



DELL EMC LIMITED WARRANTY

The following chart lists the service features of Limited Warranty provided under Dell EMC's standard warranty and/or maintenance terms.

Limited Warranty is available for Dell EMC® Equipment which is identified on [the Dell EMC Product Warranty and Maintenance Table](#) as including Limited Warranty during the applicable warranty period.

SERVICE FEATURE	DESCRIPTION	PREMIUM SUPPORT—COVERAGE DETAILS
GLOBAL TECHNICAL SUPPORT	<p>Customer may contact Dell EMC by telephone or web interface on a 24X7 basis to report an Equipment or Software problem and provide input for initial assessment of Severity Level*.</p> <p>Dell EMC provides (i) a response by remote means based on the Severity Level of the problem; or, (ii) when deemed necessary by Dell EMC Onsite Response as described below.</p>	<p>Included for Equipment only. Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact:</p> <p>Severity Level 1: Two local business hours; on a 9x5 basis Severity Level 2: Four local business hours; on a 9x5 basis Severity Level 3: Eight local business hours; on a 9x5 basis Severity Level 4: 12 local business hours; on a 9x5 basis</p>
ONSITE RESPONSE	<p>Dell EMC sends authorized personnel to installation site to work on the problem after Dell EMC has isolated the problem and deemed Onsite Response necessary.</p>	<p>Not included.</p> <p>Available for purchase under Dell EMC's then-current, standard time and materials terms, conditions, and pricing.</p>
REPLACEMENT PARTS DELIVERY	<p>Dell EMC provides replacement parts when deemed necessary by Dell EMC.</p>	<p>Included.</p> <p>Replacement parts will be shipped to Customer for next local business day delivery of replacement parts.</p> <p>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts.</p> <p>Installation of all replacement parts is the responsibility of the Customer.</p> <p>Customer is responsible for returning all replaced parts to a facility designated by Dell EMC.</p>
RIGHTS TO NEW RELEASES OF SOFTWARE	<p>Dell EMC provides the rights to new Software Releases as made generally available by Dell EMC</p>	<p>Not included.</p>

INSTALLATION OF SOFTWARE RELEASES	Dell EMC will perform the installation of new Software Releases.	Not included. Customer will perform the installation of new Software Releases (including, Software that is not classified by Dell EMC as Equipment operating environment Software as well as Software which Dell EMC determines is Equipment operating environment Software).
24X7 REMOTE MONITORING AND REPAIR	Certain Dell EMC products will automatically and independently contact Dell EMC to provide input to assist Dell EMC in problem determination. Dell EMC will remotely access products if necessary for additional diagnostics and to provide remote support.	Not included.
24X7 ACCESS TO ONLINE SUPPORT TOOLS	Customers who have properly registered have access on a 24x7 basis to Dell EMC's web-based knowledge and self-help customer support tools via the Dell EMC Online Support site.	Included.

*Severity Levels:

- **Severity 1—Critical:** a severe problem preventing customer or workgroup from performing critical business functions.
- **Severity 2—High:** the customer or workgroup able to perform job function, but performance of job function degraded or severely limited.
- **Severity 3—Medium:** the customer or workgroup performance of job function is largely unaffected.
- **Severity 4—Request:** minimal system impact; includes feature requests and other non-critical questions.

The warranty periods and support options (“Dell EMC Support Information”) on this website apply (i) only between Dell EMC and those organizations that procure the applicable products and/or maintenance under a contract directly with Dell EMC (the “Dell EMC Customer”); and (ii) only to those products or support options ordered by the Dell EMC Customer at the time that the Dell EMC Support Information is current. Dell EMC may change the Dell EMC Support Information at any time. The Dell EMC Customer will be notified of any change in the Dell EMC Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between Dell EMC and the Dell EMC Customer, but any such change shall not apply to products or support options ordered by the Dell EMC Customer prior to the date of such change.

Products or services obtained from any Dell EMC reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the Dell EMC Support Information on this website. The reseller may make arrangements with Dell EMC to perform warranty and/or maintenance services for the purchaser on behalf of the reseller. Please contact the reseller or the local Dell EMC sales representative for additional information on Dell EMC’s performance of warranty and maintenance services on Products obtained from a reseller.

Dell EMC will have no obligation to provide Support Services with respect to Equipment that is outside the Dell EMC Service Area. "Dell EMC Service Area" means a location that is within (i) a one hundred (100) mile radius of a Dell EMC service location; and (ii) the country in which the Installation Site is located, unless otherwise defined in your governing agreement with Dell EMC, in which case the definition in the governing agreement prevails.

CONTACT US

To learn more, contact your local representative or authorized reseller.



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