

# System and Support Information

Basic Specifications

Getting Help

Terms and Conditions of Sale

Limited Warranties and Return Policy

Software Licence Agreement

Safety Information

Environmental Information

Regulatory Notice Information

# Notes, Notices, and Cautions



**NOTE:** A NOTE indicates important information that helps you make better use of your computer.



**CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



**WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# Basic Specifications

This section provides basic information that you may need when setting up, updating drivers for, or upgrading your computer.

## System model

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Dell™ Adamo™ 13

## Processor

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Type	Intel® Core™2 Duo Processor 1.2 GHz and 1.4 GHz
L2 cache	3 MB Shared
External Bus Frequency	800 MHz

## Memory

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Type	Dual Channel 800 MHz DDR3 SDRAM
Configurations	2 GB and 4 GB

## Computer information

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Chipset	Mobile Intel 4 Series Express Chipset Family
PCI Bus	32 Bit

## Computer information (Continued)

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Data Bus Width	64 Bit
DRAM Bus Width	128 Bit Dual Channel

## Communications

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Integrated Giga-bit LAN	Broadcom BCM5784M Gigabit LOM
803.11n Wireless LAN	Intel Centrino <sup>®</sup> WLAN
Mobile Broadband	Integrated Mobile Broadband support on select configurations

## Video

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Type	Intel Graphics Media Accelerator
Data Bus	Internal PCI-E
Controller	GMA X4500HD
Memory	256 MB Shared frame buffer

## Audio

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Type	High Definition Audio 2.0
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## Audio (Continued)

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Controller	IDT 92HD73C / Intel High Definition Audio
Speakers	Stereo

## Display

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Type	Active-matrix TFT LCD with edge-to-edge glass viewing surface
Dimensions	Height: 307.7 mm (12.11 in.) Width: 192.3 mm (7.57 in.) Diagonal: 340.4 mm (13.4 in.)
Power consumption (maximum)	3.6 W

## Integrated Battery

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Type	Li-Polymer Battery Pack – 6 Cell
Dimensions	Height: 7.2 mm (0.28 in.) Width: 320 mm (12.6 in.) Depth: 230 mm (9.06 in.)
Weight	489 g (1.08 lb.)
Voltage	12.6 V

## **Integrated Battery (Continued)**

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Charge time      4 Hours

Operating time   300 Minutes

## **AC Adapter**

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Input Voltage     100 V – 240 V

Input Current  
(maximum)       1.2 A @ 100 VAC input with full load  
                         0.8 A @ 240 VAC input with full load

Input  
Frequency  
(nominal)         100 V/60 Hz and 240 V/50 Hz

Output Power     45 W  
(maximum)

Output Current   3 A  
(maximum)

Dimensions       Height: 16 mm (0.63 in.)  
                         Width: 107 mm (4.21 in.)  
                         Depth: 64 mm (2.52 in.)

Weight  
(maximum)       469 g (1.03 lb.)

## Physical Characteristics

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Dimensions	Height: 16.39 mm (0.65 in.)
	Width: 331 mm (13.03 in.)
	Depth: 241.40 mm (9.5 in.)
Weight	1.80 kg (3.97 lb.)

## Environment

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Temperature Range	Operating: 0 to 35°C (32 to 95°F)
	Storage: -40 to 65°C (-40 to 149°F)
Maximum Relative Humidity	Operating: 10% to 90% (noncondensing)
	Storage: 5% to 95% (noncondensing)
Maximum Vibration	Operating: 0.66 GRMS
	Storage: 1.3 GRMS
Maximum Shock	Operating: 110 G
	Storage: 163 G

## Getting Help

If you experience a problem with your computer, you can complete the following steps to diagnose and troubleshoot the problem:



**NOTE:** Call Dell Support from a telephone near or at the computer so that the support staff can assist you with any necessary procedures.



**NOTE:** Dell's Express Service Code system may not be available in all countries.

When prompted by Dell's automated telephone system, enter your Express Service Code to route the call directly to the proper support personnel. If you do not have an Express Service Code, open the **Dell Accessories** folder, double-click the **Express Service Code** icon, and follow the directions.



**NOTE:** Some of the services mentioned below are not always available in all locations outside the continental U.S. Call your local Dell representative for information on availability.

## Technical Support and Customer Service

Dell's support service is available to answer your questions about Dell hardware. Our support staff use computer-based diagnostics to provide fast, accurate answers.

### Online Services

You can learn about Dell products and services on the following websites:

- [www.dell.com](http://www.dell.com)
- [www.dell.com/ap](http://www.dell.com/ap) (Asian/Pacific countries only)

- [www.dell.com/jp](http://www.dell.com/jp) (Japan only)
- [www.euro.dell.com](http://www.euro.dell.com) (Europe only)
- [www.dell.com/la](http://www.dell.com/la) (Latin American and Caribbean countries)
- [www.dell.ca](http://www.dell.ca) (Canada only)

You can access Dell Support through the following websites and e-mail addresses:

Dell Support websites:

- [support.dell.com](http://support.dell.com)
- [support.jp.dell.com](http://support.jp.dell.com) (Japan only)
- [support.euro.dell.com](http://support.euro.dell.com) (Europe only)
- [supportapj.dell.com](http://supportapj.dell.com) (Asia Pacific only)

Dell Support e-mail addresses:

- [mobile\\_support@us.dell.com](mailto:mobile_support@us.dell.com)
- [support@us.dell.com](mailto:support@us.dell.com)
- [la-techsupport@dell.com](mailto:la-techsupport@dell.com) (Latin America and Caribbean countries only)
- [apsupport@dell.com](mailto:apsupport@dell.com) (Asian/Pacific countries only)

Dell Marketing and Sales e-mail addresses:

- [apmarketing@dell.com](mailto:apmarketing@dell.com) (Asian/Pacific countries only)
- [sales\\_canada@dell.com](mailto:sales_canada@dell.com) (Canada only)

Anonymous file transfer protocol (FTP):

- [ftp.dell.com](ftp://ftp.dell.com)

Log in as user: `anonymous`, and use your e-mail address as your password.

## Product Information

If you need information about additional products available from Dell, or if you would like to place an order, visit the Dell website at **www.dell.com**. For the telephone number to call for your region or to speak to a sales specialist, see “Contacting Dell.”

## Before You Call



**NOTE:** Have your Express Service Code ready when you call. The code helps Dell's automated-support telephone system direct your call more efficiently.

Remember to fill out the following Diagnostics Checklist. If possible, turn on your computer before you call Dell for assistance and call from a telephone at or near the computer. You may be asked to type some commands at the keyboard, relay detailed information during operations, or try other troubleshooting steps possible only at the computer itself. Ensure that the computer documentation is available.

## Diagnostic Checklist

- Name:
- Date:
- Address:
- Phone number:
- Express Service Code:
- Return Material Authorization Number (if provided by Dell support technician):
- Operating system and version:
- Devices:
- Expansion cards:

- Are you connected to a network? Yes /No
- Network, version, and network adapter:
- Programs and versions:

See your operating system documentation to determine the contents of the computer's start-up files. If the computer is connected to a printer, print each file. Otherwise, record the contents of each file before calling Dell.

