Dell Upgrade from 1Y Collect & Return to 4Y ProSupport

Extended service agreement - parts and labour - 4 years - on-site - 10x5 - response time: NBD - for Vostro 5300 - 5301 - 5390 - 5391 - 5401 - 5402 - 5490 - 5501 - 5502 - 5590

Group	Systems Service & Support
Manufacturer	Dell
Manufacturer item no.	VN5M5_1CR4PS

Description

ProSupport provides 24x7 priority access to engineers, onsite service after remote diagnosis and SupportAssist technology with automated issue detection and alerts. Let Dell help reduce any downtime.
*Availability and terms of Dell Technologies Services vary by region and by product. Contact a sales representative for details.

Main features

Product Description	Dell Upgrade from 1Y Collect & Return to 4Y ProSupport - extended service agreement - 4 years - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Response Time	Next business day
Service Availability	10 hours a day / 5 days a week
Designed For	Vostro 5300, 5301, 5390, 5391, 5401, 5402, 5490, 5501, 5502, 5590

Extended details

	General
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Response Time	Next business day
Service Availability	10 hours a day / 5 days a week
	Details

Service & Support	Extended service agreement - parts and labour - 4 Years - on-site - response time: NBD - availability: 10 hours a day / Monday-Friday ¦ Technical support - phone consulting - 4 Years - availability: 24 hours a day / Monday-Sunday ¦ Technical support - web support - 4 Years - availability: 24 hours a day / Monday-Sunday ¦ Technical support - web knowledge base access - 4 Years - availability: 24 hours a day / Monday-Sunday ¦ Technical support - remote diagnosis - 4 Years - availability: 24 hours a day / Monday-Sunday ¦ Technical support - e-mail consulting - 4 Years - availability: 24 hours a day / Monday-Sunday
	Compatibility Information
Designed For	Dell Vostro 5300, 5301, 5390, 5391, 5401, 5402, 5490, 5501, 5502, 5590

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