



Service Description

Same Business Day On-site Service ("SBD Service") - Indonesia

I. Same Business Day Service Overview

Same Business Day On-site Service includes, from the date of delivery, a support service designed to assist in giving you peace of mind. Should the system develop a fault, Dell's Same Business Day Service can place a service technician at the customer's location within 4 hours* after completion of the support procedures listed below (including a problem diagnosis service via telephone) and, for the duration of the service period**, provide a parts and labour service.

* See section III.3 for conditions

** See invoice to confirm length of service after which the service is subject to a separate charge. Notwithstanding the length of the service period, Dell provides 1-year non-upgradeable hardware support for Dell consumables and accessories such as media, carry cases, CMOS batteries and notebook batteries.

This Service is available for Vostro™, Latitude™, OptiPlex™ and Dell Precision™ systems only.

II. Support Procedures - The 3 Levels of Support

Dell's Same Business Day Service incorporates the following standard support services plus on-site engineer support if necessary:

1. **30-Day Getting-Started Assistance** - Dell offers a standard 30-day telephone support programme at no additional charge for installation optimization, configuration, and limited usage questions during the critical 30-day period after delivery of your system. This program is available on factory-installed operating systems and desktop/notebook applications.
2. **Telephone Technical Support** – Dell provides a telephone support service to all customers to assist troubleshooting problems on your Dell hardware.
3. **Same Business Day On-site Service** covering labour and the repair or replacement of parts in the main system unit, including monitor, keyboard and mouse, if not ordered separately, and after confirmed diagnosis with Dell Technical Support.

III. Support Procedures – The 3 Levels of Support in Detail

The following covers each of the standard support services plus on-site engineer support in detail:

1. 30-Day Getting Started Assistance

To help "get you started" for the first 30 days after delivery, Dell provides telephone technical support, installation and configuration advice on:

- (i) Dell manufactured products;
- (ii) Dell supplied external peripherals;
- (iii) Factory-installed operating systems;
- (iv) Factory-installed software.

After 30 days from the delivery date the following service exclusions apply.

SERVICE EXCLUSIONS:

- (i) Items purchased and/or installed through Dell Software & Peripherals (ReadyWare)
- (ii) Custom factory integration items will not be supported unless specifically agreed in writing by Dell.
- (iii) General usage and "how to" software questions



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For specific information on software and peripherals support refer to the documentation provided with the product, or the software and peripherals statement of work.

2. Telephone Technical Support

If you have a problem with your Dell product and cannot resolve it using our on-line support you should contact Dell's technical support for problem diagnosis. This telephone support is a fast and efficient way for Dell to assess a problem your system may have and determine with each customer the best and fastest way to resolve this problem. Telephone support and service is provided Monday-Friday during local business hours and excludes weekends and public national holidays.

A REQUIRED STEP TO RESOLVE YOUR PROBLEM

Dell will send parts or provide an engineer service only if it has been established that the problem cannot be solved by recommended troubleshooting procedures as outlined below and a Dell representative agrees that a service call would resolve the issue. An exception to this will be made if a customer has special needs or disabilities and makes this known to the Dell technician.

WHAT INFORMATION EACH CUSTOMER SHOULD HAVE WHEN CALLING DELL

Each system shipped by Dell is individually built to order, and the details of that configuration are recorded on Dell's call-management system. The customer should identify the service tag number and model number of the faulty system to assist the Dell technician before calling. These can be found on a white label on the back of the system.

To complete the diagnostics the customer must have convenient access to the faulty system when calling technical support. The technical support telephone number the customer should call is provided in the Dell system document that ships with each system.

TROUBLESHOOTING – FAULT DIAGNOSIS

For each call, the Dell technician has been trained to undertake a process to ensure the fastest possible resolution. To do this the technician will request the customer's assistance to help “troubleshoot” the problem in order for the technician to diagnose the fault. The diagnostic process will enable the Dell technician to identify the system part that has failed, if any, so that a replacement part can be provided.

Examples of what can be included in the scope of the hardware fault diagnostics are:

- Running diagnostic tests appropriate for the problem reported.
- Installation of service packs, components, supplements, updates and patches for specifically covered factory installed operating systems, firmware and BIOS.
- Installation and default configuration of Dell factory-installed operating systems, application software and drivers.
- Testing a factory-installed network interface card (including wireless) by testing with manufacturer's diagnostics & pinging another PC.
- Testing a factory-installed modem by connecting it to an analogue telephone line (not a PABX line).

The Dell technician will work together with you to ensure that you are properly instructed on how to proceed.

OPENING THE SYSTEM

Accurate problem diagnosis may not be possible without opening the system. Normal troubleshooting procedures may also include opening a system to reseat parts. The Dell technician will inform you if this is necessary and work with you to do so. Opening the system avoids delays in resolution but must be done only with the guidance of the technician who will advise of all necessary safety precautions.



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As a last resort, the troubleshooting process may require the restoration of the original operating system, software applications and hardware drivers and settings to the original default configuration as shipped from the factory.