- Error message, beep code, or diagnostic code:
- Description of problem and troubleshooting procedures you performed:

## Contacting Dell



**NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

To contact Dell for sales, technical support, or customer service issues:

- 1 Visit **support.dell.com**.
- 2 Verify your country or region in the **Choose A Country/Region** drop-down menu at the bottom of the page.
- 3 Click **Contact Us** on the left side of the page.
- 4 Select the appropriate service or support link based on your need.
- 5 Choose the method of contacting Dell that is convenient for you.

## **U.S. Terms and Conditions of Sale**

**PLEASE READ THIS DOCUMENT CAREFULLY! IT CONTAINS VERY IMPORTANT INFORMATION ABOUT YOUR RIGHTS AND OBLIGATIONS, AS WELL AS LIMITATIONS AND EXCLUSIONS THAT APPLY TO YOU. THIS DOCUMENT REQUIRES INDIVIDUAL ARBITRATION OF ALL DISPUTES BETWEEN YOU AND DELL.**

These terms and conditions ("Agreement") apply to your purchase of products and/or services and support ("Product") sold in the United States directly by Dell, including its affiliates or subsidiaries as well as purchases made from retail sellers. By accepting delivery of the Product, or by purchasing and using the product, you accept and are bound to the terms and conditions of this Agreement. **If you do not wish to be bound by this Agreement, you must notify Dell and take one of the following actions:**

**For Products purchased directly from Dell ("direct Dell sale"), notify Dell and return your purchase pursuant to Dell's Return Policy. See: <http://www.dell.com/policy/legal/warranty.htm>**

**For products purchased from a retail seller ("retail sale"), do not use or continue using the product, and return the product to your place of purchase (subject to its return policy).**

- 1 Other Documents.** This Agreement may NOT be altered, supplemented, or amended by the use of any other document(s) unless otherwise agreed to in a written agreement signed by both you and Dell.
- 2 Warranties.** THE LIMITED WARRANTIES APPLICABLE TO DELL-BRANDED HARDWARE PRODUCT CAN BE FOUND AT <http://www.dell.com/policy/legal/warranty.htm> OR IN THE DOCUMENTATION DELL PROVIDES WITH DELL-BRANDED PRODUCT. DELL MAKES NO WARRANTIES FOR SERVICE, SOFTWARE, OR NON-DELL BRANDED PRODUCT, SERVICE, MAINTENANCE OR SUPPORT. SUCH PRODUCT, SOFTWARE, SERVICE, MAINTENANCE OR SUPPORT IS PROVIDED BY DELL "AS IS" AND ANY THIRD-PARTY



WARRANTIES, SERVICES, MAINTENANCE AND SUPPORT ARE PROVIDED BY THE ORIGINAL MANUFACTURER OR SUPPLIER, NOT BY DELL. DELL MAKES NO EXPRESS WARRANTIES EXCEPT THOSE STATED IN DELL'S APPLICABLE DELL-BRANDED WARRANTY OR SERVICE DESCRIPTION IN EFFECT ON THE DATE OF THE INVOICE, PACKING SLIP, ACKNOWLEDGEMENT OR RETAIL PURCHASE RECEIPT. FOR DIRECT DELL SALES, DELL-BRANDED WARRANTIES AND SERVICES ARE EFFECTIVE ON PAYMENT IN FULL, AND DELL IS NOT OBLIGATED TO HONOR ANY WARRANTY OR PROVIDE SERVICE UNTIL DELL RECEIVES PAYMENT IN FULL. DELL MAY REQUEST CANCELLATION OF THIRD-PARTY-BRANDED SOFTWARE LICENSES, SERVICES, MAINTENANCE OR SUPPORT IF DELL DOES NOT RECEIVE PAYMENT. FOR RETAIL SALES, DELL-BRANDED WARRANTIES AND SERVICES WILL BE EFFECTIVE WHEN YOU HAVE TRANSFERRED THE OWNERSHIP OF THE PRODUCT INTO YOUR NAME, ALTHOUGH THE WARRANTY PERIOD COMMENCES ON THE DATE OF THE PURCHASE. YOU MAY FIND THE INSTRUCTIONS FOR HOW TO TRANSFER OWNERSHIP INTO YOUR NAME IN THE DOCUMENTATION FOUND WITH YOUR COMPUTER OR BY VISITING [www.dell.com/register](http://www.dell.com/register). LIKE YOUR USE OF THE PRODUCT, TRANSFERRING OWNERSHIP OF THE PRODUCT INTO YOUR NAME EXPRESSES YOUR INTENT TO BE BOUND BY THE TERMS OF THIS AGREEMENT. IF YOU PURCHASE THIRD-PARTY-BRANDED PRODUCT, SERVICES, MAINTENANCE, OR SUPPORT, ADDITIONAL THIRD-PARTY TERMS AND CONDITIONS MAY APPLY.

- 3 Software. All software is provided subject to a license agreement and you agree that you will be bound by such license agreement in addition to these terms. Title to software remains with the applicable licensor(s).

- 4 Return Policies; Exchanges. For direct Dell sales, Dell's return policy can be found at <http://www.dell.com/policy/legal/warranty.htm> and you agree to those terms. You must contact us directly before you attempt to return Product to obtain a Return Material Authorization Number for you to include with your return. You must return Product to us in their original or equivalent packaging. You are responsible for risk of loss, shipping and handling fees for returning or exchanging Product. Additional fees may apply. If you fail to follow the return or exchange instructions and policies provided by Dell, Dell is not responsible for Product that is lost, damaged, modified or otherwise processed for disposal or resale. At Dell's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing. For **retail sales**, returns and exchanges are governed by the policies of the retailer where you purchased the Product.
- 5 Service and Support. Service offerings may vary from Product to Product. In addition to this Agreement's terms and conditions, Dell and/or your third-party service provider may provide such service and support to you in the United States in accordance with the term and conditions located at [http://www.dell.com/service\\_contracts](http://www.dell.com/service_contracts) or as otherwise delivered to you. Dell and/or your third-party service provider may in their discretion revise their general and optional service and support programs and the terms and conditions that govern them without prior notice to you. Dell has no obligation to provide service or support until Dell has received full payment for the Product or service/support contract you purchased. Dell is not obligated to provide third-party branded service or support, or service or support for any products or services that you purchased through a third-party and not Dell. It is your responsibility to backup all existing data, software, and programs before receiving services or support (including telephone support).

