind.
j. Attachment or removal of system to or from network
k. Transfer of applications.
l. Disaster recovery (such as application software, reloading data).
m. Customization of end user’s MS-Windows desktop, including desktop icons, folders and the configuration on non-business applications except as expressly stated in this Service Description.
n. Removal of de-installed system from the customer's premises.
o. Any activity not specifically set forth in this Service Description.

Customer’s Responsibilities:

A. Prior to Dell arriving on site

1. Provide the system service tag number
2. Provide model type/numbers for the system
3. Identify location of the system requiring preventative maintenance
4. Complete a backup of all existing data and programs on affected systems.
5. Ensure that Dell is provided 24 hours notice if you wish to rearrange your appointment, otherwise additional charges may apply.

B. During the on-site service:

1. Provide a single point-of-contact to work with the Dell Technician.
2. Ensure that the point of contact is available to assist the Dell Technician with information necessary to complete the tasks herein.
3. Provide a safe and suitable working environment for the delivery of this Service.
4. Provide appropriate access to buildings, security escorts, and access to parking facility (at no charge) during the performance of the Service.

Dell’s Responsibilities:

1. Contact the customer to schedule the preventative maintenance on site visit in accordance to services purchased.
2. Conduct the preventative maintenance service in accordance to the manufacturer’s specifications.
3. Provide a health-check result to customer as a result of a complete preventative maintenance service

Important Additional Information

Claims of Confidentiality or Proprietary Rights. Customer agrees that any information or data disclosed or sent to Dell, over the telephone, electronically or otherwise, is not confidential or proprietary to Customer.

This Service Description is subject to and supplements the terms and conditions of any applicable overriding 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/ap/services/T&C. In the event of a conflict between this document and such terms and conditions, this document shall prevail. Dell reserves the right to make improvements or changes to this document and the products and services described at any time, without notice or obligation.

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