

Dell™ Photo Printer 720

# Owner's Manual

## Look Inside For:


- Ordering Supplies
- Getting Started
- Using the Printer
- Maintenance and Troubleshooting



# Ordering Supplies

Dell™ ink cartridges are available only through Dell. You can order ink cartridges online at [www.dell.com/supplies](http://www.dell.com/supplies) or by phone.


<b>US</b>	877-INK-2-YOU	<b>Japan</b>	044-556-3551
<b>Australia</b>	1300 303 290	<b>Luxembourg</b>	02.713 1590
<b>Austria</b>	08 20 - 24 05 30 35	<b>Malaysia</b>	1800 88 0301
<b>Belgium</b>	02.713 1590	<b>Mexico</b>	866-851-1754
<b>Canada</b>	1-877-501-4803	<b>Netherlands</b>	020 - 674 4881
<b>Chile</b>	800-202874	<b>Norway</b>	231622 64
<b>Chile</b>	1230-020-3947	<b>Portugal</b>	21 4220710
<b>Colombia</b>	01800-9-155676	<b>PRC</b>	800-858-0888
<b>Denmark</b>	3287 5215	<b>Puerto Rico</b>	866-851-1760
<b>Finland</b>	09 2533 1411	<b>Singapore</b>	1800 394 7486
<b>France</b>	825387247	<b>Spain</b>	902120385
<b>Germany</b>	0800 2873355	<b>Sweden</b>	08 587 705 81
<b>Ireland</b>	1850 707 407	<b>Switzerland</b>	0848 335 599
<b>Italy</b>	800602705	<b>UK</b>	0870 907 4574


 **NOTE:** If your country is not listed, contact your Dell distributor to order supplies.


Your printer has been designed to print using the following ink cartridges.

<b>Supply Item</b>	<b>Part number</b>
Black ink cartridge	T0529
Color ink cartridge	T0530
Black (Trial) ink cartridge	N5878
Color (Trial) ink cartridge	N5882

# Notes, Notices, and Cautions

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

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

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

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## **FCC emissions information**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. Refer to the *Drivers and Utilities* CD for details.



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## **CAUTION: SAFETY INSTRUCTIONS**

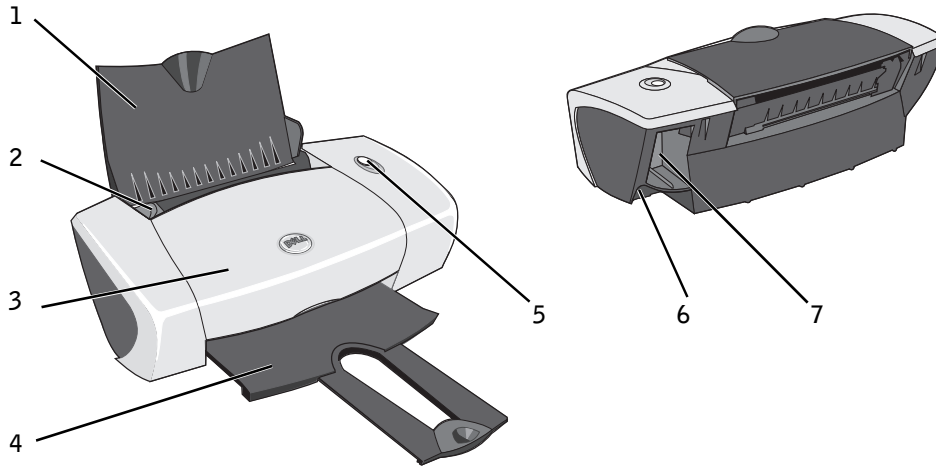
Use the following safety guidelines to help ensure your own personal safety and to help protect your printer and working environment from potential damage.

- Use only the power cable provided with this product or the manufacturer's authorized replacement power cable.
- Connect the power cable to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the user documentation, to a professional service person.



# Getting Started

## Understanding the Printer Parts



Number:	Part:	Description:
1	Paper support	Part that supports loaded paper.
2	Paper guide	Guide that helps the paper feed into the printer properly.
3	Front cover	Cover to open to change ink cartridges.
4	Paper exit tray	Tray that holds the paper as it exits the printer. <b>NOTE:</b> Pull the paper exit tray straight out to extend it.
5	Power/Resume button	Button to turn the printer on or off or eject paper from the printer.
6	USB connector	Slot into which you plug the USB cable (sold separately). The other end of the USB cable plugs into your computer.
7	Power connector	Slot into which you plug the power adapter. <b>NOTE:</b> Insert the power adapter into the printer before connecting the power cable into the wall outlet.

## Setting Up Your Printer

**NOTE:** The Dell Photo Printer 720 supports Microsoft® Windows® 2000 and Windows XP.

Follow the instructions on the *Setting Up Your Printer* poster to install the hardware and software. If you encounter problems during setup, see "Setup Problems" on page 31.

## Accessing Your *User's Guide*

Click Start→Programs or All Programs→Dell Printers→Dell Photo Printer 720→View Dell User's Guide.

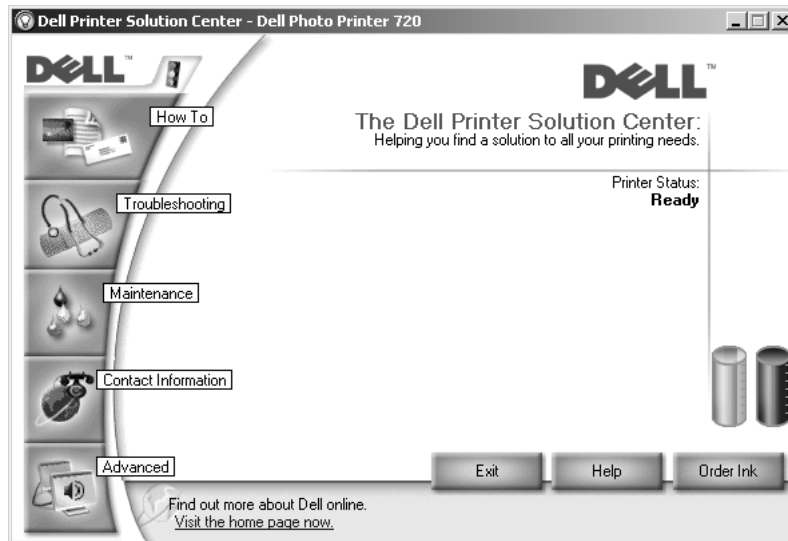
**NOTE:** You cannot access your *User's Guide* until you have installed the drivers for your printer.

## Understanding the Printer Software

The printer software includes:

- **Dell Printer Solution Center** — Provides maintenance and troubleshooting help, basic usage information, and how-to's for creating projects.
- **Printing Preferences** — Allows you to adjust printer settings.

### Using the Dell Printer Solution Center



## How To tab

- **Learn about Your Printer** — Select a topic from this drop-down list and click **View** for more information.
- **Basic Printing Tips** — Select a topic from this drop-down list and click **View** for more information.
- **Projects** drop-down list — Select a project from this drop-down list and click **View** for more information.

**Troubleshooting** tab — Provides links to more information about basic troubleshooting topics, such as “How to clear error messages.”

## Maintenance tab

- **Install a new print cartridge** icon — Click this icon and follow the instructions on the screen to install a new ink cartridge.
- **View shopping options for new cartridges** icon — Click this icon and follow the instructions on the screen to order new ink cartridges.
- **Print a test page** icon — Click this icon to print a test page.
- **Clean to fix horizontal streaks** icon — Click this icon and follow the instructions on the screen to clean your ink cartridge nozzles.
- **Troubleshoot other ink problems** icon — Click this icon for more information on fixing ink problems.
- **Align to fix blurry edges** icon — Click this icon for more information on printing an alignment page and fixing ink cartridge alignment.

## Contact Information tab

- **Ordering Ink or Supplies** — Directs you to Dell’s cartridge ordering website, [www.dell.com/supplies](http://www.dell.com/supplies).
- **Customer Support** — Directs you to Dell’s customer support website, [support.dell.com](http://support.dell.com).
- **Contact Dell by Phone** — Lists the “Contacting Dell” phone number by country.

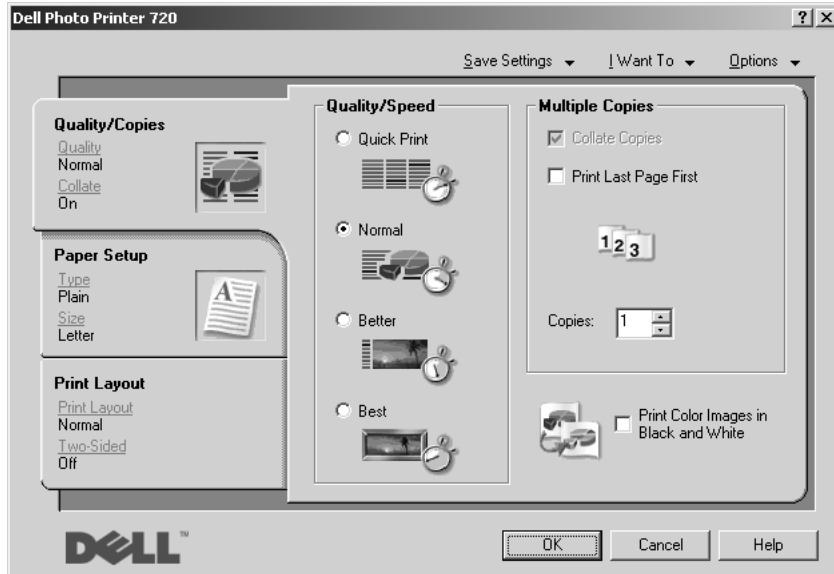
## Advanced tab

- **Printing Status** button — Click this button to see your options for displaying printing status information on your screen.
- **About** button — Click this button to view software version information.