**Dell and/or your third-party service provider will have no liability for loss or recovery of data, programs or loss of use of system(s) arising out of the services or support or any act or omission, including negligence, by Dell or your-third-party service provider. Dell and/or your third-party service provider is not permitted by law to copy pirated or copyrighted materials or to copy or handle illegal data. Prior to Dell and/or your third-party service provider providing service or support, you represent that your system(s) does not contain illegal files or data. You also represent that you own the copyright or have a license to make copies to all files on your system and do not have any data that would cause Dell to be liable for copyright infringement if those files were copied by Dell and/or your third-party service provider. Parts used in repairing or servicing Product may be new, equivalent-to-new, or reconditioned.**

- 6 Limitation of Liability. DELL DOES NOT ACCEPT LIABILITY BEYOND THE REMEDIES SET FORTH HEREIN, INCLUDING BUT NOT LIMITED TO ANY LIABILITY FOR PRODUCT NOT BEING AVAILABLE FOR USE, LOST PROFITS, LOSS OF BUSINESS OR FOR LOST OR CORRUPTED DATA OR SOFTWARE, OR THE PROVISION OF SERVICES AND SUPPORT. EXCEPT AS EXPRESSLY PROVIDED HEREIN, DELL WILL NOT BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL, INDIRECT, OR PUNITIVE DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, OR FOR ANY CLAIM BY ANY THIRD PARTY. YOU AGREE THAT FOR ANY LIABILITY RELATED TO THE PURCHASE OF PRODUCT, DELL IS NOT LIABLE OR RESPONSIBLE FOR ANY AMOUNT OF DAMAGES ABOVE THE AMOUNT PAID FOR THE APPLICABLE PRODUCT. NOTWITHSTANDING ANYTHING IN THIS AGREEMENT TO THE CONTRARY, THE REMEDIES SET FORTH IN THIS AGREEMENT SHALL APPLY EVEN IF SUCH REMEDIES FAIL THEIR ESSENTIAL PURPOSE.**

- 7 Not For Resale or Export.** You agree to comply with all applicable laws and regulations of the various states and of the United States. You agree and represent that you are buying only for your own internal use only, and not for resale or export. Dell has separate terms and conditions governing resale of Product by third parties and transactions outside the United States. Terms and conditions for resale are located at: [www.dell.com/policy/legal/termsofsale.htm](http://www.dell.com/policy/legal/termsofsale.htm).
- 8 Governing Law.** The parties agree that this Agreement, any sales there under, the purchase and use of this product, or any claim, dispute or controversy (whether in contract, tort, or otherwise, whether preexisting, present or future, and including statutory, consumer protection, common law, and equitable claims) between customer and Dell arising from or relating to this agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this agreement, customer's purchase or use of the product, Dell's advertising, or any related purchase SHALL BE GOVERNED BY THE LAWS OF THE STATE OF TEXAS, WITHOUT REGARD TO CONFLICTS OF LAW.
- 9 Binding Arbitration.** ANY CLAIM, DISPUTE, OR CONTROVERSY (WHETHER IN CONTRACT, TORT, OR OTHERWISE, WHETHER PREEXISTING, PRESENT OR FUTURE, AND INCLUDING STATUTORY, CONSUMER PROTECTION, COMMON LAW, INTENTIONAL TORT AND EQUITABLE CLAIMS) BETWEEN CUSTOMER AND DELL, its agents, employees, principals, successors, assigns, affiliates (collectively for purposes of this paragraph, "Dell") arising from or relating to this Agreement, its interpretation, or the breach, termination or validity thereof, the relationships which result from this Agreement (including, to the full extent permitted by applicable law, relationships with third parties who are not signatories to

this Agreement), customer's purchase and use of the product, Dell's advertising, or any related purchase SHALL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION ADMINISTERED BY THE NATIONAL ARBITRATION FORUM (NAF) under its Code of Procedure then in effect (available via the Internet at <http://www.arb-forum.com>, or via telephone at 1-800-474-2371). In the event of any inconsistency or conflict between NAF Code of Procedure and this Agreement, this Agreement shall control. The arbitration will be limited solely to the dispute or controversy between customer and Dell. NEITHER CUSTOMER NOR DELL SHALL BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER CUSTOMERS, OR ARBITRATE ANY CLAIM AS A REPRESENTATIVE OR CLASS ACTION OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. The individual (non-class) nature of this dispute provision goes to the essence of the parties' arbitration agreement, and if found unenforceable, the entire arbitration provision shall not be enforced. This transaction involves interstate commerce, and this provision shall be governed by the Federal Arbitration Act 9 U.S.C. sec. 1-16 (FAA). Any award of the arbitrator(s) shall be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. Dell will be responsible for paying any individual customer arbitration fees. If any customer prevails on any claim that affords the prevailing party attorneys' fees, or if there is a written agreement providing for fees, the Arbitrator may award reasonable fees to the prevailing party, under the standards for fee shifting provided by law. Otherwise, each party shall pay for its own costs and attorneys' fees, if any. Information may be obtained and claims may be filed with the NAF at P.O. Box 50191, Minneapolis, MN 55405.

## Direct Dell Sales

- 10 **Payment Terms; Orders; Quotes; Interest.** For direct Dell sales, terms of payment are within Dell's sole discretion, and unless otherwise agreed to by Dell, payment must be received by Dell prior to Dell's acceptance of an order. Payment for the products will be made by credit card, wire transfer, or some other prearranged payment method unless credit terms have been agreed to by Dell. Invoices are due and payable within the time period noted on your invoice, measured from the date of the invoice. Dell may invoice parts of an order separately. Your order is subject to cancellation by Dell, in Dell's sole discretion. Unless you and Dell have agreed to a different discount, Dell's standard pricing policy for Dell-branded systems, which include both hardware and services in one discounted price, allocates the discount off list price applicable to the service portion of the system to be equal to the overall calculated percentage discount off list price on the entire system. Dell is not responsible for pricing, typographical, or other errors in any offer by Dell and reserves the right to cancel any orders resulting from such errors. If you do not receive an invoice or acknowledgement in the mail, via e-mail, or with your Product, information about your purchase may be obtained at <https://support.dell.com/dellcare/Invoice.aspx> or by contacting your sales representative.
- 11 **Shipping Charges; Taxes; Title; Risk of Loss.** For direct Dell sales, shipping and handling are additional unless otherwise expressly indicated at the time of sale. Title to products passes from Dell to Customer on shipment from Dell's facility. Loss or damage that occurs during shipping by a carrier selected by Dell is Dell's responsibility. Loss or damage that occurs during shipping by a carrier selected by you is your responsibility. You must notify Dell within 21 days of the date of your invoice or acknowledgement if you believe any part of your purchase is missing, wrong or

damaged. Unless you provide Dell with a valid and correct tax exemption certificate applicable to your purchase of Product and the Product ship-to location, you are responsible for sales and other taxes associated with the order. Shipping dates are estimates only.

- 12 **Changed or Discontinued Product.** For direct Dell sales, Dell's policy is one of ongoing update and revision. Dell may revise and discontinue Product at any time without notice to you and this may affect information saved in your online "cart." Dell will ship Product that has the functionality and performance of the Product ordered, but changes between what is shipped and what is described in a specification sheet or catalog are possible.

## **Limited Warranties and Return Policy**

### **Limited Warranty for Dell-Branded Hardware Products (U.S. Only)**

Dell-branded hardware products purchased in the U.S. come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited warranty depending on the product purchased. To determine which warranty came with your hardware product(s), see your packing slip, invoice, or receipt.

#### **What is covered by this limited warranty?**

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

## **What is not covered by this limited warranty?**

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, third-party software, or the reloading of software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance
  - Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment
- Normal wear and tear

**THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE (OR JURISDICTION TO JURISDICTION). DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN HARDWARE IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE,**



ARE LIMITED IN TIME TO THE TERM OF THE LIMITED WARRANTY PERIOD REFLECTED ON YOUR PACKING SLIP OR INVOICE. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS LIMITED WARRANTY OR FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. WE WILL HAVE NO LIABILITY FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE OR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

### **How long does this limited warranty last?**

This limited warranty lasts for the time period indicated on your packing slip, invoice, or receipt, except for the following Dell-branded hardware:

- Portable computer batteries carry the lesser of either a 1-year limited warranty or the length of the limited warranty for the Dell computer with which the battery is shipped.
- The limited warranty for Power Adapters purchased independent of a system is one year. Power Adapters purchased with a system are covered by the system limited warranty.

