

Service Description: Basic System Installation

Introduction

Dell™ delivers a series of Installation Services to satisfy our customer's needs. The Installation service outlined within this document (the "Service Description") describes the Basic System Installation service offerings. Designed for customers who want their new Dell Compute system install and operating correctly with the latest amount of disruption to their working environment. Ideal for companies who require installation of Dell systems and do not require Technical orientation.

On-site installation services are available during the standard service hours from 9:00 a.m. to 5:00 p.m., Monday to Friday (excluding Public Holidays).

Type of Engineer: 1 Desktop Engineer
Estimate Time: 0.5 hour

This Service is available for Vostro™, Latitude™, Optiplex™ and Dell Precision™ system only.

Service Overview

Installation

(Desktop/Notebook Hardware Set-up)

- This installation does not include any software application; installation or configuration other than may be specifically noted below.
- This service does not include the hardware installation of any product external to the Desktop/ Notebook, Network cabling (excluding cable from system to network jack) or any other environmental or power related activities.

Customer's Responsibilities:

- All equipment to be installed must be located at the area (cubicle/desk) in which the installation will take place.
- If the system to be installed will be connected to the customer's network, the customer must supply the necessary network configuration (i.e. TCP/IP address, etc.) when the Dell Service Provider arrives on-site to perform the installation.
- Customer must explain to the Dell Service Provider where the trash will be removed to (must be within the facility that the installation has taken place).

On-site Activities by the Dell Service Provider:

- Verify receipt and condition of all boxes and components.
- Verify the availability of customer-provided physical site and power.
- Unpack systems and components.
- Verify product service tag #'s (serial number) match shipping list. If a non-match, contact the Dell Technical support group.
- Escalate to Dell Technical Support for replacement of any item damaged in shipment.
- Set-up and connect all peripherals (keyboard, monitor, mouse, etc.) including network cable (if applicable) to Desktop/Notebook.
- System should be powered on and brought up to the installed operating system or C > prompt.
- If Operating System (OS) is not factory installed, install OS (e.g. MS-DOS current version, Windows 95, 98, 2000, NT, ME & XP).
- Format HDD and perform HDD partition if required.
- Enter Customer supplied TCP/IP addresses (if applicable).
- Verify that the system comes up to the network login screen (if applicable).

- If any error occurs, contact Dell Technical Support for further troubleshooting. If a hardware failure is found, Dell Technical Support will open a dispatch for service.
- Remove all installation packaging to a customer-designated area within the immediate installation location or arrange with the Customer for Customer removal.

Important Additional Information

Software/Data Backup. It is the Customer's responsibility to complete a backup of all existing data, software, and programs on Supported Products prior to Dell performing any Services. **DELL WILL NOT BE RESPONSIBLE FOR LOSS OF OR RECOVERY OF DATA, PROGRAMS, OR LOSS OF USE OF SYSTEM(S) OR NETWORK.** You understand and agree that under no circumstances will Dell be responsible for any loss of software, programs, or data, even if Dell technicians have attempted to assist you with your backup, recovery, or similar services. Any such assistance is beyond the scope of any Dell warranty and this Service Agreement. The assistance is provided in Dell's sole discretion and without any guarantee or warranty of any kind. Neither does Dell provide any guarantee or warranty of any kind with respect to any third-party product that a Dell technician may use in assisting you.

Authority to Grant Access. Customer represents and warrants that it has obtained permission for both Customer and Dell to access and use the Supported Product, the data on it, and all hardware and software components included in it, for the purpose of providing these Services. If Customer does not already have that permission, it is Customer's responsibility to obtain it, at Customer's expense, before Customer asks Dell to perform these Services.

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.

Terms and Conditions. Dell is pleased to provide these Services, in accordance with this Service Description and the terms and conditions of any applicable separate 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

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