

Dell Upgrade from 1Y Basic Onsite to 5Y Basic Onsite

Extended service agreement - parts and labour - 4 years
(2nd/3rd/4th/5th year) - on-site - 8x5 - response time: NBD

Group	Systems Service & Support
Manufacturer	Dell
Manufacturer item no.	PER240_1515V



Description

Dell's base warranty covers repair or replacement for manufacturing defects. With Onsite Service after remote diagnosis, if Dell's technical experts determine that the situation cannot be resolved remotely, a field support technician will come on site, usually within 1-2 business days. It's support when you need it, where you need it - convenient for you.
Dell recommends ProSupport - If you need more than business hours support, consider upgrading to ProSupport.
*Availability and terms of Dell EMC Services vary by region and by product. Contact a sales representative for details.

Main features

Product Description	Dell Upgrade from 1Y Basic Onsite to 5Y Basic Onsite - extended service agreement - 4 years - 2nd/3rd/4th/5th year - on-site
Type	Extended service agreement
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Support Period	2nd, 3rd, 4th and 5th year
Response Time	Next business day
Service Availability	8 hours a day / 5 days a week

Extended details

	General
Service Included	Parts and labour
Location	On-site
Full Contract Period	4 years
Support Period	2nd, 3rd, 4th and 5th year
Response Time	Next business day
Service Availability	8 hours a day / 5 days a week
	Details

Service & Support

Extended service agreement - parts and labour - 4 Years - on-site - response time:
NBD - availability: 8 hours a day (9:00 AM - 5:00 PM) / Monday-Friday | Technical
support - phone consulting - 4 Years - availability: business hours / Monday-Friday |
Technical support - web support - 4 Years - availability: 24 hours a day / Monday-
Sunday | Technical support - e-mail consulting - 4 Years

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