- Your PERC 5 battery may provide up to 72 hours of controller cache memory backup power when new. Under the 1-year limited warranty, we warrant that the battery will provide at least 24 hours of backup coverage during the 1-year limited warranty period.
- Projector lamps carry a 90-day limited warranty.
- Memory carries a lifetime limited warranty.
- The limited warranty for monitors purchased independently of a system lasts for the time period indicated on your packing slip or invoice. Monitors purchased with a system are covered by the system limited warranty.
- PDAs, earphones, and remote inline controls carry a 1-year limited warranty.
- Other add-on hardware carries the longer of either a 1-year limited warranty for new parts and a 90-day limited warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell computer on which such parts are installed.
- Headsets with Bluetooth® wireless technology carry the lesser of either a 1-year limited warranty or the length of the limited warranty for the Dell computer with which the headset, as applicable, is shipped.

The limited warranty on all Dell-branded products begins on the date of the packing slip, invoice, or receipt. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

### **What do I do if I need warranty service?**

Before the warranty expires, please contact us or our authorized representatives according to the following table. Please also have

your Dell Express Service Code, Service Tag, or order number available.

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<b>Web Support</b>	<a href="http://support.dell.com/ContactUs/ContactUsHome.aspx?c=us&amp;l=en&amp;s=gen">support.dell.com/ ContactUs/ ContactUsHome.aspx?c= us&amp;l=en&amp;s=gen</a>
<b>Individual Home Consumers:</b>	<b>U.S. Only</b>
Hardware Warranty Support	1-800-624-9896
Customer Service	1-800-624-9897

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**Individual Home Consumers who purchased a Dell notebook or desktop computer through a retail store:**

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Best Buy	Carry your Dell notebook, Dell desktop, or Dell monitor purchased with a Dell desktop, into any Best Buy store. Go to <a href="http://www.bestbuy.com">www.bestbuy.com</a> to locate the nearest Best Buy store.
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**Individual Home Consumers who purchased through an Employee Purchase Program:**

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Hardware Warranty Support and Customer Service	1-800-822-8965
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**Home and Small Business Commercial Customers:**

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Support and Customer Service	1-800-456-3355
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**Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):**

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Support and Customer Service	1-800-822-8965
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**Government and Education Customers:**

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Support and Customer Service	1-800-234-1490
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<b>Dell-Branded Memory</b>	1-800-567-0384
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**What will Dell do?**

During the 90 days of the 90-day limited warranty and the first year of all other limited warranties: During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, Dell or its authorized representative will repair any Dell-branded hardware products returned to us that prove to be defective in materials or workmanship. If Dell or its authorized representative is not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us via phone or web, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

**If you purchased through Best Buy, you must have all original sales receipts from your purchase to receive any warranty service at a Best Buy store.**

If we determine that the issue is not covered under this warranty, we will notify you and inform you of service alternatives that are available to you on a fee basis.



**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

**During the remaining years:** For any remaining period of the limited warranty, we will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will charge to your credit card the then-current standard price for that part.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.

We will pay to ship the part to you if you use an address in the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the part freight collect. We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.



**NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

### **What if I purchased a service contract?**

If your service contract is with Dell, service will be provided to you under the terms of the service agreement. Please refer to that contract for details on how to obtain service.

If you purchased through us a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service.

### **How will you fix my product?**

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

## **May I transfer the limited warranty?**

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. The limited warranty on Dell-branded memory may not be transferred. You may record your transfer by going to Dell's website:

- If you are an Individual Home Consumer, go to [www.dell.com/us/en/dhs/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/dhs/topics/sbtopic_015_ccare.htm)
- If you are a Home Office, Small, Medium, Large, or Global Commercial Customer, go to [www.dell.com/us/en/biz/topics/sbtopic\\_ccare\\_nav\\_015\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_015_ccare.htm)
- If you are a Government, Education, or Healthcare Customer, or an Individual Home Consumer who purchased through an Employee Purchase Program, go to [www.dell.com/us/en/pub/topics/sbtopic\\_015\\_ccare.htm](http://www.dell.com/us/en/pub/topics/sbtopic_015_ccare.htm)

If you do not have Internet access, call your customer care representative or call 1-800-624-9897.

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited warranty agreement and Dell's terms and conditions of sale located at [www.dell.com](http://www.dell.com). Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

## **Dell Return Policy (U.S. Only)**

Dell values its relationship with you and offers you the option to return most products you purchase directly from Dell. You may return eligible products for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees, as set forth in detail below.

**21-Day Return Period for Certain Hardware and Software Products and Accessories:** Unless you have a separate agreement with Dell or except as provided below, all hardware, accessories, peripherals,

parts and media-based software that is unopened and still in its sealed package or, if delivered electronically, software you have not accepted by clicking the "I agree to these Terms and Conditions" button, may be returned within 21 days from the date on the packing slip or invoice for a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees.

### **Exceptions to Dell's 21-Day Return Period**

- **PowerEdge™, PowerConnect™ and PowerVault™** products purchased directly from Dell may be returned within 30 days from the date on the packing slip or invoice.
- **New Vostro™, OptiPlex™, Latitude™, and Dell Precision™** systems purchased directly from Dell's Small & Medium Business division may be returned within 30 days from the date on the packing slip or invoice.
- Application software and operating systems that have been installed by Dell may be returned only if installed on a returnable system, and only if you return that system within the applicable return period.
- **Dell EqualLogic and EqualLogic-branded products, Dell|EMC and EMC-branded products, PowerVault ML6000** tape libraries, non-Dell-branded enterprise products, enterprise software, and customized hardware or software products **may not be returned at any time**. Software licenses purchased under any type of volume license agreement may be returned only with the express approval of the publisher, which in many circumstances will not be granted.

**Restocking Fees:** Unless the product is defective or the return is a direct result of a Dell error, Dell may charge a restocking fee of up to 15% of the purchase price paid.



**How to Return a Product:** Before returning a product, you must first contact Dell customer service and obtain a Credit Return Authorization (CRA) number before the end of the applicable return period. Dell will not accept returns without a CRA number. To find the appropriate phone number or to send an e-mail to customer service to request a CRA number, go to [www.dell.com/contact](http://www.dell.com/contact), or see "Contacting Dell" or "Getting Help" in your customer documentation.

You must ship the product to Dell within 5 days of the date that Dell issues the Credit Return Authorization number, as follows:

- Ship back all products you are seeking to return to Dell and for which you received a CRA number. For partial returns, your credit may be less than the invoice or individual component price due to bundled or promotional pricing or any unadvertised discounts or concessions.
- Return the products in their original packaging, in as-new condition, along with any media, documentation, and any other items that were included in your original shipment.
- Ship the product at your expense, and insure the shipment or accept the risk of loss or damage during shipment.

Upon receipt of your return, Dell will issue a credit or a refund of the purchase price paid, less shipping and handling and any applicable restocking fees.