To access the Dell Printer Solution Center:

Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo Printer 720**→**Dell Printer Solution Center**.

## Using Printing Preferences




**Printing Preferences** allows you to change the various printer settings. You can change your printer settings in **Printing Preferences** depending on the type of project you want to create.

To access **Printing Preferences**:

- 1 With your document open, click **File**→**Print**.  
The **Print** dialog box appears.
- 2 In the **Print** dialog box, click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).  
The **Printing Preferences** screen appears.

To access **Printing Preferences** when a document is not open:

- 1 In Windows XP, click **Start**→**Control Panel**→**Printers and Other Hardware**→**Printers and Faxes**.  
In Windows 2000, click **Start**→**Settings**→**Printers**.
- 2 Right-click the printer icon, and then select **Printing Preferences**.

 **NOTE:** Changes made to the printer settings from the **Printers** folder become the default settings for most programs.

### Printing Preferences Tabs

Printing Preferences includes three main tabs.

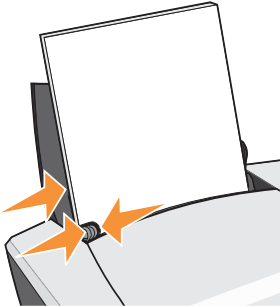
<b>From this tab:</b>	<b>You can change these settings:</b>
Quality/Copies	<p>Quality/Speed — Select <b>Quick Print</b>, <b>Normal</b>, <b>Better</b>, or <b>Best</b> depending on your desired output quality. <b>Quick Print</b> is the fastest option.</p> <p>Multiple Copies — Customize how the printer prints several photocopies of a single print job: <b>Collated</b>, <b>Normal</b>, or <b>Print Last Page First</b>.</p> <p>Print Color Images in Black and White — Print your color images in black and white to save the ink in your color ink cartridge.</p>
Paper Setup	<p>Type — Select the type and size of paper.</p> <p>Orientation — Select how the document is arranged on the printed page. You can print using portrait or landscape orientation.</p>
Print Layout	<p>Layout — Select <b>Normal</b>, <b>Banner</b>, <b>Mirror</b>, <b>N-up</b>, <b>Poster</b>, or <b>Booklet</b>.</p> <p>Duplexing — Select this to print on both sides of the paper.</p>





# Using the Printer

## Print Media Guidelines


Load up to:	Make sure:
100 sheets of plain paper	<ul style="list-style-type: none"><li>• The paper is loaded vertically against the right side of the paper support.</li><li>• The paper guide rests against the left edge of the paper.</li></ul> <div data-bbox="676 644 953 951"></div> <p data-bbox="408 956 1200 1013"><b>NOTE:</b> Load letterhead paper with the top of the letterhead entering the printer first and facing up.</p> <ul style="list-style-type: none"><li>• You select <b>Quick Print</b>, <b>Normal</b>, <b>Better</b>, or <b>Best</b> print quality.</li></ul>

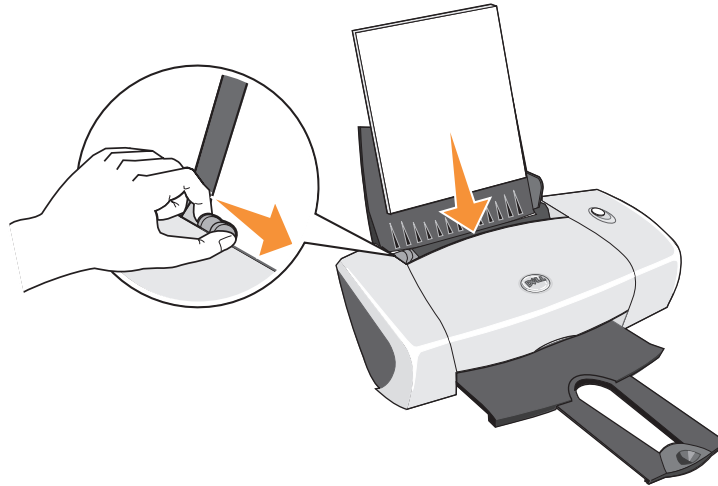
<b>Load up to:</b>	<b>Make sure:</b>
20 sheets of banner paper	<ul style="list-style-type: none"> <li>• You remove any paper from the paper support before inserting banner paper.</li> <li>• You place a stack of banner paper behind the printer, with only the number of sheets required.</li> </ul> <div data-bbox="691 366 1022 656" data-label="Image"> </div> <p data-bbox="454 661 1219 743"><b>NOTE:</b> You must select <b>A4 Banner</b> or <b>Letter Banner</b> paper size in <b>Printing Preferences</b>. Failure to do so will cause a paper jam. See "Paper Problems" on page 34.</p> <ul style="list-style-type: none"> <li>• You load the leading edge of the banner paper into the printer against the right side of the paper support.</li> <li>• You squeeze and slide the paper guide to the left edge of the banner paper.</li> <li>• You use banner paper designed for inkjet printers.</li> </ul>
10 envelopes	<ul style="list-style-type: none"> <li>• The print side of the envelopes faces up.</li> <li>• The envelopes are loaded vertically against the right side of the paper support.</li> <li>• The stamp location is in the upper left corner.</li> </ul> <div data-bbox="711 1031 1005 1269" data-label="Image"> </div> <ul style="list-style-type: none"> <li>• The paper guide rests against the left edge of the envelopes.</li> <li>• You print the envelopes with <b>Landscape</b> orientation.</li> <li>• You select the correct envelope size. Select the next biggest size if the exact envelope size is not listed, and set the left and right margins so that your envelope text will be correctly positioned.</li> </ul> <p data-bbox="454 1437 1239 1494"><b>NOTE:</b> You can load a single envelope into the paper support without removing plain paper.</p>

<b>Load up to:</b>	<b>Make sure:</b>
25 greeting cards, index cards, postcards, or photo cards	<ul style="list-style-type: none"> <li>• The print side of the cards faces up.</li> <li>• The cards are loaded vertically against the right side of the paper support.</li> <li>• The paper guide rests against the left edge of the cards.</li> <li>• You select <b>Normal</b>, <b>Better</b>, or <b>Best</b> print quality.</li> </ul>
25 sheets of photo or glossy paper	<ul style="list-style-type: none"> <li>• The glossy or coated side of the paper faces up.</li> <li>• The paper guide rests against the left edge of the paper.</li> <li>• You select <b>Normal</b>, <b>Better</b>, or <b>Best</b> print quality.</li> <li>• The paper is loaded vertically against the right side of the paper support.</li> </ul>
1 iron-on transfer	<ul style="list-style-type: none"> <li>• You follow the loading instructions on the packaging.</li> <li>• The blank side of the transfer faces up.</li> <li>• The paper guide rests against the left edge of the transfer.</li> <li>• You select <b>Normal</b>, <b>Better</b>, or <b>Best</b> print quality.</li> </ul>
20 transparencies	<ul style="list-style-type: none"> <li>• The rough side of the transparencies faces up.</li> <li>• The paper guide rests against the left edge of the transparencies.</li> </ul> <p><b>NOTE:</b> You can load a single transparency into the paper support without removing plain paper.</p> <ul style="list-style-type: none"> <li>• You select <b>Normal</b>, <b>Better</b>, or <b>Best</b> print quality.</li> <li>• The transparencies are loaded vertically against the right side of the paper support.</li> </ul>

## Loading Paper

- 1 Place the paper against the guide on the right side of the paper support.
- 2 Squeeze and slide the left paper guide to the left edge of the paper.

 **NOTE:** Do not force paper into the printer. The paper should be flat against the paper support surface and the right edge should be flush against the right paper guide.



## Printing

### Printing a Document

- 1 Turn on your computer and printer, and make sure they are connected.
- 2 Load the paper with the print side facing up. For more information, see "Loading Paper" on page 20.
- 3 With your document open, click **File**→**Print**.
- 4 Customize your print settings:
  - a Click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).

The **Printing Preferences** dialog box appears.
  - b On the **Quality/Copies** tab, select **Quality/Speed**, the paper type, the number of copies, and black and white or color printing.


- c On the **Paper Setup** tab, select the paper size and orientation.
  - d On the **Print Layout** tab, select the layout and duplexing settings.
  - e To see details about a setting, right-click the setting on the screen, and then select **What's This?**.
  - f After making the changes in **Printing Preferences**, click **OK** at the bottom of the screen to return to the **Print** dialog box.
- 5 Click **OK** or **Print** (depending on the program or operating system).

## Printing Photos

- 1 Load the photo paper with the print (glossy) side facing up. For more information, see "Loading Paper" on page 20.
- 2 Make sure you have a color cartridge and a photo cartridge installed. For more information, see "Replacing Ink Cartridges" on page 23.
- 3 With your document open, click **File**→**Print**.
- 4 To customize your print settings, click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).  
The **Printing Preferences** dialog box appears.
- 5 On the **Quality/Copies** tab, select **Quality/Speed** and the paper type.
- 6 On the **Paper Setup** tab, select the paper size and orientation.

