

## Solution Station

PC problems solved



### System Upgrade, Peripheral and/or Software Installation Service

Let us take the pain out of installing your new hardware or software leaving you free to concentrate on something else.

A home installation service to help get your latest gadget, internal part or new software installed and then configured, tested and demonstrated.

Designed to save you time and possible aggravation, this System Upgrade, Peripheral and/or Software Installation Service<sup>2</sup> provides a Solution Station Service Agent in the comfort of your own home, at a day and time you choose to help install your hardware peripherals or software. We can install almost any type of equipment you purchase to connect to your computer, from printers to MP3 players, video cards to hard disks or additional memory.

#### At a glance:

- Unpack the box(es) and check the content versus your order
- Install, connect your new parts, peripherals or software
- Ensure it all works correctly
- Give you a short demonstration on how to use your new products

#### How does this benefit me?

- No need to open your computer to install a part – let us do that for you
- Technology a little confusing? We can install, test and demonstrate your latest gadget
- Installation is performed in the comfort of your own home, on a day and timeslot you choose
- We will set up and configure your new gadget, software application or an internal upgrade to enhance system performance
- When the installation is complete we will also give you a brief demonstration of the new products

#### What will Solution Station do?

When placing an order we will schedule a service appointment with you then and there for a convenient date and time. Our Solution Station services are available on-site<sup>1</sup> between 9am-9pm, Monday to Friday. Weekend service is available 9am to 4pm (excluding local national holidays). In the unlikely event we are unable to arrive at your home within the agreed timeslot we will call you on the day and reschedule the visit.

#### What happens next?

1. When calling to place an order we will schedule a convenient appointment
2. On the chosen day, we will contact you again to confirm your availability
3. A Service Agent will arrive within the timeslot agreed to perform the installation service
4. When the service is completed, the Service Agent will give you a brief overview of your installation(s)

#### When our Service Agents arrive to perform the diagnosis he/she will:

- Unpack the box(es) and check the new equipment against your order (if applicable)
- Install the external hardware product along with any required drivers
- Install the internal part on your Dell system and ensure correct operation with your installed Operating System
- Install the software application and test for correct operation
- Some of the products we can install for you are below, but if your product is not listed – please call to confirm:
  - Up to 6 internal components including: additional memory, additional hard disk or CD/DVD drives, video/audio/network cards or
  - Up to 2 external peripherals including: inkjets and personal laser printers, external back-up devices, MP3 players, and digital cameras or
  - Up to 2 software applications including: Microsoft® Office, Microsoft Works®, Microsoft Frontpage®, Adobe Photoshop, etc.
- Activate the installed antivirus, Windows® firewall and Internet Explorer® parental control
- Provide a brief overview of the new product(s) to explain you how it works





### What do I need to do?

- Provide us with phone numbers / email addresses where we can reach you
- Ensure you have an operational broadband connection and your Internet provider logon and password on hand
- Have all the required equipment located in the immediate area where you want the peripherals/software installed
- Prepare the area for the installation (i.e. have sufficient power sockets and available space)
- Provide the Service Agent with legally licensed copies of any software you want installed
- Provide the Service Agent with all required cables and parts required in order to complete the installations
- Be available on the date/time agreed

### What is not included?

- Non local-language hardware or software
- Virus and Spyware removal
- Hardware repair and/or replacement of parts
- Installation or re-installation of any Operating System
- Setup of new broadband/ADSL and ISDN connections to the Internet
- Setup/configuration of a new wireless network
- Any additional cables/accessories required to perform installation (Where possible our Service Agents will demonstrate functionally using 'donor' parts as required)
- Hard disk drives as a replacement. New drive(s) are installed in addition to your existing drive
- Shareware or Freeware software applications
- Enterprise class software applications
- Software applications where the customer does not hold the correct license or media

### What do I do if I am not fully satisfied by this service?

Solution Station prides itself on providing a high level of service and support. Should you have any query regarding this service either before or after completion, please feel free to contact us:

[www.dell.com.my/SolutionStation](http://www.dell.com.my/SolutionStation)

### What is this document?

As this document forms part of your agreement with us, it is very important that you ensure you understand its content and the service which is being offered. It should be read together with Dell's Terms & Conditions of Sales & Service which are available online at [www.dell.com.my](http://www.dell.com.my) or upon request and which provide you with important information on your rights and other matters. You can find all Solution Station, product and service offerings online through: [www.dell.com.my/SolutionStation](http://www.dell.com.my/SolutionStation)

<sup>1</sup> Subject to geographical restrictions (on site service not available in some locations) and terms of service contract. Service timing dependent upon time of day call placed to Dell.

<sup>2</sup> System Upgrade, Peripheral and/or Software Installation Service can only be performed on selected Dell products.

Service specifications are valid in Malaysia only as specified herein and subject to change without notice. This document has been prepared as a description guide of Solution Station's System Upgrade, Peripheral and/or Software Installation service. 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. Dell will not accept liability for losses arising from but not limited to: 1-Data or information loss caused by failing to back up data. It is your responsibility to back-up data, therefore please ensure that you have backed up data properly in advance of arrival of the service agents : 2-Virus damage: 3 -User inflicted problems such as those caused by failure to read &/or follow user instructions provided in writing or orally by the service agents.

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