**NOTE:** Before you return the product to Dell, make sure to back up any data on the hard drive(s) and on any other storage device in the product. Remove any and all confidential, proprietary and personal information, as well as removable media, such as floppy disks, CDs, and PC Cards. Dell is not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media that may be included with your return.

## **Limited Warranty Terms for Dell-Branded Hardware Products (Canada Only)**

Dell-branded hardware products purchased in Canada come with either a 1-year, 2-year, 3-year, or 4-year limited warranty depending on the product purchased. To determine which warranty came with your hardware product(s), see your invoice.

### **What is covered by this limited warranty?**

This limited warranty covers defects in materials and workmanship in your—our end-user customer's—Dell-branded hardware products, including Dell-branded peripheral products.

### **What is not covered by this limited warranty?**

This limited warranty does not cover:

- Software, including the operating system and software added to the Dell-branded hardware products through our factory-integration system, or the reloading of the software
- Non-Dell-branded and Solution Provider Direct products and accessories
- Dell-branded consumable products (lamp bulbs for Dell-branded projectors, toner and ink cartridges for Dell-branded printers, batteries, and tape media)
- Problems that result from:
  - External causes such as accident, abuse, misuse, or problems with electrical power
  - Servicing not authorized by Dell
  - Usage that is not in accordance with product instructions
  - Failure to follow the product instructions or failure to perform preventive maintenance

- Problems caused by using accessories, parts, or components not supplied by Dell
- Products with missing or altered Service Tags or serial numbers
- Products for which Dell has not received payment

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM PROVINCE TO PROVINCE. DELL'S RESPONSIBILITY FOR MALFUNCTIONS AND DEFECTS IN PRODUCT IS LIMITED TO REPAIR AND REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT, FOR THE TERM OF THE WARRANTY PERIOD REFLECTED ON YOUR INVOICE. EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, STATUTORY OR OTHERWISE. SOME PROVINCES DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS. THEREFORE, THE FOREGOING EXCLUSIONS AND LIMITATIONS MAY NOT APPLY TO YOU.

WE DO NOT ACCEPT LIABILITY BEYOND THE REMEDIES PROVIDED FOR IN THIS WARRANTY STATEMENT OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, ANY LIABILITY FOR THIRD-PARTY CLAIMS AGAINST YOU FOR DAMAGES, FOR PRODUCTS NOT BEING AVAILABLE FOR USE, OR FOR LOST DATA OR LOST SOFTWARE. OUR LIABILITY WILL BE NO MORE THAN THE AMOUNT YOU PAID FOR THE PRODUCT THAT IS THE SUBJECT OF A CLAIM. THIS IS THE MAXIMUM AMOUNT FOR WHICH WE ARE RESPONSIBLE.

SOME PROVINCES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INDIRECT, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## **How long does this limited warranty last?**

This limited warranty lasts for the time period indicated on your invoice, except for the following Dell-branded hardware which carries the time period indicated below:

- Portable computer batteries carry the lesser of either a 1-year limited warranty or the length of the limited warranty for the Dell computer with which the battery is shipped.
- The limited warranty for Power Adapters purchased independent of a system is one year. Power Adapters purchased with a system are covered by the system limited warranty.
- Your PERC 5 battery may provide up to 72 hours of controller cache memory backup power when new. Under the 1-year limited warranty, we warrant that the battery will provide at least 24 hours of backup coverage during the 1-year limited warranty period.
- Projector lamps carry a 90-day limited warranty.
- Memory carries a lifetime limited warranty.
- The limited warranty for monitors purchased independently of a system lasts 3 years or the time period indicated on your invoice. Monitors purchased with a system are covered by the system limited warranty.
- PDAs, earphones, and remote inline controls carry a 1-year limited warranty.
- Other add-on hardware carries the longer of either a 1-year limited warranty for new parts and a 90-day limited warranty for reconditioned parts or, for both new and reconditioned parts, the remainder of the warranty for the Dell computer on which such parts are installed.

The limited warranty on all Dell-branded products begins on the date of the invoice. The warranty period is not extended if we repair or

replace a warranted product or any parts. Dell may change the availability of limited warranties, at its discretion, but any changes will not be retroactive.

### **What do I do if I need warranty service?**

Before the warranty expires, please call us at the relevant number listed in the following table. Please also have your Dell Express Service Code, Service Tag, or order number available.

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<b>Web Support</b>	<a href="http://support.ca.dell.com">http://support.ca.dell.com</a>
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<b>Canada Hardware Warranty Phone Support</b>	
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System Support for Individual Home Consumers and Home Office Customers:	1-800-847-4096
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System Support for All Businesses, Education and Government Customers:	1-800-387-5757
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Dell-Branded Memory for All Customers	1-888-363-5150
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Dell-Branded Electronics for All Customers (Printers, Axims, DJs, TVs, Projectors)	1-877-335-5767
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### **What will Dell do?**

**During the 90 days of the 90-day limited warranty and the first year of all other limited warranties:** During the 90 days of the 90-day limited warranty and the first year of all other limited warranties, we will repair any Dell-branded hardware products returned to us that prove

to be defective in materials or workmanship. If we are not able to repair the product, we will replace it with a comparable product that is new or refurbished.

When you contact us, we will issue a Return Material Authorization Number for you to include with your return. You must return the products to us in their original or equivalent packaging, prepay shipping charges, and insure the shipment or accept the risk if the product is lost or damaged in shipment. We will return the repaired or replacement products to you. We will pay to ship the repaired or replaced products to you if you use an address in Canada. Please note that we are unable to ship repaired or replaced products to you to an address outside of Canada.

If we determine that the issue is not covered under this warranty, we will notify you and may inform you of service alternatives that are available to you on a fee basis.



**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary, or personal information and removable media such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary, or personal information; lost or corrupted data; or damaged or lost removable media.

**During the remaining years following the first year of all limited warranties:** We will replace any defective part with new or refurbished parts, if we agree that it needs to be replaced. When you contact us, we will require a valid credit card number at the time you request a replacement part, but we will not charge you for the replacement part as long as you return the original part to us within 30 days after we ship the replacement part to you. If we do not receive the original part within 30 days, we will either invoice you or charge to your credit card the then-current Dell standard price for that part.

We will pay to ship the part to you if you use an address in Canada. Please note that we are unable to ship repaired or replaced products to you to an address outside of Canada.

We will also include a prepaid shipping container with each replacement part for your use in returning the replaced part to us.



**NOTE:** Before you replace parts, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). We are not responsible for lost or corrupted data.

### **What if I purchased a service contract?**

If your service contract is with Dell, service will be provided to you under the terms of the service contract. Please refer to that contract for details on how to obtain service. Dell's service contracts can be found online at [www.dell.ca/servicecontracts](http://www.dell.ca/servicecontracts) or by calling Customer Care at 1-800-847-4096. If you purchased from Dell a service contract with one of our third-party service providers, please refer to that contract for details on how to obtain service. Our third-party service provider's contracts are also available online at [www.dell.ca/servicecontracts](http://www.dell.ca/servicecontracts).