 **NOTE:** Photo/glossy or coated paper is recommended for printing photos.

- 7 On the **Print Layout** tab, select the photo layout.
- 8 When finished customizing your photo, click **OK**.
- 9 Click **OK** or **Print** (depending on the program or operating system).
- 10 To prevent your photos from sticking together or smudging, remove each photo after it exits the printer.

 **NOTE:** Before placing your prints in a nonadhesive photo album or frame, allow sufficient time for the prints to dry thoroughly (12 to 24 hours, depending on the ambient conditions). This maximizes the life of your prints.

## Printing Other Projects

The **I Want To** menu provides wizards for creating projects. You may want to print a photo, print on an envelope, print a banner, make a poster, create a booklet, or print a greeting card.

- 1 With your document open, click **File**→**Print**.
- 2 To customize print settings, click **Preferences**, **Properties**, **Options**, or **Setup** (depending on the program or operating system).

The **Printing Preferences** dialog box appears along with the **I Want To** menu.

- 3 Select one of the available projects or click **See more printing ideas**.
- 4 Follow the instructions on the screen to complete your project.

# Ink Cartridge Maintenance

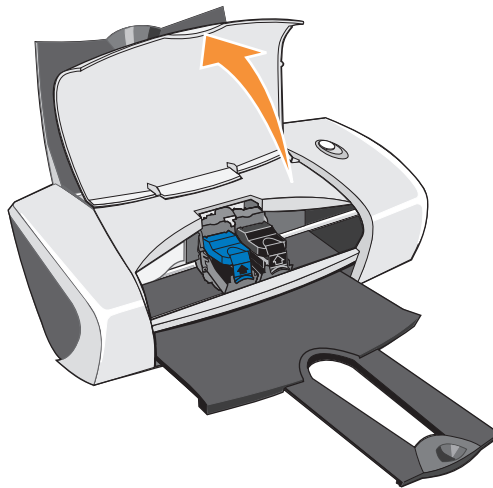
## Replacing Ink Cartridges

**⚠ CAUTION:** Before performing any of the procedures listed in this section, read and follow the "CAUTION: SAFETY INSTRUCTIONS" on page 9.

Dell ink cartridges are available only through Dell. You can order more ink online at [www.dell.com/supplies](http://www.dell.com/supplies) or by phone. To order by phone, see "Ordering Supplies" on page 2.

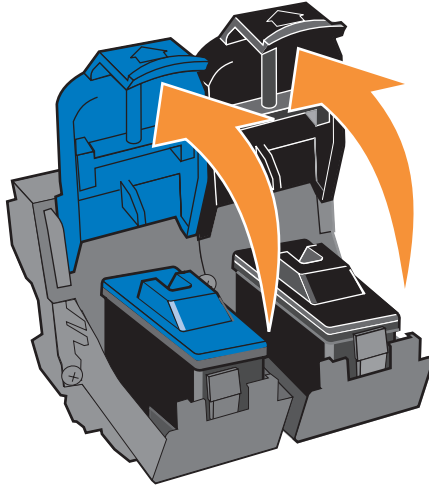
Dell recommends Dell ink cartridges for your printer. Dell does not provide warranty coverage for problems caused by using accessories, parts, or components not supplied by Dell.

- 1 Turn on your printer.
- 2 Open the front cover.

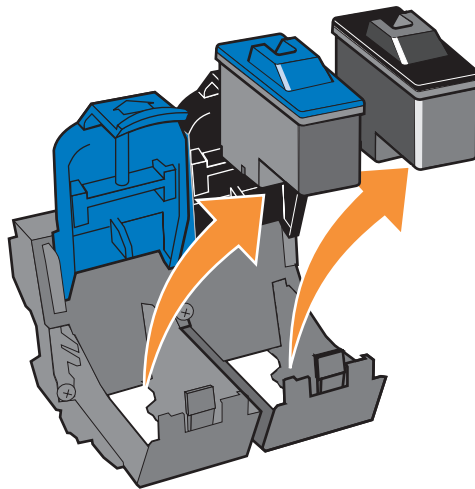


The ink cartridge carrier moves and stops at the loading position unless the printer is busy.

- 3 Press the tabs on the cartridge lids, then lift the lids.




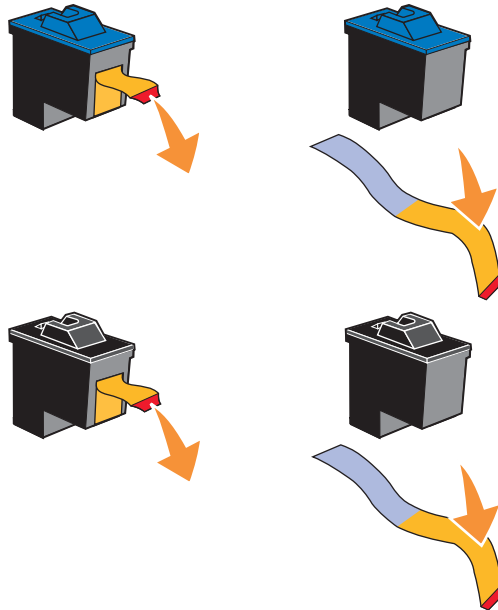
- 4 Remove the old ink cartridges.



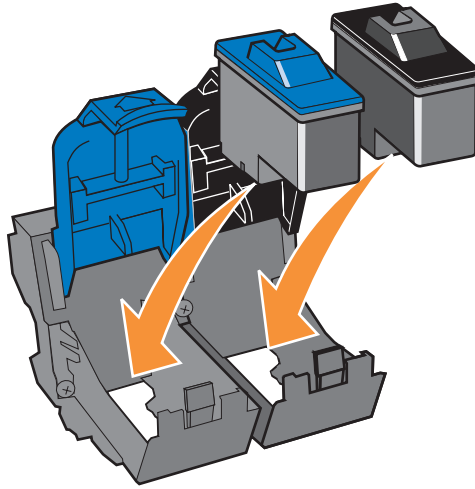


- 5 Store the cartridges in an air-tight container or dispose of them properly.
- 6 If you are installing new ink cartridges, remove the sticker and transparent tape from the back and bottom of each ink cartridge.

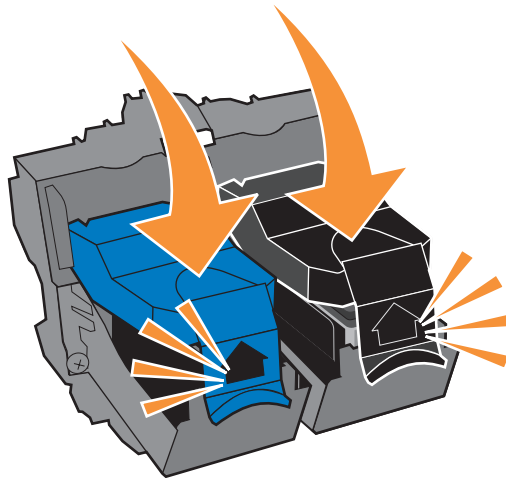
 **NOTE:** You can use your printer with one cartridge (color or black) at a time. To extend the life of your color cartridge and improve printing speed, install both a color cartridge and a black cartridge at the same time.



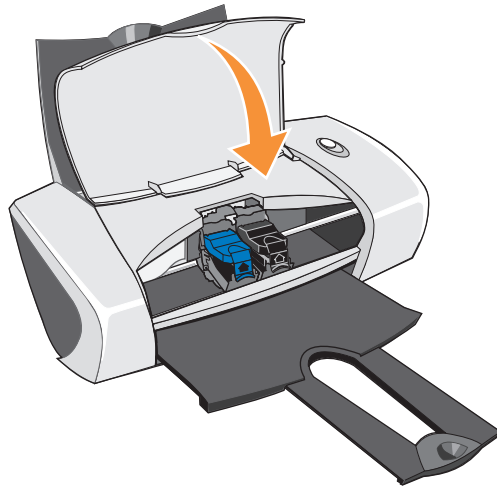
- 7 Insert the new ink cartridges. Make sure the color ink cartridge is secure in the left ink cartridge carrier and the black ink cartridge is secure in the right ink cartridge carrier.




- 8 Snap each lid closed.



- 9 Close the front cover. The front cover must be closed to start a print job.



- 10 Open the Dell Printer Solution Center by clicking **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo Printer 720**→**Dell Printer Solution Center**.
  - 11 Click the **Maintenance** tab.
  - 12 Click **Install a new print cartridge**.
  - 13 Click **Next**.
  - 14 Select the type of cartridge you installed.
-  **NOTE:** Specify whether the cartridge is a new cartridge or an old cartridge (one that has been used before). If an old cartridge is incorrectly identified as New Cartridge in the Dell Printer Solution Center, ink levels may be incorrect.
- 15 Click **Next**.
  - 16 If you installed a new cartridge, continue with "Aligning Ink Cartridges" on page 28.

## Aligning Ink Cartridges

Typically, you only align print cartridges after installing or replacing a cartridge. However, you may also need to align ink cartridges when characters are not properly formed or are not aligned at the left margin, or when vertical or straight lines appear wavy.

To align the ink cartridges:

- 1 Load plain paper. For more information, see "Loading Paper" on page 20.
- 2 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo Printer 720**→ **Dell Printer Solution Center**.
- 3 Click the **Maintenance** tab.
- 4 Click **Align to fix blurry edges**.
- 5 Click **Print**.

The alignment page prints.

- 6 Look at each row on the alignment page. Find the darkest arrow in each row, and then enter the number under the arrow in the fields on the screen.
- 7 When you have entered all the values, click **OK**.