EXCLUSIONS

Without limitation, the scope of Dell's fault diagnostics and Same Business Day Service **does not include** support for the following:

- General usage and “how to” questions with Dell factory-installed software over 30 days.
- Configuration and diagnosis of the Dell factory-installed operating system or factory-installed applications for use with customer-installed applications and hardware.
- Configuration, installation and validation of non-Dell supplied operating systems, software, applications or drivers/fixes over 30 days.
- Commercial upgrades whether purchased from Dell or not, e.g. Office XP Pro upgrade.
- Configuration of all communication software, unless required for troubleshooting.
- All non-Dell supplied hardware and peripherals, their installation and compatibility with Dell branded hardware. The original manufacturer of the product provides support.
- Dell supplied software and peripherals, unless otherwise specified.
- BIOS/Firmware upgrades for non-Dell branded systems, unless part of fault resolution.
- Invalid software and hardware configurations.
- Backing up and restoring customer's data.
- Customer applications and data.
- Unnecessary work in Dell's assessment.
- Consumables and wear and tear to items such as plastics and diskettes.
- Non-critical failures that fall within industry specified tolerances e.g. noise, individual LCD pixels.
- Games and add-on packages from date of purchase (e.g. educational packs).
- Preventative maintenance.
- Repair of system after virus infection other than installation of the operating system to the default Dell factory settings.
- Custom factory integration items over 30 days will not be supported unless specifically agreed in a separate writing by Dell.

3. Same Business Day On-Site Service

Dell's Same Business Day On-Site Service can place a Dell-certified engineer at the customer's location within four hours***, after completion of telephone-based troubleshooting when a Dell technician accepts and logs a system fault call based on the cut off time in accordance with the following customer's service type, subject to parts availability:

4-Hour (8x5) Onsite Response: Same Business Day service is available for service dispatches, which are logged before 13.00 p.m. (local time) Monday-Friday, excluding regular holidays.

4-Hour (12x5) Onsite Response: Same Business Day service is available for service dispatches, which are logged before 17.00 p.m. (local time) Monday-Friday, excluding regular holidays.

4-Hour (24x7) Onsite Response: Same Business Day service is available for service dispatches, which are logged before 20:00 p.m. (local time). 4-Hour support is available twenty-four (24) hours a day, seven (7) days a week, including regular holidays. In the event service is requested after 20:00 PM Local time service will be provided the following day.

****Availability of service and response-time estimates may vary according to the remoteness or accessibility of product location. For more information, please check with your local Dell office.*



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SAME BUSINESS DAY ON-SITE SERVICE DELIVERY METHODS

Same Business Day On-Site Service has two delivery methods:

1. Engineer Replaceable Parts – Dell will dispatch both a service engineer and a replacement part directly to site. Dell will endeavour to have both part and engineer arrive on-site within 4 hours of the call being logged by Dell Technical Support after confirmed diagnosis of the hardware problem and subject to the terms in this section above. Upon arrival at the customer site, the engineer will install and test the replacement part. The engineer will verify the repair is complete with the customer.
2. Customer Replaceable Parts – Dell may opt to send a system part, which can easily be replaced by the customer, directly to the customer to exchange with the defective part and this would normally be delivered by the Next Business Day. These items will be defined by the Dell technician during the diagnostics process, but will generally include monitors, mice, desktop keyboards, notebook batteries, AC adapters, etc.

Replacement parts may be reconditioned or refurbished and are replaced on the basis of specification and not on brand and model. A Dell Service Partner may provide on-site service.

IV. General Information

Customer Data & Data Loss.

Dell recommends regular backup of data. In cases where a hard drive failure is detected, the hard drive will be replaced. Customer data stored on the defective hard drive will be lost if the hard drive is replaced. The service engineer will configure the operating system to the original factory settings only if the customer makes the original software image or operating system installation media available. The customer should contact Dell Technical Support for assistance in reinstalling any additional software provided on the original factory image.

Data Loss: The customer is responsible for the security, backup & reinstallation of their data at all times. Dell accepts no liability for loss of software and data.

Damage Exclusions

In addition to those items specified in the relevant Terms and Conditions (see below for further detail), Dell Service does not cover damage caused by:

- Use of components or software not supplied by Dell.
- Relocation or transportation.
- Servicing not authorised by Dell.
- Usage not in accordance with product instructions.
- Improper voltage selection on systems power supply.
- Unreasonable or excessive use.
- Accidental damage. For future purchases, CompleteCover™ cover is available.
- Malicious damage.
- Environmental conditions.
- Act of God, fire, flood, act of violence or any similar occurrence.

System Location

The Dell Same Business Day On-Site Service defined in this document is available in Indonesia country. However, certain services described herein may not be available in all locations within the countries.

For more information, please check with your local Dell office.



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The Service is valid in the country in which the system was purchased. Dell will transfer the service providing Dell is advised of the relocation, and that the service is available in the destination location. The Service will be available in the new country once Dell has been notified and Dell's system updated. Service details may vary if moving to a Dell direct country outside of the list identified in this document. Any country outside of this list is a “non-Dell direct country”.

It is the customer's responsibility to advise Dell if systems are being relocated internationally. Customers should complete the transfer form located on the Dell's website <http://www.dell.com/globaltagtransfer>. If the system is relocated from or to a non-Dell direct country, Service may not be available, may change or may be chargeable.

Customer Obligations

In order to enable Dell to carry out its support obligations the customer without limitation should:

- Provide Dell with full, safe and prompt access to the products.
- Where possible, provide a technically competent person with knowledge of the system and fault to be present throughout the repair and to actively assist in troubleshooting.
- Ensure the system is in an easily accessible location with adequate space, health and safety conditions.
- Provide such telecommunication facilities as are reasonably required by Dell for the performance of its obligations and for any other testing, diagnostic and remedial purposes at the customer's expense.
- Keep full security copies of any software and data in accordance with best computing practice and in any case before requesting Services from Dell.
- Acknowledge that they are responsible for recovering their own application software after any such Services have been provided.
- Inform Dell of any system relocations.
- Any other actions that Dell may reasonably request in order to best perform the service.

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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