### **How will you fix my product?**

We use new and refurbished parts made by various manufacturers in performing warranty repairs and in building replacement parts and systems. Refurbished parts and systems are parts or systems that have been returned to Dell, some of which were never used by a customer. All parts and systems are inspected and tested for quality. Replacement parts and systems are covered for the remaining period of the limited warranty for the product you bought. Dell owns all parts removed from repaired products.

## **May I transfer the limited warranty?**

Limited warranties on systems may be transferred if the current owner transfers ownership of the system and records the transfer with us. Please note that CompleteCare™ Coverage may not be transferred.

For Canada-purchased systems (in-country transfers) and to transfer from one customer to another, go to [www1.ca.dell.com/content/topics/reftopic.aspx/gen/en/ccare?c=ca&l=en&s=gen&~section=012](http://www1.ca.dell.com/content/topics/reftopic.aspx/gen/en/ccare?c=ca&l=en&s=gen&~section=012).

If you do not have Internet access, call Dell at 1-800-847-4096 (home consumer customers) or 1-800-387-5757 (all business or government customers).

All requests to transfer ownership are at Dell's sole discretion. All such transfers will be subject to the terms and conditions of the original service or limited warranty agreement located at [www.dell.ca/servicecontracts](http://www.dell.ca/servicecontracts) and Dell's terms and conditions of sale located at [www.dell.ca](http://www.dell.ca). Dell cannot guarantee the authenticity of the products, limited warranties, service or support, or the accuracy of the listings of products you purchase from a third party.

## **Dell Return Policy (Canada Only)**

Dell values our relationship with you, the end user, and offers a return policy for most products that you purchase directly from Dell. Under this policy, you may return to Dell, within the applicable return policy period, products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

**Hardware Products and Accessories:** Unless you have a separate agreement with Dell or except as provided in the section below, all hardware, accessories, peripherals, parts and software that is unopened and still in its/their sealed package or, if delivered electronically, software you have not accepted by clicking the "I agree to these Terms and Conditions" button, may be returned within



thirty (30) days from the date of receipt for a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.

**Exceptions to Dell's 30-day return policy:**

- PowerEdge, PowerConnect and PowerVault products may be returned within thirty (30) days from the date of receipt, except that new PowerEdge™ SC servers and N-series products may only be returned within fourteen (14) days from the date of receipt.
- Application software or an operating system that has been installed by Dell may not be returned unless you return the entire computer under the 30-day return policy.
- Dell/EMC storage products, EMC-branded products, Unisys-branded products, PowerVault 160T tape libraries, enterprise software, non-Dell branded enterprise products, software and/or software licenses purchased under any type of volume purchase agreement or any non-Dell customized hardware and/or software product(s) may not be returned at any time.

**Restocking Fees:** Unless the product is defective or where otherwise prohibited by law, a restocking fee of 15% may be charged on hardware, accessories, peripherals, parts and unopened software.

**How to Return:** To return products, you must contact Dell Customer Service at 1-800-847-4096 and receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return.

You must ship the products to Dell within five (5) days of the date that Dell issues the Credit Return Authorization Number. You must:

- Ship back all products you are seeking to return to Dell. At Dell's discretion, credit for partial returns may be less than invoice or individual component prices due to bundled or promotional pricing and any unadvertised discounts or concessions.
- Return the products in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment.
- Ship the product(s) at your expense, and insure the shipment or accept the risk of loss or damage during shipment.

Upon receipt of the complete returned purchase, Dell will issue a credit or a refund of the purchase price paid, less shipping and handling and applicable restocking fees.



**NOTE:** Before you ship the product(s) to us, make sure to back up the data on the hard drive(s) and any other storage device(s) in the product(s). Remove any confidential, proprietary or personal information, removable media, such as floppy disks, CDs, or PC Cards. We are not responsible for any of your confidential, proprietary or personal information; lost or corrupted data; or damaged or lost removable media.

## **Dell™ Software and Peripherals (Canada Only)**

### **Third-Party Software and Peripherals Products**

Similar to other resellers of software and peripherals, Dell does not warrant third-party products. Third-party software and peripheral products are covered by the warranties provided by the original manufacturer or publisher only. Third-party manufacturer warranties vary from product to product. Consult your product documentation for specific warranty information. More information may also be available from the manufacturer or publisher.

While Dell offers a wide selection of software and peripheral products, we do not specifically test or guarantee that all of the products we offer work with any or all of the various models of Dell computers, nor do we test or guarantee all of the products we sell on the hundreds of different brands of computers available today. If you have questions about compatibility, we recommend and encourage you to contact the third-party software and peripheral product manufacturer or publisher directly.

### **Dell-Branded Peripheral Products**

Dell does provide a limited warranty for new Dell-branded peripheral products (products for which Dell is listed as the manufacturer) such as monitors, batteries, memory, docking stations, and projectors. To determine which limited warranty applies to the product you purchased, see the Dell invoice and/or the product documentation that accompanied your product. Descriptions of Dell's limited warranties are described in preceding sections.

## **Dell Software License Agreement**

This is a legal agreement between you, the user, and Dell Products L.P or Dell Global B.V. ("Dell"). This agreement covers all software that is distributed with the Dell product, for which there is no separate license agreement between you and the manufacturer or owner of the software (collectively the "Software"). This agreement is not for the sale of Software or any other intellectual property. All title and intellectual property rights in and to Software is owned by the manufacturer or owner of the Software. All rights not expressly granted under this agreement are reserved by the manufacturer or owner of the Software. By opening or breaking the seal on the Software packet(s), installing or downloading the Software, or using the Software that has been preloaded or is embedded in your product, you agree to be bound by the terms of this agreement. If you do not agree to these terms, promptly return all Software items (disks, written materials, and packaging) and delete any preloaded or embedded Software.

You may use one copy of the Software on only one computer at a time. If you have multiple licenses for the Software, you may use as many copies at any time as you have licenses. "Use" means loading the Software in temporary memory or permanent storage on the computer. Installation on a network server solely for distribution to other computers is not "use" if (but only if) you have a separate license for each computer to which the Software is distributed. You must ensure that the number of persons using the Software installed on a network server does not exceed the number of licenses that you have. If the number of users of Software installed on a network server will exceed the number of licenses, you must purchase additional licenses until the number of licenses equals the number of users before allowing additional users to use the Software. If you are a commercial customer of Dell or a Dell affiliate, you hereby grant Dell, or an agent selected by Dell, the right to perform an audit of your use of the Software during normal business hours, you agree to cooperate with Dell in such audit, and you agree to provide Dell with all records reasonably related to your use of the Software. The audit will be limited to verification of your compliance with the terms of this agreement.

The Software is protected by United States copyright laws and international treaties. You may make one copy of the Software solely for backup or archival purposes or transfer it to a single hard disk provided you keep the original solely for backup or archival purposes. You may not rent or lease the Software or copy the written materials accompanying the Software, but you may transfer the Software and all accompanying materials on a permanent basis as part of a sale or transfer of the Dell product if you retain no copies and the recipient agrees to the terms hereof. Any transfer must include the most recent update and all prior versions. You may not reverse engineer, decompile or disassemble the Software. If the package accompanying your computer contains compact discs, 3.5" and/or 5.25" disks, you may use only the disks appropriate for your computer. You may not use the disks on another computer or

network, or loan, rent, lease, or transfer them to another user except as permitted by this agreement.