The ink cartridges are aligned.

# Cleaning the Ink Cartridge Nozzles

You may need to clean the nozzles when:

- White lines appear in graphics or solid black areas.
- Print appears smudged or too dark.
- Colors fade, do not print, or do not print completely.
- Vertical lines appear jagged or edges appear rough.

To clean the ink cartridge nozzles:

- 1** Load plain paper. For more information, see "Loading Paper" on page 20.
- 2** Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo Printer 720**→ **Dell Printer Solution Center**.
- 3** Click the **Maintenance** tab.
- 4** Click **Clean to fix horizontal streaks**.
- 5** Click **Print**.

When the page prints, it forces ink through the clogged nozzles to clean them.

- 6** Print your document again to verify the improved print quality.
- 7** If you are not satisfied with the print quality, wipe the ink cartridge nozzles, and then print your document again.



# Troubleshooting

## Setup Problems

### Computer Problems

**VERIFY THAT YOUR PRINTER IS COMPATIBLE WITH YOUR COMPUTER** — The Dell Photo Printer 720 supports Windows 2000 and Windows XP.

**MAKE SURE YOU TURNED ON BOTH YOUR PRINTER AND YOUR COMPUTER**

**CHECK THE USB CABLE** —

- Ensure that the USB cable is firmly connected to your printer and your computer.
- Shut down the computer, reconnect the USB cable as shown on the setup diagram for your printer, and then restart the computer.

**IF THE SOFTWARE INSTALLATION SCREEN DOES NOT APPEAR AUTOMATICALLY, INSTALL THE SOFTWARE MANUALLY** —

- 1 Insert the *Drivers and Utilities* CD.
- 2 Click **Install**.

**DETERMINE IF THE PRINTER SOFTWARE IS INSTALLED** — Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo Printer 720**. If the **Dell Photo Printer 720** does not appear in the list of programs, the printer software is not installed. Install the printer software. For more information, see "Removing and Reinstalling Software" on page 32.

**CORRECT COMMUNICATION PROBLEMS BETWEEN THE PRINTER AND THE COMPUTER** —

- Remove the USB cable from your printer and your computer. Reconnect the USB cable to your printer and your computer.
- Turn off the printer. Unplug the printer power cable from the electrical outlet. Reconnect the printer power cable into the electrical outlet and turn on the printer.
- Restart your computer.

**SET YOUR PRINTER AS THE DEFAULT PRINTER —***Windows XP*

- 1 Click **Start**→**Control Panel**→**Printers and Other Hardware**→**Printers and Faxes**.
- 2 Right-click **Dell Photo Printer 720** and select **Set as Default**.

*Windows 2000*

- 1 Click **Start**→**Settings**→**Printers**.
- 2 Right-click **Dell Photo Printer 720** and select **Set as Default**.

**Removing and Reinstalling Software**

If your printer does not function properly or communication error messages appear when using your printer, you can remove and reinstall the printer software.

- 1 Click **Start**→**Programs** or **All Programs**→**Dell Printers**→**Dell Photo Printer 720**→**Uninstall Dell Photo Printer 720**.
- 2 Follow the instructions on the screen.
- 3 Restart your computer.
- 4 Insert the *Drivers and Utilities* CD, and then follow the instructions on the screen.

If the installation screen does not appear:

- a In *Windows XP*, click **Start**→**My Computer**.  
In *Windows 2000*, double-click **My Computer** from your desktop.
- b Double-click the **CD-ROM drive** icon. If necessary, double-click **setup.exe**.
- c When the printer software installation screen appears, click **Install** or **Install Now**.
- d Follow the instructions on your screen to complete the installation.



## Printer Problems

**ENSURE THAT THE PRINTER POWER CABLE IS FIRMLY CONNECTED TO THE PRINTER AND THE ELECTRICAL OUTLET**

**DETERMINE IF THE PRINTER HAS BEEN HELD OR PAUSED —**

*Windows XP*

- 1 Click **Start**→**Control Panel**→**Printers and Other Hardware**→**Printers and Faxes**.
- 2 Double-click **Dell Photo Printer 720**, and then click **Printer**.
- 3 Make sure a check mark is not next to **Pause Printing**. If a check mark is next to **Pause Printing**, click it to deselect the option.

*Windows 2000*

- 1 Click **Start**→**Settings**→**Printers**.
- 2 Double-click **Dell Photo Printer 720**, and then click **Printer**.
- 3 Make sure a check mark is not next to **Pause Printing**. If a check mark is next to **Pause Printing**, click **Pause Printing** to deselect it.

**ENSURE YOU INSTALLED THE INK CARTRIDGES CORRECTLY AND REMOVED THE STICKER AND TAPE FROM EACH CARTRIDGE**

**MAKE SURE YOU LOADED THE PAPER CORRECTLY —** For more information, see "Loading Paper" on page 20.

# General Problems

## Paper Problems

**MAKE SURE YOU LOADED THE PAPER CORRECTLY** — For more information, see "Loading Paper" on page 20.

**USE ONLY PAPER RECOMMENDED FOR YOUR PRINTER** — For more information, see "Print Media Guidelines" on page 17.

**USE A SMALLER AMOUNT OF PAPER WHEN PRINTING MULTIPLE PAGES** — For more information, see "Print Media Guidelines" on page 17.

**MAKE SURE THE PAPER IS NOT WRINKLED, TORN OR DAMAGED**

**MAKE SURE THE PAPER IS AGAINST THE RIGHT SIDE OF THE PAPER SUPPORT AND THE PAPER GUIDE RESTS AGAINST THE LEFT EDGE OF THE PAPER**

### **CHECK FOR A PAPER JAM**

*Using your printer and your computer*

Follow the instructions on the screen for clearing the paper jam.

*Using your printer only*

- 1** Turn off your printer.
- 2** Firmly grasp the paper and gently pull it from the printer.
- 3** Turn on your printer and print the document again.

# Improving Print Quality

If you are not satisfied with the print quality of your documents, there are several different ways to improve the print quality.

- Use the appropriate paper. For example, use Dell Premium Photo Paper if you are printing photos.
- Use paper that is a heavier weight, bright white, or coated. Use Dell Premium Photo Paper if you are printing photos.
- Select a higher print quality.

To select a higher print quality:

- 1** With your document open, click **File→Print**.  
The **Print** dialog box appears.
- 2** Click **Preferences, Properties, or Options** (depending on your program or operating system).
- 3** On the **Quality/Copies** tab, select **Quality/Speed** and select a higher quality setting.
- 4** Print your document again.
- 5** If the print quality does not improve, try aligning or cleaning the ink cartridges. For more information on aligning, see "Aligning Ink Cartridges" on page 28. For more information on cleaning ink cartridges, see "Cleaning the Ink Cartridge Nozzles" on page 29.

For additional solutions, check your Dell Printer Solution Center or go to [support.dell.com](http://support.dell.com).

To access the Dell Printer Solution Center:

- 1** Click **Start→Programs** or **All Programs→Dell Printers→Dell Photo Printer 720→Dell Printer Solution Center**.
- 2** Click the **Troubleshooting** tab.



# Contacting Dell

## Technical Assistance

If you need help with a technical problem, Dell is ready to assist you.

- 1 Call technical support from a telephone near or at the printer so that technical support can assist you with any necessary procedures. When calling Dell, use your Express Service Code to help expedite the routing of your call to the proper support personnel.

The Express Service Code is located on the back of your printer.

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

- 2 In the U.S., Business customers should call 1-877-459-7298, and Consumer (Home and Home Office) customers should call 1-800-624-9896.

If you are calling from a different country or are in a different Service area, see "Contacting Dell" on page 37 for your local telephone number.

- 3 Follow the menu prompts in the automated telephone system to speak with a technical support representative.

## Automated Order-Status Service

To check on the status of any Dell products that you have ordered, you can go to [support.dell.com](http://support.dell.com), or you can call the automated order-status service. A recording prompts you for the information needed to locate and report on your order. See "Contacting Dell" on page 37 for the telephone number to call for your region.

## Contacting Dell

To contact Dell electronically, you can access the following websites:

- [www.dell.com](http://www.dell.com)
- [support.dell.com](http://support.dell.com) (technical support)
- [premiersupport.dell.com](http://premiersupport.dell.com) (technical support for educational, government, healthcare, and medium/large business customers, including Premier, Platinum, and Gold customers)

For specific web addresses for your country, find the appropriate country section in the table below.

**NOTE:** Toll-free numbers are for use within the country for which they are listed.

When you need to contact Dell, use the electronic addresses, telephone numbers, and codes provided in the following table. If you need assistance in determining which codes to use, contact a local or an international operator.

