

# Solution Station

PC problems solved



## Home Assistance Service

**If we are unable to solve your issue over the telephone – we can send a Service Agent to help solve the problem in the comfort of your own home.**

If one of our Service Agents has diagnosed a problem that we cannot solve over the telephone or by remotely accessing your Dell PC, we can send an expert to your home to resolve your issue. This Home Assistance 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 solve the diagnosed problem on-site and get your computer operational again in the shortest possible time. This service gives you the ease of mind that an expert will fix the issue without you having to become an IT-expert yourself.

### At a glance:

- An expert will solve the problem in your home
- Appointment based service
- Ensures your IT equipment is working as you require
- Advice on the best next steps to get your system up and running

### How does this benefit me?

- Solves the diagnosed problem
- Performed in the comfort of your own home, on a day and timeslot you choose
- Covers hardware and software re-configuration issues

### 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<sup>3</sup> (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 diagnosis
4. The Service Agent will perform a series of test to identify the problem and the best next steps to take

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

- Perform thorough diagnosis to identify the root cause of the problem(s)
- Solve the pre-diagnosed problem
- Check that your Dell PC is fully functional
- Help to optimize your Dell PC with these steps:
  - clean/remove unwanted Internet explorer files (Cache/Cookies)
  - clean/remove temporary files (Temp folder & Recycle bin)
  - run disk cleanup wizard
  - clean/remove Microsoft® Windows® temp files
  - check and activate software firewall
  - update Internet security settings
  - check/update wireless broadband modem security (if available)
  - update anti-virus software definitions (if applicable software installed & subscription available)
  - provide an overview of the optimisation services performed
- If your machine is covered by a valid Dell™ service plan, this may require the Service Agent who is on-site to place a telephone call to Dell Technical Support
- Alternatively if you require an additional service, the Service Agents will liaise directly with Solution Station's support centre to identify the requirement





### What do I need to do?

- Provide us with phone numbers / email addresses where we can reach you
- Be available on the date/time agreed
- Have an operational broadband connection and your Internet provider logon and password on hand
- Ensure your data is backed up and that you have you're a copy of your OS and application CD with licence

### What is not included?

- Hardware repair and/or replacement or parts
- Software repair
- Virus and Spyware removal
- Installation or re-installation of an operating system or software applications
- Data backup

### 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)

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<sup>1</sup> Subject to geographical restrictions (onsite 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> Home Assistance Service can only be performed on selected Dell products.

<sup>3</sup> Standard onsite hour from Monday to Friday, 9am to 6pm, additional charges apply for extended hour including weekends.

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 Home Assistance 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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