### **Limited Warranty**

Dell warrants that the Software disks will be free from defects in materials and workmanship under normal use for ninety (90) days from the date you receive them. This warranty is limited to you and is not transferable. Any implied warranties are limited to ninety (90) days from the date you receive the Software. Some jurisdictions do not allow limits on the duration of an implied warranty, so this limitation may not apply to you. The entire liability of Dell and its suppliers, and your exclusive remedy, shall be (a) return of the price paid for the Software or (b) replacement of any disk not meeting this warranty that is sent with a return authorization number to Dell, at your cost and risk. This limited warranty is void if any disk damage has resulted from accident, abuse, misapplication, or service or modification by someone other than Dell. Any replacement disk is warranted for the remaining original warranty period or thirty (30) days, whichever is longer.

Dell does NOT warrant that the functions of the Software will meet your requirements or that operation of the Software will be uninterrupted or error free. You assume responsibility for selecting the Software to achieve your intended results and for the use and results obtained from the Software.

DELL, ON BEHALF OF ITSELF AND ITS SUPPLIERS, DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, FOR THE SOFTWARE AND ALL ACCOMPANYING WRITTEN MATERIALS. This limited warranty gives you specific legal rights; you may have others, which vary from jurisdiction to jurisdiction.

IN NO EVENT SHALL DELL OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS

INTERRUPTION, LOSS OF BUSINESS INFORMATION, OR OTHER PECUNIARY LOSS) ARISING OUT OF USE OR INABILITY TO USE THE SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Because some jurisdictions do not allow an exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

### **Open Source Software**

Any open source software provided by Dell can be used according to the terms and conditions of the specific license under which the open source software is distributed.

This open source software is distributed in the hope that it will be useful, but IS PROVIDED "AS IS" WITHOUT ANY EXPRESSED OR IMPLIED WARRANTY; INCLUDING BUT NOT LIMITED TO THE IMPLIED warranty of MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IN NO EVENT SHALL DELL, THE COPYRIGHT HOLDERS, OR THE CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

### **U.S. Government Restricted Rights**

The software and documentation are "commercial items" as that term is defined at 48 C.F.R. 2.101, consisting of "commercial computer software" and "commercial computer software documentation" as such terms are used in 48 C.F.R. 12.212. Consistent with 48 C.F.R. 12.212 and 48 C.F.R. 227.7202-1 through 227.7202-4, all U.S. Government end users acquire the software and documentation with

only those rights set forth herein. Contractor/manufacturer is Dell Products, L.P., One Dell Way, Round Rock, Texas 78682.

## General

This license is effective until terminated. It will terminate upon the conditions set forth above or if you fail to comply with any of its terms. Upon termination, you agree that the Software and accompanying materials, and all copies thereof, will be destroyed. This agreement is governed by the laws of the State of Texas. Each provision of this agreement is severable. If a provision is found to be unenforceable, this finding does not affect the enforceability of the remaining provisions, terms, or conditions of this agreement. This agreement is binding on successors and assigns. Dell agrees and you agree to waive, to the maximum extent permitted by law, any right to a jury trial with respect to the Software or this agreement. Because this waiver may not be effective in some jurisdictions, this waiver may not apply to you. You acknowledge that you have read this agreement, that you understand it, that you agree to be bound by its terms, and that this is the complete and exclusive statement of the agreement between you and Dell regarding the Software. (Rev. 012306)

## General Safety Information

Use the following safety guidelines to help ensure your own personal safety and to help protect your equipment and working environment from potential damage.

You can find additional Safety Best Practices information on the Regulatory Compliance Homepage on [www.dell.com](http://www.dell.com) at the following location: [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance).



**NOTE:** In this document, *product*, *equipment*, and *device* are used interchangeably and refer to all portable devices (such as computers, port replicators, media bases, docking stations, and similar devices), desktop computers, printers, and monitors.



**WARNING:** Use of controls, adjustments, procedures, connections, or signal types other than those specified in your documentation may result in exposure to shock, electrical hazards, and/or mechanical hazards.



**CAUTION:** Dell products are not intended for use in patient health care environments unless specially designated.



**CAUTION:** Dell products are not designed for use in flammable or explosive environments.

When setting up the equipment for use:

- Place the equipment on a hard, level surface.
- Do not stack the equipment, place it in an enclosed space, or otherwise install it where it is subject to heated air. The equipment should have least 10.2 cm (4 in) of clearance on all vented sides to permit the airflow required for proper ventilation. Restricting airflow can damage the equipment or cause overheating.

When operating your equipment:



**WARNING:** Do not operate your equipment with any cover(s) removed.



**WARNING:** Do not use your equipment in a wet environment. Protect equipment from liquid intrusion.

- Do not use damaged equipment, including exposed, frayed, or damaged power cords.
- Disconnect your device and all peripherals (including an integrated or optional modem or TV tuner) from any wall connections during an electrical (lightning) storm or when you will be away for extended periods.



- Do not push any objects into the air vents or openings of your equipment. Doing so can cause fire or electric shock by shorting out interior components.
- Do not allow your portable computer or adapter to operate with the base resting directly on exposed skin for extended periods of time. The surface temperature of the base will rise during normal operation, particularly when AC power is present. Allowing sustained contact with exposed skin can cause discomfort or burn.
- Contact Dell (or an authorized dealer or service center for retail purchases) if your equipment does not operate normally.

## General Power Safety

Observe the following guidelines when connecting your equipment to a power source.

If your equipment uses an AC adapter:

- Use only the Dell provided AC adapter approved for use with this device: P01S: PA-1E. Use of another AC adapter may cause a fire or explosion.
- Place the AC adapter in a ventilated area, such as a desk top or on the floor, when you use it to run the computer or to charge the battery.
- The AC adapter may become hot during normal operation of your computer. Use care when handling the adapter during or immediately after operation.
- Do not use an auto adapter DC power cable connected via an automobile cigarette lighter adapter in vehicles with high voltage (24 VDC), such as commercial transport vehicles.

## Portable Device Battery Safety



**WARNING:** The system battery can only be replaced by an authorized service provider. Using an incompatible battery may increase the risk of fire or explosion.

Do not expose (store or place) your computer or battery pack next to a heat source such as a radiator, fireplace, stove, electric heater, or other heat-generating appliance or otherwise expose it to temperatures in excess of 65°C (149°F). When heated to excessive temperatures, battery cells could vent or explode, posing risk of fire.

## Earphone and Headphone Safety



**WARNING:** Excessive sound pressure from earphones or headphones can cause hearing damage or loss. Adjustment of the volume control as well as the equalizer to settings other than the center position may increase the earphones or headphones output voltage, and therefore the sound pressure level.

The use of factors influencing the earphones or headphones output other than those specified by the manufacturer (e.g. operating system, equalizer software, firmware, driver) may increase the earphones or headphones output voltage and therefore the sound pressure level.

The use of earphones or headphones other than those specified by the manufacturer may lead to heightened sound pressure level.

## Ergonomic Instructions



**WARNING:** Improper or prolonged keyboard use may result in injury.



**WARNING:** Viewing a display or external monitor screen for extended periods of time may result in eye strain.

For additional information concerning ergonomics, please go to the Regulatory Compliance homepage on [www.dell.com](http://www.dell.com) at the following location: [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance).