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access Code: 011 Country Code: 1	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
	<b>Consumer</b> (Home and Home Office)	
	Technical Support	toll-free: 1-800-624-9896
	Customer Service	toll-free: 1-800-624-9897
	DellNet™ Service and Support	toll-free: 1-877-Dellnet (1-877-335-5638)
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services website: <a href="http://www.dellfinancialservices.com">www.dellfinancialservices.com</a>	
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts [DPA])	toll-free: 1-800-283-2210
	<b>Business</b>	
	Customer Service and Technical Support	toll-free: 1-877-459-7298
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Printers and Projectors Technical Support	toll-free: 1-877-459-7298
	<b>Public</b> (government, education, and healthcare)	
	Customer Service and Technical Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-234-1490
	Dell Sales	toll-free: 1-800-289-3355 or toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or Speech-Impaired	toll-free: 1-877-DELLTTY (1-877-335-5889)

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Anguilla	General Support	toll-free: 800-335-0031
Antigua and Barbuda	General Support	1-800-805-5924
Argentina (Buenos Aires)	Website: <a href="http://www.dell.com.ar">www.dell.com.ar</a>	
International Access Code: 00	Tech Support and Customer Care	toll-free: 0-800-444-0733
Country Code: 54	Sales	0-810-444-3355
City Code: 11	Tech Support Fax	11 4515 7139
	Customer Care Fax	11 4515 7138
Aruba	General Support	toll-free: 800-1578
Australia (Sydney)	E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a>	
International Access Code: 0011	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a>	
Country Code: 61	Home and Small Business	1-300-65-55-33
City Code: 2	Government and Business	toll-free: 1-800-633-559
	Preferred Accounts Division (PAD)	toll-free: 1-800-060-889
	Customer Care	toll-free: 1-800-819-339
	Corporate Sales	toll-free: 1-800-808-385
	Transaction Sales	toll-free: 1-800-808-312
	Fax	toll-free: 1-800-818-341
Austria (Vienna)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 900	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 43	Home/Small Business Sales	0820 240 530 00
City Code: 1	Home/Small Business Fax	0820 240 530 49
	Home/Small Business Customer Care	0820 240 530 14
	Preferred Accounts/Corporate Customer Care	0820 240 530 16
	Home/Small Business Technical Support	0820 240 530 14
	Preferred Accounts/Corporate Technical Support	0660 8779
	Switchboard	0820 240 530 00
Bahamas	General Support	toll-free: 1-866-278-6818
Barbados	General Support	1-800-534-3066



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Belgium (Brussels) International Access Code: 00 Country Code: 32 City Code: 2	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a> E-mail for French Speaking Customers: <a href="http://support.euro.dell.com/be/fr/emaildell/">support.euro.dell.com/be/fr/emaildell/</a>	Technical Support 02 481 92 88 Customer Care 02 481 91 19 Corporate Sales 02 481 91 00 Fax 02 481 92 99 Switchboard 02 481 91 00
Bermuda	General Support	1-800-342-0671
Bolivia	General Support	toll-free: 800-10-0238
Brazil International Access Code: 00 Country Code: 55 City Code: 51	Website: <a href="http://www.dell.com/br">www.dell.com/br</a> Customer Support, Technical Support Tech Support Fax Customer Care Fax Sales	0800 90 3355 51 481 5470 51 481 5480 0800 90 3390
British Virgin Islands	General Support	toll-free: 1-866-278-6820
Brunei Country Code: 673	Customer Technical Support (Penang, Malaysia) Customer Service (Penang, Malaysia) Transaction Sales (Penang, Malaysia)	604 633 4966 604 633 4949 604 633 4955
Canada (North York, Ontario) International Access Code: 011	Online Order Status: <a href="http://www.dell.ca/ostatus">www.dell.ca/ostatus</a> AutoTech (automated technical support) TechFax Customer Care (Home Sales/Small Business) Customer Care (med./large business, government) Technical Support (Home Sales/Small Business) Technical Support (med./large bus., government) Sales (Home Sales/Small Business) Sales (med./large bus., government) Spare Parts Sales & Extended Service Sales	toll-free: 1-800-247-9362 toll-free: 1-800-950-1329 toll-free: 1-800-847-4096 toll-free: 1-800-326-9463 toll-free: 1-800-847-4096 toll-free: 1-800-387-5757 toll-free: 1-800-387-5752 toll-free: 1-800-387-5755 1 866 440 3355
Cayman Islands	General Support	1-800-805-7541

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Chile (Santiago) Country Code: 56 City Code: 2	Sales, Customer Support, and Technical Support	toll-free: 1230-020-4823
China (Xiamen) Country Code: 86 City Code: 592	Tech Support website: <a href="http://support.ap.dell.com/china">support.ap.dell.com/china</a> Tech Support E-mail: <a href="mailto:cn_support@dell.com">cn_support@dell.com</a> Tech Support Fax Home and Small Business Technical Support Corporate Accounts Technical Support Tech Support (projectors, PDAs, printers, switches, routers, and so on) Customer Experience Home and Small Business Preferred Accounts Division Large Corporate Accounts GCP Large Corporate Accounts Key Accounts Large Corporate Accounts North Large Corporate Accounts North Government and Education Large Corporate Accounts East Large Corporate Accounts East Government and Education Large Corporate Accounts Queue Team Large Corporate Accounts South Large Corporate Accounts West Large Corporate Accounts Spare Parts	818 1350 toll-free: 800 858 2437 toll-free: 800 858 2333 toll-free: 800 858 2920 toll-free: 800 858 2060 toll-free: 800 858 2222 toll-free: 800 858 2557 toll-free: 800 858 2055 toll-free: 800 858 2628 toll-free: 800 858 2999 toll-free: 800 858 2955 toll-free: 800 858 2020 toll-free: 800 858 2669 toll-free: 800 858 2222 toll-free: 800 858 2355 toll-free: 800 858 2811 toll-free: 800 858 2621
Colombia	General Support	980-9-15-3978
Costa Rica	General Support	0800-012-0435

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Czech Republic (Prague)	Website: support.euro.dell.com	
International Access Code: 00	E-mail: czech_dell@dell.com	
Country Code: 420	Technical Support	02 2186 27 27
City Code: 2	Customer Care	02 2186 27 11
	Fax	02 2186 27 14
	TechFax	02 2186 27 28
	Switchboard	02 2186 27 11
Denmark (Copenhagen)	Website: support.euro.dell.com	
International Access Code: 00	E-mail Support (portable computers): den_nbk_support@dell.com	
Country Code: 45	E-mail Support (desktop computers): den_support@dell.com	
	E-mail Support (servers): Nordic_server_support@dell.com	
	Technical Support	7023 0182
	Customer Care (Relational)	7023 0184
	Home/Small Business Customer Care	3287 5505
	Switchboard (Relational)	3287 1200
	Fax Switchboard (Relational)	3287 1201
	Switchboard (Home/Small Business)	3287 5000
	Fax Switchboard (Home/Small Business)	3287 5001
Dominica	General Support	toll-free: 1-866-278-6821
Dominican Republic	General Support	1-800-148-0530
Ecuador	General Support	toll-free: 999-119
El Salvador	General Support	01-899-753-0777

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Finland (Helsinki)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 990	E-mail: <a href="mailto:fin_support@dell.com">fin_support@dell.com</a>	
Country Code: 358	E-mail Support (servers):	
City Code: 9	<a href="mailto:Nordic_support@dell.com">Nordic_support@dell.com</a>	
	Technical Support	09 253 313 60
	Technical Support Fax	09 253 313 81
	Relational Customer Care	09 253 313 38
	Home/Small Business Customer Care	09 693 791 94
	Fax	09 253 313 99
	Switchboard	09 253 313 00
<b>France (Paris) (Montpellier)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/fr/fr/emaildell/">support.euro.dell.com/fr/fr/emaildell/</a>	
Country Code: 33	<b>Home and Small Business</b>	
City Codes: (1) (4)	Technical Support	0825 387 270
	Customer Care	0825 823 833
	Switchboard	0825 004 700
	Switchboard (calls from outside of France)	04 99 75 40 00
	Sales	0825 004 700
	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	<b>Corporate</b>	
	Technical Support	0825 004 719
	Customer Care	0825 338 339
	Switchboard	01 55 94 71 00
	Sales	01 55 94 71 00
	Fax	01 55 94 71 01

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Germany (Langen)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a>	
Country Code: 49	Technical Support	06103 766-7200
City Code: 6103	Home/Small Business Customer Care	0180-5-224400
	Global Segment Customer Care	06103 766-9570
	Preferred Accounts Customer Care	06103 766-9420
	Large Accounts Customer Care	06103 766-9560
	Public Accounts Customer Care	06103 766-9555
	Switchboard	06103 766-7000
Greece	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/gr/en/emailldell/">support.euro.dell.com/gr/en/emailldell/</a>	
Country Code: 30	Technical Support	080044149518
	Gold Technical Support	08844140083
	Switchboard	2108129800
	Sales	2108129800
	Fax	2108129812
Grenada	General Support	toll-free: 1-866-540-3355
Guatemala	General Support	1-800-999-0136
Guyana	General Support	toll-free: 1-877-270-4609
Hong Kong	Website: <a href="http://support.ap.dell.com">support.ap.dell.com</a>	
International Access Code: 001	E-mail: <a href="mailto:ap_support@dell.com">ap_support@dell.com</a>	
Country Code: 852	Technical Support (Dimension™ and Inspiron™)	2969 3189
	Technical Support (OptiPlex™, Latitude™, and Dell Precision™)	2969 3191
	Technical Support (PowerApp™, PowerEdge™, PowerConnect™, and PowerVault™)	2969 3196
	Gold Queue EEC Hotline	2969 3187
	Customer Advocacy	3416 0910
	Large Corporate Accounts	3416 0907
	Global Customer Programs	3416 0908
	Medium Business Division	3416 0912
	Home and Small Business Division	2969 3105

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>India</b>	Technical Support	1600 33 8045
	Sales	1600 33 8044
<b>Ireland (Cherrywood)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 16	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
Country Code: 353	Technical Support	1850 543 543
City Code: 1	U.K. Technical Support (dial within U.K. only)	0870 908 0800
	Home User Customer Care	01 204 4014
	Small Business Customer Care	01 204 4014
	U.K. Customer Care (dial within U.K. only)	0870 906 0010
	Corporate Customer Care	1850 200 982
	Corporate Customer Care (dial within U.K. only)	0870 907 4499
	Ireland Sales	01 204 4444
	U.K. Sales (dial within U.K. only)	0870 907 4000
	Fax/SalesFax	01 204 0103
	Switchboard	01 204 4444
<b>Italy (Milan)</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="http://support.euro.dell.com/it/it/emaildell/">support.euro.dell.com/it/it/emaildell/</a>	
Country Code: 39	<b>Home and Small Business</b>	
City Code: 02	Technical Support	02 577 826 90
	Customer Care	02 696 821 14
	Fax	02 696 821 13
	Switchboard	02 696 821 12
	<b>Corporate</b>	
	Technical Support	02 577 826 90
	Customer Care	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
<b>Jamaica</b>	General Support (dial from within Jamaica only)	1-800-682-3639

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
<b>Japan (Kawasaki)</b>	Website: <a href="http://support.jp.dell.com">support.jp.dell.com</a>	
International Access Code: 001	Technical Support	toll-free: 0120-981-690
Country Code: 81	Technical Support outside of Japan	044-556-3468
City Code: 44	Customer Care	044-556-4240
<b>Korea (Seoul)</b>	Technical Support	toll-free: 080-200-3800
International Access Code: 001	Sales	toll-free: 080-200-3600
Country Code: 82	Customer Service (Seoul, Korea)	toll-free: 080-200-3800
City Code: 2	Customer Service (Penang, Malaysia)	604 633 4949
	Fax	2194-6202
	Switchboard	2194-6000
<b>Latin America</b>	Customer Technical Support (Austin, Texas, U.S.A.)	512 728-4093
	Customer Service (Austin, Texas, U.S.A.)	512 728-3619
	Fax (Technical Support and Customer Service) (Austin, Texas, U.S.A.)	512 728-3883
	Sales (Austin, Texas, U.S.A.)	512 728-4397
	SalesFax (Austin, Texas, U.S.A.)	512 728-4600
		or 512 728-3772
<b>Luxembourg</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:tech_be@dell.com">tech_be@dell.com</a>	
Country Code: 352	Technical Support (Brussels, Belgium)	3420808075
	Home/Small Business Sales (Brussels, Belgium)	toll-free: 080016884
	Corporate Sales (Brussels, Belgium)	02 481 91 00
	Customer Care (Brussels, Belgium)	02 481 91 19
	Fax (Brussels, Belgium)	02 481 92 99
	Switchboard (Brussels, Belgium)	02 481 91 00
<b>Macao</b>	Technical Support	toll-free: 0800 582
Country Code: 853	Customer Service (Penang, Malaysia)	604 633 4949
	Transaction Sales	toll-free: 0800 581

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Malaysia (Penang)	Technical Support	toll-free: 1 800 888 298
International Access Code: 00	Customer Service	04 633 4949
Country Code: 60	Transaction Sales	toll-free: 1 800 888 202
City Code: 4	Corporate Sales	toll-free: 1 800 888 213
Mexico	Customer Technical Support	001-877-384-8979
International Access Code: 00		or 001-877-269-3383
Country Code: 52	Sales	50-81-8800 or 01-800-888-3355
	Customer Service	001-877-384-8979 or 001-877-269-3383
	Main	50-81-8800 or 01-800-888-3355
Montserrat	General Support	toll-free: 1-866-278-6822
Netherlands Antilles	General Support	001-800-882-1519



<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Netherlands (Amsterdam) International Access Code: 00 Country Code: 31 City Code: 20	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail (Technical Support): (Enterprise): <a href="mailto:nl_server_support@dell.com">nl_server_support@dell.com</a> (Latitude): <a href="mailto:nl_latitude_support@dell.com">nl_latitude_support@dell.com</a> (Inspiron): <a href="mailto:nl_inspiron_support@dell.com">nl_inspiron_support@dell.com</a> (Dimension): <a href="mailto:nl_dimension_support@dell.com">nl_dimension_support@dell.com</a> (OptiPlex): <a href="mailto:nl_optiplex_support@dell.com">nl_optiplex_support@dell.com</a> (Dell Precision): <a href="mailto:nl_workstation_support@dell.com">nl_workstation_support@dell.com</a>	
	Technical Support	020 674 45 00
	Technical Support Fax	020 674 47 66
	Home/Small Business Customer Care	020 674 42 00
	Relational Customer Care	020 674 4325
	Home/Small Business Sales	020 674 55 00
	Relational Sales	020 674 50 00
	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
New Zealand International Access Code: 00 Country Code: 64	E-mail (New Zealand): <a href="mailto:nz_tech_support@dell.com">nz_tech_support@dell.com</a> E-mail (Australia): <a href="mailto:au_tech_support@dell.com">au_tech_support@dell.com</a> Home and Small Business Government and Business Sales Fax	0800 446 255 0800 444 617 0800 441 567 0800 441 566
Nicaragua	General Support	001-800-220-1006

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Norway (Lysaker)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail Support (portable computers):	
Country Code: 47	<a href="mailto:nor_nbk_support@dell.com">nor_nbk_support@dell.com</a>	
	E-mail Support (desktop computers):	
	<a href="mailto:nor_support@dell.com">nor_support@dell.com</a>	
	E-mail Support (servers):	
	<a href="mailto:nordic_server_support@dell.com">nordic_server_support@dell.com</a>	
	Technical Support	671 16882
	Relational Customer Care	671 17514
	Home/Small Business Customer Care	23162298
	Switchboard	671 16800
	Fax Switchboard	671 16865
<b>Panama</b>	General Support	001-800-507-0962
<b>Peru</b>	General Support	0800-50-669
Poland (Warsaw)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 011	E-mail: <a href="mailto:pl_support_tech@dell.com">pl_support_tech@dell.com</a>	
Country Code: 48	Customer Service Phone	57 95 700
City Code: 22	Customer Care	57 95 999
	Sales	57 95 999
	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
<b>Portugal</b>	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="http://support.euro.dell.com/pt/en/emaildell/">support.euro.dell.com/pt/en/emaildell/</a>	
Country Code: 351	Technical Support	707200149
	Customer Care	800 300 413
	Sales	800 300 410 or 800 300 411 or 800 300 412 or 21 422 07 10
	Fax	21 424 01 12
<b>Puerto Rico</b>	General Support	1-800-805-7545
<b>St. Kitts and Nevis</b>	General Support	toll-free: 1-877-441-4731

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
St. Lucia	General Support	1-800-882-1521
St. Vincent and the Grenadines	General Support	toll-free: 1-877-270-4609
Singapore (Singapore)	Technical Support	toll-free: 800 6011 051
International Access Code: 005	Customer Service (Penang, Malaysia)	604 633 4949
Country Code: 65	Transaction Sales	toll-free: 800 6011 054
	Corporate Sales	toll-free: 800 6011 053
South Africa (Johannesburg)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 09/091	E-mail: <a href="mailto:dell_za_support@dell.com">dell_za_support@dell.com</a>	
Country Code: 27	Technical Support	011 709 7710
City Code: 11	Customer Care	011 709 7707
	Sales	011 709 7700
	Fax	011 706 0495
	Switchboard	011 709 7700
Southeast Asian and Pacific Countries	Customer Technical Support, Customer Service, and Sales (Penang, Malaysia)	604 633 4810
Spain (Madrid)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	E-mail: <a href="mailto:support.euro.dell.com/es/es/emaildell/">support.euro.dell.com/es/es/emaildell/</a>	
Country Code: 34	<b>Home and Small Business</b>	
City Code: 91	Technical Support	902 100 130
	Customer Care	902 118 540
	Sales	902 118 541
	Switchboard	902 118 541
	Fax	902 118 539
	<b>Corporate</b>	
	Technical Support	902 100 130
	Customer Care	902 118 546
	Switchboard	91 722 92 00
	Fax	91 722 95 83

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Sweden (Upplands Vasby) International Access Code: 00 Country Code: 46 City Code: 8	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:swe_support@dell.com">swe_support@dell.com</a> E-mail Support for Latitude and Inspiron: <a href="mailto:Swe-nbk_kats@dell.com">Swe-nbk_kats@dell.com</a> E-mail Support for OptiPlex: <a href="mailto:Swe_kats@dell.com">Swe_kats@dell.com</a> E-mail Support for Servers: <a href="mailto:Nordic_server_support@dell.com">Nordic_server_support@dell.com</a> Technical Support Relational Customer Care Home/Small Business Customer Care Employee Purchase Program (EPP) Support Fax Technical Support Sales	08 590 05 199 08 590 05 642 08 587 70 527 20 140 14 44 08 590 05 594 08 590 05 185
Switzerland (Geneva) International Access Code: 00 Country Code: 41 City Code: 22	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a> E-mail: <a href="mailto:tech_support_central_europe@dell.com">tech_support_central_europe@dell.com</a> E-mail for French-speaking HSB and Corporate Customers: <a href="http://support.euro.dell.com/ch/fr/emaildell/">support.euro.dell.com/ch/fr/emaildell/</a> Technical Support (Home and Small Business) Technical Support (Corporate) Customer Care (Home and Small Business) Customer Care (Corporate) Fax Switchboard	0844 811 411 0844 822 844 0848 802 202 0848 821 721 022 799 01 90 022 799 01 01
Taiwan International Access Code: 002 Country Code: 886	Technical Support (portable and desktop computers) Technical Support (servers) Transaction Sales Corporate Sales	toll-free: 00801 86 1011 toll-free: 0080 60 1256 toll-free: 0080 651 228 toll-free: 0080 651 227
Thailand International Access Code: 001 Country Code: 66	Technical Support Customer Service (Penang, Malaysia) Sales	toll-free: 0880 060 07 604 633 4949 toll-free: 0880 060 09
Trinidad/Tobago	General Support	1-800-805-8035