## Environmental Information

### ENERGY STAR<sup>®</sup> Compliance

Desktops, Notebooks, and Workstations manufactured after July 20, 2007 that bear the ENERGY STAR label meet the more advanced 4.0 requirements. Because of these requirements, your computer has a more efficient power supply and other features that could annually:

- Save you 130 kWh of electricity.
- Prevent 200 lbs of green house gas emissions (enough to fill a large room).

However, this computer can save even more energy due to ENERGY STAR power management features, which allow the computer to enter a very low power mode when not in use for a specified period of time. These power management features, activated on all ENERGY STAR qualified computers, could save you up to 500kWh of electricity annually, equivalent to:

- Preventing as much greenhouse gas emissions as taking your car off the road for 3 weeks.
- Planting a grove of trees 70ft. by 70ft.

Additional power management specific information is available at [www.energystar.gov/powermanagement](http://www.energystar.gov/powermanagement).

Additional information on the ENERGY STAR program is available at [www.energystar.gov](http://www.energystar.gov).



## Recycling Information

Dell recommends that customers dispose of their used computer hardware, monitors, printers, and other peripherals in an environmentally sound manner. Potential methods include reuse of parts or whole products and recycling of products, components, and/or materials.

For specific information on Dell's worldwide recycling programs, see [www.dell.com/recyclingworldwide](http://www.dell.com/recyclingworldwide).

## Waste Electrical and Electronic Equipment (WEEE) Directive



In the European Union, this label indicates that this product should not be disposed of with household waste. It should be deposited at an appropriate facility to enable recovery and recycling. For information on how to recycle this product responsibly in your country, visit: [www.euro.dell.com/recycling](http://www.euro.dell.com/recycling).

## Registration, Evaluation, and Authorization of Chemicals (REACH)

REACH is the European Union chemical substances regulatory framework. Information on substances of very high concern contained in Dell products in a concentration above 0.1% weight by weight (w/w) can be found at [www.dell.com/reach](http://www.dell.com/reach).

## Battery Disposal



**WARNING:** Do not dispose of the battery in a fire or with household waste. Contact your local waste disposal agency for the address of the nearest battery deposit site.



In the European Union, this label indicates that the batteries in this product should be collected separately and not be disposed of with household waste.

Substances in batteries can have a potential negative impact on health and environment and you have a role in recycling waste batteries, thus contributing to the protection, preservation, and improvement of the quality of the environment. You should contact your local authority or retailer for details of the collection and recycling schemes available. For information, visit: [www.euro.dell.com/recycling](http://www.euro.dell.com/recycling).

## Perchlorate Material

Perchlorate Material – special handling may apply. See [www.dtsc.ca.gov/hazardouswaste/perchlorate](http://www.dtsc.ca.gov/hazardouswaste/perchlorate).

## Finding Additional Information

For additional user information about your computer and individual components (such as storage drives, PC cards, and other peripherals), see the "Manuals" section at [support.dell.com](http://support.dell.com).

For additional Safety Best Practices information, see the Regulatory Compliance homepage at the following location: [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance).

For additional recycling information, see the Global Recycling homepage at the following location: [www.dell.com/recyclingworldwide](http://www.dell.com/recyclingworldwide).

For regulatory information, see the Regulatory Compliance homepage on [www.dell.com](http://www.dell.com) at the following location: [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance).

## Air Travel Restrictions

Consult and abide by air travel restrictions applicable to electronic devices and the use and transportation of battery packs. For more information see the Regulatory Compliance homepage on

[www.dell.com](http://www.dell.com) at the following location: [www.dell.com/regulatory\\_compliance](http://www.dell.com/regulatory_compliance).

## **Export Regulations**

Customer acknowledges that these Products, which may include technology and software, are subject to the customs and export control laws and regulations of the United States (“U.S.”) and may also be subject to the customs and export laws and regulations of the country in which the Products are manufactured and/or received. Customer agrees to abide by those laws and regulations. Further, under U.S. law, the Products may not be sold, leased or otherwise transferred to restricted end-users or to restricted countries. In addition, the Products may not be sold, leased or otherwise transferred to, or utilized by an end-user engaged in activities related to weapons of mass destruction, including without limitation, activities related to the design, development, production or use of nuclear weapons, materials, or facilities, missiles or the support of missile projects, and chemical or biological weapons.

## **Additional Country-Specific Safety, Regulatory, and Environmental Information**

### **European Union (English)**

#### **Restrictions of Usage Information For Products With Wireless LAN / 802.11 Interfaces**

Products that fall into this category are denoted by inclusion of the Class 2 identifier symbol (exclamation mark in a circle) accompanying the CE Mark on the products regulatory label, or on the 802.11 plug-in card:





**NOTE:** The Notified Body number denoted by 'NBnr' will only be present when required and has no bearing on the usage restriction whether present or not.

## France

For Mainland France

- 2.400 - 2.4835 GHz (Channels 1-13) authorized for indoor use
- 2.400 -2.454 GHz (Channels 1-7) authorized for outdoor use

For Guiana and Reunion

- 2.400 - 2.4835 GHz (Channels 1-13) authorized for indoor use
- 2.420 - 2.4835 GHz (Channels 5-13) authorized for outdoor use

For all French Territories:

- Only 5.15 -5.35 GHz authorized for 802.11a

## Italy

A general authorization is requested for outdoor use in Italy. The use of these equipments is regulated by:

- D.L.gs 1.8.2003, n. 259, article 104 (activity subject to general authorization) for outdoor use and article 105 (free use) for indoor use, in both cases for private use.
- D.M. 28.5.03, for supply to public of RLAN access to networks and telecom services.

## Abbreviated R&TTE Directive 1999/5/EC Compliance Statement

Hereby, Dell Inc. declares that all CE Marked Dell products incorporating Radio and Telecoms Terminal Equipment functionality are in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

## Japan (Japanese)

### バッテリーステートメント (日本)



Li-ion

不要になったバッテリーは、貴重な資源を守る為に廃棄しないで、デル担当窓口:デルPCのリサイクルデスク(電話044-556-3481)へお問い合わせください。

## Korea (Korean)

### Energy Statement

Power consumption of this product can be 0 if it is unplugged.

## Taiwan (T. Chinese)

### Corporate Contact Details

Pursuant to Article 11 of the Commodity Inspection Act, Dell provides the following corporate contact details for the certified entity in Taiwan for the computer products addressed by this document:

Dell B.V. Taiwan Branch  
20/F, No. 218, Sec. 2, Tung Hwa S. Road,  
Taipei, Taiwan

電池聲明 (台灣)



廢電池請回收

## Information para NOM (únicamente para México)

La información siguiente se proporciona en el dispositivo o dispositivos descritos en este documento, en cumplimiento con los requisitos de la Norma oficial mexicana (NOM):



Importador:

Dell México S.A. de C.V.

Paseo de la Reforma 2620 - 11° Piso

Col. Lomas Altas

11950 México, D.F.

<b>Modelo de</b>	P01S
<b>Voltaje de alimentación</b>	100-240V CA
<b>Frecuencia</b>	50-60Hz
<b>Consumo eléctrico</b>	1,2A
<b>Voltaje de salida</b>	15,0 V de CC
<b>Intensidad de salida</b>	3,0A