<b>Country (City) International Access Code Country Code City Code</b>	<b>Department Name or Service Area, Website and E-Mail Address</b>	<b>Area Codes, Local Numbers, and Toll-Free Numbers</b>
Turks and Caicos Islands	General Support	toll-free: 1-866-540-3355
U.K. (Bracknell)	Website: <a href="http://support.euro.dell.com">support.euro.dell.com</a>	
International Access Code: 00	Customer Care website: <a href="http://support.euro.dell.com/uk/en/ECare/Form/Home.asp">support.euro.dell.com/uk/en/ECare/Form/Home.asp</a>	
Country Code: 44		
City Code: 1344	E-mail: <a href="mailto:dell_direct_support@dell.com">dell_direct_support@dell.com</a>	
	Technical Support (Corporate/Preferred Accounts/PAD [1000+ employees])	0870 908 0500
	Technical Support (direct/PAD and general)	0870 908 0800
	Global Accounts Customer Care	01344 373 186
	Home and Small Business Customer Care	0870 906 0010
	Corporate Customer Care	01344 373 185
	Preferred Accounts (500–5000 employees) Customer Care	0870 906 0010
	Central Government Customer Care	01344 373 193
	Local Government & Education Customer Care	01344 373 199
	Health Customer Care	01344 373 194
	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Home and Small Business Fax	0870 907 4006
Uruguay	General Support	toll-free: 000-413-598-2521
U.S. Virgin Islands	General Support	1-877-673-3355
Venezuela	General Support	8001-3605



# Appendix

## Limited Warranties and Return Policy

Dell-branded hardware products purchased in the U.S. or Canada come with either a 90-day, 1-year, 2-year, 3-year, or 4-year limited warranty. To determine which warranty came with your hardware product(s), see your packing slip or invoice. The following sections describe the limited warranties and return policy for the U.S., the limited warranties and return policy for Canada, and the manufacturer guarantee for Latin America and the Caribbean.

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

#### 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

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, 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 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 or invoice, except for the following Dell-branded hardware:

- Portable computer batteries carry a 1-year limited warranty.
- Projector lamps carry a 90-day limited warranty.
- Memory carries a lifetime limited warranty.
- Monitors carry the longer of either a 3-year limited warranty or the remainder of the warranty for the Dell computer to which the monitor will be connected.
- 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 packing slip or 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 Service Tag or order number available.

<b>Individual Home Consumers:</b>	<b>U.S. Only</b>
Technical Support	1-800-624-9896
Customer Service	1-800-624-9897
<b>Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Technical Support and Customer Service	1-800-822-8965
<b>Home and Small Business Commercial Customers:</b>	
Technical Support and Customer Service	1-800-456-3355
<b>Medium, Large, or Global Commercial Customers, Healthcare Customers, and Value-Added Resellers (VARs):</b>	
Technical Support and Customer Service	1-877-459-7298
<b>Government and Education Customers:</b>	
Technical Support and Customer Service	1-877-459-7298
<b>Dell-Branded Memory</b>	1-888-363-5150

**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 the United States (excluding Puerto Rico and U.S. possessions and territories). Otherwise, we will ship the product to you freight collect.

If we determine that the product 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 the 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.

**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.

### **"Total Satisfaction" Return Policy (U.S. Only)**

We value our relationship with you and want to make sure that you're satisfied with your purchases. That's why we offer a "Total Satisfaction" return policy for most products that you, the end-user customer, purchase directly from Dell. Under this policy, you may return to Dell products that you purchased directly from Dell for a credit or a refund of the purchase price paid, less shipping and handling and applicable return fees as follows:

- **New Hardware Products and Accessories** - Unless you have a separate agreement with Dell, all hardware, accessories, peripherals, parts, and unopened software still in its sealed package, excluding the products listed below, may be returned within twenty-one (21) days from the date on the packing slip or invoice. New PowerEdge™, PowerConnect™ and PowerVault™ products may be returned within thirty (30) days from the date on the packing slip or invoice except that new PowerEdge™ SC servers and n series products purchased from the Small and Medium Business Sales Division may only be returned within fourteen (14) days from the date on the packing slip or invoice. To return applications software or an operating system that has been installed by Dell, you must return the entire computer. A different return policy applies to nondefective products purchased through Dell's Software and Peripherals division by customers of our Small and Medium Business divisions. Those products may be returned within twenty-one (21) days from the date on the packing slip or invoice, but a fifteen percent (15%) return fee will be deducted from any refund or credit. The "Total Satisfaction" Return Policy and Software and Peripherals division return policy are not available for 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).
- **Reconditioned or Refurbished Dell-Branded Hardware Products and Parts** - All reconditioned or refurbished PowerEdge™, PowerConnect™ and PowerVault™ products may be returned within thirty (30) days from the date on the packing slip or invoice. All other reconditioned or refurbished Dell-branded hardware products and parts may be returned within fourteen (14) days of the date on the packing slip or invoice.

### **How to Return**

To return products, e-mail or call Dell customer service to receive a Credit Return Authorization Number within the return policy period applicable to the product you want to return. You must obtain a Credit Return Authorization Number in order to return the product. See "Contacting Dell" or "Getting Help" in your customer documentation (or [www.dell.com/us/en/gen/contact.htm](http://www.dell.com/us/en/gen/contact.htm)) to find the appropriate contact information for obtaining customer assistance.

You must ship the products to Dell within five (5) days of the date that Dell issues the Credit Return Authorization Number. You must also return the products to Dell in their original packaging, in as-new condition along with any media, documentation, and all other items that were included in the original shipment, prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

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

### **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
- 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 PACKING SLIP OR 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 packing slip or invoice, except that the limited warranty on Dell-branded batteries lasts only 1 year and the limited warranty on the lamps for Dell-branded projectors lasts only 90 days. The limited warranty begins on the date of the packing slip or invoice. The warranty period is not extended if we repair or replace a warranted product or any parts. Dell may change the terms and availability of limited warranties, at its discretion, but any changes will not be retroactive (that is, the warranty terms in place at the time of purchase will apply to your purchase).

## 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 Service Tag or order number available.

<b>Individual Home Consumers; Home Office and Small Business Customers:</b>	<b>Canada Only</b>
Technical Support and Customer Service	1-800-847-4096
<b>Medium, Large, and Global Commercial Customers; Government, Education, and Healthcare Customers; and Value-Added Resellers (VARs):</b>	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463
<b>Government or Education Customers, or Individual Home Consumers who purchased through an Employee Purchase Program:</b>	
Technical Support	1-800-387-5757
Customer Service	1-800-326-9463 (Extension 8221 for Individual Consumers)
<b>Dell-Branded Memory</b>	1-888-363-5150

## 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. Otherwise, we will ship the product to you freight collect.

If we determine that the problem 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, 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 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 Canada. 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 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](http://www.dell.ca) or by calling Customer Care at 1-800-847-4096. If you purchased through us a service contract with one of our third-party service providers, please refer to that contract (mailed to you with your packing slip or invoice) 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:



- For Canada-purchased computers (in-country transfers) and to transfer from one customer to another, go to [www.dell.ca/ca/en/gen/topics/segtopic\\_ccare\\_nav\\_013\\_ccare.htm](http://www.dell.ca/ca/en/gen/topics/segtopic_ccare_nav_013_ccare.htm)
- For out-of-country transfers (outside of the original country of purchase), go to [www.dell.com/us/en/biz/topics/sbtopic\\_ccare\\_nav\\_016\\_ccare.htm](http://www.dell.com/us/en/biz/topics/sbtopic_ccare_nav_016_ccare.htm)

If you do not have Internet access, call Dell at 1-800-847-4096 (Home Consumer customers) or 1-800-326-9463 (Corporate Commercial or Government customers).

### **"Total Satisfaction" Return Policy (Canada Only)**

If you are an end-user customer who bought new products directly from Dell, you may return them to Dell up to 30 days after you receive them for a refund or credit of the product purchase price. If you are an end-user customer who bought reconditioned or refurbished products from Dell, you may return them to Dell within 14 days after the date on the packing slip or invoice for a refund or credit of the product purchase price. In either case, the refund or credit will not include any shipping and handling charges shown on your packing slip or invoice and will be subject to a fifteen percent (15%) restocking fee, unless otherwise prohibited by law. If you are an organization that bought the products under a written agreement with Dell, the agreement may contain different terms for the return of products than specified by this policy.

To return products, you must call Dell Customer Service at 1-800-847-4096 to receive a Credit Return Authorization Number. To expedite the process of your refund or credit, Dell expects you to return the products to Dell in their original packaging within 5 days of the date that Dell issues the Credit Return Authorization Number. You must also prepay shipping charges and insure the shipment or accept the risk of loss or damage during shipment. You may return software for a refund or credit only if the sealed package containing the floppy disk(s) or CD(s) is unopened. Returned products must be in as-new condition, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it. For customers who want to return, for refund or credit only, either application or operating system software that has been installed by Dell, the whole system must be returned, along with any media and documentation that may have been included in the original shipment.

The "Total Satisfaction" Return Policy does not apply to Dell | EMC storage products. It also does not apply to products purchased through Dell's Software and Peripherals division. For those products, please instead refer to Dell's Software and Peripheral's then-current return policy (see the following section, "Dell Software and Peripherals [Canada Only]").

## **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 packing slip or invoice and/or the product documentation that accompanied your product. Descriptions of Dell's limited warranties are described in preceding sections.

### **Return Policy**

If you are an end-user customer who bought Dell Software and Peripherals products directly from a Dell company, you may return Dell Software and Peripherals products that are in as-new condition to Dell up to 30 days from the date on the packing slip or invoice for a refund of the product purchase price if already paid. This refund will not include any shipping and handling charges shown on your packing slip or invoice; you are responsible for those.

To return products, you must call Dell Customer Service at 1-800-387-5759 to receive a Credit Return Authorization Number. You must ship the Dell Software and Peripherals products back to Dell in their original manufacturer's packaging (which must be in as-new condition), prepay shipping charges, and insure the shipment or accept the risk of loss or damage during shipment.

To qualify for refund or replacement, returned products must be in as-new condition, software products must be unopened, and all of the manuals, floppy disk(s), CD(s), power cables, and other items included with a product must be returned with it.

## **1-Year End-User Manufacturer Guarantee (Latin America and the Caribbean Only)**

### **Guarantee**

Dell Computer Corporation ("Dell") warrants to the end user in accordance with the following provisions that its branded hardware products, purchased by the end user from a Dell company or an authorized Dell distributor in Latin America or the Caribbean, will be free from defects in materials, workmanship, and design affecting normal use, for a period of 1 year from the original purchase date. Products for which proper claims are made will, at Dell's option, be repaired or replaced at Dell's expense. Dell owns all parts removed from repaired products. Dell uses new and reconditioned parts made by various manufacturers in performing repairs and building replacement products.

### **Exclusions**

This Guarantee does not apply to defects resulting from: improper or inadequate installation, use, or maintenance; actions or modifications by unauthorized third parties or the end user; accidental or willful damage; or normal wear and tear.

### **Making a Claim**

Claims must be made in Latin America or the Caribbean by contacting the Dell point of sale within the guarantee period. The end user must always supply proof of purchase, indicating name and address of the seller, date of purchase, model and serial number, name and address of the customer, and details of symptoms and configuration at the time of malfunction, including peripherals and software used. Otherwise, Dell may refuse the guarantee claim. Upon diagnosis of a warranted defect, Dell will make arrangements and pay for ground freight and insurance to and from Dell's repair/replacement center. The end user must ensure that the defective product is available for collection properly packed in original or equally protective packaging together with the details listed above and the return number provided to the end user by Dell.

### **Limitation and Statutory Rights**

Dell makes no other warranty, guarantee or like statement other than as explicitly stated above, and this Guarantee is given in place of all other guarantees whatsoever, to the fullest extent permitted by law. In the absence of applicable legislation, this Guarantee will be the end user's sole and exclusive remedy against Dell or any of its affiliates, and neither Dell nor any of its affiliates shall be liable for loss of profit or contracts, or any other indirect or consequential loss arising from negligence, breach of contract, or howsoever.

**This Guarantee does not impair or affect mandatory statutory rights of the end user against and/or any rights resulting from other contracts concluded by the end user with Dell and/or any other seller.**

**Dell World Trade LP**

One Dell Way, Round Rock, TX 78682, USA

**Dell Computadores do Brasil Ltda (CNPJ No. 72.381.189/0001-10)**

Avenida Industrial Belgraf, 400

92990-000 - Eldorado do Sul – RS - Brasil

**Dell Computer de Chile Ltda**

Coyancura 2283, Piso 3- Of.302,

Providencia, Santiago - Chile

**Dell Computer de Colombia Corporation**

Carrera 7 #115-33 Oficina 603

Bogota, Colombia

**Dell Computer de Mexico SA de CV**

Paseo de la Reforma 2620 - 11° Piso

Col. Lomas Altas

11950 México, D.F.

# Dell Inc. Ink and Toner Cartridges Limited Warranties

The following sections describe the limited warranty for ink and toner cartridges for the U.S., Canada, and Latin America. Refer to the appropriate limited warranty accordingly.

## **Ink and Toner Cartridges Limited Warranty (U.S. and Canada Only)**

Dell Inc. warrants to the original purchaser of genuine Dell-branded toner cartridges that they will be free from defects in material and workmanship for the life of the cartridge and that for genuine Dell-branded ink cartridges they will be free from defects in material and workmanship for two years beginning on the date of invoice. If this product proves defective in either material or workmanship, it will be replaced without charge during the limited warranty period if returned to Dell. You must first call our toll-free number to get your return authorization. In the U.S., call 1-800-822-8965; in Canada, call 1-800-387-5757. If we are not able to replace the product because it has been discontinued or is not available, we will either replace it with a comparable product or reimburse you for the cartridge purchase cost, at Dell's sole option. This limited warranty does not apply to ink or toner cartridges that have been refilled or improperly stored or due to problems resulting from misuse, abuse, accident, neglect, mishandling, incorrect environments, or wear from ordinary use.

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 REPLACEMENT AS SET FORTH IN THIS WARRANTY STATEMENT. FOR CANADIAN CUSTOMERS, EXCEPT FOR THE EXPRESS WARRANTIES CONTAINED IN THIS WARRANTY STATEMENT, DELL DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, FOR THE PRODUCT. FOR U.S. CUSTOMERS, 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 THIS LIMITED WARRANTY. NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE LIMITED WARRANTY PERIOD HAS EXPIRED. SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OF CERTAIN IMPLIED WARRANTIES OR CONDITIONS, OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY OR CONDITION LASTS, SO THIS LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY COVERAGE TERMINATES IF YOU SELL OR OTHERWISE TRANSFER THIS PRODUCT TO ANOTHER PARTY.

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SOME STATES OR JURISDICTIONS 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.

## **Ink and Toner Cartridges Limited Warranty (Latin America Only)**

Dell Inc. warrants to the original purchaser of genuine Dell-branded toner cartridges that the cartridges will be free from defects resulting from material or manufacturing process for the life of the cartridge. For the original purchaser of genuine Dell-branded ink cartridges, Dell warrants that the cartridges will be free from defects resulting from material or manufacturing process for one year beginning from the date of delivery.

If this product presents defects resulting from either material or manufacturing process, it will be replaced without charge during the limited warranty period if returned to Dell.

In order to obtain the necessary information to enable the replacement, call the appropriate toll-free number. In Mexico, call 001-877-533-6230; in Puerto Rico, call 1-877-839-5123. In cases in which either the production of the cartridge has been discontinued or the cartridge is not available, Dell reserves the right, at its sole discretion, to choose between replacing it by a similar product or reimbursing you for the purchase cost.

This limited warranty does not apply to ink or toner cartridges that have been refilled or to defects resulting from misuse, abuse, accident, negligence, mishandling, improper storage or exposure to inappropriate environments.

Dell's liability for the malfunction or defect of hardware after the period of the legal warranty (and specifically the period of the legal warranty of defective products stated in the consumer protections rules), is limited to either the substitution of the product or the reimbursement as stated above. This warranty coverage terminates if you sell or otherwise transfer this product to a third party.

Dell does not accept any additional liability for patrimonial, emotional or any other kind of damage caused to the consumer and/or to a third party, which exceeds the established liability either in this limited warranty or in legal rules that may apply.

## Dell Software License Agreement

This is a legal agreement between you, the user, and Dell Products, L.P. ("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"). 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 computer, 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.

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### **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.

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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.



# Regulatory Notices

Electromagnetic Interference (EMI) is any signal or emission, radiated in free space or conducted along power or signal leads, that endangers the functioning of a radio navigation or other safety service or seriously degrades, obstructs, or repeatedly interrupts a licensed radio communications service. Radio communications services include but are not limited to AM/FM commercial broadcast, television, cellular services, radar, air-traffic control, pager, and Personal Communication Services (PCS). These licensed services, along with unintentional radiators such as digital devices, contribute to the electromagnetic environment.

Electromagnetic Compatibility (EMC) is the ability of items of electronic equipment to function properly together in the electronic environment. While this device has been designed and determined to be compliant with regulatory agency limits for EMI, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference with radio communications services, which can be determined by turning the equipment off and on, you are encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving antenna.
- Relocate the device with respect to the receiver.
- Move the device away from the receiver.
- Plug the device into a different outlet so that the device and the receiver are on different branch circuits.

If necessary, consult a Dell Technical Support representative or an experienced radio/television technician for additional suggestions.

For additional regulatory information, see the User's Guide on your CD.

## **NOM Information (Mexico Only)**

The following information is provided on the device(s) described in this document in compliance with the requirements of the official Mexican standards (NOM):

Exporter:	Dell Inc. One Dell Way Round Rock, TX 78682
Importer:	Dell Computer de México, S.A. de C.V. Paseo de la Reforma 2620 - 11° Piso Col. Lomas Altas 11950 México, D.F.

Ship to:	Dell Computer de México, S.A. de C.V. al Cuidado de Kuehne & Nagel de México S. de R.L. Avenida Soles No. 55 Col. Peñon de los Baños 15520 México, D.F.
Model number:	720
Supply voltage:	120/127 VAC
Frequency:	50/60 Hz
Current consumption:	1.0 A
Output voltage:	30 VDC
Output current:	0.4 A

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